



Communities Concerned for Immigrants & Refugees

A Network for Learning & Action

What you should keep in mind when making your appointment at a clinic:

There are several places where you can access healthcare. There are clinics, urgent cares, hospitals. It is important to know which one to go to depending on which symptoms you are having. Generally, it is recommended that going back to the same doctor is best so that this doctor can get to know you year after year.

EMERGENCIES:

When should I go to the emergency room? (some examples provided)

- Persistent chest pain, especially if it radiates to your arm or jaw or is accompanied by sweating, vomiting or shortness of breath
- Difficulty breathing
- Any severe pain, particularly in the abdomen or starting halfway down the back
- Sudden clumsiness, loss of balance or fainting
- Sudden difficulty speaking, or trouble understanding speech
- Sudden weakness or paralysis, especially on one side of the face or body
- Severe heart palpitations
- Broken bones or dislocated joints
- Deep cuts that require stitches — especially on the face — or a large open wound that won't stop bleeding
- Head or eye injuries
- Serious burns
- Seizures without a previous diagnosis of epilepsy

INTERPRETATION:

If you are in need of an interpreter, please be sure to request at the time of the appointment scheduling.

PATIENT ADVOCATES/GRIEVANCES/COMPLAINTS/ SUGGESTION:

Clinics and Providers want to hear from you and the service you receive. They provide consumer surveys, suggestion boxes and in some cases patient advocates to hear from you and the service you receive. If you would like to provide a compliment or a suggestion to improve services, please let your clinic know.

APPOINTMENT SCHEDULING:

When calling to make an appointment with a clinic or a provider it is important to have the following information:

- First and Last Name(s) and date of birth of patient needing appointment
- Name of Health Insurance Company and ID number (if applicable)
- If you need an interpreter, please be sure to mention this at the time of the appointment scheduling
- If the patient has Medicaid, be sure to call your health plan if you need to schedule transportation for your appointment

If you are first time patient, or have not been seen in the clinic for more than a year, you may have to first schedule a new patient appointment. When registering as a 'new' patient, you may need to fill out paperwork and provide proof of income if you are requesting a discount. Please ask the clinic what paperwork you need to bring to your appointment.

PAYMENT:

Paying for healthcare can seem overwhelming. There are many programs and clinics that can offer help. Before seeing the doctor or specialist, be sure to ask what type of payments they accept and you should ask for what type of financial assistance they provide if you are in need of help. Some may provide discounts depending on you or your family's income. Others can provide payment plans. Some can also help locate financial assistance for prescriptions. It is also important to know that some clinics/providers are limited on what financial support they can provide based on funds they receive. They should be able to provide a list of eligibility requirements.

If you are interested in learning about applying for Medicaid, Marketplace please ask someone at the clinic and they should be able to direct you to a person that can help you.