

The 12th Conference on Health Care of the Chinese in North America
San Francisco, California
October, 2004

**Increasing Access to Health Education Materials for Chinese
with Limited English Proficiency Via The Internet**

Angela Sun, MPH, Sarah Stearman, MPH, RD, and Edward Chow, MD, Chinese
Community Health Resource Center, 835 Jackson Street, Suite 407, San Francisco, CA
94133

Scarcity of language- and culture-appropriate education materials has created a barrier in delivering health education to Chinese American with limited English proficiency. The purpose of this abstract is to share an innovative strategy of reducing this barrier. According to the 2000 US Census, there were approximately 2.4 million Chinese in the United States. Surveying participants at several health fairs in the San Francisco Chinese community revealed that 90% of the approximately 3,000 Chinese participants preferred to receive health information in Chinese. To meet this culturally and linguistically specific need, Chinese Community Health Resource Center (CCHRC), a recognized leader and principal source of culturally competent health education programs in the San Francisco Bay Area, launched a comprehensive bilingual website (www.cchrhealth.org) allowing around-the-clock access to health information with bilingual articles on various health topics and direct links to over 40 websites some of which may contain Chinese health education materials. This website enables healthcare providers and caretakers who are illiterate in Chinese to search for health information for monolingual Chinese individuals in English and print the Chinese version without taking too much time to seek out reliable sources of bilingual materials. Moreover, Chinese American with limited English proficiency and basic Internet navigation skills can visit this website with ease and confidence. The website allows users the option of downloading the desired materials in PDF format free of charge. The CCHRC bilingual website increases access to health information by providing Chinese-language education materials online to healthcare providers and the public.