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Communication Across Cultures - Use of Video to Promote Culturally Competent Patient Management

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Diverse belief systems exist among dental and medical patients related to health, healing and wellness. Culturally competent health care may be defined as the ability to provide care to patients with diverse values, beliefs and behaviors, including modifying delivery of care to meet patients' social and cultural needs. To become culturally competent, dentists and physicians must be aware of the impact of social and cultural factors on health beliefs and behaviors. This videotape illustrates the interaction of three ethnic groups (Caucasian, Asian and African-American) in a dental situation and prompts discussion of cultural factors that influence patient management as well as of the contrast of Western vs. Eastern health care beliefs.