

THOSE WHO SEEK, FIND

LEARNING ABOUT HEALTH SERVICES





LOCAL PLACES AND PHONE NUMBERS

COMMUNITY HEALTH WORKER (CHW):

HEALTH NAVIGATOR:

CONSULATE OF YOUR COUNTRY:

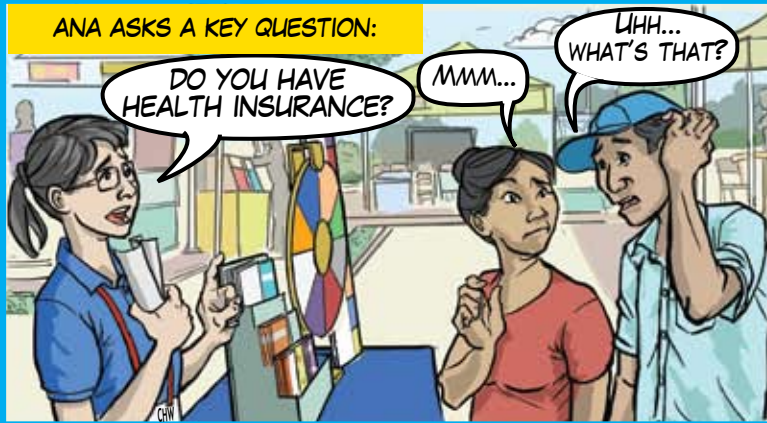
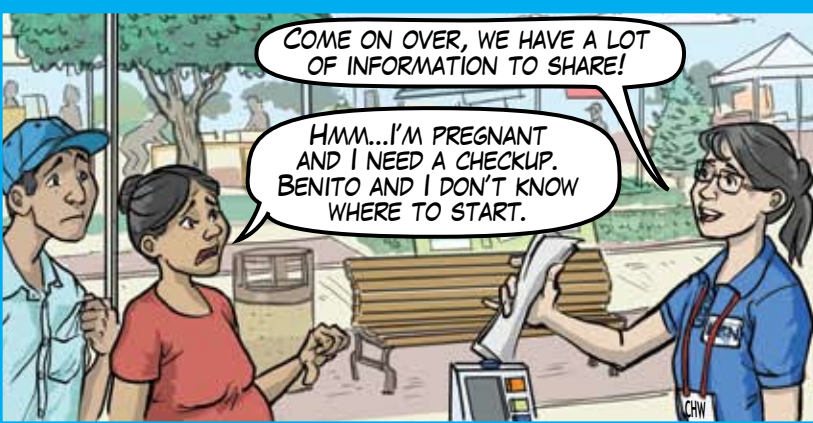
VENTANILLA DE SALUD AT MEXICAN CONSULATES:

LOCAL CLINIC OR HEALTH CENTER:

EMERGENCY DEPARTMENT AT A LOCAL HOSPITAL:

URGENT CARE SERVICES:

SATURDAY MORNING AT A COMMUNITY HEALTH FAIR...



IT'S A CONTRACT BETWEEN YOU AND AN AGENCY THAT HELPS COVER MEDICAL EXPENSES WHEN YOU GET SICK OR INJURED.

YOU MAKE A MONTHLY PAYMENT AND IN RETURN THEY HELP COVER SOME OF THE COSTS WHEN YOU VISIT THE DOCTOR.

COMMUNITY HEALTH WORKER

NAVIGATOR

INSURANCE MARKETPLACE

MEDICAID

VACCINATION

HEALTH INSURANCE

COMMUNITY CLINIC

SPECIALIST

MEDICARE

PRIMARY CARE DOCTOR

FINANCIAL ASSISTANCE

HEALTH NETWORK

VENTANILLA DE SALUD

EMERGENCY ROOMS

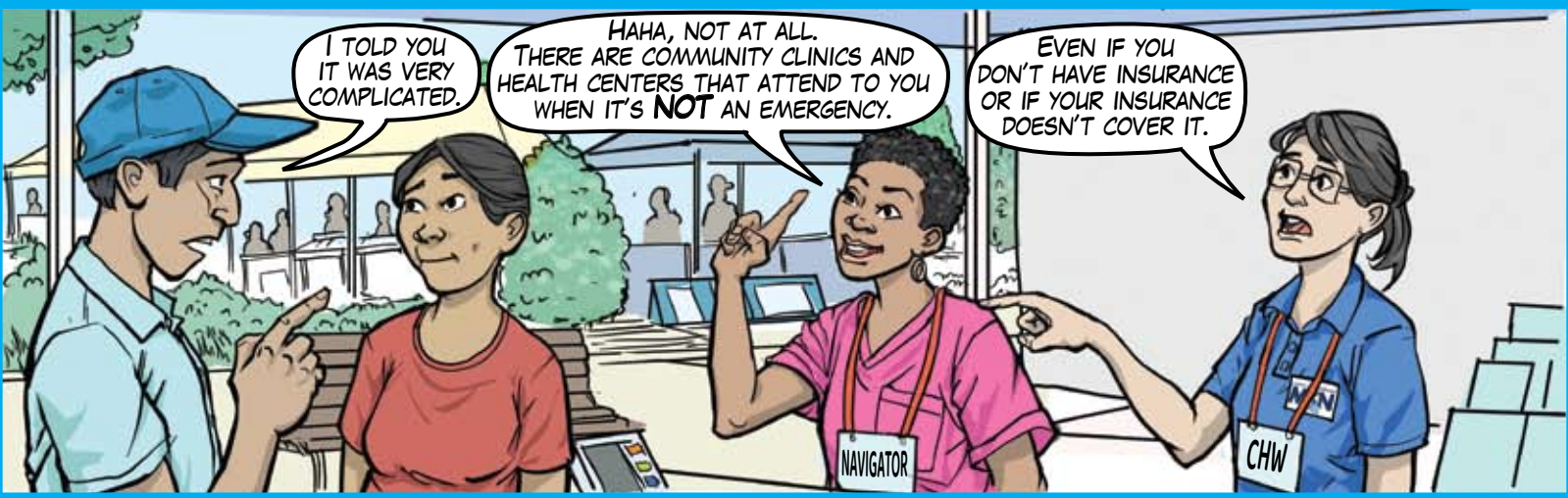


THEN WE DON'T HAVE IT!

WHAT NOW?



MMM... WE NEED TO MAKE AN APPOINTMENT SO THE DOCTOR CAN DO A CHECKUP AND REFER YOU WHERE NEEDED.



I TOLD YOU IT WAS VERY COMPLICATED.

HAHA, NOT AT ALL. THERE ARE COMMUNITY CLINICS AND HEALTH CENTERS THAT ATTEND TO YOU WHEN IT'S **NOT** AN EMERGENCY.

EVEN IF YOU DON'T HAVE INSURANCE OR IF YOUR INSURANCE DOESN'T COVER IT.



PRIMARY CARE CENTERS

THEY PROVIDE PREVENTION, MANAGEMENT, AND TREATMENT SERVICES FOR ILLNESSES THAT ARE **NOT** SERIOUS OR URGENT.



AND COMMUNITY CLINICS



URGENT CARE CENTERS

THEY PROVIDE SAME-DAY CARE WHEN REGULAR CLINICS OR HEALTH CENTERS ARE CLOSED OR DON'T HAVE AVAILABLE APPOINTMENTS.

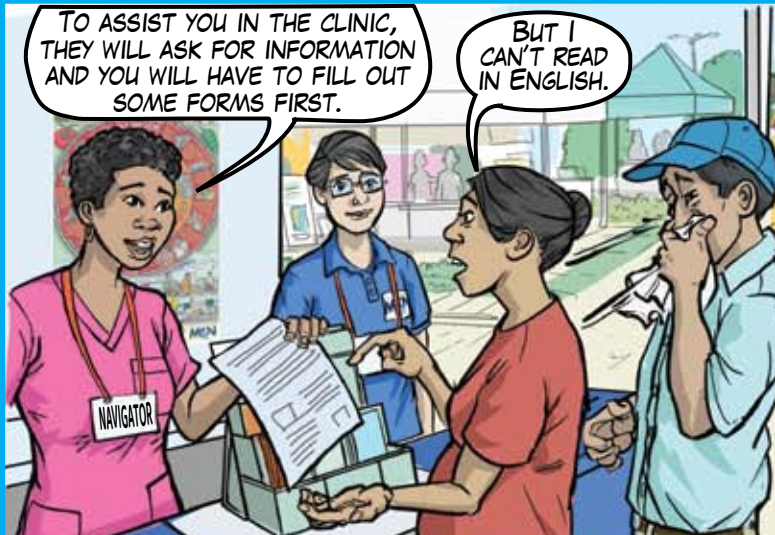


HOSPITALS

THEY ARE EQUIPPED TO HANDLE SERIOUS, LIFE-THREATENING EMERGENCIES.

EMERGENCY ROOMS

....IN HOSPITALS ARE WHERE SICK OR INJURED PEOPLE RECEIVE IMMEDIATE MEDICAL CARE AND TREATMENT.



TO ASSIST YOU IN THE CLINIC, THEY WILL ASK FOR INFORMATION AND YOU WILL HAVE TO FILL OUT SOME FORMS FIRST.

BUT I CAN'T READ IN ENGLISH.



WELL, YOU JUST TELL THEM YOU NEED HELP FILLING THEM OUT.

BUT HOW AM I GOING TO TELL THEM IF I DON'T SPEAK ENGLISH?



HERE, TAKE THIS CARD AND SHOW THEM. IT SAYS THE LANGUAGE YOU SPEAK AND THAT YOU NEED HELP.



Quisiera solicitar asistencia en mi idioma. ¡Gracias!

Hablo:

Español

Según el Título VI de la Ley de Derechos Civiles de 1964, si un servicio o programa recibe financiamiento del gobierno federal, tengo derecho a recibir información en el idioma de mi preferencia.

I would like to request assistance in my language. Thank you!

I speak:

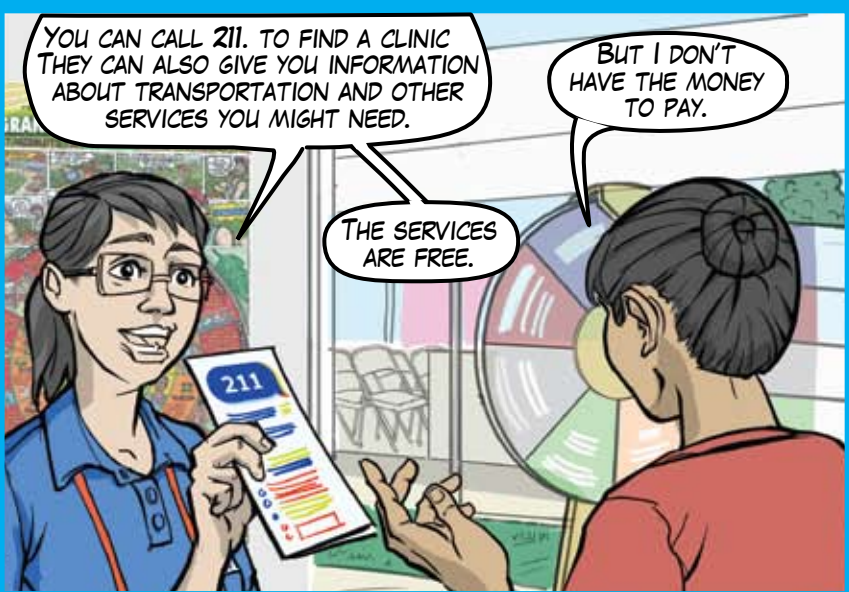
Spanish

According to title VI of the civil Rights Act of 1964, if a service or program receives funding from the federal government, I have the right to receive information in my preferred language.



THANK YOU! I HAVE SEEN A CLINIC NEAR OUR HOUSE.

I WORK THERE. WHEN YOU GET THERE, ASK THE RECEPTIONIST FOR ME!



YOU CAN CALL 211. TO FIND A CLINIC THEY CAN ALSO GIVE YOU INFORMATION ABOUT TRANSPORTATION AND OTHER SERVICES YOU MIGHT NEED.

THE SERVICES ARE FREE.

BUT I DON'T HAVE THE MONEY TO PAY.



ASK THEM IF THERE IS HELP TO PAY FOR SERVICES.

HERE, YOU FIRST NEED TO MAKE A DOCTOR'S APPOINTMENT SO THEY CAN DO A CHECKUP, AND IF NEEDED, REFER YOU TO A SPECIALIST.



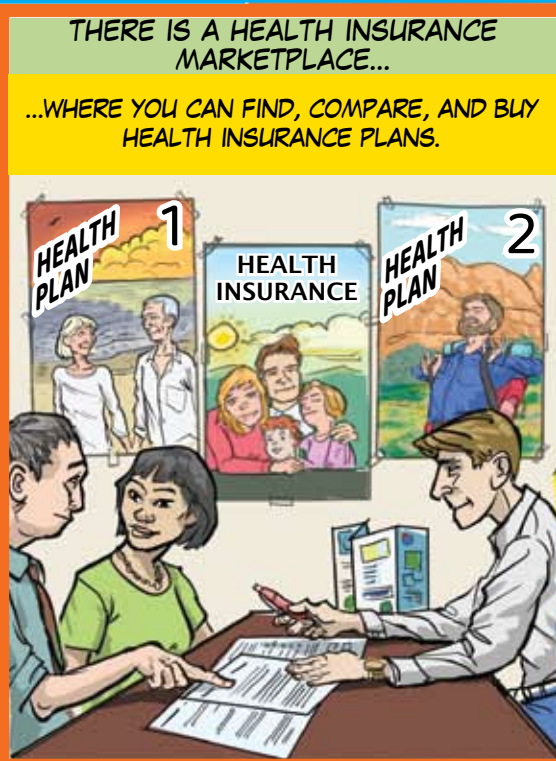
PRIMARY CARE DOCTOR



GYNECOLOGIST



IT ALL DEPENDS ON WHETHER YOU HAVE INSURANCE AND WHAT KIND OF INSURANCE IT IS. LISTEN...



THERE IS A HEALTH INSURANCE MARKETPLACE...

...WHERE YOU CAN FIND, COMPARE, AND BUY HEALTH INSURANCE PLANS.



INSURANCE THROUGH EMPLOYMENT

THE EMPLOYER PAYS ONE PART, AND THE EMPLOYEE PAYS THE OTHER PART

BUT WE DON'T HAVE THE MONEY TO PAY!

IF YOU DON'T HAVE INSURANCE, YOU CAN PAY ACCORDING TO WHAT YOU EARN.



OPTIONS FOR PEOPLE WITHOUT ANY TYPE OF INSURANCE

SLIDING FEE SCALE PAYMENT IS A SYSTEM WHERE YOU PAY ACCORDING TO WHAT YOU EARN AND WHERE YOU LIVE



BUT IT'S DIFFERENT IN EVERY STATE!



LET'S TAKE A LOOK AT WHAT NORMA HAS TO DO...

TO ACCESS MEDICAL SERVICES...

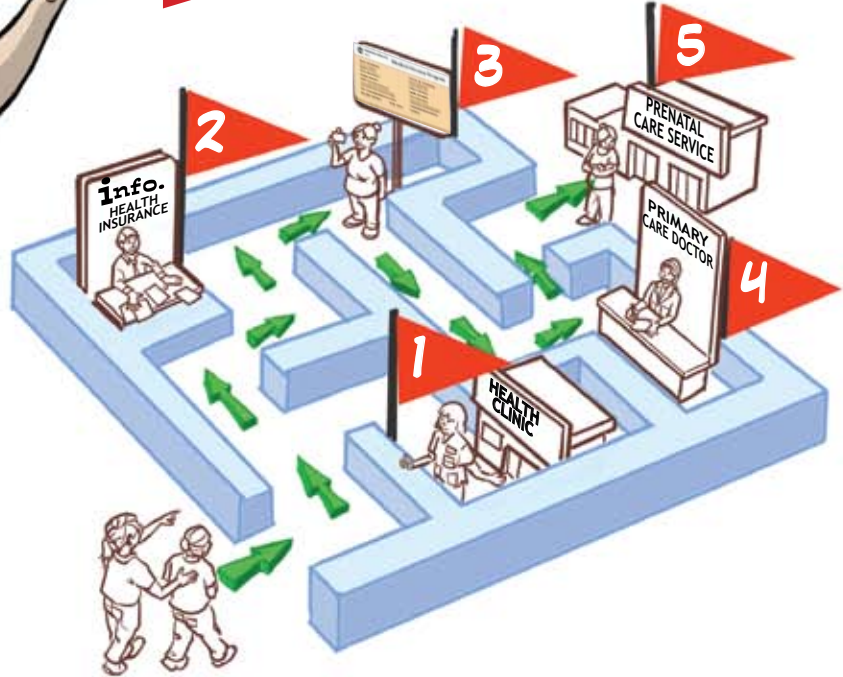
NORMA SEGURA

NOTES:

Age: 27 years old
She is 6 months pregnant with her second child.
She has not had a check-up yet and works cleaning houses.



- 1 GO TO THE CLINIC AND SPEAK WITH A PATIENT NAVIGATOR
- 2 GET INFORMATION ABOUT ASSISTANCE PROGRAMS AND INSURANCE OPTIONS
- 3 APPLY FOR AND OBTAIN HEALTH INSURANCE
- 4 MAKE AN APPOINTMENT AND SEE A PRIMARY CARE DOCTOR
- 5 RECEIVE PRENATAL CARE SERVICE

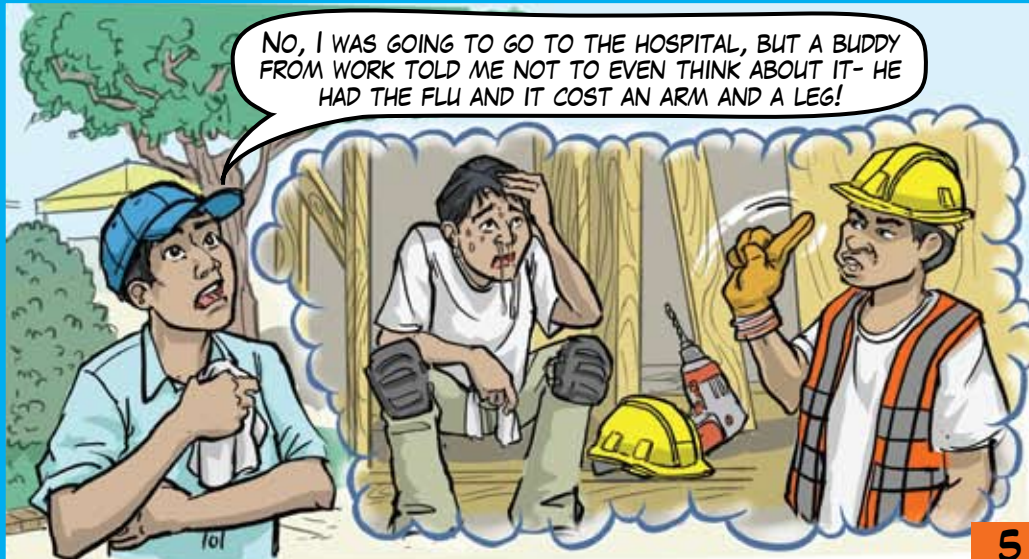


HEY! I SEE YOU ARE NOT FEELING WELL, HAVE YOU BEEN TO THE DOCTOR YET?

AH AH!!! CHUUU!



NO, I WAS GOING TO GO TO THE HOSPITAL, BUT A BUDDY FROM WORK TOLD ME NOT TO EVEN THINK ABOUT IT- HE HAD THE FLU AND IT COST AN ARM AND A LEG!



I THINK YOUR FRIEND WENT TO THE EMERGENCY ROOM, WHICH IS VERY EXPENSIVE! THAT PLACE IS FOR LIFE-OR-DEATH CASES LIKE ACCIDENTS OR HEART ATTACKS...



GO TO THE CLINIC AND THERE WE'LL HELP YOU GET THE TREATMENT YOU NEED.

LOOK, THESE ARE THE FORMS YOU WILL NEED TO FILL OUT.



HERE ARE SOME EXAMPLES OF THE FORMS YOU SHOULD FILL OUT.

REMEMBER TO ASK FOR THEM IN YOUR LANGUAGE!

FECHA/DATE
MM/DD/YYYY
(MONTH/DAY/YEAR)

ADMISSION FORMS YOU NEED TO COMPLETE:

- CONSENT FORM
- PROOF OF ADDRESS (Electricity bill)
- PROOF OF EMPLOYMENT (Pay stub)

IMPORTANT! MAKE SURE TO WRITE THE DATE IN THIS ORDER: MONTH, DAY, YEAR.

AND TO SCHEDULE AN APPOINTMENT, YOU NEED:

- PERSONAL INFORMATION
- HEALTH INSURANCE INFORMATION



LET'S LOOK AT THE STEPS BENITO NEEDS TO TAKE TO ACCESS HEALTH SERVICES.

BENITO SÁNCHEZ



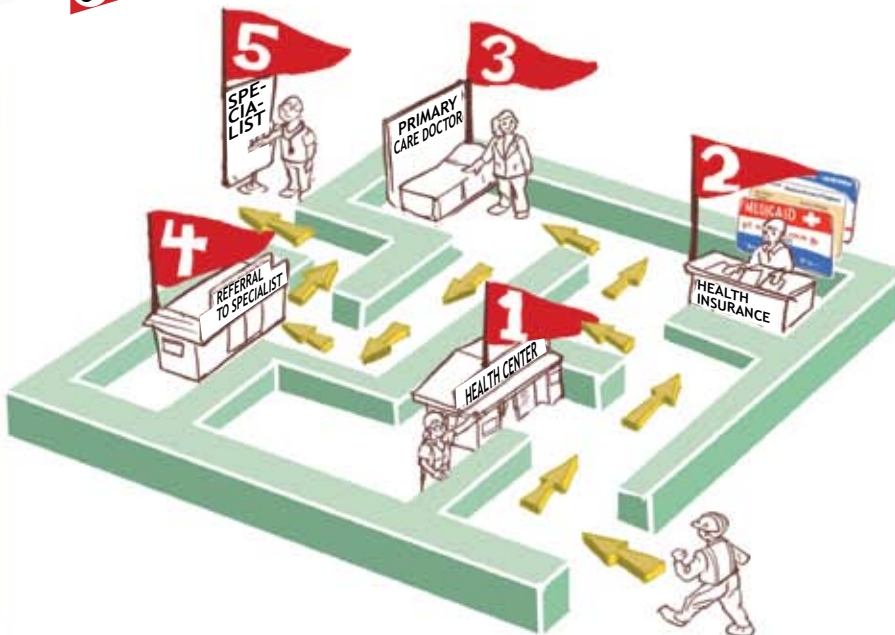
NOTES:

Age: 32 years old

Works in construction.

He has had a fever, cold, and cough for over a week.

- 1 GO TO THE HEALTH CENTER
- 2 APPLY FOR HEALTH INSURANCE OR FINANCIAL ASSISTANCE
- 3 HAVE A PRIMARY CARE CONSULTATION
- 4 GET A REFERRAL TO A SPECIALIST
- 5 FOLLOW UP WITH SPECIALIST



LUISITO ARRIVES WITH HIS GRANDMOTHER



AND CAN WE TAKE OUR SON TO THE CLINIC TO GET VACCINATED?

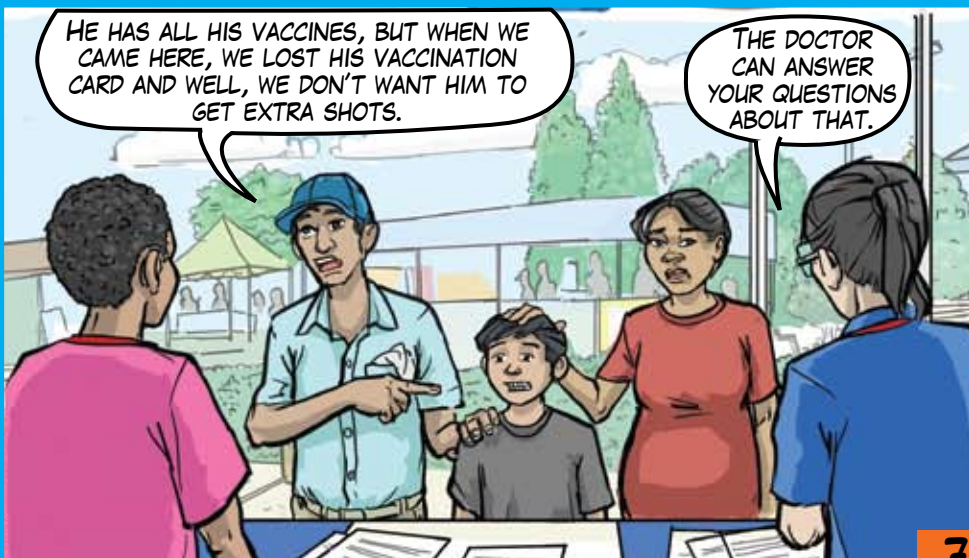
IT'S BECAUSE I AM ABOUT TO START SCHOOL!

IN MOST STATES, TO START SCHOOL, YOU MUST SHOW PROOF THAT HE HAS ALL HIS VACCINES.



HE HAS ALL HIS VACCINES, BUT WHEN WE CAME HERE, WE LOST HIS VACCINATION CARD AND WELL, WE DON'T WANT HIM TO GET EXTRA SHOTS.

THE DOCTOR CAN ANSWER YOUR QUESTIONS ABOUT THAT.



VACCINES CAN BE GIVEN AT A LOW COST OR SOMETIMES ARE FREE AT:



COMMUNITY CLINICS



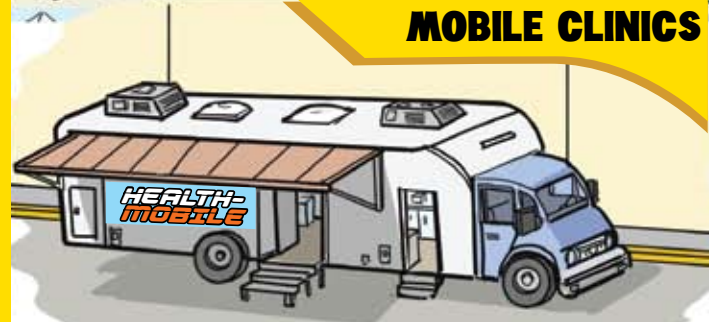
HEALTH FAIRS



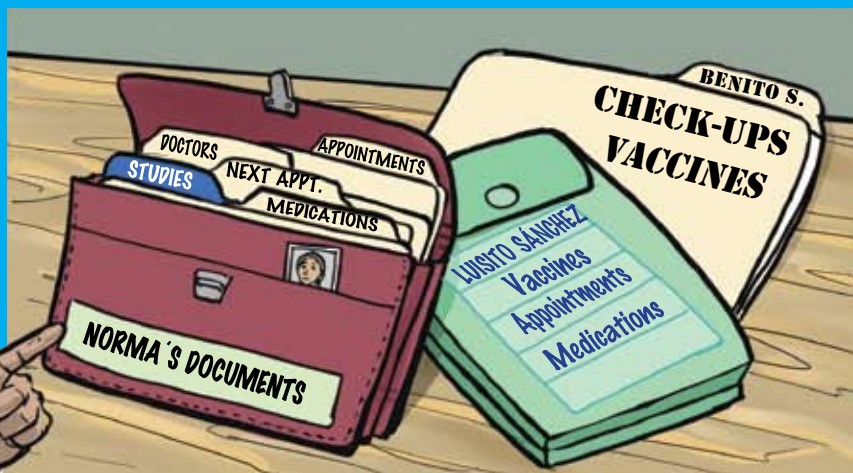
AT A CONSULATE



MOBILE CLINICS



SPEAKING OF VACCINES AND OTHER SERVICES YOU MIGHT RECEIVE....



IT'S VERY IMPORTANT TO KEEP RECORDS OF WHAT WAS DONE AND TO HAVE YOUR MEDICAL HISTORY.



LET'S SEE WHAT NEEDS TO BE DONE SO LUISITO CAN ENROLL IN SCHOOL!

LUISITO SÁNCHEZ

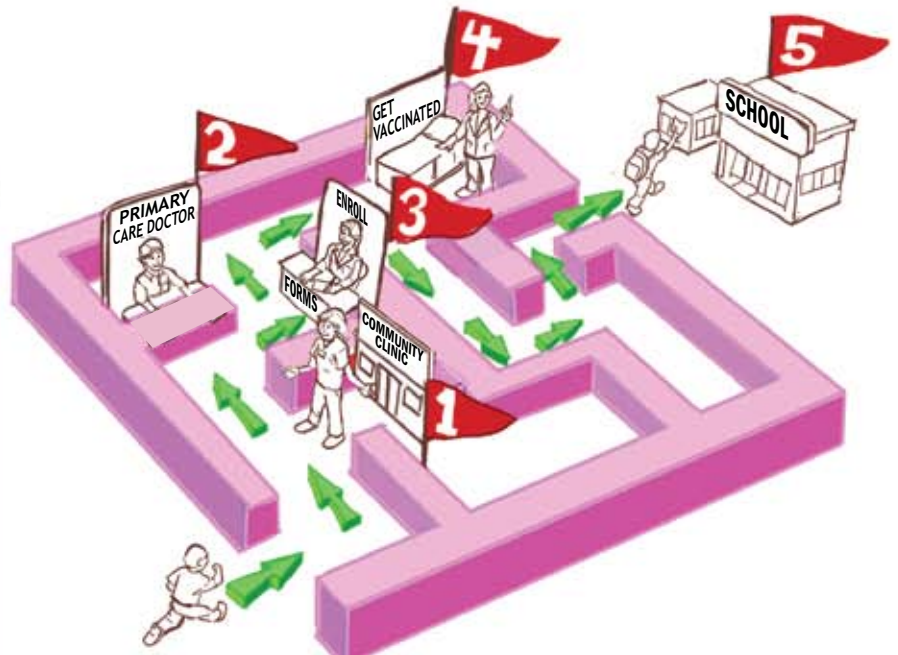
NOTES:

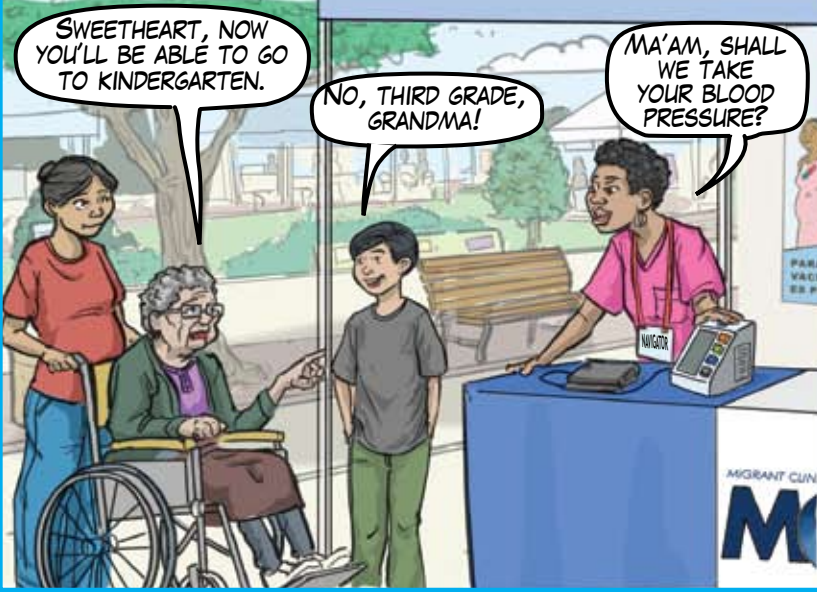
Age: 8 years old

He is entering the 3rd grade, and they require proof of vaccination.

- 1 GO TO A COMMUNITY CLINIC
- 2 HAVE A CHECK-UP WITH THE PRIMARY CARE DOCTOR
- 3 COMPLETE ENROLLMENT FORMS

- 4 GET VACCINATED
- 5 HAVE HIS VACCINE CARD READY TO TAKE TO SCHOOL





SWEETHEART, NOW YOU'LL BE ABLE TO GO TO KINDERGARTEN.

NO, THIRD GRADE, GRANDMA!

MA'AM, SHALL WE TAKE YOUR BLOOD PRESSURE?

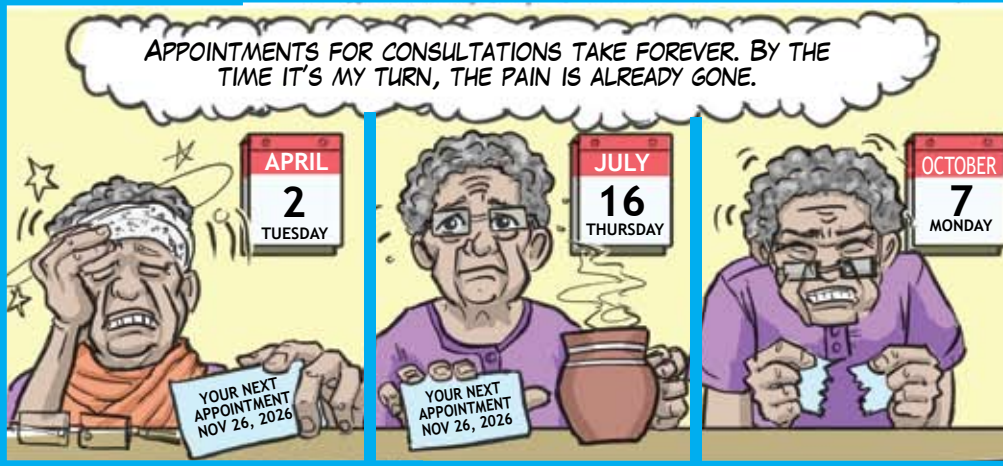


YES. THANK YOU. MY LEGS ARE KILLING ME!

DO YOU HAVE HEALTH INSURANCE?



NONE AT ALL! I DON'T WANT TO GO TO THE DOCTOR HERE.



APPOINTMENTS FOR CONSULTATIONS TAKE FOREVER. BY THE TIME IT'S MY TURN, THE PAIN IS ALREADY GONE.

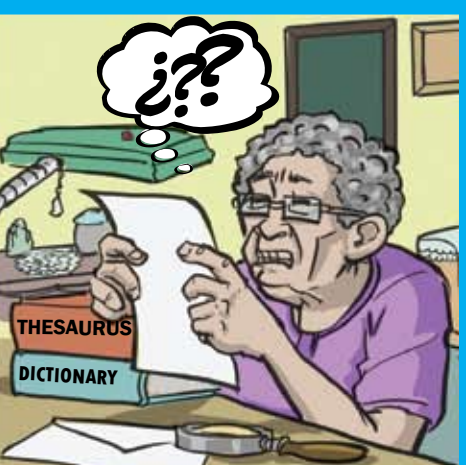
APRIL 2 TUESDAY

JULY 16 THURSDAY

OCTOBER 7 MONDAY

YOUR NEXT APPOINTMENT NOV 26, 2026

YOUR NEXT APPOINTMENT NOV 26, 2026



!??

THESAURUS
DICTIONARY



THE DOCTOR DOESN'T EVEN LOOK AT ME!

CAFETERIA



I PREFER TO USE MY HOME REMEDIES.



YOUR BLOOD PRESSURE IS HIGH!



YOU MUST GO IN FOR AN APPOINTMENT.

CHRONIC ILLNESSES LIKE ARTHRITIS, HYPERTENSION, AND DIABETES ARE ILLNESSES THAT CANNOT BE IGNORED!

CHW

WE MUST PREVENT THEM.

AND IF WE HAVE THEM, WELL, WE HAVE TO MANAGE THEM TO PREVENT THEM FROM GETTING WORSE!

DON'T WAIT UNTIL YOU GET SICK.



LET'S SEE WHAT GRANDMA HAS TO DO TO MANAGE HER ILLNESSES.

GRANDMA

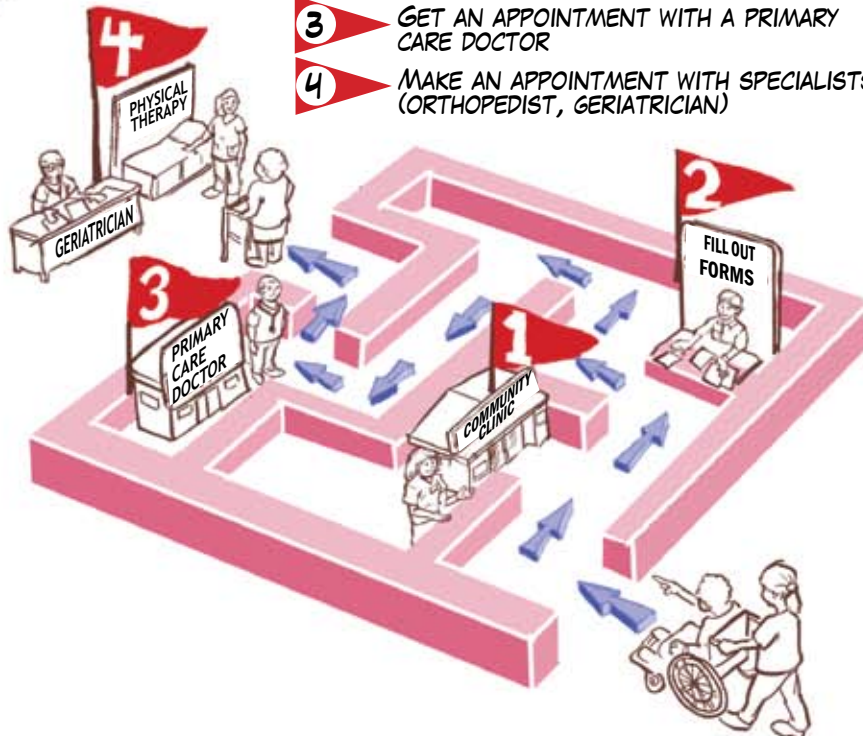
NOTES:

Age: 87 years old

Has arthritis, diabetes, and hypertension.



- 1 GO TO THE COMMUNITY CLINIC
- 2 FILL OUT FORMS
- 3 GET AN APPOINTMENT WITH A PRIMARY CARE DOCTOR
- 4 MAKE AN APPOINTMENT WITH SPECIALISTS (ORTHOPEDIST, GERIATRICIAN)



THE PATH CAN BE LONG. BUT FIRST, YOU SHOULD ALWAYS GO TO THE DOCTOR, THEN HE WILL REFER YOU WHERE NEEDED.



AND IT DEPENDS A LOT ON THE INSURANCE OR FINANCIAL ASSISTANCE ONE HAS OR CAN GET.



IN EVERY STATE IT'S DIFFERENT, THAT'S WHY IT'S IMPORTANT TO ASK!



GO TO APPOINTMENT

DR, DECIDES WHERE TO SEND YOU



DEPENDING ON YOUR SITUATION, YOU CAN GET FREE SERVICES OR PAY ACCORDING TO WHAT YOU EARN.

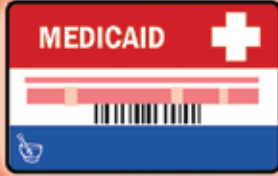


MEDICARE



INSURANCE FOR PEOPLE 65 OR OLDER, AND INDIVIDUALS WITH CERTAIN HEALTH DISABILITIES, WHO WORKED AND PAID TAXES TO THE IRS (THE GOVERNMENT)

MEDICAID



FEDERAL INSURANCE FOR OLDER ADULTS AND YOUNG PEOPLE WITH DISABILITIES

CHIP (AVAILABLE IN SOME STATES)



FEDERAL AND STATE INSURANCE, FREE OR LOW COST, FOR CHILDREN AND PREGNANT WOMEN

FINANCIAL ASSISTANCE PROGRAM

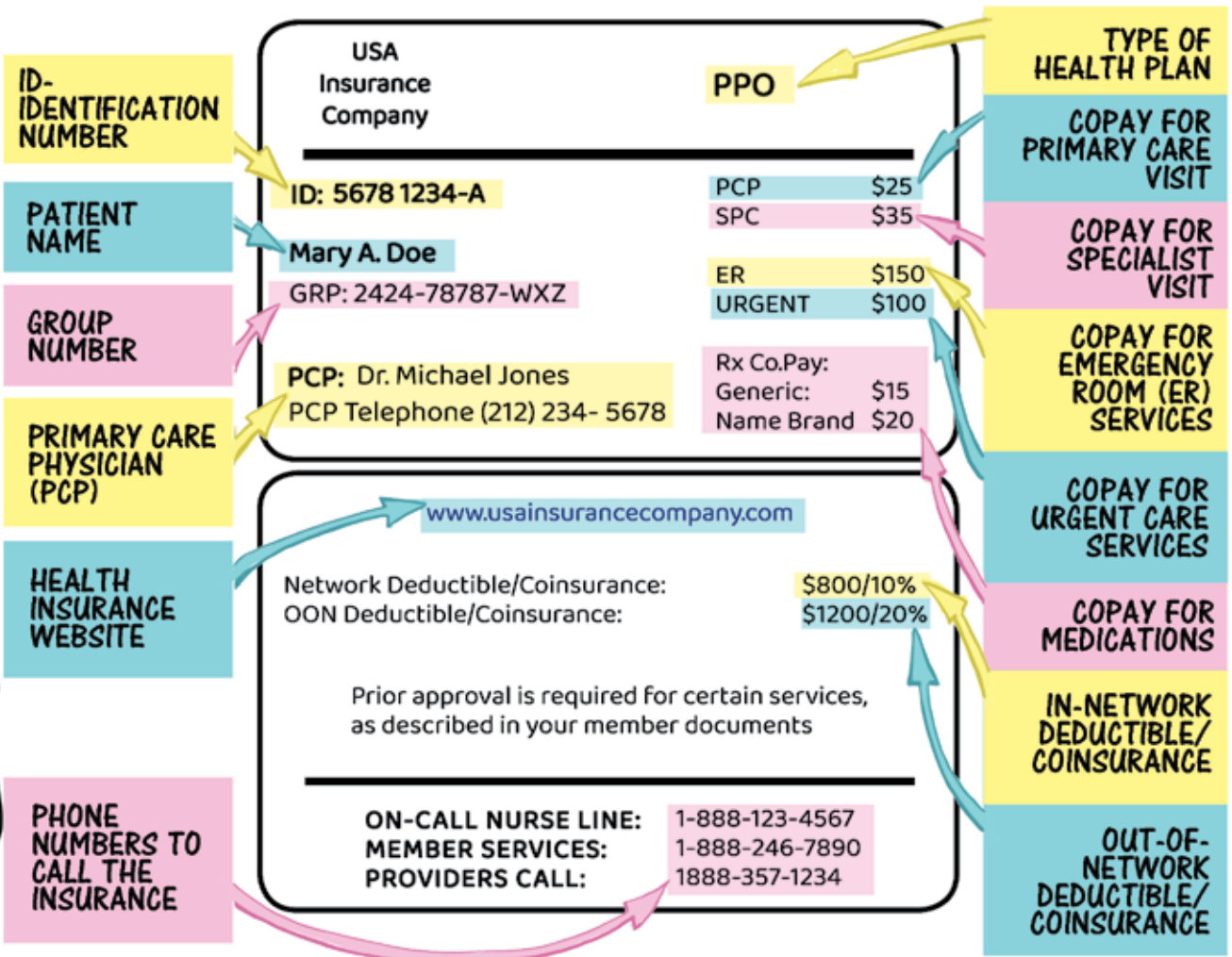


A LOW-COST ASSISTANCE PROGRAM. THIS PROGRAM MAY CHANGE BY STATE, CITY, OR NON-GOVERNMENTAL ORGANIZATION

FEDERAL INSURANCE IS MANAGED BY THE STATES, AND STATE LAWS DETERMINE WHO IS ELIGIBLE.

HEALTH INSURANCE IDENTIFICATION CARD

INSURANCE COMPANIES GIVE CARDS LIKE THIS...



DEDUCTIBLE: THE AMOUNT THE PATIENT MUST PAY PER YEAR FOR MEDICAL SERVICES BEFORE THEIR INSURANCE STARTS TO COVER THEM.

HMO IS A TYPE OF HEALTH PLAN WHERE THE DOCTOR COORDINATES YOUR CARE. YOU HAVE TO SEE YOUR DOCTOR TO GET A REFERRAL TO A SPECIALIST. YOU HAVE TO GO TO DOCTORS AND SPECIALISTS "IN-NETWORK." THAT MEANS THEY ARE PART OF THE SAME TEAM.

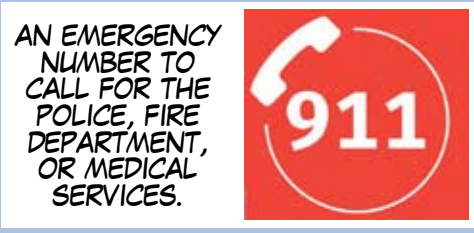
PPO IS A TYPE OF HEALTH PLAN THAT IS MORE FLEXIBLE. YOU CAN GO TO A DOCTOR OR A SPECIALIST WITHOUT A REFERRAL. YOU CAN USE SERVICES "IN-NETWORK" OR "OUT OF NETWORK" (OON).

AS EVERYONE SAYS GOODBYE AND THE FAMILY AGREES TO GO TO THE CLINIC IN THE COMING DAYS, SOMEONE APPROACHES THE HEALTH BOOTH.





THEY PROVIDE INFORMATION ABOUT HOUSING, FOOD (WIC), MEDICAL ASSISTANCE, FINANCIAL AID, AND MORE. IT'S FREE, CONFIDENTIAL, AND AVAILABLE 24/7.



SUICIDE PREVENTION AND CRISIS HELP LINE



WILMAR SANTOS

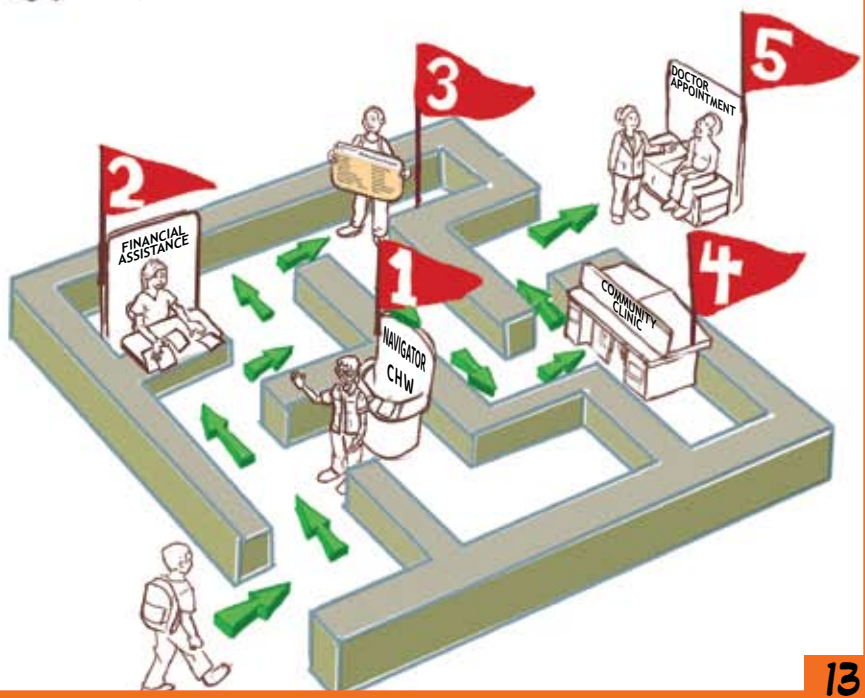
- 1 LOCATE A NAVIGATOR OR SOCIAL WORKER
- 2 LOOK FOR LOW-COST ASSISTANCE
- 3 APPLY TO THE PROGRAM
- 4 MAKE AN APPOINTMENT AT THE CLINIC
- 5 VISIT/CONSULT WITH THE DOCTOR



NOTES:

Age: 28 years

He arrived recently and does not have the proper documents to work in the country. He constantly moves from city to city and works in whatever jobs he can find.





HEY LAURA, I LIKE BEING A HEALTH PROMOTER, TODAY WE HELPED A LOT OF PEOPLE!

INDEED ANA... THOSE WHO SEEK, FIND... AND WE HELP THEM SEEK!



THERE'S A LOT TO LEARN ABOUT THE HEALTH CARE SYSTEM.

REACH OUT TO THOSE WHO KNOW MORE!

WE ALL HAVE THE RIGHT TO HEALTH SERVICES.

WE DON'T HAVE TO KNOW IT ALL, WE ONLY NEED TO KNOW WHERE TO ASK.

TOGETHER WE CAN DO IT!

IT IS TRUE, GRANDMA!

ASKING IS THE KEY!

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