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Communicating with Children

Soft-skills in communicating with children: Intercultural sensitivity

Healthcare providers want to deliver care that is inclusive, sensitive to the patient's and family's needs and that respects the **values of their health beliefs and practices**. In order to do this, they have to **learn about the most common minority cultures** with which they interact. One aspect linked with intercultural communication is **fluency in the official language**. Pediatricians should never assume that minority populations are fluent in the official language, and when in doubt about the family's ability to understand it, they should resort to a translator, particularly when major medical or social decisions are being made (Flores et al., 2000).



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