Asian American Health Initiative

Together To Build A Healthy Community

Health Promoter Refresher Training
Thursday, September 25th, 2014
1335 Piccard Drive, 2nd Level Conference Room
Rockville, MD 20850
6pm-8pm

AGENDA

- Welcome & Dinner (15 min)
  - Upcoming Events
  - Local Resources
  - Snapshot of FY14 Annual Report
  - New AAHI Staff!
- Recap of Past Events (5 min)
- New Business for FY15 (20 min)
  - Tracking Hours - Invoices
  - Updated Educational Materials
  - Business as Usual Items
  - ACA Information Coming Soon
- Outreach Protocol (20 min)
  - Arrival Time
  - Forms
- Strengthening the Referral Process (45 min)
  - Service Request Form
  - Resource Coordinator at Outreach
  - Roleplay Activity
- Surprise Thank You from AAHI Staff! (5 min)

******NEW AAHI OUTREACH CELL: 240-205-1404******

Asian American Health Initiative

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Welcome!

September 25th, 2014

Together To Build A Healthy Community

Welcome

- Upcoming Events
- Monthly Local Resources
- Snapshot of FY14 Annual Report
- New AAHI Staff!

Important!

NEW AAHI Outreach Cell

240-205-1404

(replaces old 240-552-1236 number)

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Recap of Events

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- Sept 14 – Guru Nanak Foundation of America Health Fair

- Sept 21 – CCACC Health & Community Service Fair

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Health Promoter
FY 15 Refresher Training

Learning Objectives

- After the training, Health Promoters will be able to:

1. Learn about updated tools and procedures for outreach events
2. Understand the relationship between an educational encounter, referral to resource, and facilitating the connection to that resource
3. Feel more confident in referring community members to local resources

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New Business for FY15

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Tracking Hours

- Instead of submitting monthly timesheets, you will be required to submit an invoice
- Health Promoters will complete and SIGN their invoice at the end of outreach events
- Hardcopies of the invoice template will be available at events

Name: XXXXXXXXXXXXXXX
Address: XXXXXXXXXXXXXXXXXXXXXXXX2

Phone: XXXXXXXXXXXXXXXXXXXXXXXXX

INVOICE

DATE: _____

To:

Perry Chan, Program Manager
Asian American Health Initiative
Montgomery County DHHS
1335 Piccard Drive,
Rockville, MD 20850
Phone: 240-777-1850
Fax: 240-777-4564
Perry.Chan@montgomerycountymd.gov

For:

DHHS - Asian American Health Initiative – Health Promoter

DESCRIPTION	Hours	Rate	Amount
Coverage Period: _____ Description: _____			
TOTAL			

Signature: _____ Date: _____

Approved by: _____ Date:

Please remit to address above

Updated Educational Tools

- Cancer Facts (Cervical & Prostate Cancer)
- Self-Guide to Quitting Smoking (in Chinese, Korean, Vietnamese only)
- MC311 FAQs
- Montgomery Rx Cards
- AAHI Health Disparities Powerpoint- link to PDF version will be emailed to you

Updated FY15 Resources Brochure

Mental Health Services

Mental Health Association Hotline 301-738-2255
24 hours/7 days a week; provides free and confidential telephone services
Access to Behavioral Health* 240-777-1770
Phone number also for Adult Mental Health Program and Mental Health Case Management
Child & Adolescent Mental Health Program 240-777-1450
Senior Mental Health Program 240-777-3990
Outpatient Addiction Services 240-777-1680
Delivers care to individuals with mental health and substance abuse symptoms and disability
Mental Health Services for People with Developmental Disabilities 301-589-2303
Mental Health Services for People who are Deaf 301-838-4200

Crisis Services

Crisis Center/Mobile Crisis Team 240-777-4000
24 hours/7 days a week; provides telephone and walk-in services
Abused Persons Crisis Line 240-777-4195
Provides comprehensive services to victims of domestic violence and their families
Child Abuse & Neglect Hotline 240-777-4417
Victim Assistance & Sexual Assault Crisis Line 240-777-4357

Patient Navigator Programs

Provides information and referrals for health resources and interpretation services
For Chinese, Hindi, Korean, & Vietnamese: 301-760-4993
For Spanish: 301-270-8432

Service Eligibility Units (SEU)

Application for Federal, State, and County health programs*
Germantown SEU 240-777-3591
Rockville SEU 240-777-3120
Silver Spring SEU 240-777-3066

Montgomery Cares Clinics

Provide medical care to uninsured, limited-income, Montgomery County residents (no documentation of legal status needed)

Care for Your Health (Accepts Medicare)
Silver Spring 240-844-2552
Community Clinics, Inc. (Accepts Medicare)
Gaithersburg 301-216-0880
Silver Spring 301-585-1250
Takoma Park 301-431-2972
Holy Cross Hospital Health Center
Silver Spring, Gaithersburg, & Aspen Hill 301-557-1940
Mansfield Kaseman Health Clinic
Rockville 301-917-6800
Mary's Center Clinic (Accepts Medicare)
Silver Spring 240-485-3160
Mercy Health Clinic
Gaithersburg 240-773-0300
Mobile Medical Care, Inc.
Many locations & walk-ins 301-493-2400
Muslim Community Center Medical Clinic (Accepts Medicare)
Silver Spring 301-384-2166
Pan Asian Volunteer Health Clinic
Gaithersburg 240-599-6858
Peoples Community Wellness Center
Silver Spring 301-847-1172
Proyecto Salud
Wheaton 301-962-6173
Olney 301-260-1073
Spanish Catholic Center
Silver Spring 301-434-8985

Local Hospitals

Holy Cross Hospital 301-754-7000
MedStar Montgomery Medical 301-774-8882
Suburban Hospital 301-896-3100
Shady Grove Adventist Hospital 240-826-6000
Washington Adventist Hospital 301-891-7600

Revised on: 08/04/14

English

Asian American Health Initiative

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Health and Social Service Resources for Montgomery County Residents

Montgomery County
Department of Health and Human Services
Asian American Health Initiative
1335 Piccard Drive, Lower Level
Rockville, MD 20850
Tel: 240-777-4517
Fax: 240-777-4564
Website: www.AAHIinfo.org
Email: info@AAHIinfo.org

www.healthymoco.blogspot.com
Search: Asian American Health Initiative
Twitter @AAHI_info

Alternative formats of this document are available upon request by calling 240-777-4517. TTY users can call Maryland Relay at 711 (in-state calls) or 1-800-735-2258 (out-of-state calls).

** The following services are for County residents who meet certain eligibility requirements. Please call the numbers to inquire or visit Montgomery County's website: www.montgomerycountymd.gov/hhs*

Cancer Control Program
Provides cancer screenings*
Breast and Cervical Cancer 240-777-1750
Colorectal Cancer 240-777-1222

Hepatitis B Services
STOP B Project 240-393-5950
Provides free education, free screening, vaccination, and treatment referral
Perinatal Hep B Program 240-777-1736
Prevention of hepatitis B in newborns

Quit Smoking Services
Tobacco Quit Line 1-800-784-8669
Free call, free support, and free medicine
For Chinese: 1-800-838-8917
For Vietnamese: 1-800-778-8440
For Korean: 1-800-556-5564

Dental Services
Dental Services 240-777-1875
Provides general dental care*
HIV Dental Services 240-777-1737
General dental care to HIV-positive clients

Children's Services
Care for Kids 301-628-3438
Provides primary and specialty care services*
ChildLink 240-777-4769
Provides information and referral service
Maryland Children's Health Insurance Program (MCHP) 240-777-0311
Provides health care for children ages 0-19 and for pregnant women of any age*
School Health Services 240-777-1550
Assures and promotes health, safety, and well-being of students in public schools
Immunization Program 240-777-1050
Provides walk-in immunizations to children under age 19

Senior & Disability Services
Aging & Disability Resource Unit 240-777-3000
Services for seniors and/or people with disabilities and their caretakers/home aids
Senior Care Program 240-777-3000
Provides funds for supplementing senior needs
Senior Nutrition Program 240-777-3810
Provides meals in group settings
Connect-A-Ride 301-738-3252
Provides information on transportation options for adults age 50+ and people with disabilities
Call 'N' Ride 301-948-5409
Transportation for seniors and people with disabilities*
Medicaid Transportation Information Line 240-777-5890
For medical appointments to Medicaid providers

Maternal/Reproductive Health Care Services
Maternity Partnership 1-800-456-8900
Provides prenatal care*
Holy Cross OB/GYN Clinic 301-754-7630
Provides prenatal and post-delivery care*
Family Planning/Reproductive Health 240-777-1635
Provides reproductive health care and consultation services*
Teen Pregnancy 240-777-1570
Phone number includes prevention education and Teen Parent Support Program

Community Health Services
Disease Control 240-777-1755
Investigates incidents of communicable diseases
Flu/Tdap Shots 240-777-1050
Provides seasonal influenza and Tdap vaccinations
HIV Case Management 240-777-1869
Provides comprehensive HIV services
Refugee & Migrant Workers Health Program/Clinic 240-777-3102
Provides comprehensive health screenings, ensures access to County health care services
STI/HIV Testing 240-777-1760
Testing and treatment of STIs and HIV*
TB Testing and Treatment* 240-777-1800
International Travel Info 240-777-0311
Food Poisoning 240-777-3986
Phone number also for food/facilities licensing and public complaints regarding facilities

Public Health Emergency Preparedness and Response Program 240-777-3038

Medical Coverage
Medicaid/Health Choice 240-777-1635
Care coordination for pregnant women, children, and adults with disabilities*
Medical Care for Homeless Adults 240-777-0311

Financial Assistance/Housing
Public Assistance Programs
Provides income, food, and medical support*
Germantown 240-777-3420
Rockville 240-777-4600
Silver Spring 240-777-3100
Rental Assistance Program* 240-777-4400
Emergency Eviction Prevention
Provides crisis intervention assistance*
Germantown 240-777-4448
Rockville 240-777-4550
Silver Spring 240-777-3075
Utility Assistance Program 240-777-4450
Helps pay heating and electric bills*

For information on any services provided by Montgomery County Department of Health & Human Services, call MC 311 at 240-777-0311; calls are received in any language. Website: www.montgomerycountymd.gov/311

- English and 12 Asian language versions will be available for outreach events and on AAHI website in early October

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Business As Usual

- Health Promoter stipend is $11.00 per hour
- Reimbursement checks every quarter (July-September, October-December, January-March, April-June)
- Paychecks will be mailed out 6-8 weeks after the end of each cycle
- Wear AAHI polo/t-shirts to outreach

Affordable Care Act

- Open Enrollment: Nov. 15, 2014–Feb. 15, 2015

  Nov. 9 -- Anonymous browsing begins on MarylandHealthConnection.gov. Consumers can use the website to learn about available plans, get an estimate of financial assistance and begin comparing their health insurance options without having to enter personal information.

  Nov. 16 -- The call center opens to take phone applications at 855-642-8572 (TTY 855-642-8573).

  Nov. 17 -- All authorized insurance brokers (producers) and navigators are able to complete enrollments through the website and also provide in-person consumer assistance.

  Nov. 19 -- Self-service enrollment through the website becomes available for the first time to the general public and all other stakeholders.

- Like last year, we plan to have an ACA training for Health Promoters- STAY TUNED!

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Updated Outreach Protocol

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Outreach Prep

- To help boost confidence and preparedness, arrival time for Health Promoters is 45 minutes prior to event start time

- In addition to setting up the AAHI info table, 10-15 minutes will be dedicated to go over handouts, resources, and questions

Be proactive and ask questions! You are also welcome to take home copies of the materials should you need to review them prior to future events.

Outreach Forms

- ***Tracking Forms***
  - Remember to mark how many people you talk to, literature handouts, and educational encounters

- ***Participant Evaluation Survey***
  - At least one per Health Promoter

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Strengthening the Referral Process

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Referring to Resource

- After educating participant on a topic, the next step is to refer them to the appropriate resource that can help address that concern (i.e. health screening or program)

How to Refer

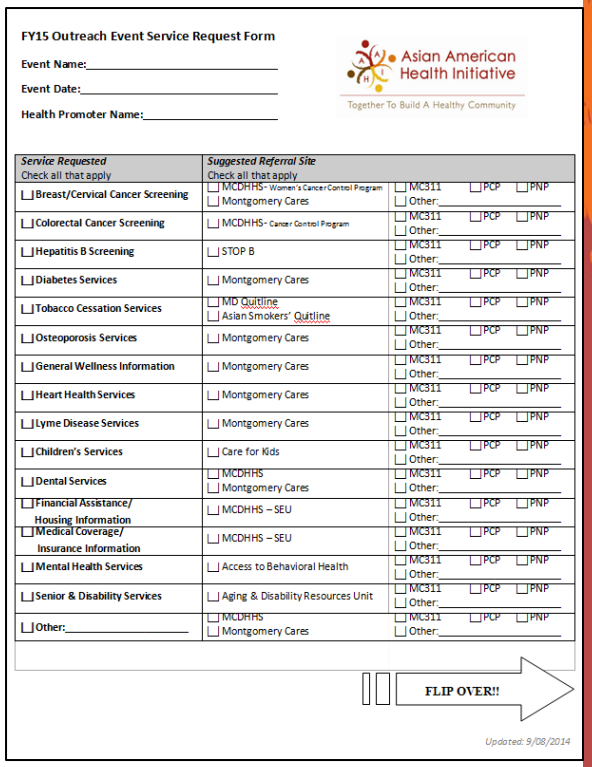
- *Circle* appropriate program phone number on Resource Brochure:

ım	240-777-3990	Takoma Park	301-431-2972
es	240-777-1680	**Holy Cross Hospital Health Center**	
th mental health and substance		Silver Spring, Gaithersburg, & Aspen Hill	301-557-1940
y		**Mansfield Kaseman Health Clinic**	
eople with Developmental		Rockville	301-917-6800
	301-589-2303	**Mary's Center Clinic** (Accepts Medicare)	
eople who are Deaf		Silver Spring	240-485-3160
	301-838-4200	**Mercy Health Clinic**	
		Gaithersburg	240-773-0300
		Mobile Medical Care, Inc.	
Team	240-777-4000	Many locations & walk-ins	301-493-2400
ides telephone and walk-in		**Muslim Community Center Medical Clinic** (Accepts Medicare)	
	240-777-4195	Silver Spring	301-384-2166
ces to victims of domestic		**Pan Asian Volunteer Health Clinic**	
		Gaithersburg	240-599-6858
ıe	240-777-4417	**Peoples Community Wellness Center**	
Assault Crisis Line		Silver Spring	301-847-1172
	240-777-4357	**Proyecto Salud**	
		Wheaton	301-962-6173

- Remember to tell the participant that they need to call the program to setup their appointment

Service Request Form

- After referral, use to mark which resource you spoke to participant about
- Common referral sites:
  - Montgomery Cares Clinics
  - Patient Navigator Program
  - STOP B Program
  - Aging & Disability Resources Unit
  - Primary Care Physician or PCP (if they have one)
  - MC311



FY15 Outreach Event Service Request Form

Event Name:_____

Event Date:_____

Health Promoter Name:_____

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Service Requested Check all that apply	*Suggested Referral Site* Check all that apply	
☐ Breast/Cervical Cancer Screening	☐ MCDHHS- Women's Cancer Control Program ☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Colorectal Cancer Screening	☐ MCDHHS- Cancer Control Program	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Hepatitis B Screening	☐ STOP B	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Diabetes Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Tobacco Cessation Services	☐ MD Quitline ☐ Asian Smokers' Quitline	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Osteoporosis Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ General Wellness Information	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Heart Health Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Lyme Disease Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Children's Services	☐ Care for Kids	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Dental Services	☐ MCDHHS ☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Financial Assistance/ Housing Information	☐ MCDHHS – SEU	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Medical Coverage/ Insurance Information	☐ MCDHHS – SEU	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Mental Health Services	☐ Access to Behavioral Health	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Senior & Disability Services	☐ Aging & Disability Resources Unit	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Other:_____	☐ MCDHHS ☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____

FLIP OVER!!

Updated: 9/08/2014

FY15 Outreach Event Service Request Form

Event Name:_____

Event Date:_____

Health Promoter Name:_____

Asian American Health Initiative

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Service Requested Check all that apply	*Suggested Referral Site* Check all that apply	
☐ Breast/Cervical Cancer Screening	☐ MCDHHS- Women's Cancer Control Program ☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Colorectal Cancer Screening	☐ MCDHHS- Cancer Control Program	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Hepatitis B Screening	☐ STOP B	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Diabetes Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Tobacco Cessation Services	☐ MD Quitline ☐ Asian Smokers' Quitline	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Osteoporosis Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ General Wellness Information	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Heart Health Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Lyme Disease Services	☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Children's Services	☐ Care for Kids	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Dental Services	☐ MCDHHS ☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Financial Assistance/ Housing Information	☐ MCDHHS – SEU	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Medical Coverage/ Insurance Information	☐ MCDHHS – SEU	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Mental Health Services	☐ Access to Behavioral Health	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Senior & Disability Services	☐ Aging & Disability Resources Unit	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____
☐ Other:_____	☐ MCDHHS ☐ Montgomery Cares	☐ MC311 ☐ PCP ☐ PNP ☐ Other:_____

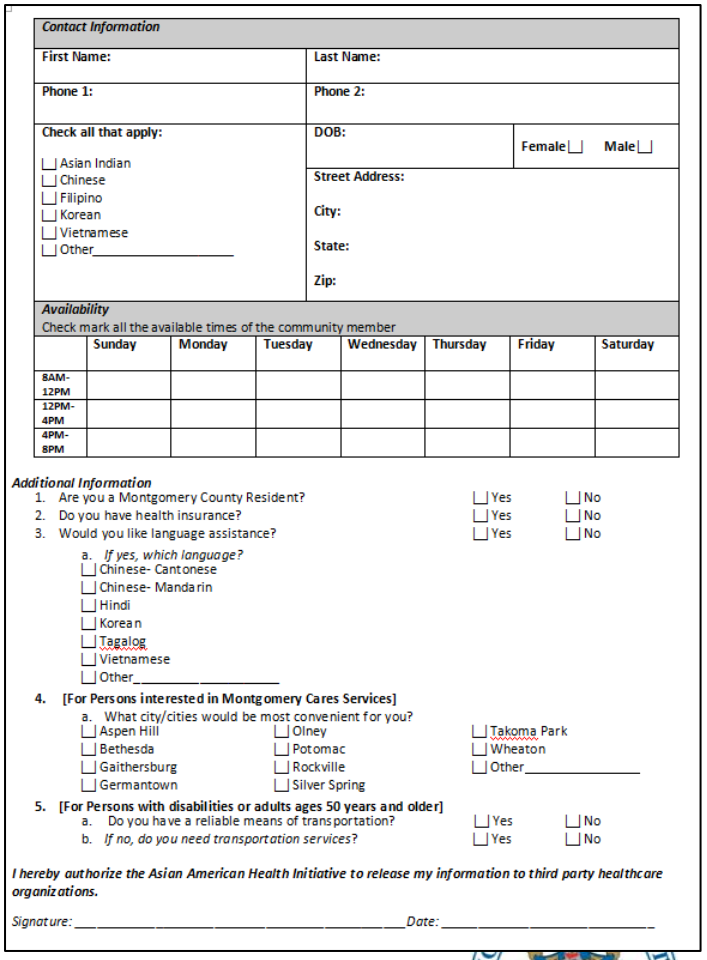
FLIP OVER!!

What if I see that the participant needs additional help?

- While referring to a resource, Health Promoters should ***gauge the conversation***
- ***Do you recognize any barriers*** that might deter them from accessing resource? (i.e. language barrier, low motivation/confidence)
- Would they benefit from additional support in connecting to that resource?

Collecting Participant Information

- If a participant ***needs*** assistance in setting up the appointment, complete the back side of the Service Request Form (fill this page out ONLY if needed)
- This will give AAHI staff the opportunity to follow up with the participant accordingly



Contact Information

First Name:	**Last Name:**
Phone 1:	**Phone 2:**
Check all that apply: ☐ Asian Indian ☐ Chinese ☐ Filipino ☐ Korean ☐ Vietnamese ☐ Other_____	**DOB:** Female☐ Male☐ **Street Address:** **City:** **State:** **Zip:**

Availability
Check mark all the available times of the community member

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8AM-12PM							
12PM-4PM							
4PM-8PM							

Additional Information

1. Are you a Montgomery County Resident? ☐Yes ☐No
2. Do you have health insurance? ☐Yes ☐No
3. Would you like language assistance? ☐Yes ☐No
   a. *If yes, which language?*
   ☐Chinese- Cantonese
   ☐Chinese- Mandarin
   ☐Hindi
   ☐Korean
   ☐Tagalog
   ☐Vietnamese
   ☐Other_____
4. **[For Persons interested in Montgomery Cares Services]**
   a. What city/cities would be most convenient for you?
   ☐Aspen Hill ☐Olney ☐Takoma Park
   ☐Bethesda ☐Potomac ☐Wheaton
   ☐Gaithersburg ☐Rockville ☐Other_____
   ☐Germantown ☐Silver Spring
5. **[For Persons with disabilities or adults ages 50 years and older]**
   a. Do you have a reliable means of transportation? ☐Yes ☐No
   b. *If no, do you need transportation services?* ☐Yes ☐No

I hereby authorize the Asian American Health Initiative to release my information to third party healthcare organizations.

*Signature:*_____ *Date:*_____

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Resource Coordinator

- Resource Coordinator will conduct follow-up back in office
- Attending outreach event to provide support to Health Promoters when helping community members
- Helping us “close the gap” between referring the community to a resource and connecting them to a service

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Using Technology at Outreach

- AAHI will be bringing a tablet and Internet to help community members look up specific info on a program/service, if needed

1. MCDHHS website
   http://www.montgomerycountymd.gov/hhs/
2. infoMontgomery
   http://www.infomontgomery.org/Pages/Home.aspx
3. MC311
   http://www3.montgomerycountymd.gov/311/Home.aspx

To summarize…

Use the "HEART" Model

- ***H***andouts – Give materials for participants to read
- ***E***ducation – Verbally walk them through the material
- ***A***dvocate for Wellness – Emphasize importance of disease prevention and/or receiving care (i.e. regular check-ups)
- ***R***eferral to Resources – Recommend appropriate program/service that can be of help
- ***T***echnology – Utilize online resources, as needed

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Roleplay!

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Scenario #1

An English-speaking community member approaches you and expresses interest in learning more about diabetes. He is already thinking that he needs a check-up, but he does not have health insurance.

Scenario #1

Remember "HEART"

- ***H***andouts – Prevent/Manage Diabetes handouts, Resource Brochure
- ***E***ducation – Verbally walk them through the material
- ***A***dvocate for Wellness – Emphasize importance of regular check-ups with the doctor
- ***R***eferral to Resources – Referring to Montgomery Cares Clinics in Gaithersburg for checkup appointment since he has no insurance, MARK ON SERVICE REQUEST
- ***T***echnology – Can look up information on particular clinic, if requested

Scenario #2

A Korean-speaking senior is wandering in front of the AAHI table. She is hesitant to approach AAHI staff with her questions. After motivating her to learn about her health, you learn that she doesn't know if she's been screened for hepatitis B.

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Scenario #2

Remember "HEART"

- ***H***andouts – Hepatitis B Booklet, STOP B Flyer
- ***E***ducation – Verbally walk them through the material
- ***A***dvocate for Wellness – Emphasize importance of regular check-ups with the doctor
- ***R***eferral to Resources – Refer to STOP B program with number and operating hours, MARK ON SERVICE REQUEST
- ***T***echnology – Can pull up map or MetroBus info, if requested

Questions?

Please turn in your post-test and invoice.

1. **What is the difference between an educational encounter and a resource referral?**

2. **What is one of the extra steps you should take if you meet a participant who needs additional help in connecting to services?**

3. **How many minutes should you arrive before an outreach event?**

4. **What does H.E.A.R.T. stand for?**

5. **How confident do you feel referring community members to local resources?**

1	2	3	4	5	6	7	8	9	10
Not at all				Confident					Very confident

A Surprise Thank You from AAHI Staff!

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HP Training Script- Scenario #1

An English-speaking community member approaches you and expresses interest in learning more about diabetes. He is already thinking that he needs a check-up, but he doesn't have health insurance.

A is Community Member
B is AAHI Health Promoter

A: [Approach AAHI table] What do you have here?

B: Hi, my name is ___ and we are the Asian American Health Initiative. We have information on a number of health topics relevant to the Asian American community in Montgomery County- cancer, diabetes, osteoporosis, hepatitis B, tobacco use…

A: [grabs diabetes handouts] Hmm, you have info on diabetes…

B: Yes, diabetes is a big issue for the Asian American community. To prevent it, you can make certain lifestyle changes such as… [go over tips on the Prevent Diabetes handout]

A: I actually have a family history of diabetes. I think I should get a check-up, but I don't have health insurance.

B: I'm glad you stopped by our table! We have information on the Montgomery Cares clinics. They provide primary health care services to those who live in Montgomery County, are uninsured, and have limited income [show back of brochure to community member]

A: Great! [looks at brochure] Is there one in Gaithersburg? I live there so…

B: Yes, there are a few of these clinics in that area… [circle clinics in Gaitherburg]. You will need to call them to make an appointment. They will ask you to bring some documents from home, such as proof of income, proof of residency, and photo ID. When you call, you should ask them what else you need to bring.

A: Thanks! I will call the Montgomery Cares clinics and make an appointment right away. Thanks for your help!

B: You're welcome! Have a good one!

B: [Health Promoter fills out Tracking Form- 1 Literature Distribution and Educational Encounter for Diabetes, 1 Literature Distribution and Educational Encounter for Resource Brochure; marks General Wellness & Montgomery Cares on Service Request form- front page only]

HP Training Script- Scenario #2

A Korean-speaking senior is wandering in front of the AAHI table. She is hesitant to approach AAHI staff with her questions. After motivating her to learn about her health, you learn that she doesn't know if she's been screened for hepatitis B.

A is Korean-speaking Community Member
B is AAHI Health Promoter
C is Korean-speaking Health Promoter

A: [Walks in front of table, wanders, avoids eye contact]

B: Hi, how are you!?

A: [Looks confused… Shakes head] Huh?

B: What language do you speak?

A: Korean.

B: Ok, let me get someone who can help. [Get C's attention]. Hey ___, if you're free right now, can I have your help with interpreting for this community member? She only speaks Korean.

-in Korean-
C: Hi, how are you? We are the Asian American Health Initiative. We have information about health and community resources for the Asian American community in Montgomery County.

A: I see… [Step closer to table]

C: We have information on a variety of health topics including on how to prevent cancer, diabetes, osteoporosis, hepatitis B, tobacco use…

A: Okay… [looks at table, spots STOP B Flyer]. What's this? [points at flyer]

C: [Pick up flyer and show to A] That is the STOP B Program at the Pan Asian Volunteer Health Clinic in Gaithersburg. They provide free hepatitis B education and screenings. They also provide vaccinations at low-cost and treatment referrals for those who need it.

C: [Takes flyer and takes a closer look]

A: [Gives C Hepatitis B Booklet in Korean] Hepatitis B is a huge health disparity in the Asian community. It's caused by the hepatitis B virus that attacks the liver. The good

news is that there is a simple blood test to find out your status. Have you been screened for hepatitis B?

A: Um, I don't think so…

C: It's important to get screened. It is a simple blood test to know your status. If you are at-risk, there is also a safe and effective vaccine to protect from getting hepatitis B in the future. And this STOP B Program offers the screening free-of-cost.

A: Okay…

C: Would you like some assistance in setting up an appointment with STOP B?

A: I guess it would be good to. If the screening is free, why not.

C: [Take out Service Request Form, front side- mark Hepatitis B Screening and STOP B, and turn page around]. Okay, I will need to take down some information first so that we can help you. Is this okay?

A: Okay.

C: [Conduct intake- fill out required fields on Service Request]. Now can you sign for me at the bottom? This gives us your permission to share your information with our staff, Kelly [point to Kelly], who can follow-up with you and help you connect to that service.

A: [Signs bottom of form] Thank you for your help.

C: Before you go… [hand Resources Brochure in Korean] Here is our contact information just in case you need to reach us.

A: Ok, thanks so much [smiles]

C: [Health Promoter fills out Tracking Form- marks 2 Literature Distribution for Hepatitis B, 1 Literature Distribution for Resource Brochure; provides completed Service Request form to Kelly]