

Development of a Plain Language Dental Health Glossary

There are few sources where the public and health communicators can find plain language definitions of insurance, health care and dental health terms. For consumers to be engaged in their care and have better health outcomes, communications need to be simple, accessible, understandable and actionable. UnitedHealth Group created the Just Plain Clear™ English-Spanish Glossary that contains over 2,000 terms and is available online.

AUTHORS

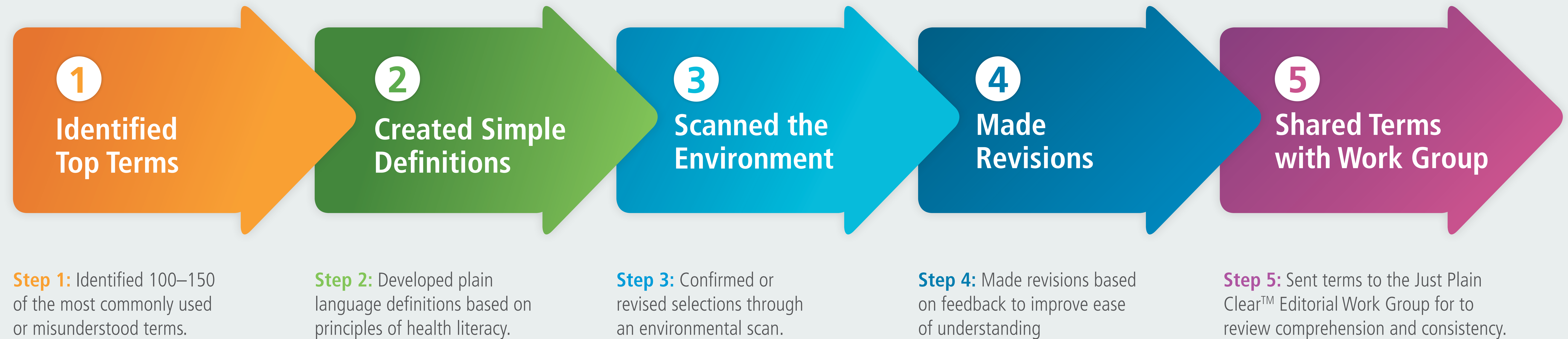
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OUTLINING THE PROCESS

PROCESS
METHODS



PURPOSE

Identification of common dental health terminology along with plain language definitions that can be used in member communication.

CHALLENGE

Terms should be useful to consumers of dental services, as well as to those who interact with consumers, including dentists, hygienists and those who develop materials.

FUTURE DEVELOPMENT

Definitions will evolve and our efforts will improve based on feedback from consumers, those who communicate with them and organizations.

Acknowledgements

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