



# Pathways To Health For Cleveland Refugees



This project, PATHWAYS TO HEALTH FOR CLEVELAND REFUGEES, is supported by the American Academy of Pediatrics (AAP) CATCH Program as part of an award totaling \$10,000.00.

# How To Make A Doctor Appointment

## What Do You Need Before You Call?



Picture ID:  
(Drivers license, Passport,  
Picture page from IOM bag)



Date of Birth



Medicaid/Insurance card



Home Address  
and Phone Number

## To Make an Appointment



Call Clinic Number  
(If your primary care clinic  
is Neighborhood Family  
Practice, call 216-281-0872)



(There will be some  
phone options)



Wait...until someone  
talks (or say hello)



If it's an  
**Emergency!**



**CALL 911**



Ask for an interpreter:  
(Someone who speaks  
your language)...



# Going To A Clinic Visit

## What To Bring To A Clinic Visit

Picture ID  
(eg. passport or license)

Names and addresses:

- Yours
- An emergency contact
- A pharmacy close to your house

Health insurance card  
(eg. Medicaid card)

Medications you take

## What To Expect At The Clinic:



1  
Check in at  
front desk



2  
Nurse check



3  
Doctor visit



4  
Check out  
at front desk

## Questions Your Doctor May Ask You:

- What health issues do/have you had?
- Have you had any surgeries?
- What medicines do you take?
- Do you have any allergies?
- What health issues have people in your family had?
- Do you have any questions for me?

## Questions You Can Ask Your Doctor:

- Why do I have this medical condition?
- How can I prevent this problem?
- About your medicines:
  - How does this medicine help me?
  - How long should I take it?
- When should I come back?



## Ask for an interpreter!

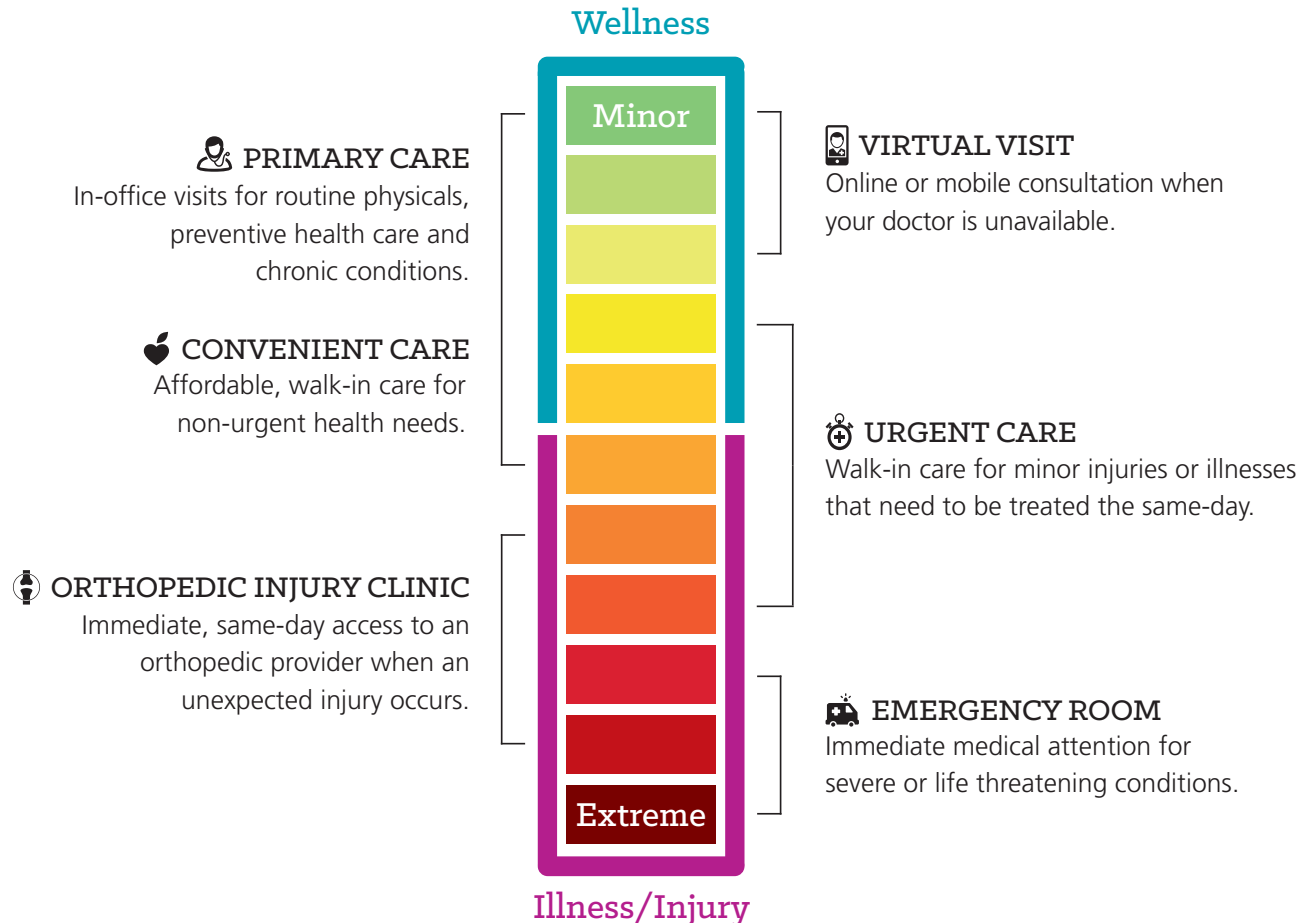
- Ask at any time: When you call to make an appointment, at the front desk, or with your nurse or doctor.



## Don't Forget To Wear A Mask

# Know Where To Go For Care

At University Hospitals, we provide expert care at every level, from 24/7 virtual care to emergency care to more than 400 primary care physicians across more than 200 locations. With online scheduling, same-day visits, and convenient night and weekend hours, University Hospitals is dedicated to your health. And very close to home.



[UHhospitals.org/Choices](http://UHhospitals.org/Choices)

Common Health Needs	Primary Care	Virtual Visit	Convenient Care	Urgent Care	Orthopedic Injury Clinic	Emergency Room
Allergies, except severe reactions	✓	✓	✓	✓		
Bee stings and insect bites			✓	✓		
Broken bones and fractures				✓	✓	✓
Chest pain or difficulty breathing						✓
Concussion/confusion						✓
Coughs, colds and sore throats	✓	✓	✓	✓		
Cuts that may require stitches				✓		✓
COVID-19 Exposure				✓		
Dehydration				✓		
Ear pain	✓	✓	✓	✓		
Eye redness, discharge or itchiness			✓	✓		
Fainting/change in mental state						✓
Fever and flu-like symptoms	✓	✓	✓	✓		
Head trauma or eye injury						✓
Immunizations	✓					
Joint pain, dislocation or injury				✓	✓	✓
Loss of vision or blurriness						✓
Migraine	✓	✓	✓	✓		
Minor burns	✓		✓	✓		
Pink eye	✓	✓	✓	✓		
Poison ivy	✓	✓	✓	✓		
Poisoning						✓
Prescription refills	✓					
Routine checkups	✓					
Screenings	✓					
Seizures or loss of consciousness						✓
Severe burn						✓
Skin irritation or rash without fever	✓	✓	✓	✓		
Sports injury (excluding concussion)				✓	✓	
Sports physicals	✓					
Sprains, strains and deep bruises				✓	✓	
Tendon and ligament injuries					✓	✓
Uncontrolled bleeding						✓
Urinary tract infection (UTI)	✓	✓	✓	✓		
Weakness/numbness on one side						✓
Work-related injuries (non-emergent)				✓		

If you are experiencing a medical emergency, call 9-1-1 or go to the nearest emergency room.

# Primary Care For Adults

You should have a wellness visit, or check-up, once per year, unless your doctor tells you otherwise.

**Disclaimer:** *These are general guidelines and should not be a substitute for your doctor's advice*



## Women

**Ages 20 plus:** pap smears  
(cervical cancer screening)

**Age 40 plus:** mammograms  
(breast cancer screening)

**Age 65 plus:** DEXA scan  
(osteoporosis screening)



## Men

**Age 50 plus:** discuss  
prostate cancer  
screening and risk factors

**Age 65-75:** abdominal  
ultrasound for certain  
men who have smoked  
(aortic aneurysm screening)



## Everyone



Depression  
screening



Age 50 plus: chest CT scans  
for certain people who have  
smoked (lung cancer screening)




Adult  
vaccines



Monitoring for high  
blood pressure, diabetes  
and high cholesterol



 Age 50 plus: colonoscopy  
(colon cancer screening)



Screening for STI (sexually  
transmitted infections)



Healthy diet  
and exercise

# Well-Child Visits: Newborn - 18 Years Old

These are routine check-ups with your pediatrician at specific ages.

**For Parents: Make sure to always bring your questions and concerns to discuss with your pediatrician!**



**Newborn visit:** 3 – 5 days old, feeding, growth, jaundice

**2 week:** growth, review newborn screen, maternal depression screen

**2 months:** growth, development, first vaccines, maternal depression screen

**4 months:** growth, development, vaccines, maternal depression screen

**6 months:** growth, development, vaccines, maternal depression screen

**9 months:** growth, development screening



**12 months:** growth, development, vaccines, lead and anemia screens, first dental check-up

**15 months:** growth, development, vaccines

**18 months:** growth, development, vaccines, autism screen

**24 months:** growth, development, vaccines, lead and anemia screens, autism screen

**30 months:** growth, development screening



**3 years:** growth, development, vision screen (then yearly or bi-annually)

**4 years:** growth, development, hearing screen (then yearly or bi-annually)

**4 years +:** yearly check-ups around your child's birthday

**9-11 years:** lipid screen, diabetes screen, vaccines

**12+ years:** depression screen, vaccines

**Disclaimer:** *These are general guidelines adapted from the American Academy of Pediatrics. These should not be a substitute for your doctor's advice.*

# Hygiene In The USA: Expectations



## Hand-Washing: When?

- When you get home after being outside
- Before you cook or eat
- After you use the bathroom
- After coughing, sneezing, or blowing your nose
- After touching an animal or animal waste



## How To Wash Your Hands:

- Wet your hands with clean water
- Get soap
- Scrub your hands for 20 seconds
- Rinse with running water
- Dry your hands with a clean towel or air-dry them

## How often should I:



### Shower:

At least every other day;  
after exercise



### Brush Teeth:

Twice every day, once in  
the morning, once before sleeping



### Change Underwear:

Daily



### Do Laundry:

Every 1 – 2 weeks



### Wear Deodorant:

Daily



## Do's

- Cover your mouth with your elbow when you cough/sneeze
- Flush the toilet paper down the toilet
- Wash bedsheets and towels regularly

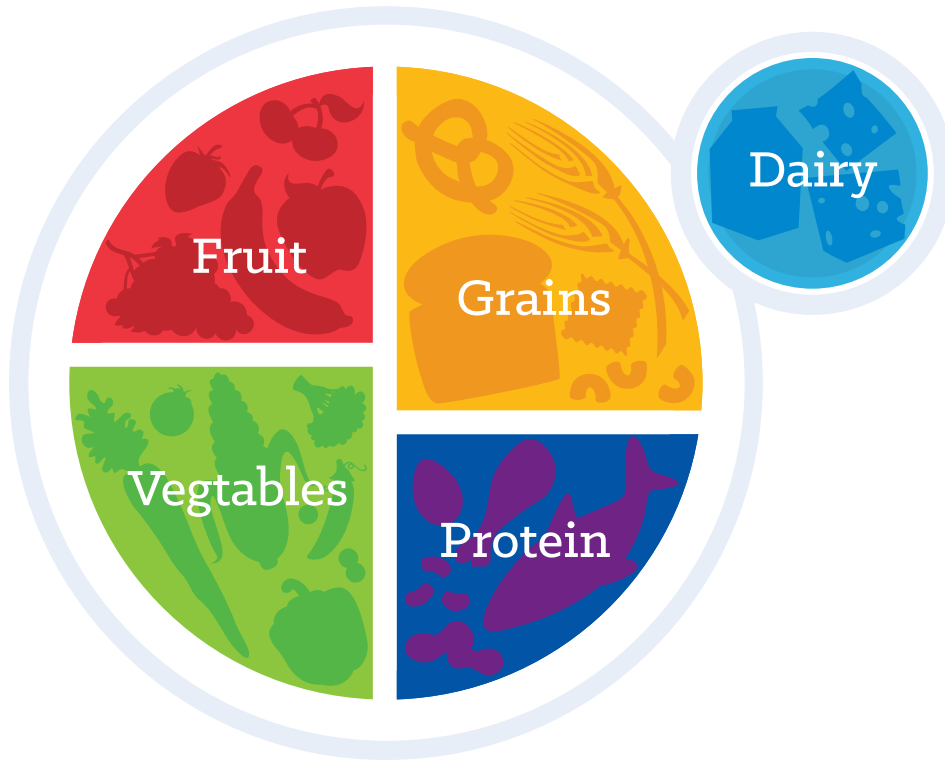


## Dont's

- Spit in public
- Urinate in public



# A Healthy Diet



Eat a **variety** of fruits and vegetables – the more **colorful**, the better

Avoid **red meat** and **processed** meat (bacon, sausage)

Choose whole fruits, not **fruit juices**

Whole grains (whole wheat bread, brown rice) are better than **refined grains** (white bread, flour pasta)



## Dos

- Drink plenty of water
- Eat fresh fruits and vegetables
- Cook with fresh produce at home
- Choose healthier snacks



## Limit

- Sugary drinks
- Processed foods
- Fast food
- Unhealthy snacks



This project, PATHWAYS TO HEALTH FOR CLEVELAND REFUGEES, is supported by the American Academy of Pediatrics (AAP) CATCH Program as part of an award totaling \$10,000.00.