



Refugee Health Promotion Navigation Program

Student Workbook

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Acknowledgements

Douglas County Health Department has developed a Student Workbook to be used by Refugee Health Navigators serving refugee populations. We extend our appreciation and acknowledgement to the following organizations and individuals for their consultation and contributions to the development of this workbook: Refugee Empowerment Center (previously: Southern Sudan Community Association); Lutheran Family Services; Pam Franks, RN BSN, CEO-Embrace the Nations, and Missions Director at Glad Tidings Church; Chante Chambers, MPH and Christine Arach-Ross, MPH, DHHS Office of Health Disparities & Health Equity; Alana Schriver, MPH, Refugee Specialist, Omaha Public Schools, ESL Migrant and Refugee Education Programs, Tanya Good-Howard, RN and Nicki Blodgett, Clinic CHI Health Alegent Creighton Florence Clinic.

Refugee Health Promotion Subgrant between the Nebraska Department of Health and Human Services, Division of Children and Family Services Refugee Resettlement Program and Douglas County Health Department.

This Student Workbook has been developed in conjunction with the Refugee Health Promotion Navigation Program Curriculum Instructor's Manual to assist the **Refugee Health Navigator** in providing the newly arrived Refugees a more visual perspective of the basic information in regard to their medical and mental health care needs. Our goal is that the newly arrived Refugees will be able to navigate through the healthcare systems in order to improve their access to care, increase their knowledge of resources, the medical and mental health care systems, health insurance, and have a better understanding of their rights as it relates to their health care needs.

As a **Refugee Health Navigator** you will also be providing the newly arrived Refugees with information and support in regard to receiving the appropriate referrals for more extensive care. As a **Refugee Health Navigator** it is important that if during a home visitation session you determine that your client(s) needs to get a referral that you provide a "soft hand-off" referral. This means that you will assist the client in finding the appropriate path – for example: Your client complains of having a toothache or they cracked their tooth and it has been hurting for a week. A "soft hand-off" referral would be to assist them in finding a dentist and setting up a dental appointment. If it is a medical or mental health issue then you would refer them back to their doctor who will determine what needs to be done. You need to follow-up on the referrals that have been made to see if an appointment has been scheduled; if the client actually went to the appointment and also to determine if the issue has been resolved or if further action is needed. You will also, provide them with education and resources to successfully access their medical and mental health care. *(A Resource section can be found in your Instructor Manual)*

Note: **Your Home Visit Reports** are due to be turned into Douglas County Health Department the last day of each month.

There are 3 Units:

Unit 1- The U. S. Healthcare System

Unit 2- Introducing Good Health and Introducing a Healthy Lifestyle

Unit 3- Personal Hygiene and Home Care

Each unit will have:

1. An Introduction and Topic page
2. Lesson(s) that has one or more activities that the newly arrived Refugee(s) has an opportunity to participate
3. **The Refugee Health Navigator** will be responsible for explaining to the newly arrived Refugee(s):
 - a. The topic they will be discussing during the home visitation session.
 - b. That they will be taking a verbal pre-test in order to determine how much they know about the topic. The pre-test will not adversely affect any of their benefits they are eligible to receive.
 - c. Successfully communicate and engage the participants.
 - d. After they have completed the Lesson Activities they will take a verbal post-test to determine how much of the lesson they understood.
The post test will not adversely affect any of their benefits they are eligible to receive.
 - e. They will receive handouts that are related to the topic. *(A Handout section can be found in your Instructor Manual)*

Refugee Health Navigator

1. I want to provide you with some additional information that will assist you in understanding your medical and mental healthcare services.
2. This information will give you some education that will make you feel more comfortable in getting the medical and mental healthcare services that you need.
3. I will start out by telling you what we will be discussing.
4. Then I will ask you a few questions. If you do not know how to answer the question that is fine because we will go over some information that will help you have a better understanding.

Once we have talked about the information:

1. I will ask you if you understood what we talked about
- OR**
2. Would you like more information to help you better understand



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Unit 1:

The U.S. Healthcare System

Refugee Health Navigator

Introduction and Pre Test

Lesson 1: Difference in Healthcare and Things to Remember About Your Healthcare Benefits

Activity 1: Health Insurance

Lesson 2: Your Rights

Lesson 3: Why Do You Need Healthcare?

Activity 1: How to make a doctor's appointment; interpreters

Activity 2: Arriving on time for your doctor's appointment

Activity 3: Things you need for your doctor's appointment

Activity 4: Other important tips when you see your doctor

Activity 5: What not to do in the doctor's office

Activity 6: How to cancel and reschedule an appointment

Activity 7: Did you know you can go to more than one type of doctor – for medical and mental health care?

Lesson 4: Health Emergencies and Other Health Issues

Activity 1: When do you go to the doctor?

Activity 2: When do you call 9-1-1 and when do you go to the:

a. Emergency Room

b. Urgent Care Clinic – for lesser emergencies and hours are earlier and later than the doctor's office

Activity 3: What Can I Treat At Home?

a. Over the Counter (OTC) Medicine

Lesson 5: Prevention and Safety

Evaluation – Lessons Learned – Post Test

Handouts

Pre-Test



Name: _____

Client ID# _____

Date: _____

PRE-TEST

Unit One: Lesson One - Health Insurance

No Knowledge	Very Little	Some	Average	Very Good	Mastered
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RATING: **0** **1** **2** **3** **4** **5**

Why do you need to have health insurance?

What documents do you need to take to your doctor's appointment?

How long will you have Medicaid?

What are two ways you may be able to get health insurance when you lose Medicaid?

Where are two places you can go to get help with the Health Insurance Marketplace or ACA)?

TOTAL

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<p>1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section</p>



Waiting Room in the doctor's office

Healthcare in the U.S.

Refugee Health Navigator

Healthcare in the U.S. may be very different from what you are used to, but the doctors want to help you when you are sick and help you stay healthy.

Point to the:



- 1. The picture of the waiting room in the doctor's office (picture is located before this page)**
 - a. Let them know that this is where you check in and then you wait for them to call your name
- 2. The picture of the examination room**
 - a. Let them know that after they call your name they will take you to a room where you will see the doctor



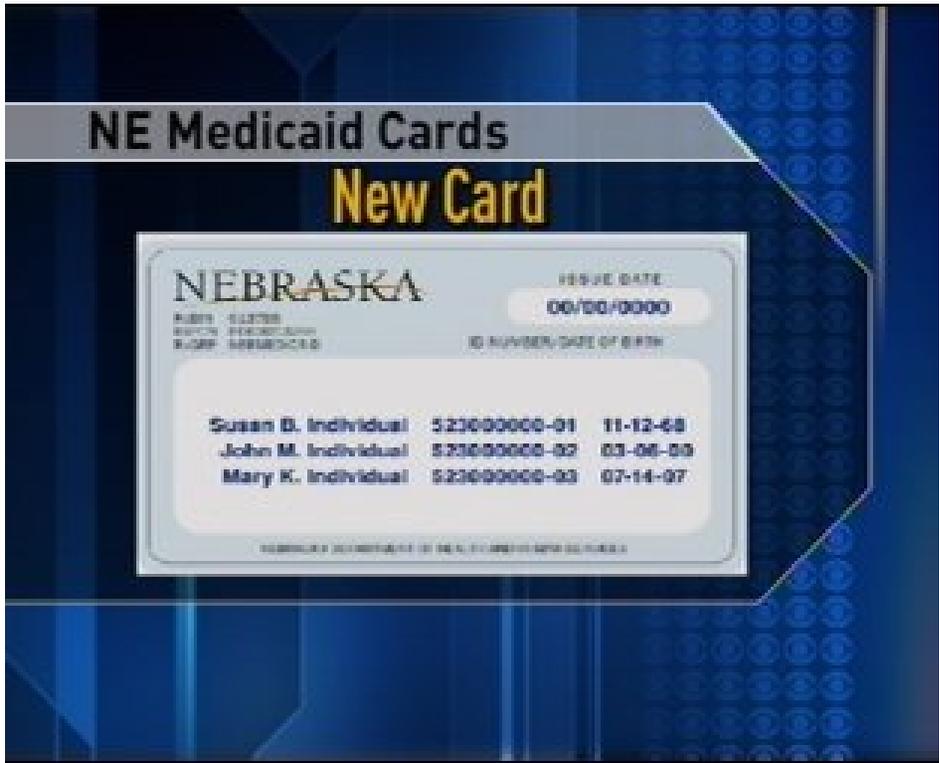
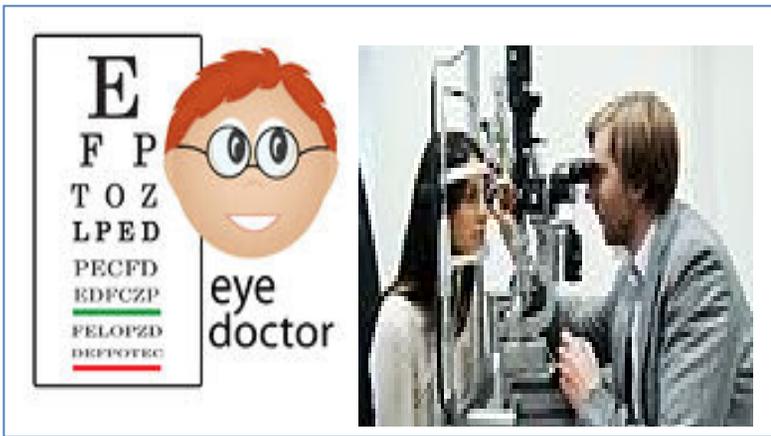
Examination Room – Where you see the medical doctor

Things to Remember about Your Healthcare Benefits

Refugee Health Navigator

Give the participants the following information:

- Medicaid. (Always carry your medical insurance card and identification papers with you.)
- While you have Medicaid for your health insurance for the first 8 months be sure to get all of your medical needs taken care of and go to the:
Dentist, Eye doctor, Counselor, Skin doctor, birth control, Medical equipment (prosthetics, walkers, wheelchairs, oxygen, breathing machines) birth control, etc.
- After about 8 months you may have to pay for insurance yourself.
- The Affordable Care Act is a law that says you must be provided with healthcare insurance and you cannot be turned down because of a pre-existing medical condition.
- If you cannot afford health insurance, there are some community clinics that will provide health care for less money. They may ask you for “proof of income” to see how much money you or your family makes and determine how much you can afford to pay.



Types of Health Insurance

Refugee Health Navigator

Give the participants the following information:

1. Refugees will receive Medicaid for 8 months after they arrive in the U.S.
2. After 7 months of Medicaid you need to start thinking about what type of insurance will you have next.

After eight months you will need to contact the Department of Health and Human Services and reapply for Medicaid if you do not have a job or your job does not have health insurance.

3. Let the participants know that this is an example of what their medical document **could** look like. Let them know that their Medicaid **might not** look like this card in the picture.
4. Ask them if they recognize any of the documents.

Name: _____

Client ID# _____

Date: _____

POST TEST

Unit One: Lesson One - Health Insurance

No Knowledge	Very Little	Some	Average	Very Good	Mastered
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RATING: **0** **1** **2** **3** **4** **5**

Why do you need to have health insurance?

What documents do you need to take to your doctor's appointment?

How long will you have Medicaid?

What are two ways you may be able to get health insurance when you lose Medicaid?

Where are two places you can go to get help with the Health Insurance Marketplace or ACA)?

TOTAL

--

<p>1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section</p>
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FORM # T1/L1 RHPNP - Post Test Assessment

STARTING A NEW LESSON

Post-Test



Name: _____

Client ID# _____

Date: _____

PRE-TEST

Unit One: Lesson Two - Your Rights

No Knowledge Very Little Some Average Very Good Mastered

RATING: **0** **1** **2** **3** **4** **5**

Can you be denied healthcare because of your age, gender, religion, or nationality?

Are you allowed to ask the doctor or nurse questions?

Are you allowed to help make a decision about what kind of treatment you will receive if you are sick?

Are you allowed to ask questions about your medical bills if you think they are wrong?

Are you allowed to see your medical records?

TOTAL

--

1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section

FORM # T1/L2 RHPNP - Pre-Test Assessment

Pre-Test



Your Medical Rights

Refugee Health Navigator

In Nebraska you have the right to:

1. Healthcare services
2. Know about your illness and the right to ask the doctor questions if you do not understand
3. Make decisions about your care, including the right to know why you need an operation or treatment and who will perform the operation or treatment
4. Refuse care or treatment and to know what may happen if you do not have this care or treatment
5. You have the right to a second opinion if you do not agree with the medical provider's decision
6. Develop advance directives - *Advance directives* are legal documents that allow you to spell out your decisions about end-of-life care ahead of time. They give you a way to tell your wishes to family, friends and health care professionals and to avoid confusion later on.
7. Access information that is in your medical records
8. Receive treatment in a safe, abuse-free environment without discrimination as to race, color, religion, sex, national origin, sexual orientation or source of payment
9. Healthcare services even if you do not have health insurance
10. Choose the doctor's office that you want to go to
11. Review your medical bills. You can ask questions & get answers about your medical bills
12. Discuss your concerns about your medical care and you can file a complaint

Post-Test



Name: _____

Client ID# _____

Date: _____

POST TEST

Unit One: Lesson Two - Your Rights

No Knowledge	Very Little	Some	Average	Very Good	Mastered
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RATING: **0** **1** **2** **3** **4** **5**

Can you be denied healthcare because of your age, gender, religion, or nationality?

Are you allowed to ask the doctor or nurse questions?

Are you allowed to help make a decision about what kind of treatment you will receive if you are sick?

Are you allowed to ask questions about your medical bills if you think they are wrong?

Are you allowed to see your medical records?

TOTAL

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1-8 Total=Needs More Help	9-16 Total-Moderate Understanding	17-25-Proceed to the Next Section
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FORM # T1/L2 RHPNP - Post Test Assessment

STARTING A NEW LESSON



Name: _____

Client ID# _____

Date: _____

PRE-TEST

Unit One: Lesson Three - Why Do You Need Healthcare?

No Knowledge	Very Little	Some	Average	Very Good	Mastered
-----------------	----------------	------	---------	--------------	----------

RATING:

0	1	2	3	4	5
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What phone number should you call to make or cancel a doctor's appointment?

What do you need to take to the doctor's appointment?

When you see the doctor how do you tell him what is wrong with you?

What are three questions you should ask your doctor if you are prescribed medication?

What is the difference between a mental health doctor and a medical doctor? What is stress? What is suicide?

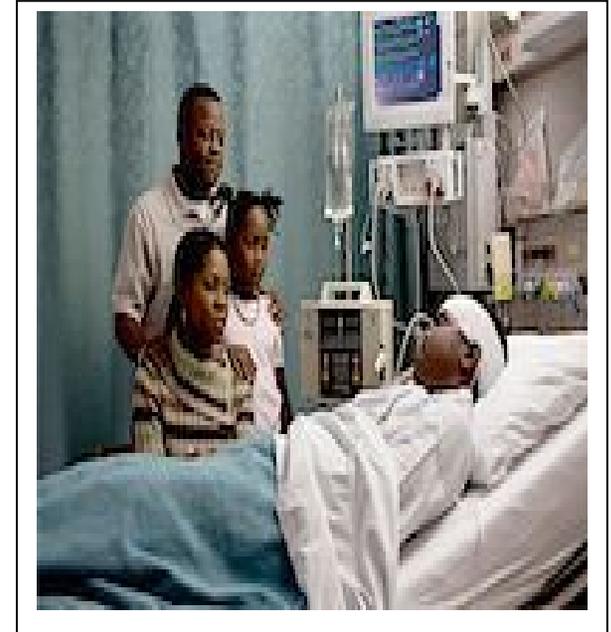
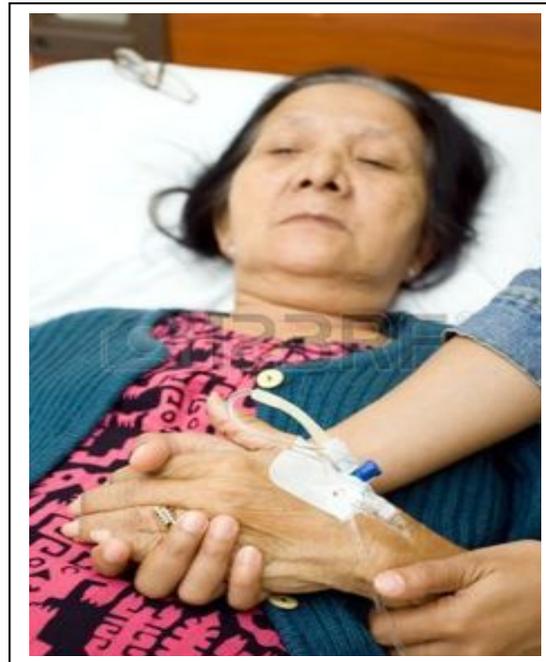
TOTAL

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1-8 Total=Needs More Help	9-16 Total-Moderate Understanding	17-25-Proceed to the Next Section
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FORM # T1/L3 RHPNP - Pre-Test Assessment

Lesson 3: Why Do You Need Healthcare?



How Do You Make a Doctor's Appointment?

Refugee Health Navigator

Point to the:

3. landline telephone
4. cellular phone
5. the doctors

Then let them know:

1. Have the doctor's office phone number ready when it is time to make an appointment.
2. Always keep your doctor's information in a SAFE and store in your cell phone and carry in your purses or wallets in case of an accident:
 - a. Your doctor's office phone number
 - b. Your doctor's office address
 - c. The name of your doctor
 - d. Call the doctor

Call



The Doctor



Name some things that you need to ask when you call your Doctor to make your appointment

Refugee Health Navigator

- 1 Give them your name and current home phone number and address
- 2 Tell them the name of your doctor
- 3 Tell them why you are making the appointment
- 4 Ask for an interpreter
- 5 Ask the doctor's office to repeat the appointment day and time

Mark your calendar with the date and time of your appointment



**Ask for an Interpreter
when you make an
appointment**

Refugee Health Navigator

Interpreter



Come Early to Your Doctor's Appointment

Refugee Health Navigator

Explain and give these tips to the participants:

1. If you do not have your own car/transportation be sure to set up your transportation arrangements at least **a week before (five days before)** your doctor's appointment
2. If you cannot be early, then please be on time to your doctor's appointment
3. If you are late, others patients who are sick may have to wait
4. Or you might have to come back at another time if you are too late for your doctor's appointment



What Do You Need When You Go to the Doctor's Office?

Refugee Health Navigator

Let the participants know that these are examples of what their documents might look like:

1. Your Medicaid Insurance Card or Private Insurance Card
2. Identification Card
3. Let participants know they will only need to bring these items to their first doctor's appointment: Birth Certificate; Immigration Papers or any Medical Records they might have. After their first doctor's appointment only bring what is necessary to check in
4. List of your medications or the medication bottles
5. List of your present and past medical conditions - Examples:
 - a. Any allergies
 - b. Chronic diseases like diabetes, high blood pressure, heart problems, tuberculosis, hepatitis, glaucoma, acid reflux, etc.
 - c. Pregnant or breastfeeding



UnitedHealthcare Community Plan
 Health Plan (80840) 123-45678-90

Member ID: 987654321

Member: John Doe Payer ID: 25175
 MMC ID # 0123456789
 PCP Name: Doctor and Associates
 PCP Phone: (000)000-0000
 CCHS Adult Medicine

0501 UnitedHealthcare Community Plan for Families
 Administered by Unison Health Plan of Delaware, Inc.

In an emergency go to nearest emergency room or call 911. Form: 502511

This card does not guarantee coverage.

For Members: 877-877-8159 TTY 711
 Nurseline: 866-915-0311 TTY 711
 Mental Health: 866-261-7692 TTY 711

For Providers: www.uhccommunityplan.com 800-600-9007
 Medical Claims: PO Box 8207, Kingston, NY, 12402
 Eligibility: 888-586-4766 Utilization Management: 800-366-7304



Birth Certificate

This Certifies That

_____ (Name)
 was born to
 _____ and _____
 (Mother) (Father)
 on _____ at _____
 (Date) (Time)
 weight _____ length _____
 (Weight) (Length)
 at _____
 (Location)
 in _____
 (City) (State)
 _____ (Signed) _____ (Signed)

www.FreePrintableCertificates.net



Refugees should keep these documents in their IOM bag

Refugee Health Navigator

Read the following information to the participants and point out each picture example

- I-94 (a 3" x 4" refugee identification card)
- TSA (Transportation Security Administration) letter (*often the only form of photo identification refugees have when they arrive*)
- Passport if they have one
- Visa if they have one
- Medical records (vaccinations, chest x-rays, etc)
- Medicaid card or Private Insurance card
- Social Security card once they get them (*it is a small blue card with their name and a hyphenated 9 digit number*)
- Apartment lease (necessary for school enrollment, state I.D., etc.)

Other Important Tips When You Go to Your Doctor

Refugee Health Navigator

1. Ask the doctor questions
2. Tell the doctor when you don't understand or if you disagree with him or her
3. Follow the treatment plan:
 - a. Have the doctor write out on a piece of paper how to take the medicine
 - 1) How many times a day
 - 2) How much or how many pills should you take a day
 - 3) What is the best time to take your medicine
 - b. When you pick up your medicine at the drug store you can always talk to the Pharmacist and ask him/her any questions that you have about your medication
 - c. It is **VERY** important that you take all of your medicine even if you start to feel better
 - d. Do not share medications with other people even if they feel like they have the same illness
 - e. If your Doctor wants to see you again be sure to:
 - 1) Make another appointment before you leave their office
 - 2) Do not cancel your appointment -**If you MUST cancel your appointment - Please **MAKE ANOTHER APPOINTMENT** for a different day**



Refugee Health Navigator

What NOT to Do at the Doctor's Office

The waiting room is called a waiting room for a reason. Help make the wait more pleasant for yourself and others by following a few guidelines.

- Don't sprawl out on the furniture as if in your own living room. The chairs and couches are there for all to share.



- Watch for assistive devices such as walkers and wheelchairs. Don't block the aisles and you might have to move out of the way. Be aware that other people in the waiting room may need help navigating the space and ask if you can be of assistance.

- **Talk softly** if you're with a friend or family member and avoid in-depth descriptions about medical conditions. Strangers don't want to hear about your medical conditions.



- **No cell phones.** This should go without saying, but post signs forbidding cell phone use. **If you must**



I will repeat it again and again. Most medical offices **take a call, leave the room to do so.**

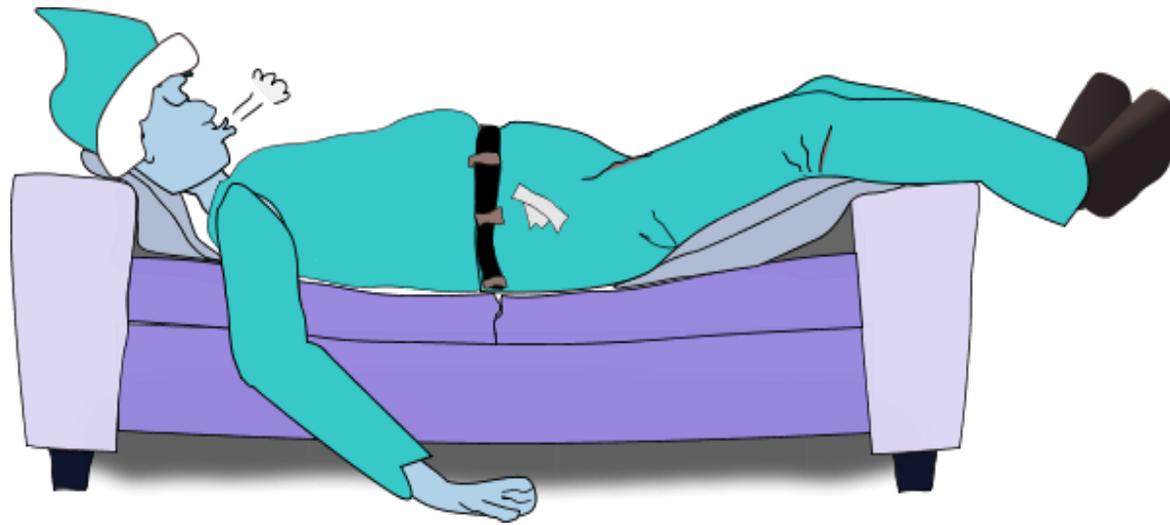
- Don't steal the magazines. If everyone does that, there won't be any left for other patients.
- **DO have your health coverage ID or insurance information available, along with any other material the office will need.**



- **DO** enter the office with a positive attitude. You're likely to get better service with a smile than a frown.

- **DO watch your children** closely and **DO NOT let them run around in the waiting room.** Be considerate of other people who are sick.





What Do You Do If You Cannot Go to Your Doctor's Appointment?

Refugee Health Navigator

1. Try not cancel your doctor's appointment
2. If you **MUST** cancel your appointment -
Call the Doctor's Office as soon as you know you need to cancel and
then
MAKE ANOTHER APPOINTMENT



Call



The Doctor



There are other types of Doctors called Specialists

Refugee Health Navigator

NOTE TO THE REFUGEE HEALTH NAVIGATOR: *(It is more effective to use general terms such as ‘colleague’ or ‘someone who specializes’ instead of ‘counselor’ or ‘therapist’ or ‘social worker’)*

1. You and your family may need to go to more than one Doctor
2. You may go to your Medical Doctor for your routine checkup and sickness
3. You can also go to someone who specialize in Mental Health Care if
 - a. There are times in your life when you may feel: *[Point to the picture to identify each behavior]*
 - (1) Sad most of the time
 - (2) Angry most of the time
 - (3) Worried all of the time
 - (4) Scared more than usual
 - (5) Being abused
 - (6) Confused and there really isn't a reason why
 - (7) Drinking more than usual to help you deal with your problems
 - (8) Trouble sleeping
 - (9) Thinking too much
4. There are healthcare workers who specialize in Mental Health Care who can help you feel better. Tell your doctor if you do not feel like yourself.
5. If you want to talk to someone about how you are feeling then the doctor can give you a referral to the specialist.
6. **Also, tell your doctor if someone has been physically abusive or has hurt you**



“I feel so sad every day and I cannot take it anymore.”

You can talk to someone who specializes in problems like yours

Depression



“Drinking helps me forget my problems.”

Do you or someone who is close to you need Help?

Refugee Health Navigator

Ask Them:

**Do you know someone who has experienced
this type of abuse?**

If you do...

**Then let your doctor or someone of authority
know that you trust know about this.**

“They tell me that they love me so I keep forgiving them even though they hurt me.”

**Do you know someone who has experienced this type of abuse?
Then let your doctor or someone of authority know that you trust know about this.**



Abuse



“They tell me that they love me so I keep forgiving them even though they hurt me.”⁴⁷

Refugee Health Navigator

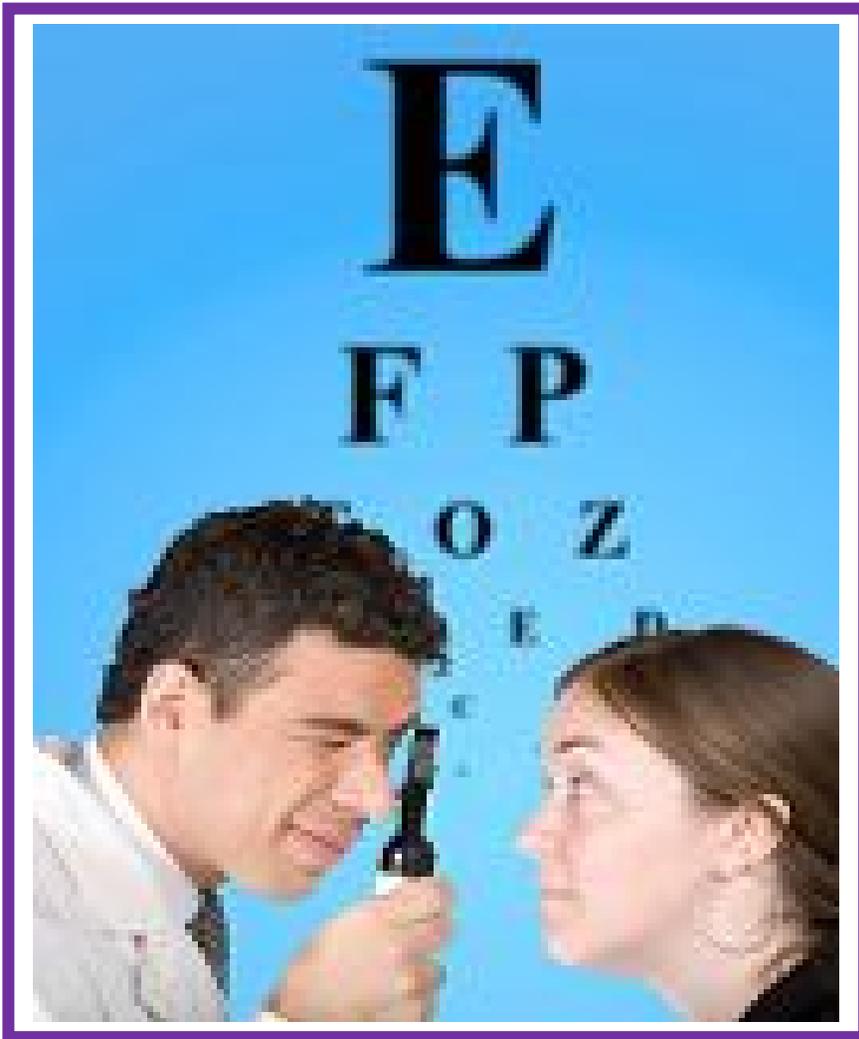
Another example of a Specialist is a Dentist

- a. The Dentist helps you when your teeth or gums are hurting
- b. The Dentist also helps your teeth to stay healthy by checking your teeth and cleaning them twice a year
- c. The Dentist helps to keep your teeth and gums healthy so you can keep your teeth
- d. **ASK THEM** - Do you have a dentist?

Another example of a Specialist is an Ophthalmologist or Eye Doctor

- a. The Ophthalmologist or Eye Doctor takes care of your eyes
- b. The Ophthalmologist (Eye Doctor) specializes in the medical and surgical care of the eyes and in the prevention of eye disease and injury

Other Specialists



Name: _____

Client ID# _____

Date: _____

POST TEST

Unit One: Lesson Three - Why Do You Need Healthcare?

No Knowledge	Very Little	Some	Average	Very Good	Mastered
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RATING: **0** **1** **2** **3** **4** **5**

What phone number should you call to make or cancel a doctor's appointment?

What do you need to take to the doctor's appointment?

When you see the doctor how do you tell him what is wrong with you?

What are three questions you should ask your doctor if you are prescribed medication?

What is the difference between a mental health doctor and a medical doctor? What is stress? What is suicide?

TOTAL

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<p>1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section</p>

FORM # T1/L3 RHPNP - Post Test Assessment

STARTING A NEW LESSON

Post-Test



Name: _____

Client ID# _____

Date: _____

PRE-TEST

Unit One: Lesson Four - Health Emergencies and Other Health Issues

No Knowledge Very Little Some Average Very Good Mastered

RATING: 0 1 2 3 4 5

What are three reasons you would call 9-1-1?

When do you go to the Emergency Room instead of the doctor's office?

Where can you buy medicine that you do not need a doctor's prescription for?

What do you do when your head hurts?

If you or a member of your family has a cold or allergies (coughing and sneezing) what do you do?

TOTAL

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1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section

FORM # T1/L4 RHPNP - Pre -Test Assessment



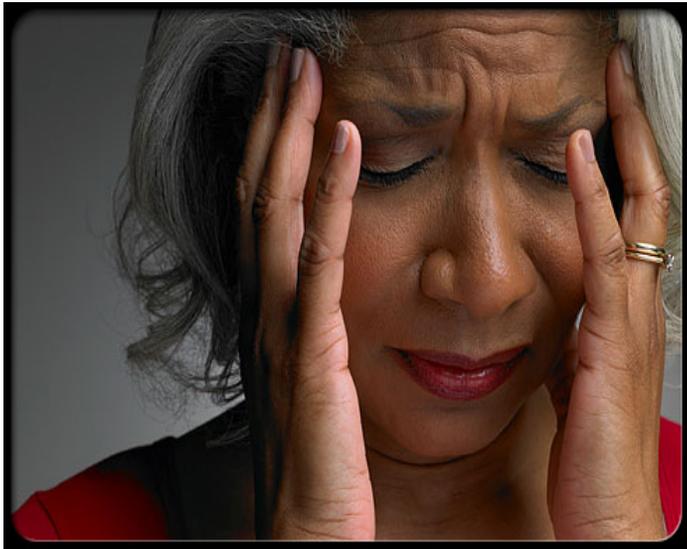
When Should You Go to the Doctor?

Refugee Health Navigator

If any of these symptoms last for more than a few days:

1. If you have had a throbbing headache (your head hurts)
2. You have a fever
3. Vomiting/throwing up that does not stop
4. Stomach pain
5. Diarrhea that does not stop
6. Constipation (unable to have a bowel movement)
7. Coughing and a runny nose
8. Or any problem that becomes worse

Then you need to - make an appointment to see your Doctor



When Do You Call 9-1-1 Or Go to the Emergency Room at the Hospital?

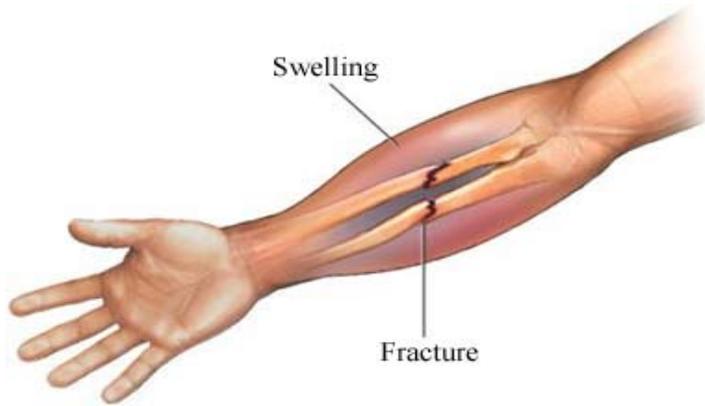
Refugee Health Navigator

Call 9-1-1 or go to the Emergency Room at the nearest Hospital: *[Point to the pictures]*

1. If you have fallen down the stairs and you are bleeding, lose consciousness or cannot move a limb
2. If you think you have broken a limb, like your arm or leg
3. Been in an auto accident and you feel faint or are in pain
4. Severe chest pain that last for at least 15 minutes
5. Loss of consciousness
6. Not breathing or very hard for you to breath
7. Poisoning or an overdose of a medicine or a drug
8. Severe uncontrolled bleeding
9. Suicide attempt
10. Continued seizures
11. Unable to move your limbs
12. Sudden severe headache and change in consciousness
13. Bleeding from your ears



Uncontrolled Bleeding



Broken Bones



Chest Pain

What Can I Treat at Home?

Refugee Health Navigator:

[Point to the Product Pictures]

You can go to a drugstore and grocery store to get Over-the-Counter (OTC) medicine:

1. You can buy OTC medicine at the store without a prescription from your doctor
2. OTC medicine is just sitting on shelves at the store. You do not need to ask a pharmacist for it
3. You cannot use insurance for Over-the-Counter medicine
4. You will need to pay for OTC medicine yourself
5. Examples of some Over-the-Counter medicine:
 - c. For Fever - Follow the dosage instructions on the box.
 - (1) You should have a **thermometer** at home to take your temperature
 - (2) Anything 100 degrees Fahrenheit or higher, call your doctor
 - d. Cold and Flu symptoms
 - e. Nasal decongestant (runny or stuffy nose), sinus pain, sore throat, cough, body aches
 - f. Coughing - Always cover your mouth when you cough or sneeze so that you don't spread germs
 - g. Seasonal allergies - Sneezing, itching, watery eyes, runny nose, and scratchy throat
 - h. Headache and low fever
 - i. Body aches and pain
 - j. Menstrual period discomfort

WARNING: Some medicine may make you drowsy (sleepy). Do not take cold medicine if you need to be alert. Do not take night-time medicine during the day.



WARNING: Some medicine may make you drowsy (sleepy). Do not take cold medicine if you need to be alert. Do not take night-time medicine during the day.



Drug Facts

Active ingredient (in each tablet)	Purpose
Loratadine 5 mg.....	Antihistamine

Uses temporarily relieves these symptoms due to hay fever or other upper respiratory allergies:

- runny nose
- itchy, watery eyes
- sneezing
- itching of the nose or throat

Warnings
Do not use if you have ever had an allergic reaction to this product or any of its ingredients.
Ask a doctor before use if you have liver or kidney disease. Your doctor should determine if you need a different dose.
When using this product do not take more than directed. Taking more than directed may cause drowsiness.
Stop use and ask a doctor if an allergic reaction to this product occurs. Seek medical help right away.
If pregnant or breast-feeding, ask a health professional before use.
Keep out of reach of children. In case of overdose, get medical help or contact a Poison Control Center right away.

Drug Facts (continued)

Directions

adults and children 6 years and over	chew 2 tablets daily; not more than 2 tablets in 24 hours
children 2 to under 6 years of age	chew 1 tablet daily; not more than 1 tablet in 24 hours
children under 2 years of age	ask a doctor
consumers with liver or kidney disease	ask a doctor

Other information

- phenylketonurics: contains phenylalanine 1.4 mg per tablet
- safety sealed: do not use if the individual blister unit imprinted with Children's Claritin® is open or torn
- store between 20° to 25°C (68° to 77°F)

Inactive ingredients
 aspartame, citric acid anhydrous, colloidal silicon dioxide, D&C red No. 27 aluminum lake, FD&C blue No. 2 aluminum lake, flavor, magnesium stearate, mannitol, microcrystalline cellulose, sodium starch glycolate, stearic acid

Questions or comments?
 1-800-CLARITIN (1-800-252-7484) or www.claritin.com

Refugee Health Navigator:

- If you do not understand the directions ask the pharmacist to help you
- More is not better – Always take the amount of medicine that the drug facts on the label recommend
- After you take the medication if you start to feel sicker or the pain is worse then you should:
 - ◇ Contact the pharmacy and explain to them what happened to you after you took the medicine
 - ◇ Contact your doctor
 - ◇ Go to an Urgent Care Clinic
 - ◇ Go to the Emergency Room



Seasonal Allergies



Headache, Low Fever, Body Aches, Cramps, and



Coughs and Colds



Cough and Sore Throat



Upset Stomach and Heartburn

Name: _____

Client ID# _____

Date: _____

POST TEST

Unit One: Lesson Four - Health Emergencies and Other Health Issues

No Knowledge	Very Little	Some	Average	Very Good	Mastered
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RATING: **0** **1** **2** **3** **4** **5**

What are three reasons you would call 9-1-1?

When do you go to the Emergency Room instead of the doctor's office?

Where can you buy medicine that you do not need a doctor's prescription for?

What do you do when your head hurts?

If you or a member of your family has a cold or allergies (coughing and sneezing) what do you do?

TOTAL

--

1-8 Total=Needs More Help	9-16 Total-Moderate Understanding	17-25-Proceed to the Next Section
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FORM # T1/L4 RHPNP - Post Test Assessment

STARTING A NEW LESSON

Post-Test



Name: _____

Client ID# _____

Date: _____

PRE-TEST

Unit One: Lesson Five - Prevention and Safety

No Knowledge	Very Little	Some	Average	Very Good	Mastered
-----------------	----------------	------	---------	--------------	----------

RATING:

0	1	2	3	4	5
----------	----------	----------	----------	----------	----------

How long can you leave meats, cooked food, or dairy products sitting out?

Where should you store meats, cooked food, or dairy products?

What do you do before you prepare food?

If the doctor gives you medication to take for two weeks and you feel better after one week can you stop taking the medicine?

If you do not understand what someone said, what should you do?

TOTAL

--

1-8 Total=Needs More Help	9-16 Total-Moderate Understanding	17-25-Proceed to the Next Section
----------------------------------	--	--

FORM # T1/L5 RHPNP - Pre-Test Assessment

Pre-Test



Refugee Health Navigator

Here are few more Tips to keep you and your family safe and healthy:

[Point to the pictures]

1. Do not let meat, cooked food or dairy products sit out on the counter longer than two hours. Bacteria, which are bad germs start to grow and will make your family sick.
2. If you do have food that is sitting out cover it to protect the food from dust, flies and other pests.
3. Put meat, cooked food or dairy products in your refrigerator.
4. Remember to wash your hands before preparing food and after going to the bathroom.
5. Remember to go to your doctor for your regular checkups every year and be on time to your doctor's appointment.
6. If you get sick and the doctor gives you medication be sure follow the directions on the bottle or container.
7. Always carry your identification documents with you when you leave your house. Leave your Social Security card at home in a safe place.
8. Ask questions and if you still don't understand ask the question again.

To "PREVENT"
food going bad



USE THE REFRIGERATOR!



To "PREVENT"
getting sick



GO TO THE DOCTOR!



Name: _____

Client ID# _____

Date: _____

POST TEST

Unit One: Lesson Five - Prevention and Safety

No Knowledge	Very Little	Some	Average	Very Good	Mastered
-----------------	----------------	------	---------	--------------	----------

RATING: **0** **1** **2** **3** **4** **5**

How long can you leave meats, cooked food, or dairy products sitting out?

Where should you store meats, cooked food, or dairy products?

What do you do before you prepare food?

If the doctor gives you medication to take for two weeks and you feel better after one week can you stop taking the medicine?

If you do not understand what someone said, what should you do?

TOTAL

<p>1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section</p>

FORM # T1/L5 RHPNP - Post Test Assessment

STARTING A NEW LESSON

Post-Test



Unit 2:

Introducing Good Health and Components for a Healthy Lifestyle

Refugee Health Navigator

Introduction and Pre Test

Lesson 1: Defining Good Health

Activity 1: What Does “Good Health” Mean to You?

Activity 2: What Do You Need to Do to Stay Healthy In Your Home and In Your Community?

Evaluation – Lessons Learned – Post Test

Handouts



Name: _____ Client ID# _____ Date: _____

PRE-TEST

Unit Two: Lesson One - Introducing Good Health and Components for a Healthy Lifestyle

No Knowledge Very Little Some Average Very Good Mastered

RATING: **0** **1** **2** **3** **4** **5**

If someone would ask you, "how is your health?" What would you say?

Give me some examples of good health.

What can you do for yourself that will lead to good health?

1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section

TOTAL

FORM # T2/L1 RHPNP - Pre-Test Assessment

Pre-Test

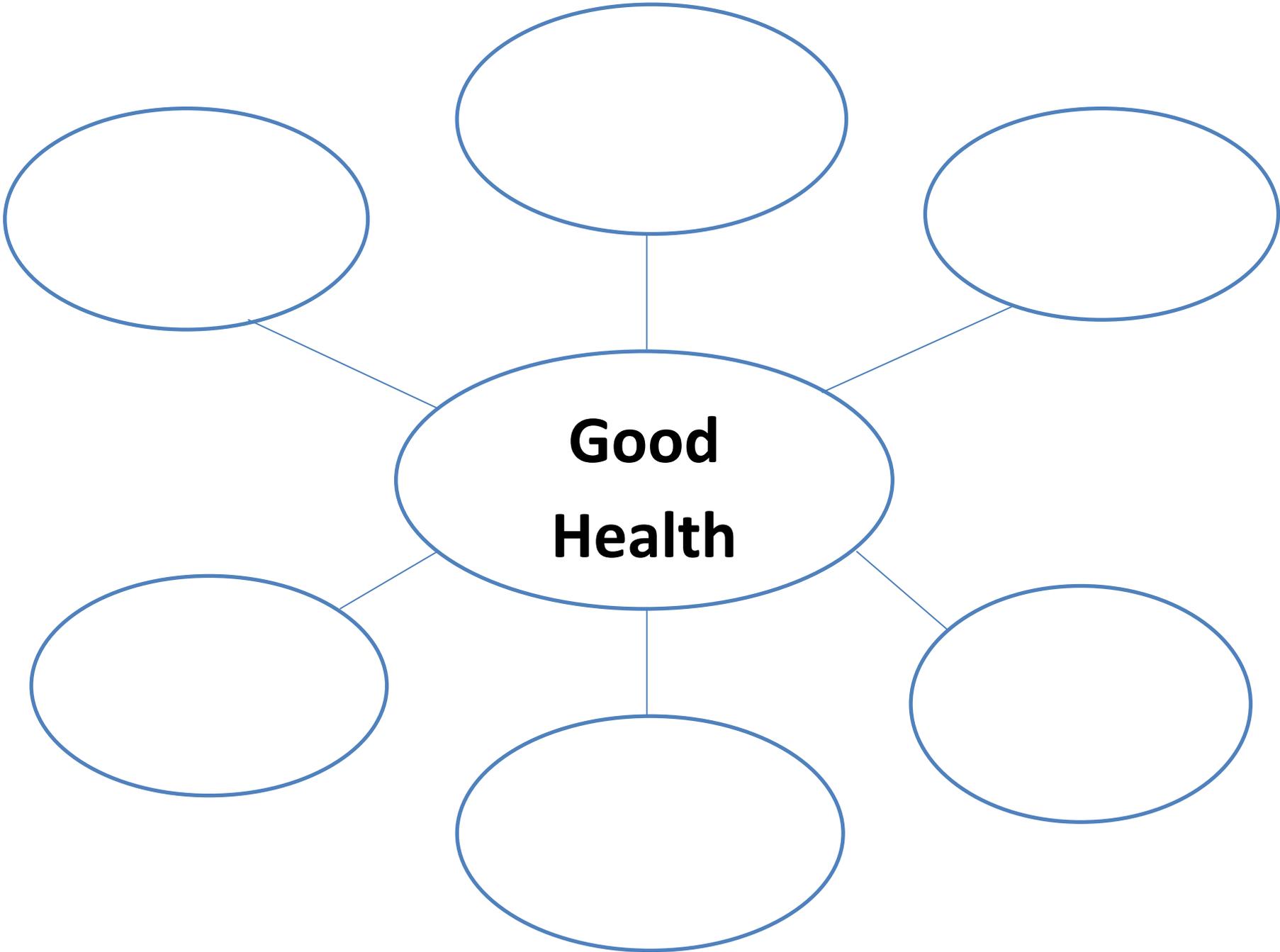


What is “Good Health”?

Refugee Health Navigator

1. Ask the participants what “**Good Health**” means to them. Create a Good Health Map using newsprint or some other means to record the participant’s answers and also so you can refer back to the Good Health Map. Have the participants brainstorm examples of good health. Then group their ideas into categories. Encourage the students to participate in your discussion. You can give them examples of: community health; environmental health; spiritual health; personal health; physical health, etc. Invite them to categorize according to their own understanding.
2. Fill in the empty cluster circle(s) of the chart with their answers.
 - a. Nutrition - What you eat – Ask the participants to name some of the foods they eat and why do they eat that type of food.
 - b. Personal habits – Ask the participants to name some of their habits: Some Examples
(1) Sleeping (2) Eating a certain type of food (3) Smoking (4) Chewing Betel Nut or Areca Nut
 - c. Ask participants is it important where they live and why?
(1) Safe neighborhood (2) Clean (3) Friends and family
 - d. Cultural beliefs – Ask participants if it is important to retain their family beliefs and why?
3. Ask the participants what do they think people who live in the U.S. do in order to be healthy?
4. Ask the participants if this is different from what people in their native country think?

Activity 1: What Does “Good Health” Mean to You?



What do you do to stay Healthy?

Refugee Health Navigator

Create a Good Health Map with the titles listed in the cluster circles. Write down the participant's answers on your newsprint paper.

If the participants don't mention any of the suggestions listed below be sure to let them know what they are:

1. **Also, you need to be able to:**

- a. Easily access medical care – know where you can find a doctor's office, the closest Urgent Care Clinic and Emergency Room
- b. See another doctor (a Specialist) for medical or mental health needs
- c. Call for transportation to your doctor's appointments in advance (*at least one week before your appointment*) not the day of your appointment



Refugee Health Navigator

Eat **MORE**: fruits and vegetables

Show them the picture examples

Ask them

1. Do you recognize any of the fruits and vegetables that you normally eat?
2. Name some of the fruits and vegetables that you eat that are not here.

VEGETABLES



Healthy Eating – Fruits and Vegetables

Refugee Health Navigator

Show them the picture examples

1. Eat lean meats, fish, beans; dairy foods; breads, potatoes, pasta, etc.
2. Eat **LESS** foods and drinks that has a lot of sugar and fat (sometimes they are called **junk food**).
 - a. Junk food has very little nutritional value and it is made in the form of packaged snacks that need little or no preparation.
 - b. Filling your diet with junk food causes health problems in your body.
 - c. Junk food is often high in sugar, fat and calories, while providing very few nutrients.

The eatwell plate

Use the eatwell plate to help you get the balance right. It shows how much of what you eat should come from each food group.



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Junk Food – Lots of sugar and fats

Refugee Health Navigator

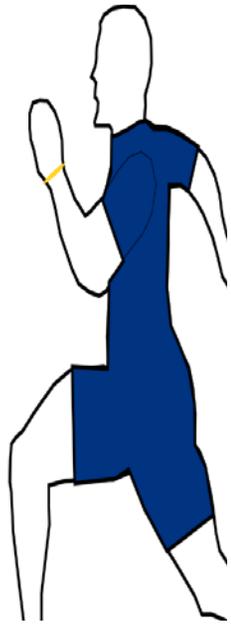
Safety Tip:

Do not go by yourself and know where you are walking so you do not get lost

Show them the picture examples

1. Exercise

- a. Run
- b. Walk and talk with a friend or your family
- c. Play soccer or other sports with friends and family
- d. Riding a bicycle
- e. Swimming – always follow the safety rules at the pool



Run



Ride your Bicycle



Walk and Talk with a Friend



Walk with your Family



Swim



Work Out - Stretch



Play Sports

Exercise

Refugee Health Navigator

Show them the picture examples

1. Be active and do things with your friends, family, co-workers, and neighbors
2. Do not isolate yourself
3. It is important to be with other people



Friends, Family and Neighbors

Name: _____ Client ID# _____ Date: _____

POST TEST

Unit Two: Lesson One - Introducing Good Health and Components for a Healthy Lifestyle

No Knowledge Very Little Some Average Very Good Mastered

RATING: **0** **1** **2** **3** **4** **5**

If someone would ask you, "how is your health?" What would you say?

Give me some examples of good health.

What can you do for yourself that will lead to good health?

1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section

TOTAL

FORM # T2/L1 RHPNP - Post Test Assessment

STARTING A NEW LESSON

Post-Test



Unit 3:

Personal Hygiene and Home Care

Refugee Health Navigator

1. Explain to the participants what you are going to discuss - **Germs**
 - a. Germs are found all over the world, in all kinds of places. Germs are very small living thing that causes sickness and disease. Germs are so small and sneaky that they creep into our bodies without being noticed. In fact, germs are so tiny that you need to use a microscope to see them. When they get in our bodies, we don't know what hit us until we have symptoms that say we've been attacked! The four major types of germs are: bacteria, viruses, fungi, and parasites. They can invade plants, animals, and people, and sometimes they make us sick.
2. Let them know that you have a few questions for them to answer.

Introduction and Pre Test

Lesson 1: Germs

Activity 1: Hand Washing and when to wash your hands

Activity 2: Keeping the House Clean – Fighting Germs in Your Home

Activity 3: Flushing the Toilet

Evaluation – Lessons Learned – Post Test

Handouts



Name: _____ Client ID# _____ Date: _____

PRE-TEST

Unit Three: Lesson One - Germs

No Knowledge Very Little Some Average Very Good Mastered

RATING: **0** **1** **2** **3** **4** **5**

What are Germs?

Name 2 ways Germs can spread.

How can you protect yourself and your family from Germs?

Show me how to wash your hands. Tell me when you need to wash your hand.

1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section

TOTAL

FORM # T3/L1 RHPNP - Pre-Test Assessment

Pre-Test



Germs

Ask the participants to show you how they wash their hands

Read to the participants

Hand Washing –when to wash:

- a. Before handling food
- b. After using the bathroom
- c. After sneezing or coughing
- d. After taking out the trash
- e. After handling raw meat
- f. After handling pets
- g. Anytime you touch something that is not clean

Wash Your Hands!



1 Wet Hands



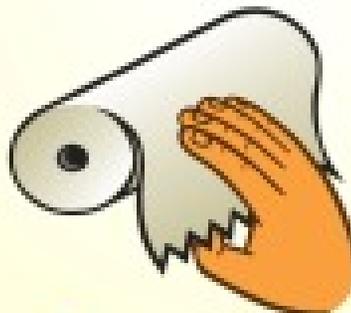
2 Soap



3 Wash for 20 seconds



4 Rinse



5 Dry



6 Turn Off Water with Paper Towel

Fighting Germs in Your Home

Refugee Health Navigator

1. Let the participants know that a dirty home is unhealthy and it invites bugs, mice, and other pests to come and live with them
2. Let the participants know that if you want to get some fresh air in their house they can open up a window
3. Let the participants know that you will give them information on the other ways they can use one of the natural and inexpensive methods to clean their home
4. Also, let them know that Vinegar is natural and inexpensive (cheap) and safe way to clean their home

A Dirty Home is Not Healthy!



Dirty homes attract bugs and pests.



Mold can make you sick.

Children can get hurt.



Having a clean home feels good!



Refugee Health Navigator

Vinegar is one of the natural and inexpensive methods to clean their home

Vinegar is natural and inexpensive (cheap) and safe way to clean your home



VINEGAR

Vinegar is safe to use on floors

Refugee Health Navigator

You can give the participants a copy of these instructions. Also, you could bring a bottle of vinegar, a spray bottle, a measuring cup or a regular coffee drinking cup, a bucket, a mop, cloth (rags) and paper towels for demonstration purposes.

Vinegar is safe to use on floors:

NOTE: Mopping and Vinegar are not for carpets

- ◆ Put 2 gallons of water in your bucket
- ◆ Add 2 cups of vinegar (you can use a coffee drinking cup to measure the vinegar)
- ◆ Place mop or your cloth (rag) into the bucket and get it wet
- ◆ Wring the extra water out of the mop or cloth (rag)
- ◆ Then clean your floors using the mop or cloth (rag)



Sponge



**Rubber Gloves and a
Scrubber Sponge**



Mop and Bucket



Cloth (Rag)

Vinegar can be used for other cleaning without adding water

Refugee Health Navigator

1. You can bring a cloth (rag) and paper towels with you to demonstrate.
2. Let the participants know you are going to discuss how to use the vinegar right out of the bottle.

Give the instructions below to the participants:

- ◆ Wet a cloth (rag) with vinegar and use it to clean
- ◆ Then dry with a paper towel or a clean, dry cloth (rag)



You can pour the vinegar into a spray bottle

Refugee Health Navigator

1. You can bring a spray bottle, cloth (rag) and paper towels with you to demonstrate.
Note: Keep in mind most refugees do not spend money on paper towels. They will often use toilet paper for guests at the dinner table. Napkins and paper towels just are not commonly used.
2. Let the participants know you are going to discuss how to use the vinegar using a spray bottle. Also, suggest places like a Dollar Store to purchase the cleaning supplies.
3. **Give the instructions below to the participants:**
 - ◆ Pour Vinegar right from the bottle into an empty **spray bottle**
 - ◆ Spray over the surfaces in your kitchen and bathroom
 - ◆ Then dry with a paper towel or a clean, dry cloth (rag)

OR

You can Sweep your Floors

- ◆ Sweep the dirt out from under furniture and rugs.
- ◆ Sweep crumbs out from under the stove and refrigerator – food crumbs bring bugs and mice!
 - ◆ Sweep all of the dirt into a pile with your broom.
- ◆ Do not just sweep the dirt outside. Sweep the pile into the dust pan and put into a trash can.



Broom



Dust Pan

You can use vinegar to clean your kitchen and bathroom

Refugee Health Navigator

Use Vinegar as an all-purpose surface cleaner in the kitchen and bathroom:

In the Kitchen

- Kitchen counter tops
- Stove tops
- Cabinet doors
- Refrigerator (*inside and outside of the refrigerator*)
- Other appliances
- Walls

In the Bathroom

- Cabinet doors
- Sink
- Tub and Shower
- Faucets
- Toilet
- Walls

How to keep your carpet clean - Vacuuming

- Pick up or sweep large or hard pieces off the carpet before vacuuming. You can break the vacuum if you run over large pieces of rubbish.
- Pieces of string and hair can get tangled inside the vacuum and need to be cut out of the rollers on the bottom of the vacuum. Hold the cord up so you do not run over it.

Vacuuming can help kill bed bugs



- Bed bugs lay eggs in the carpet so make sure you vacuum the entire room at least twice a week.
- Vacuum under the furniture and in the corners.



Vacuuming can help kill bed bugs!



Vacuum regularly at least twice every week.

Empty the dirt bin of the vacuum when you finish.



If your home has bed bugs, dispose of the dirt OUTSIDE to get rid of the eggs.

Please do not just dump the dirt in a pile outside, put it in the dumpster.



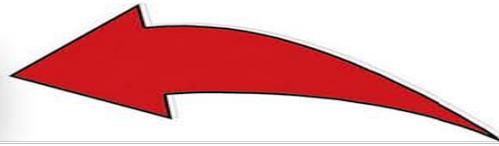
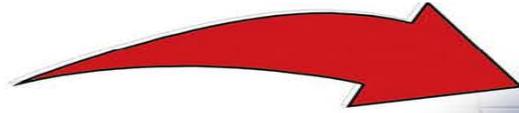
Refugee Health Navigator

1. Ask the participants to give you some examples of what to do after using the bathroom.
2. Ask the participants why it is important to wash hands after using the bathroom.
3. Ask the participants how do you wash your hands? [Let them demonstrate] Then read the following:
 - a. Turn on the warm water and get your hands wet
 - b. Using soap rub your hands together for 20 seconds
 - c. Be sure you scrub your fingertips, thumbs, in between your fingers, and on the top of your hands
 - d. Rinse your hands with warm water to get all of the soap off
 - e. Dry your hands with a paper towel or a clean cloth

Discuss with the participants the steps they need to follow to kill the germs that will make them and their family sick.

After you use the bathroom be sure to:

1. Flush the toilet
- and
2. Wash your hands



Name: _____

Client ID# _____

Date: _____

POST TEST

Unit Three: Lesson One - Germs

No Knowledge	Very Little	Some	Average	Very Good	Mastered
0	1	2	3	4	5

RATING:

What are Germs?

Name 2 ways Germs can spread.

How can you protect yourself and your family from Germs?

Show me how to wash your hands. Tell me when you need to wash your hand.

TOTAL

1-8 Total=Needs More Help 9-16 Total-Moderate Understanding 17-25-Proceed to the Next Section

FORM # T3/L1 RHPNP - Post Test Assessment

STARTING A NEW LESSON

Post-Testn



RESOURCES AND REFERENCES

Health Action in the U.S.: A Health Education Curriculum for Refugees from Burma Instructor's Guide 2007

Available online at:

<http://www.co.orange.nc.us/health/documents/Health EducationCurriculumFINAL.pdf>

DHHS Community Health Worker/Navigator Curriculum

Available by Request

http://www.cal.org/caela/esl_resources/Health

http://www.ccs.k12.va.us/programs/esl/docs/health/Health_Curriculum.pdf

<http://www.expectingthebest.org/pages/curriculum/curriculum.htm>

<http://www.expectingthebest.org/documents/lessons/1youarewhatyoueat-teacher-CFSD.pdf>