

**WELCOME TO**

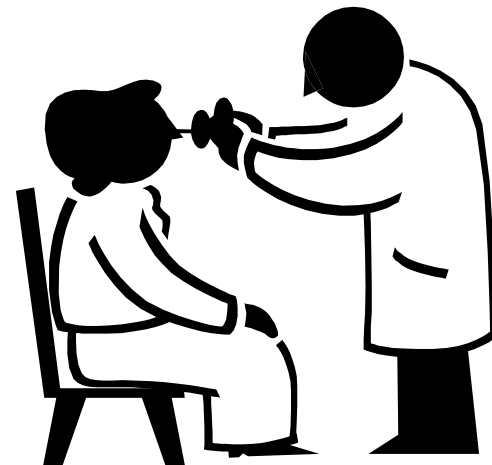
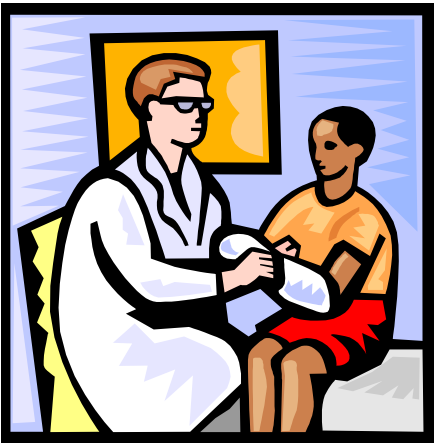
***JOINT CULTURAL ORIENTATION***

This program is a cooperative effort of  
PARA/Bethany, Lutheran Social Services,  
and Refugee Support Services.

# **The American Health System**

# Types of Doctors

- **Primary Care Physicians**
- **Specialist**
- **Other Health Care Providers**



# **Primary Care Physician**

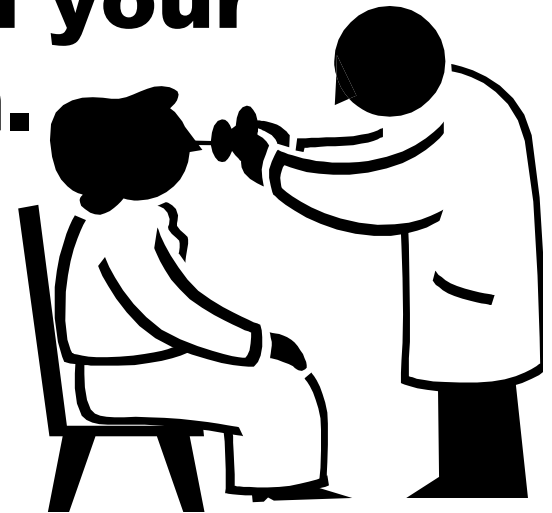
- **Gives you preventative care when you are healthy.**
- **Coordinates medical care when you are sick.**
- **Always consult your primary care physician first.**
- **He or she will arrange for a specialist, if needed.**

# Specialists

- **Know more about specific kinds of medical problems than other doctors know.**
- **Treat patients sent by primary care physicians.**
- **Help you with problems related to his or her area of expertise.**
- **Report back to your primary care physician.**

# Other Health Care Providers

- **If you need eyeglasses, you can make an appointment with an optometrist.**
- **Some kinds of health care do not require consulting with your primary care physician.**



- **If you need care for your teeth, you can make an appointment with a dentist.**



- **If you are not sure, ask your case manager or primary care physician.**

# **Types of Medical Care**

- **Preventative Care**
- **Follow-Up Care**
- **Urgent Care**
- **Emergency Care**

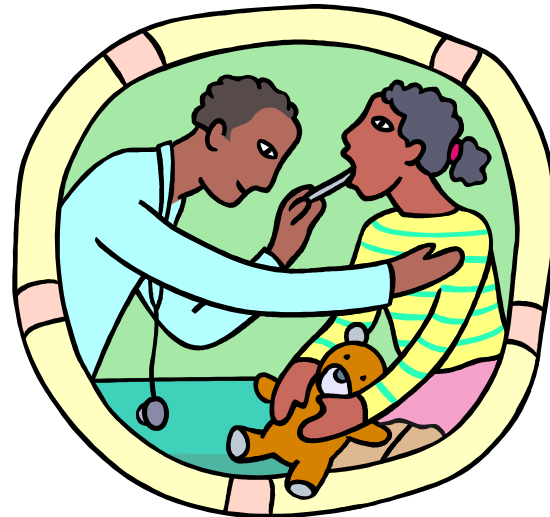


# **Preventative Health Care**

- **Your primary care physician will want you to come back for an exam periodically, even if you do not have any health problems.**
- **Your doctor will tell you how often you should come back for an exam**
- **Appointments for preventative care are usually made many weeks, or even months, in advance.**

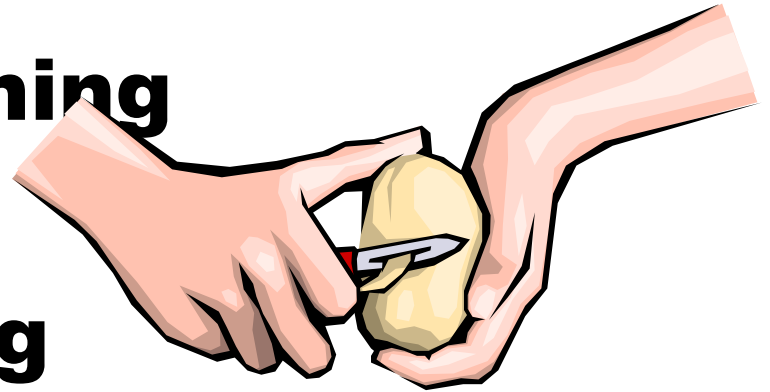
# Examples of Preventative Health Care Appointments

- **Immunizations**
- **Routine physical exams (GYN, well child)**
- **TB clinic**



# Things You Can do to Practice Preventative Health Care at Home

- **Careful Hand Washing**
- **Good Hygiene**
- **Safe Food Handling**

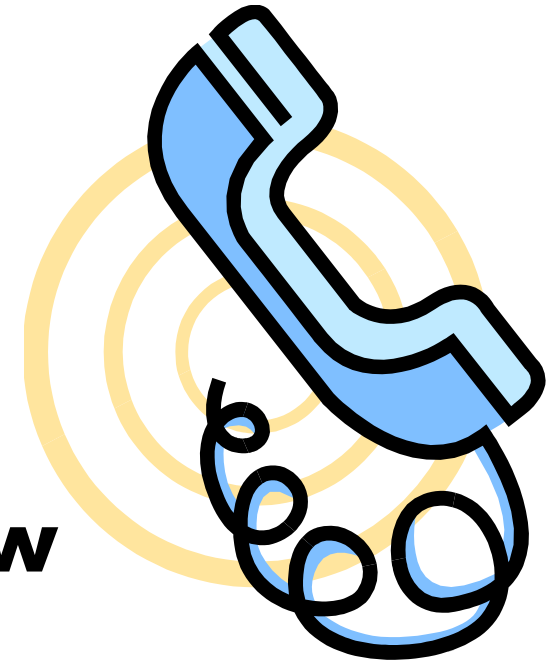


# **Follow-Up Care**

- **When receiving medical treatment, your doctor will want you to come back for an office visit.**
- **Make your next appointment before you leave your doctor's office.**

# Urgent Care

- **When you are sick, you can usually get an appointment within a few days.**
- **Call your primary care doctor, and say you need an appointment.**
- **They will make an appointment, or tell you what to do.**



# Urgent Care at Clinics

- **You may be able to come to the clinic and talk to someone, instead of calling.**
- **The nurse will make you an appointment, or tell you what to do.**



# Emergency Care

- **In the U.S., an “emergency” means a problem that must be treated immediately, or it will get worse**



- **Examples of emergencies are broken bones, difficulty breathing, or a baby under 3 months old with a fever.**





- **Emergency departments at all hospitals are open 24 hours every day.**
- **If you cannot get to the emergency department quickly and safely, call 911 and ask for an ambulance.**
- **If possible, bring the patient's insurance card.**

# Types of Medicine

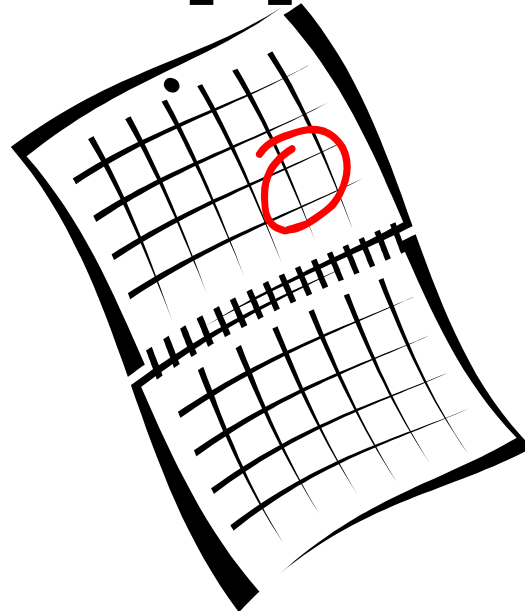


- **Prescription Medicine**
  - only from pharmacies
  - insurance should cover (with co-pay)
- **Non-Prescription Medicine**
  - called “over the counter”
  - instructions are important
  - insurance will not pay
  - may have more than one name
- **Medicine you do not have to pay for**



**What you need  
to know about**

# **Medical Appointments**





# What to bring

- 1. Form of payment**
  - insurance card, or money**
- 2. Current medicines**
- 3. Confirmation letters or forms**
- 4. Referrals/other health info/log book**
- 5. List of questions**



# How to pay

- 1. Medicaid for the first 8 months**
- 2. Health insurance**
- 3. Sliding scale clinics**
- 4. Other options if you do not have health insurance**



# **What to expect from the doctor-patient relationship**

- 1. Partnership with doctor**
- 2. Consent before receiving treatment**
- 3. Privacy of information**
- 4. Interpreter if needed at no cost**
- 5. Respect for your own traditions of care**



# How to be a good patient

- 1. Ask questions**
- 2. Keep appointments**
- 3. Arrive early**
- 4. Children well-behaved**
- 5. Provide up-to-date information**
- 6. Honesty with health care provider**
- 7. Keep a log book of medical care**

