



Development of Patient Education Materials

The Dental Services program, in collaboration with the Education and Training program at the Office of Community Programs (OCP) has the capacity to create culturally and linguistically sensitive dental education materials for patients of all ages. Our team of clinical experts, technical writers, and graphic designers in collaboration with the UMass Cultural Linguistic Service Bureau (CLSB), can develop culturally and linguistically sensitive provider educational materials to meet the unique needs of your patient population.

Approach

In the first phase of the planning process, focus groups are conducted to develop the primary message of the educational materials. Materials are then developed in a manner that offers “easy solutions” to reduce or eliminate an identified risk. This helps to raise awareness and abate fear, denial or mistrust. Next, all materials are reviewed to assure that the reading level is appropriate for the intended audience. In addition, materials are reviewed by our cultural linguistic experts to ensure that the messages are appropriate for the target population. Translation services are available to translate educational materials in eleven languages.

Examples

To view samples of patient educational materials developed by the education and training program on a variety of health topics, [click here](#).

To discuss your organization’s patient education needs and to explore the potential for Dental Services consulting support, contact our program manager, Ellen Sachs Leicher at 978-371-8816 or email ESLassoc61@aol.com.