



**GreenFlag Profit Recovery
and the Hispanic Professional Group present**

What's the Difference?

Being Aware of the Cultural Differences of Your Hispanic Patients

The Hispanic population in Central Virginia is growing rapidly. Inevitably, they will need medical care. Do you know how to interact in a meaningful, yet efficient manner to attain the best possible medical outcomes? Come hear Rosa Hopkins, owner of Right at Home, a home healthcare service and former emergency room nurse with 18-plus years in healthcare, native of Puerto Rico, and longtime local resident, help you navigate some important cultural differences.

Topics include:

- Cultural diversity and how it affects healthcare
- Language barriers and the patient's Right to Know/Informed Consent
- Educating staff to ensure respect for clients' rights
- Avoiding assumptions
- Religious beliefs and how they may affect decision-making and health care delivery

Coffee and bagels will be served!

Thursday, January 21, 2010

8:30 - 10:30 a.m.

**Retail Merchants Association
Building, Second Floor,
5100 Monument Ave.**

(2 minutes east of St. Mary's Hospital)

There is **no charge** to attend this timely and important informational seminar, however, reservations are recommended as seating is limited.

**For more information and
reservations, contact Bart Levy:
Bart@WellCentrix.com or
804.382.0594.**

About Rosa Hopkins: Rosa moved from Puerto Rico to Virginia in 1992 with a desire to grow in her career. She started out as a CNA, to later move on to a PCT, and after completing a Bachelor's in Nursing, obtained her RN license. Shortly after coming to Virginia, Rosa was the recipient of the "Best Customer Service" award. She was also nominated for the prestigious Frist Humanitarian Award in 2007, and was the recipient of the Humanitarian Award from the Veterans Affairs for outstanding service to their Feed A Stranger program. After seeing firsthand the need for in-home health care in her own family and in the community, Rosa decided to combine her experience in health care with the business experience and leadership of Right at Home, a nationwide home health agency. With the support of her family, especially her husband Lewis, Rosa is working to improve the quality of life of her clients and patients.