



Health Care

Caring for Your Health in the U.S.

35 minutes

Objectives

Participants will be able to:

- ✓ identify common responses to common health issues
- ✓ describe symptoms and solutions in English
- ✓ discuss the different health care options available in the area



Materials

- ☐ “Symptom Strips” (included) for half of the participants
- ☐ “Common Response Strips” (included) for half of the participants
- ☐ Flipchart or board
- ☐ Writing implements for flipchart or board



Key English Vocabulary

symptoms	sore
medicine	pharmacy
minor	

Facilitator’s Introduction of Session to Participants

The U.S. health care system is complex and can be confusing. You have learned about health care in the U.S., and this session will help you understand more about common health practices in the United States.

Introductory Exercise

Briefly review the Key English Vocabulary for this plan. Highlight the words as they come up throughout the session. *[If 8-10 minutes can be added, utilize the Teaching English Vocabulary section found at the end of this activity plan to enhance participant understanding of the key vocabulary words.]*

Activity

Divide participants into two groups.

Distribute “Symptom Strips” to one group and “Common Response Strips” to the second group.

Participants mingle and find a match: a commonly-used response to their symptom, or a symptom which their response may assist with. The goal is for every symptom to find a commonly-used response, and vice versa. There may be more than one match to some cards; participants should find only one and discuss with others if there are multiple matches.

Bring the full group together. Debrief the activity as a full group. Record different sources of health care on a flipchart or board as they come up, and review this following the general debrief.

Debriefing Questions to Ask Participants

- ☺ What are some commonly-used responses to symptoms discussed today?
- ☺ What are some things that surprised you about this activity?
- ☺ What are some things you can now describe in English?
- ☺ What health care options are available to you?
- ☺ What are some things you should remember about caring for yourself and your family in the U.S.?

Variations or Considerations

If time permits, collect the strips and redistribute. Participants find a match for their new symptom or commonly-used response.

Create your own strips based on the experiences of refugees in your area.

When working with an individual or a small group, the full group can match the “Symptom Strips” and “Common Response Strips” as a puzzle.



8-10 minutes

The following list begins with the words most easily understood and goes through more complex terms. Use the terms most accessible to your participants.

Introduce the words with the definition and contextual sentence. Omit words if participants already know them. Partner talks are meant to be a brief two minutes and do not have to include all the words. Encourage conversation and interaction, and focus on what participants already know about the word based on your introduction.

<i>Vocabulary Term</i>	<i>Definition</i>	<i>Context</i>	<i>Partner Talk</i>
symptoms	<i>Symptoms</i> are signs in the body showing that something is wrong.	Ishtar had all the <i>symptoms</i> of the flu: a fever, a runny nose, and body aches.	What are the <i>symptoms</i> of a heart attack?
sore	<i>Sore</i> means painful.	Dorji has a <i>sore</i> throat.	Have you ever had a <i>sore</i> back?
medicine	<i>Medicines</i> are drugs used to treat an illness or injury.	Aung takes <i>medicine</i> for his blood pressure.	Where can you get <i>medicine</i> ?
pharmacy	A <i>pharmacy</i> is a place where they prepare and sell medicine. The <i>pharmacist</i> works at the <i>pharmacy</i> .	Dina goes to the <i>pharmacy</i> to get medicine for her cold. She asks the <i>pharmacist</i> about the best medicine to help her feel better.	Where is the <i>pharmacy</i> in your town?
minor	<i>Minor</i> means that it is less serious or important.	Lilith cut her finger, but there was only <i>minor</i> bleeding. Tira had a <i>minor</i> fall, but she broke a bone.	What do you do if you have a <i>minor</i> cold?

Symptom Strips

Print, cut, and tape or paste to one color index cards



You feel hot

Common Response Strips

Print, cut, and tape or paste to a separate color index card



Check your temperature with a thermometer at home



You have had a fever for 3 days



Go to a doctor



You have a runny nose



Drink hot tea and wipe your nose with tissues at home



You have had a runny nose for 3 days



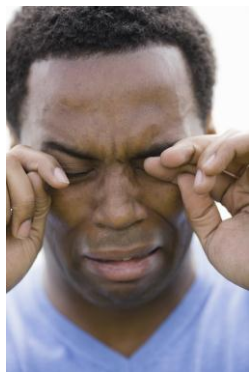
Talk to a pharmacist about what medicine you need



You have been feeling sad for 2 days



Talk with a friend about how you are feeling



You have been feeling sad for 2 months



Talk to a doctor about getting help



You have broken a limb



Go to a hospital emergency room (ER)



You have severe abdominal pain



Go to a hospital emergency room (ER)



You have a minor rash on your legs



Talk to a pharmacist about what medicine you need



You have a minor scrape on your arm



Stop the bleeding at home



You have cut your finger a little with a knife



Stop the bleeding at home



You have an earache for 3 days



Go to a doctor



You have a sore muscle



Gently stretch your muscle and ice it at home



You are stung by an insect



Wash the sting and apply anti-itch cream from a pharmacy if needed



You have a severe rash



Go to a doctor



You are stung by an insect and you are having trouble breathing



Call 9-1-1



You have a sore throat



Talk to a pharmacist about what medicine you need



Your chest or heart feels painful



Call 9-1-1



You have hit your head very hard



Call 9-1-1



You are feeling suicidal



Call 9-1-1 or a suicide prevention hotline



You are feeling tired



Get extra sleep at home



Health Care

Making Medical Appointments

45 minutes

Objectives

Participants will be able to:

- ✓ explain the steps of making and attending a doctor's appointment
- ✓ describe some common terms used when going to doctor's appointments



Materials

- ☐ “Numbered Station Signs,” 1 through 4 (included)
- ☐ Tape
- ☐ “Identification Memory Cards” (included), 1 set for every 2-3 participants
- ☐ “Making an Appointment Role Play” (included), 1 for every 2-3 participants
- ☐ Writing implements, 1 for every 2-3 participants
- ☐ “Sample Doctor's Cards” (included), 1 for every 2-3 participants
- ☐ “Preparation Checklist” (included), 1 per participant
- ☐ “Checking In Role Play” (included), 1 for every 2-3 participants



Key English Vocabulary

appointment

on time

prepare

check in

Pre-Session Preparation

Cut up “Identification Memory Cards.”

Set up four numbered stations:

1. *Identifying when to go to a doctor:* corresponding “Numbered Station Sign” on wall, “Identification Memory Cards” in groups
2. *Making an appointment:* corresponding “Numbered Station Sign” on wall, “Sample Doctor's Cards,” “Making an Appointment Role Plays,” writing implements
3. *Preparing for your visit:* corresponding “Numbered Station Sign” on wall, “Preparation Checklists”
4. *Checking in at the office:* corresponding “Numbered Station Sign” on wall, “Checking In Role Plays”

Facilitator's Introduction of Session to Participants

You have probably gone to some medical appointments already. During this session, we will review what is needed and give you the opportunity to practice making and going to your future medical appointments.

Introductory Exercise

Briefly review the Key English Vocabulary for this plan. Highlight the words as they come up throughout the session. *[If 8-10 minutes can be added, utilize the Teaching English Vocabulary section found at the end of this activity plan to enhance participant understanding of the key vocabulary words.]*

Activity

As a full group, walk participants through the four stations, in order: *identifying when to go to a doctor, making an appointment, preparing for your visit, and checking in at the office*. Discuss what participants will do at each station.

1. *Identifying when to go to a doctor:* Groups play “Identification Memory” by taking a group of cards, placing them all face-down on the table, and taking turns finding a match to the cards placed face down on the table.
2. *Making an appointment:* Participants use the “Sample Doctor’s Cards” and use the scripted “Making an Appointment Role Play” with partners to practice making an appointment.
3. *Preparing for your visit:* Participants review the “Preparation Checklist” and discuss the items described. Each participant takes a “Preparation Checklist” with them for future reference.
4. *Checking in at the office:* Participants practice checking in at the doctor’s office with the scripted “Checking In Role Play” with partners.

As you walk through the stations, stress the order and point out the numbers 1 through 4.

When finished, divide participants into pairs or groups of three. Pairs or groups will travel from station to station, in order, and complete the task at that station. When a pair or group has completed the tasks, they move to the next station *in numerical order*, and so on until pairs or groups have completed the tasks at all four stations.

Bring the full group together to review and debrief.

Debriefing Questions to Ask Participants

- ☺ What is the first step of making a doctor's appointment? What did you do there?
- ☺ What did you do next?
- ☺ What do you need to do to prepare for your visit?
- ☺ What do you need to remember when checking in at the doctor's office?
- ☺ If you need an interpreter for your appointment, when should you request one?
- ☺ What did you find most challenging about this activity?

Variations or Considerations

Include realia and samples to go along with the "Preparation Checklist."

Add to the "Identification Memory" game with situations and scenarios clients in your area have encountered.

If all participants visit one doctor's office, change the name and address of the "Sample Doctor's Cards" to reflect that office.

When working with an individual or a small group, pairs continue with the four stations. The trainer can accompany a participant through the stations if needed.



8-10 minutes

The following list begins with the words most easily understood and goes through more complex terms. Use the terms most accessible to your participants.

Introduce the words with the definition and contextual sentence. Omit words if participants already know them. Partner talks are meant to be a brief two minutes and do not have to include all the words. Encourage conversation and interaction, and focus on what participants already know about the word based on your introduction.

<i>Vocabulary Term</i>	<i>Definition</i>	<i>Context</i>	<i>Partner Talk</i>
appointment	An <i>appointment</i> is a meeting to do something at a particular time.	You usually need an <i>appointment</i> for a visit to the doctor's office. You do not need an <i>appointment</i> at a hospital.	Where do you go for doctor's appointments?
on time	Being <i>on time</i> means arriving at the right <i>time</i> for an event that is planned.	Thu is <i>on time</i> for his doctor's appointment. Pema is <i>on time</i> for her meeting. The train is not <i>on time</i> ; it is late.	Why is it important to be <i>on time</i> in the U.S.?
prepare	To <i>prepare</i> is to get ready.	Peter <i>prepares</i> for his doctor's visit by finding his health insurance card.	How do you <i>prepare</i> for travel?
check in	To <i>check in</i> is to say in an official way that you arrived. You <i>check in</i> at a doctor's office, the airport, or a hotel.	Sabitri <i>checks in</i> for her appointment. She says hello, gives her health card, and then waits for the doctor.	How do you <i>check in</i> at the airport?

1

Identifying when to go to a doctor

Directions: Play “Identification Memory” by taking turns finding a match to the cards placed face down on the table.

2

Making a doctor's appointment

Directions: With a partner, use the sample doctor's cards and scripted "Making an Appointment Role Play" to practice making an appointment.

3

Preparing for your visit

Directions: Review the “Preparation Checklist” and discuss the items described.

4

Checking in at the doctor's office

Directions: With a partner, practice checking in at the doctor's office with the scripted "Checking In Role Play."

Identification Memory Cards



You have a broken arm.



Go to a hospital emergency room (ER).



You have a slight cold.



Talk to a pharmacist about how to treat it.



You have had a fever for 3 days.



Go to the doctor.



You have been feeling depressed for 2 weeks.



Go to the doctor.



You have had a rash for a month. You got cream at the pharmacy, but it did not work.



Go to the doctor.



You have had a loud, frequent cough for 1 week.



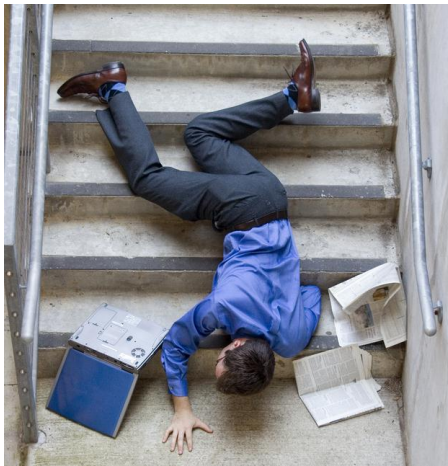
Go to the doctor.



You have a headache.



Buy some pain reliever medication at the pharmacy.



A friend fell down the stairs and cannot move.



Call 911.

Making an Appointment Role Play

Patient: Tell the receptionist what phone number you are calling.

Receptionist: Thank you for calling Doctor *[last name of doctor]*'s office. How may I help you?

Patient: Hello. I am a patient of Dr. *[last name of doctor]*'s and I would like to make an appointment.

Receptionist: Let me see. You can come in next Thursday, September 15th, at 1:00pm.

Patient: That time is not good for me. Do you have anything else?

Receptionist: Yes, next Friday, September 16th, at 9:30am.

Patient: Yes, Friday, September 16th, at 9:30am is good for me.

Receptionist: Please give me your name.

Patient: *[State your name and spell it out.]*

Receptionist: Thank you, *[name of patient]*. We will see you next week.

Patient: Write down the date and time of your appointment.

Sample Doctor's Cards

Maheen Palauna, MD

55 Silema Road
Great Town, ST 12345

phone: (101) 555 – 2486
fax: (101) 555 – 3997

Maheen Palauna, MD

55 Silema Road
Great Town, ST 12345

phone: (101) 555 – 2486
fax: (101) 555 – 3997

Maheen Palauna, MD

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fax: (101) 555 – 3997

Preparation Checklist

Things to do before your appointment:

- Request an interpreter, if needed



- Ask if there are any dietary recommendations prior to your appointment, such as fasting



- Ask if there will be a co-payment and how much it will be



Things to bring to your appointment:

- Identification



- Health insurance card



- List of prescription medication currently taking



- List of previous vaccinations



- Money to pay the co-payment



Checking In Role Play

Patient: Good morning. I have an appointment with Dr.
[last name of doctor] at 9:30 this morning.

Receptionist: Thank you for arriving early. What is your name?

Patient: *[State your name and spell it out.]*

Receptionist: Has your insurance changed since you were last here?

Patient: No, it is the same.

Receptionist: Please have a seat and we will call you when we are ready.

Patient: Thank you.