

Abstract

BACKGROUND: Limited English Proficiency (LEP) is a significant barrier to safe and effective medication use in the United States and is associated with increased risk of medication errors, reduced adherence, and poor health outcomes. Patients with LEP often have difficulty understanding medication instructions due to both language barriers and limited health literacy, highlighting the need for accessible, culturally appropriate educational interventions.

OBJECTIVE: This project aimed to develop a bilingual (English - Vietnamese) medication education tool incorporating simplified written instructions and QR-linked spoken video explanations to improve medication understanding among Vietnamese-speaking LEP patients in a community pharmacy setting.

METHODS: A practice-based innovation was conducted in an independent community pharmacy serving a Vietnamese population in downtown St. Louis. Commonly dispensed medications such as metformin, lisinopril, and atorvastatin were identified through pharmacy consultation. Key counseling points were developed using reliable drug information resources. Vietnamese-language content was structured using Thuốc Biệt Dược, a widely used Vietnamese drug information resource, and aligned with U.S. standards using Lexicomp. Bilingual index cards were created and paired with QR-linked videos providing short Vietnamese-language explanations. All materials were reviewed for accuracy and cultural appropriateness.

RESULTS: Three bilingual medication education tools were developed, each consisting of an index card and a corresponding QR-linked video. The intervention demonstrated feasibility and provided a structured method to reinforce pharmacist counseling and support patient understanding.

CONCLUSION: The development of bilingual multimedia medication education tools represents a feasible and scalable approach to addressing communication barriers among LEP patients. This strategy has the potential to improve medication understanding, enhance adherence, and support more equitable, patient-centered pharmacy care.