



Finding the Right Provider FOR YOUR FAMILY'S CULTURE & VALUES

A guide for families from all cultural, faith, and community backgrounds

Every family has traditions, values, and unique ways of caring for and supporting one another. A good provider will respect all of these things and invite your family's voice and values into the care process. Some families feel most comfortable seeing a provider with a similar background or values, and that's okay - but a good provider will respect and honor your family's wishes and needs, even if they have different thoughts and experiences.

Your Rights as a Family

- You have the right to ask questions and see if a provider is a good fit.
- You have the right to change providers if your family doesn't feel comfortable.

Signs the Provider May Be a Good Fit

- They listen with respect and patience.
- They listen to your questions and feedback.
- They honor your family's values and traditions.
- They ask about your goals and desires for treatment.
- They explain things in clear language.
- You and your child feel comfortable and safe with them.

Questions to Ask a Provider

Bring this list to your first appointment or use it as a starting point for conversation with your child's provider.

About Experience & Openness

- Have you worked with other families from my cultural, spiritual, or community background?
- Are you open to learning about our family's traditions and values?

About Care & Involvement

- How do you include caregivers in treatment? How often will I meet with you?
- How do you make sure my child will feel safe and heard with you?
- How can we incorporate our cultural and spiritual practices into care with you?

About Communication

- How do you explain treatment plans to families?
- How can I talk to you if I have questions or concerns?





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When a Provider Is Not a Good Fit

Not every provider is a good fit for every family - that's okay. Good providers recognize this and want you to get the care you need, even if it's not with them. If you're able to, have a conversation with your provider about this, and remember, **you can ask for a different provider at any time.**

When You Want Something to Change in Treatment

- Say "I (my child) felt uncomfortable with ____ in treatment. Can we talk about that?"
- Say "I'm not happy with how treatment is going so far. Is there something we can change?" (be as specific as possible so your provider knows what isn't working)
- Say "My child usually responds best when _____. Can we try that here?"
- Say "It's important to us that [tradition/faith practice] is respected. Could we talk more about how to do that in treatment?"
- Say "In our family, we usually do things this way. How can that be included in care?"

When You Want To Change Providers

- Say "We'd like to know if there are providers in the area who have more experience with families like ours. Can you offer a recommendation or referral?"
- Say "We don't feel you're the best fit for what our family needs right now. Can you recommend another clinic or provider who can support our needs?"
- It's okay to bring support if you need it. You can invite a trusted family member, elder, interpreter, or faith leader to join you if you don't feel comfortable having this conversation with your child's provider alone.

Where To Go For Help

- **Clinic or Hospital Patient Advocate** - they can help you change providers & handle concerns
- **Insurance Member Services** - call the number on your insurance card to request another provider
- **Community Navigator or Case Manager** - many clinics and Tribal programs have navigators who can walk you through the process of building a care team for your child
- **Trusted Community Leaders** - elders, pastors, cultural liaisons, school staff, and others in your community may recommend providers and help you find resources

