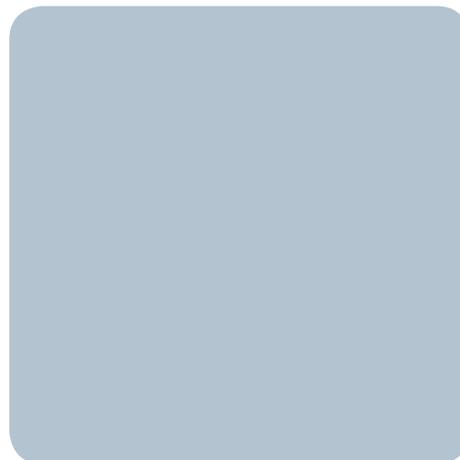
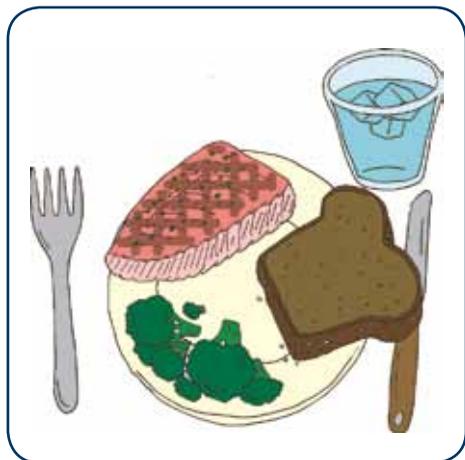
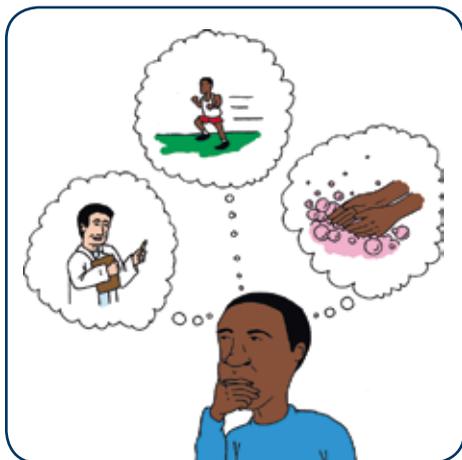
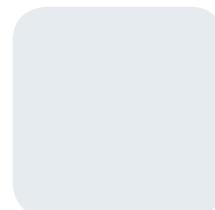
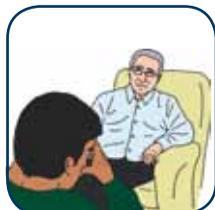
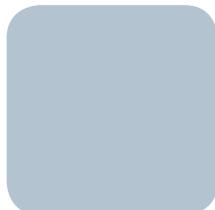
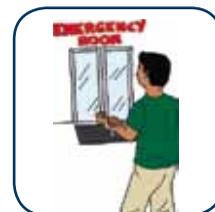
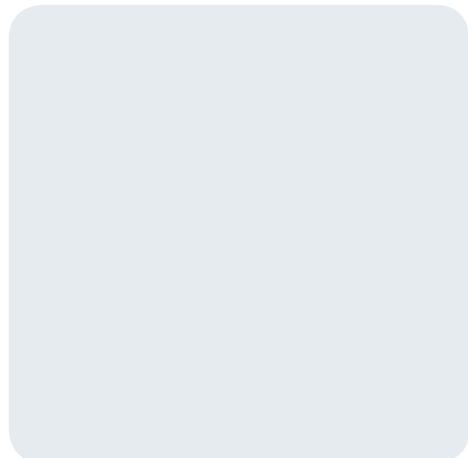


Health Services and Healthy Living in Florida



Flip Chart Instructions: Please review the entire flip chart prior to using it in an educational setting. Become familiar with the topics and select those that are appropriate for your clients. When presenting the information, place the flip chart so that the educator is facing the educator's page (black and white text) and your clients are facing the color illustrated page. Try not to read the text word for word but use it as a guide to communicate the information in a manner your clients will understand.

The following resources were used to compile this flip chart:

Health Guide for Refugees in Minnesota <http://www.health.state.mn.us/divs/idepc/refugee/hcp/healthguideeng.pdf>

A Health Guide for Refugees (Illinois)-Hard copy dated 1997

Your Health Book (Rhode Island) <http://www.health.ri.gov/chew/refugee/prevention3.pdf>

Welcome to California: A Health Guide For Refugees, Asylees and Victims of Trafficking-Hard Copy dated 2004

Guidelines for Initial Medical Screening and Care of Refugees Resettled in New Hampshire-Hard copy dated 2005

USCRI Tool Kits - <http://www.refugees.org/home.aspx>

Please see the Florida Department of Health's website (www.doh.state.fl.us) and the Refugee Health Information Network (www.rhin.org) for more health related information.

Prepared by the



**Refugee Health Program
and**

Lawton and Rhea Chiles Center for Healthy Mothers and Babies

This project is funded by the Florida Department of Children and Families, Refugee Services Program, with grants from the U.S. Department of Health and Human Services, Office of Refugee Resettlement.

Initial Health Screening

Remember you had a medical examination when you were waiting to come to the United States? Well, now that you've arrived here in Florida, it's time for you to have your first health screening in the U.S. The reason you have one here is because it is more complete than the overseas exam and we can help you with health problems you might have or refer you for treatment and follow-up care.

We will help you schedule your appointment.

We will tell you where to go.

We will tell you how to get there.



It is very important that you go to the appointment and that you be on time. You will need to know how much time it will take you to get there by bus, cab or car.

Having this exam will help identify and treat health conditions that could keep you from getting a job and all children must have a medical exam before starting school.

You will need to take your immigration documents, medical records, immunization records, medications, Medicaid and Social Security cards (if you have them), and a photo identification card. This applies to you and each of your family members.

Discussion Questions:

- 1. What do you think will happen at this appointment?*
- 2. Do you have a photo ID or know where to get one?*
- 3. Do you remember what they told you during your overseas medical examination about any health conditions you may have? Or, what to expect in the U.S.?*

Initial Health Screening



- ◆ A very important health screening
- ◆ Screens you for health problems and provides treatment and follow-up care, if needed
- ◆ Helps eliminate health-related difficulties in getting a job or entering school
- ◆ Schedule your appointment; make sure you go; be on time
- ◆ Take your:
 - ✓ Immigration documents
 - ✓ Medical records
 - ✓ Immunization records
 - ✓ Medications
 - ✓ Medicaid and Social Security cards (if you have them)
 - ✓ A photo identification card

What to Expect During Your Initial Health Screening

This is what you can expect to happen when you go to your appointment.

1. A person will call your name and take you to a room called an examination room. This room will have different types of medical tools that will be used during your examination.
2. A healthcare provider will come into the room and will:
 - ✓ Measure how tall you are
 - ✓ Ask you to step on the scale so they can measure your weight
 - ✓ Listen to your heart and lungs with a stethoscope
 - ✓ Use a light to look at your eyes, in your ears, nose and throat
 - ✓ Ask you to open your mouth so they can look at your gums and teeth
 - ✓ Ask you to lie back on the bed so they can feel/press on your belly/stomach
 - ✓ Use a blood pressure monitor to measure your blood pressure
 - ✓ Ask you to look at a paper on the wall and tell them what is on the paper so they can test how well you see and decide if you need glasses.
 - ✓ Test your hearing
 - ✓ Test you for tuberculosis (TB)



They will write the information on paper. They will also give you shots and collect some of your blood and urine and tell you how to collect some samples of your stool (bowel movement) for testing. I will discuss these in more detail in a few minutes.

Discussion Questions:

1. *Do you know what a stethoscope is?*
2. *Tell me why you think they want to know this information.*
3. *Do you have any worries about what they will do?*

What to Expect During Your Initial Health Screening

During your initial health screening, a healthcare provider will:

- ◆ Measure your height and weight
- ◆ Listen to your lungs and heart
- ◆ Look at your eyes, ears, nose and throat
- ◆ Look at your teeth and gums
- ◆ Feel/press your belly/stomach area
- ◆ Measure your blood pressure
- ◆ Test your vision and hearing
- ◆ Provide you with any needed shots (immunizations)
- ◆ Test you for tuberculosis
- ◆ Collect some of your blood, urine and samples from your bowel movements (stool). All will be used to test for contagious diseases and to see if you are having any problems that would affect the quality of your health



Blood Sample

You will be asked to sit in a chair with your arm extended. A rubber strap will be tied around your upper arm and the healthcare provider will ask you to make a fist with your hand. The healthcare provider will press on your arm to find a vein and will use a needle attached to a tube to take some of your blood.

It will only hurt for a minute or so. When they're finished, they will place a band-aid on your arm where the needle took your blood. You can remove the band-aid in one hour.

The tubes of your blood will be sent to a special place, called a lab, for testing to see if you have any problems. If any problems are found with your samples of blood, you will be referred for treatment and follow-up care.

These are important tests because you don't want to be contagious or have a virus or disease that can be given to someone else.



Discussion Questions:

1. *Why do you think testing your blood is so important?*
2. *Have you had samples of your blood taken before?*
3. *Do you understand what will happen?*

Blood Sample



- ◆ A very important test
- ◆ A small amount of your blood will be taken from your arm
- ◆ It will be placed into tubes and sent away for testing
- ◆ Your test results will be returned to the county health department
- ◆ If problems are found — the health department will call you and tell you what to do next

Stool (Bowel Movement) Sample

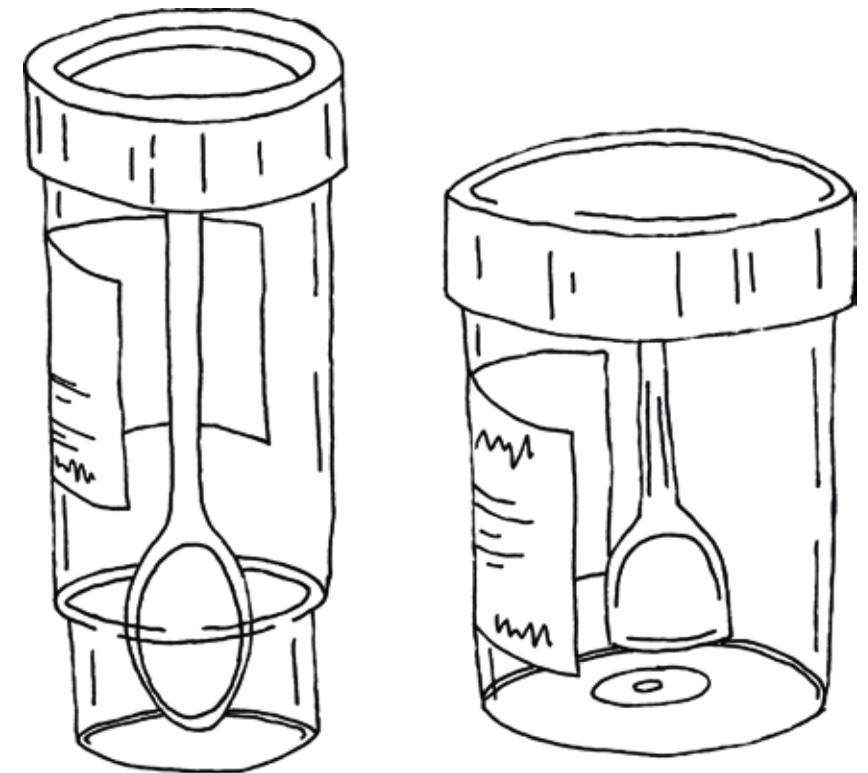
Your stool, also called bowel movement or feces, is usually something we quickly flush away in the toilet. But bowel movements can provide doctors with valuable information.

While you are at your initial health assessment, the healthcare provider will give you a kit that you will use to collect your stool, instructions on how to do the collection, how to label the container and what to do with the container once you are finished.

It is not a painful process. It is very easy to do.

You **MUST** keep everything clean and **WASH** your hands.

Your samples will be sent to a lab for testing. If problems are found, you will be sent to a healthcare provider for follow-up care.

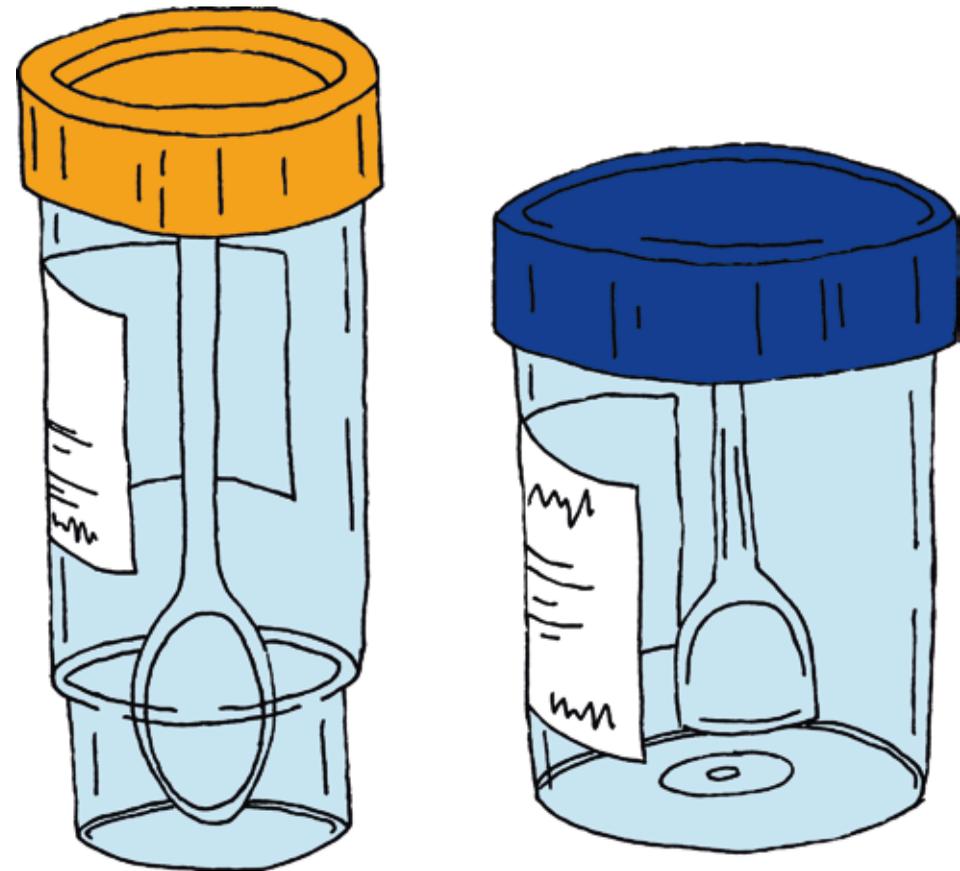


Discussion Questions:

1. *Tell me why you think this test is important.*
2. *Do you have any questions on the process?*

Stool (Bowel Movement) Sample

- ◆ Another very important test
- ◆ You will be given a kit
- ◆ You will be told how to collect, label and return the container in the kit
- ◆ You will collect stool (bowel movement) samples at home
- ◆ WASH YOUR HANDS when you are finished
- ◆ Samples will be tested for bacteria and/or parasites
- ◆ If problems are found, you will be referred for follow-up care



Immunizations

At your initial health screening you will be asked to show a record of all of the immunizations you have already received. The healthcare provider will review your records and decide if you and your family have already received all of the shots needed or if you need to receive more. It is important that you receive these immunizations.

Immunizations are one of the most effective tools to help people live longer and have healthier lives. They can prevent you from getting a disease that can cause permanent health problems or even death.

You will always need to keep your immunization records and those of your family members in a safe place. Once you receive your shots you can also track them at **Florida SHOTS**, which is a free online immunization registry that helps healthcare providers, schools and parents keep track of immunization records.

Children are required to have their immunizations before entering school.

After you have been in the United States for a year, you may have to adjust your immigration status to Lawful Permanent Resident. At the time of adjustment you will have to provide documentation of the completion of your immunizations. If you get immunizations during your initial health assessment they won't cost you any money. If you wait, you may have to pay a lot of money to get your immunizations.



Discussion Questions:

1. *What does an immunization do?*
2. *Why do you think immunizations are important?*
3. *Do you know what types of diseases immunizations can prevent?*
4. *Do you understand why it's important to keep your immunization record?*

Immunizations



- ◆ Immunizations, vaccination, and shots — different words/same meaning
- ◆ Protect you from preventable diseases
- ◆ Requirement for children to enter school
- ◆ Immunization records are very important and must be kept
- ◆ Your immunization information is kept at *Track at Florida SHOTS* (State Health Online Tracking System)
- ◆ Required for adjustment of immigration status

Healthcare Providers

If problems are discovered during your initial health screening, you will be told where to go to see a healthcare provider who will treat your problem(s). Your primary healthcare provider may send you to a specialist, if they cannot treat your problem.

Specialists include doctors such as:

A dentist - To keep your teeth and gums healthy, you should have your teeth cleaned and a dental exam every six months.

An optometrist or ophthalmologist - To keep your eyes healthy, you should have your eyes checked every two years.

A mental health provider - To help you deal with your mental health issues.



In the United States, you or an insurance company must pay for medical care. You will have either Refugee Medical Assistance (RMA) or Medicaid, so your medical services are free for 8 months from arriving in the U.S. **It is important that you use it while you can, because you may not always be eligible for this free insurance.** When you are approved for Medicaid you will pick a “primary healthcare provider”. This will be the doctor you visit regularly and who will help solve any problems you have. After picking a healthcare provider, you should make an appointment to follow-up on your health.

Discussion Questions:

1. *Have you been to the doctor yet?*
2. *If yes, how was the appointment?*
3. *Can you tell me the difference between a primary healthcare provider and a specialist?*

Healthcare Providers

- ◆ Initial health screening will identify health problems and offer solutions
- ◆ If you have health problems you will be sent to a primary healthcare provider
- ◆ If you have vision problems you will be sent to an optometrist or ophthalmologist (eye doctor)
- ◆ If you have tooth and/or gum problems you will be sent to a dentist
- ◆ If you have mental health issues you will be sent to a mental health provider
- ◆ Use Refugee Medical Assistance while eligible
- ◆ Use Medicaid services and choose a primary healthcare provider



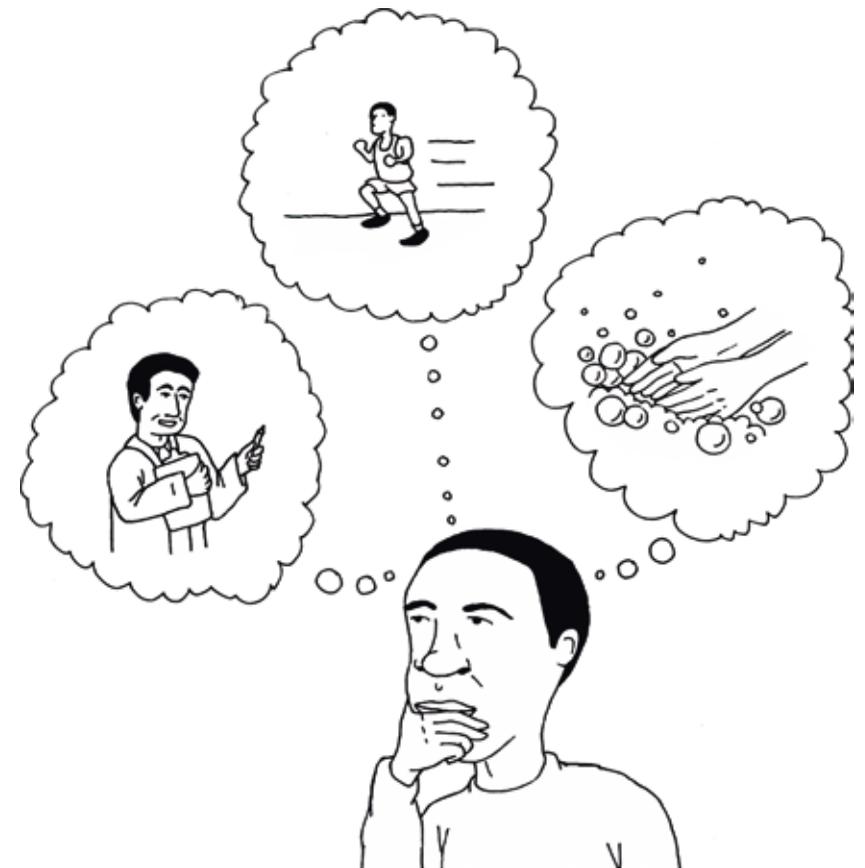
Preventive Health

Good lifestyle habits, better food habits, managing your weight, exercising, not smoking and going to your doctor on a regular basis are all ways a person can reduce their risk for developing certain diseases.

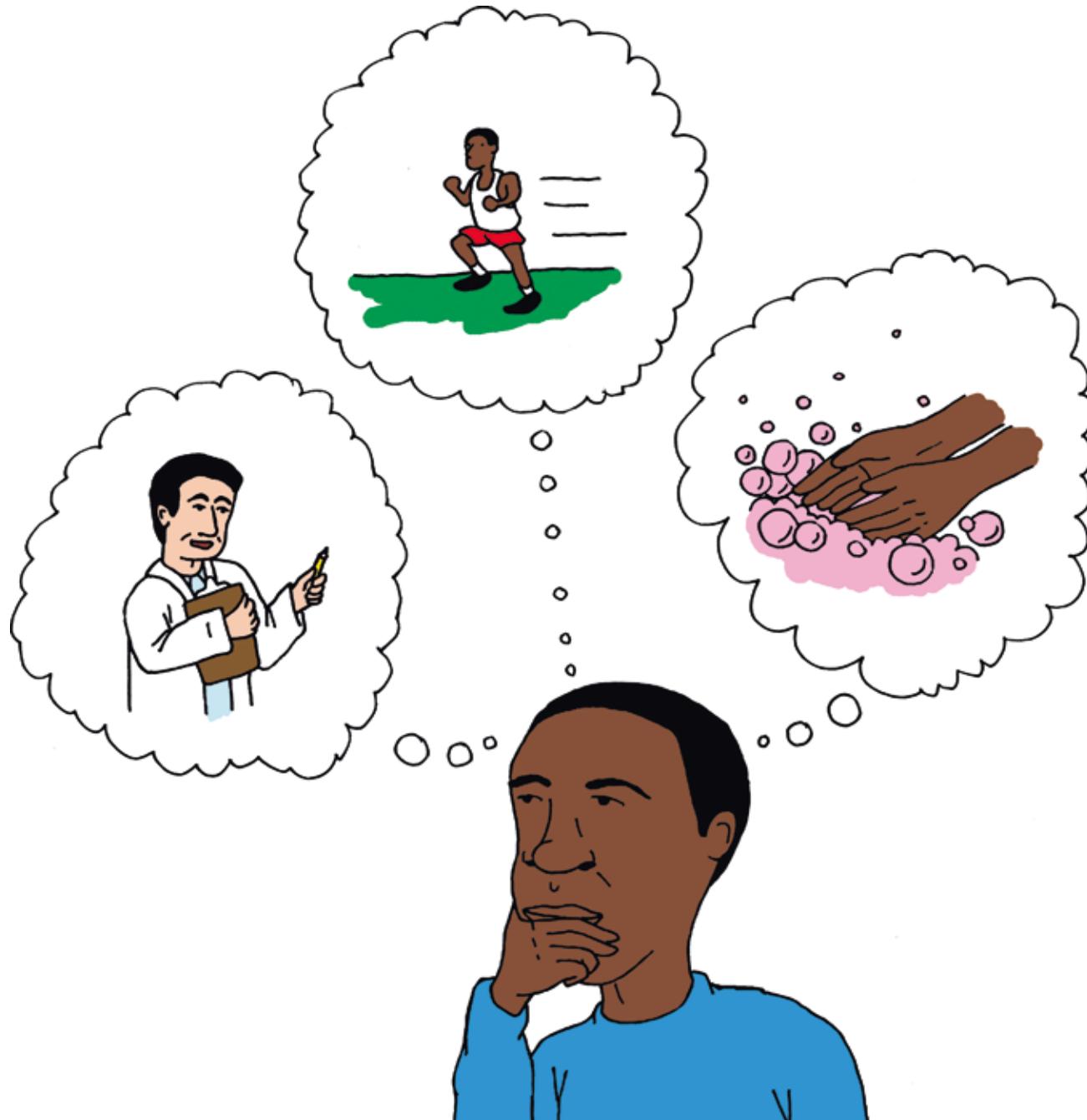
Visiting your doctor regularly so that your blood pressure and cholesterol can be checked are also ways to maintain a healthy life. Your doctor will also perform regular exams specific to women and men to make sure all organs are healthy and free of diseases.

Discussion Questions:

1. *What do you do to stay healthy?*
2. *What do you like to do for exercise?*
3. *Did you visit a doctor regularly in your home country?*
4. *What are some activities you can do as a family to stay healthy?*



Preventive Health



- ◆ You are what you eat, so eat healthy foods – limit fats, salt and sugar
- ◆ Exercise and stay physically active — walk, run, keep moving
- ◆ Manage your weight
- ◆ Don't smoke — quit if you do
- ◆ Wash your hands
- ◆ Cover your mouth when you cough
- ◆ Go to your doctor — don't wait
- ◆ Take your medications as directed — don't share with others
- ◆ Have your eyes and teeth checked regularly

Healthy Nutrition

In America, there are many choices for food — not all of them are healthy choices. It is always important to read labels and know which foods are healthy. It is important to choose healthy foods and not those typically found in fast food restaurants or in boxes in the grocery store.

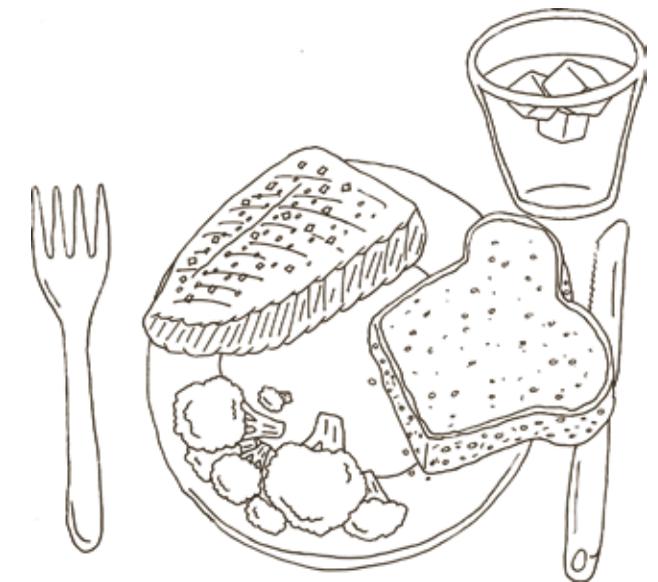
Eat fruits and vegetables daily — aim for at least five servings a day. Be sure you serve fruit or vegetables at every meal. Keep fruits and vegetables on hand and ready to eat, along with low-fat yogurt, peanut butter and celery, or whole-grain crackers and cheese.

Eat lean meats and other good sources of protein, such as fish, eggs, beans, and nuts.

Eat whole-grain breads and cereals.

Limit fat intake by avoiding deep-fried foods and choosing healthier cooking methods, such as broiling, grilling, roasting, and steaming. Choose low-fat or nonfat dairy products.

Limit fast food and low-nutrient rich snacks, such as chips and candy; sugary drinks, such as soda and fruit-flavored drinks; and serve water and low-fat milk instead. Don't completely ban favorite snacks from your home; instead, make them a "once-in-a-while" special treat.

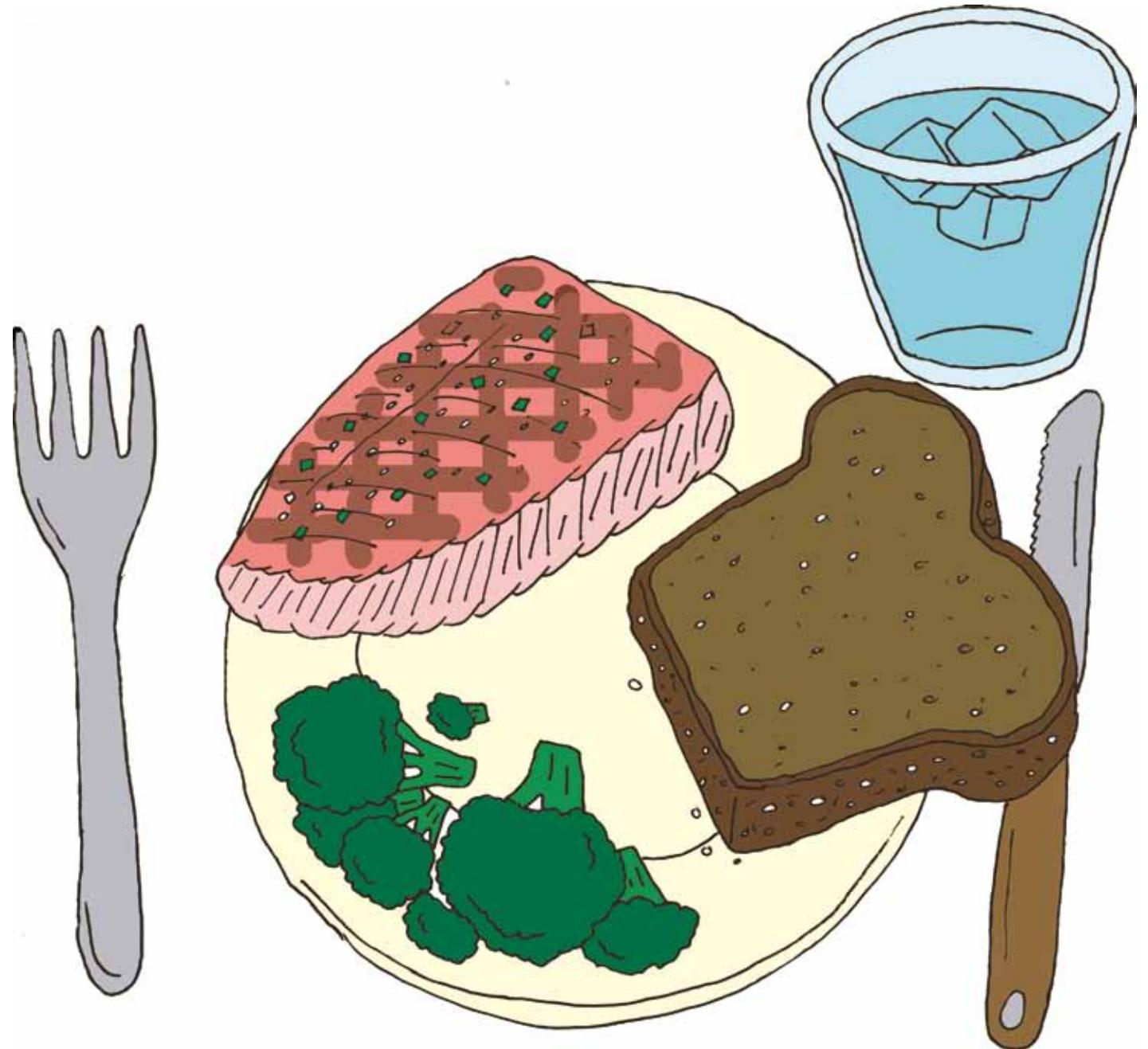


Discussion Questions:

1. *What are some healthy foods in your country?*
2. *Do you have questions about grocery stores, cooking classes?*

Healthy Nutrition

- ◆ Eat healthy fruits and vegetables daily
- ◆ Eat lean meats and other good sources of protein
- ◆ Eat whole-grain breads and cereals
- ◆ Limit fats, sugar, and salt
- ◆ Limit fast food and sugary drinks



Food Hygiene and Storage

It's important to keep bacteria from contaminating your food. Food poisoning can happen when raw meats touch or drip onto other foods, or when cutting boards, utensils or hands have touched raw meat. Use cutting boards and clean them after each use. Never cut directly on the counter top or on the floor. Wash your hands with hot, soapy water before handling food, between handling cooked and uncooked foods, and after going to the toilet. Wipe and disinfect surfaces regularly, using dish detergent. Do not handle food if you have stomach problems such as diarrhea and vomiting, or if you're sneezing or coughing frequently. Cover up cuts and sores on your hands.



Cook your food thoroughly and serve foods hot. Don't cook foods too far in advance. Keep cooked foods covered and hot until served. Cook meat until it reaches the correct temperature listed on the label or on the meat thermometer.

Know what foods to keep in the refrigerator or in the freezer by reading the package labels.

Store food in airtight containers, or use aluminum foil or plastic wrap to cover food then place it in either the refrigerator or freezer. Place fresh and/or frozen foods in the refrigerator or freezer within one hour of purchase. Eat leftovers within two days. Defrost frozen foods in the refrigerator rather than on the counter. Don't store opened cans of food in the refrigerator — put the contents in a suitable airtight container and store it in the refrigerator.

Discussion Questions:

1. Do you know what foods are to be kept in the freezer, refrigerator and in the food pantry?
2. Do you know why it's so important to wash your hands often?
3. Tell me how you operate the stove top. The oven?
4. Is the refrigerator door to be kept open or closed? Why?
5. Do you know how to open cans of food?

Food Hygiene and Storage



- ◆ Wash your hands before handling food
- ◆ Keep your kitchen and dishes clean
- ◆ While cooking, separate raw and cooked foods
- ◆ Cook foods thoroughly
- ◆ Keep food at a safe temperature
- ◆ Store food properly
- ◆ Know what to refrigerate and freeze
- ◆ Refrigerate and freeze at the correct temperature

Maintaining a Clean Home

The Kitchen

You should keep your kitchen counters, oven, sink and refrigerator clean. Clean with soap and water. If you have a dishwasher, scrape and rinse dishes before putting them into the dishwasher. Dishwashers require special detergent. Do not use laundry or liquid dishwashing soap. Your trash/garbage should be taken out of the house daily to a secure outdoor garbage bin or dumpster. If you are renting, your landlord will tell you where the garbage bin or dumpsters are located.

The Floors

You should sweep your kitchen daily to keep crumbs from attracting bugs. You should sweep and mop your non-carpeted floors at least once a week. Spills on the non-carpeted floor should be cleaned with soap and water immediately. You should use a vacuum cleaner to clean your carpet at least once a week.

The Bedroom

You should remove the sheets from your bed(s) and wash them at least once a week.

The Bathroom

You should clean the sink, bathtub and/or shower, as well as the inside and outside of the toilet every week. Use a toilet brush to clean the inside of the toilet. Only flush toilet tissue. Never flush any other products down the toilet.

Discussion Questions:

1. Do you know what cleaning chemicals you should use for the kitchen and the bathroom?
2. Do you understand that you should keep cleaning chemicals stored away from children?
3. Do you know how to use a dishwasher?



Maintaining a Clean Home

- ◆ Clean your kitchen counters, oven, sink, and refrigerator regularly
- ◆ If you have a dishwasher, scrape and rinse dishes before putting them into the dishwasher
- ◆ Take your trash/garbage out of the house to the garbage bin or dumpster
- ◆ Vacuum and sweep your floors and carpet
- ◆ Wash your bed sheets
- ◆ Clean the sink, bathtub and/or shower, and the inside and outside of the toilet
- ◆ Talk to your landlord about bugs and pests
- ◆ Maintaining a clean house will contribute to a healthy lifestyle



Domestic Violence

In your home country, it may have been all right for you to hurt someone, but in the United States, we have laws against harming other people. We have rules about how people can and cannot be treated.

Domestic violence occurs in all cultures, people of all races, ethnicities, religions, sexes and classes and the violence can be committed by men or women.

In the United States, we define domestic violence as causing any type of continuous harm to a family member, spouse, partner or a child. It can be sexual, emotional, physical, verbal, or financial. It is called “domestic” because that means you live in the same house or have a relationship with the person.

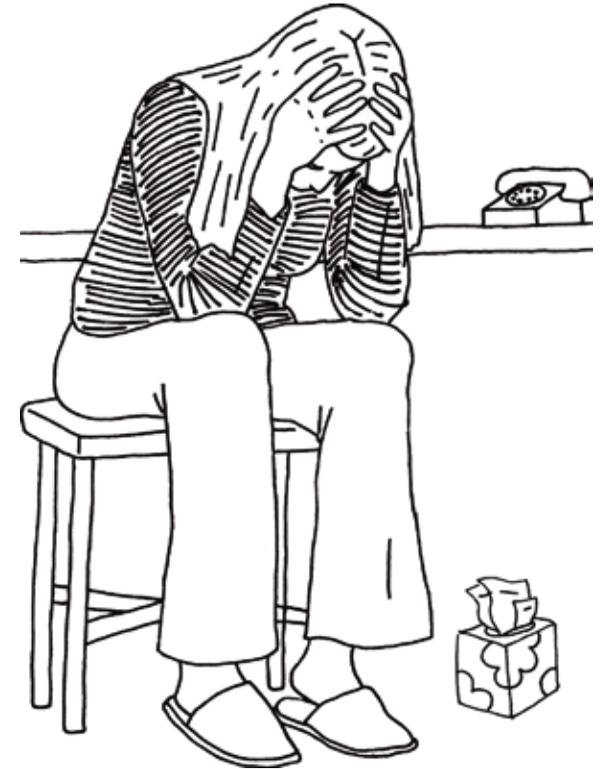
In the United States, we also have rules about acceptable child discipline and you will need to become familiar with them and learn how you should guide your children.

At your initial health assessment, the healthcare provider will ask you some questions to decide if you are in a domestic violence situation. The healthcare provider will provide you with information if they decide you need it.

If you find that you are in a domestic violence situation or that you want more information, you can call your local information hotline (call 211), the National Domestic Violence Hotline (1-800-799-7233) or Florida’s toll-free domestic violence hotline (1-800-500-1119). If you are in an emergency situation, you should call 911.

Discussion Questions:

1. *In this country would it be ok to hit your spouse or child? Why not?*
2. *What can you do if you know someone is being abused?*



Domestic Violence



- ◆ Domestic violence is **AGAINST THE LAW** in the United States
- ◆ Domestic violence can be toward you or someone you care about
- ◆ It can include:
 - ✓ Sexual harm – someone makes you have sex when you don't want to
 - ✓ Emotional harm – someone says bad or ugly things to hurt your feelings, to make you sad, or to control you
 - ✓ Physical harm – someone hits, pushes, shoves, pinches you, causing bruising or broken bones
 - ✓ Verbal threats – someone calls you names and makes you stay inside
 - ✓ Financial abuse – someone keeps you from having or earning money
 - ✓ Control – someone takes your immigration documents and refuses to give them to you, tells you they will call the police if you don't do as they say

Mental Health

Moving to a new and strange country, away from your loved ones, your homeland, losing your possessions, your traditions, your status and your work is stressful for anyone. Not knowing the language makes it more difficult. Everyone experiences stress in different ways and some of the feelings you will experience at the beginning will go away over time but if they don't, then you should discuss these feelings with your healthcare provider.

You might have problems adjusting to a new culture and settling into your new home life; or dealing with past trauma and survival guilt, or experiencing loss, grief and depression. These are normal reactions to difficult situations that you may have encountered and services are available to help you deal with them.

Your healthcare provider may ask questions to evaluate your mental health and determine if you need medical care.

Discussion Questions:

- 1. Do you know of other ways you can deal with sadness?*
- 2. Can you share how you've been able to deal with the changes that you have had to deal with?*



Mental Health

- ◆ Change can be stressful
- ◆ Dealing with stress or traumatic experiences is hard
- ◆ Ways to cope — eat well, exercise, sleep, music, laughter
- ◆ If you find that you are always sad, cry a lot, nervous, are frustrated or irritable — talk to your healthcare provider
- ◆ You can get help to feel better



Interpreter Services

When you go to the doctor and no one speaks your language, you can ask for an interpreter. An interpreter speaks your language and English. The interpreter will tell you what the doctor says and will tell the doctor what you say.

You should:

- ✓ Speak directly to the healthcare provider, not the interpreter.
- ✓ Ask the interpreter to write down information/instructions specific to your treatment.
- ✓ Only tell the interpreter what you want the healthcare provider to know.
- ✓ Do not ask the interpreter any medical questions if the healthcare provider is not present.
- ✓ Do not ask the interpreter for their personal advice or to help you make decisions.
- ✓ Always ask questions if you don't understand something or if the information you received is unclear.

Sometimes this person will be in the office with you or on the telephone. Be sure to be honest with the doctor about your health problem(s).

Try not to use family members or friends as interpreters.

Discussion Questions:

1. *Do you understand what an interpreter is?*
2. *Who should you talk to if you are having trouble understanding or talking to your doctor?*
3. *How do you find an interpreter if you need one?*
4. *Where do you go or who do you call if you need an interpreter?*



Interpreter Services



- ◆ If you don't speak or read English — you will need an interpreter
- ◆ An interpreter speaks both your language and English
- ◆ An interpreter will tell you what the doctor says in your language



Emergency Care Services and Urgent Care Services

Emergency Room (ERs) services are usually located in hospitals and are open 24-hours-a-day, seven-days-a-week, and 365 days-a-year.

ERs are to be used for:

- ◆ Severe injuries or bleeding
- ◆ Pain in your chest, shoulder or arm with the feeling of pressure on your chest, shortness of breath, cold hands and a lot of sweating (signs of a heart attack)
- ◆ Difficulty breathing
- ◆ Choking on food
- ◆ Loss of consciousness, fainting
- ◆ Suspected poisoning or overdose (taking too much of a drug)
- ◆ Suicide attempt (when a person tries to take their own life)
- ◆ Seizures or convulsions
- ◆ Sudden numbness or not being able to move an arm, leg or one side of the body (signs of a stroke)
- ◆ A sudden severe headache, especially with neck pain or change in consciousness

Discussion Questions:

1. *It is 8:00PM and your 10-month-old child has an earache. What do you do and where do you go?*
2. *It is 9:00AM and your 8-year-old daughter has been throwing up for 24 hours — what do you do and where do you go?*
3. *What do you take with you?*
4. *Do you know where the nearest hospital is just in case you have an emergency?*

ER services cost more money than an office visit to your primary healthcare provider, urgent care clinics or walk-in clinics.

Make sure you have an emergency plan and know the locations of hospitals in your area.

Urgent care services are located either at or near a hospital and have different operating hours than an ER. They are much like doctors' offices, but no appointment is necessary.

Urgent care services are used for minor illnesses or injuries such as:

- ◆ High fever, especially in babies, young children and the elderly
- ◆ Vomiting or diarrhea that won't stop
- ◆ Abdominal pain that continues or becomes worse
- ◆ A severe throbbing headache with blurred vision
- ◆ A sudden change with your eyesight, like seeing double



Emergency Care Services and Urgent Care Services



- ◆ Use emergency care services for:
 - ✓ Severe injuries or bleeding
 - ✓ Life threatening situations
 - ✓ Extreme problems that require immediate attention
 - ✓ Major or critical illnesses

- ◆ Use urgent care services for:
 - ✓ Minor illnesses
 - ✓ Minor injuries

