

Basics of Health and Hygiene Signs



Care for it at home.



Go to the hospital emergency room (ER).



Make an appointment at a health clinic.



Make an appointment with a doctor.



Talk to a pharmacist about what you need.

Health Resource Worksheet

Name: _____ Type of doctor: _____
Address: _____
Phone: _____
Email: _____
Notes: _____

Name: _____ Type of doctor: _____
Address: _____
Phone: _____
Email: _____
Notes: _____

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Phone: _____
Email: _____
Notes: _____

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Address: _____
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Basics of Health and Hygiene Scenarios

You are stung by an insect.

Your chest or heart hurts.

You cut your finger with a knife.

You have a fever.

You have a small rash on your arm.

You have a small cut on your leg.

You have a runny nose.

You have been having trouble sleeping for quite a while.

You have a bad rash.

You have a sore muscle.

You have a very bad headache that has not gone away.

You are feeling very hopeless and don't see a good future for yourself.

You have an earache.

You have been feeling sad for 2 months.

You have hit your head very hard.

You have a very bad pain in your stomach.

You think you have broken your arm.

Appropriate Seasonal Pictures



Summer



Winter



Spring



Fall

Basics of Health and Hygiene Scenarios With Pictures



You are stung by an insect.



Your chest or heart hurts.



You cut your finger with a knife.



You have a fever.



You have a small rash on your arm.



You have a small cut on your leg.



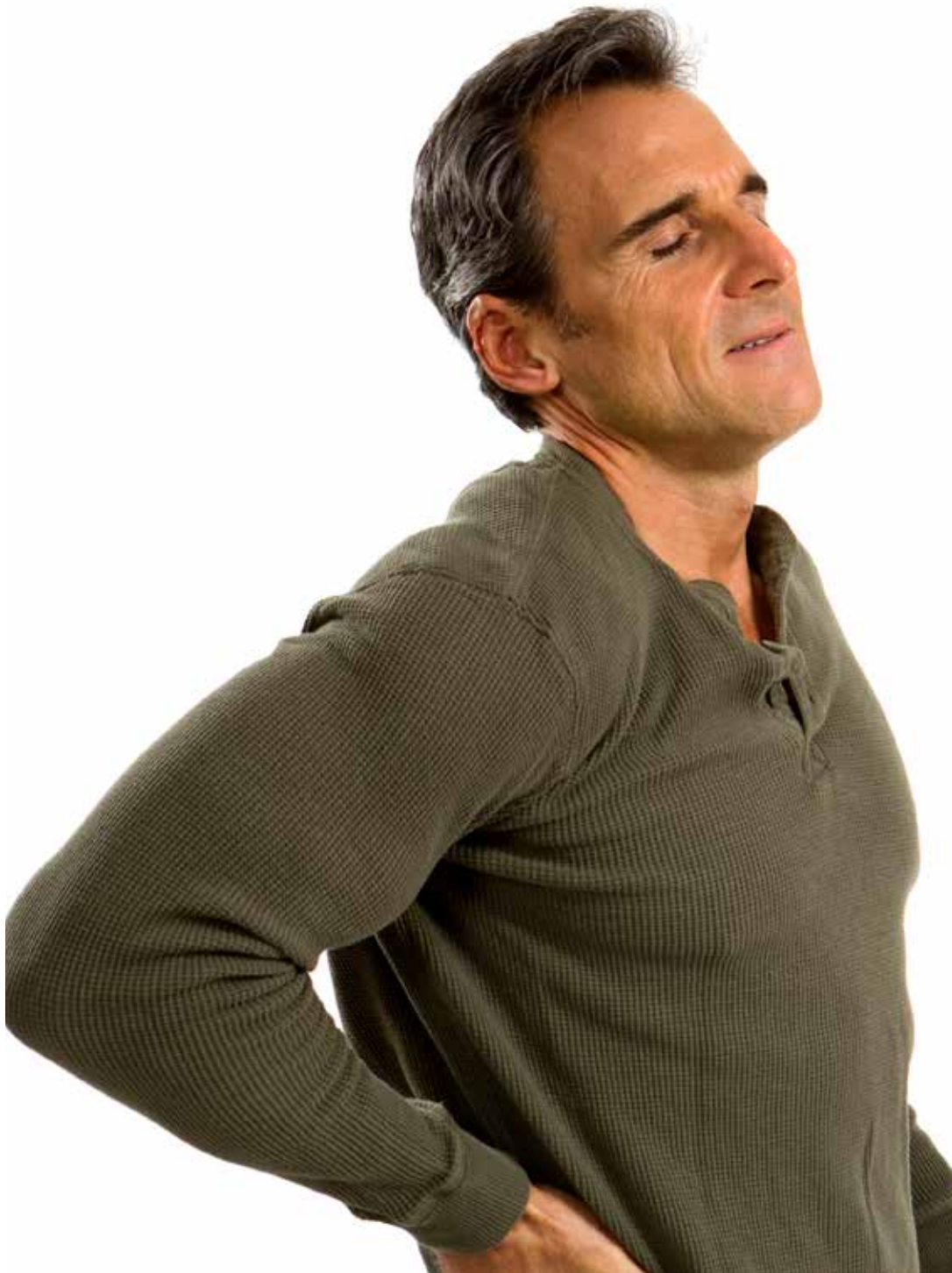
You have a runny nose.



You have been having trouble sleeping for quite a while.



You have a bad rash.



You have a sore muscle.



You have a very bad headache that has not gone away.



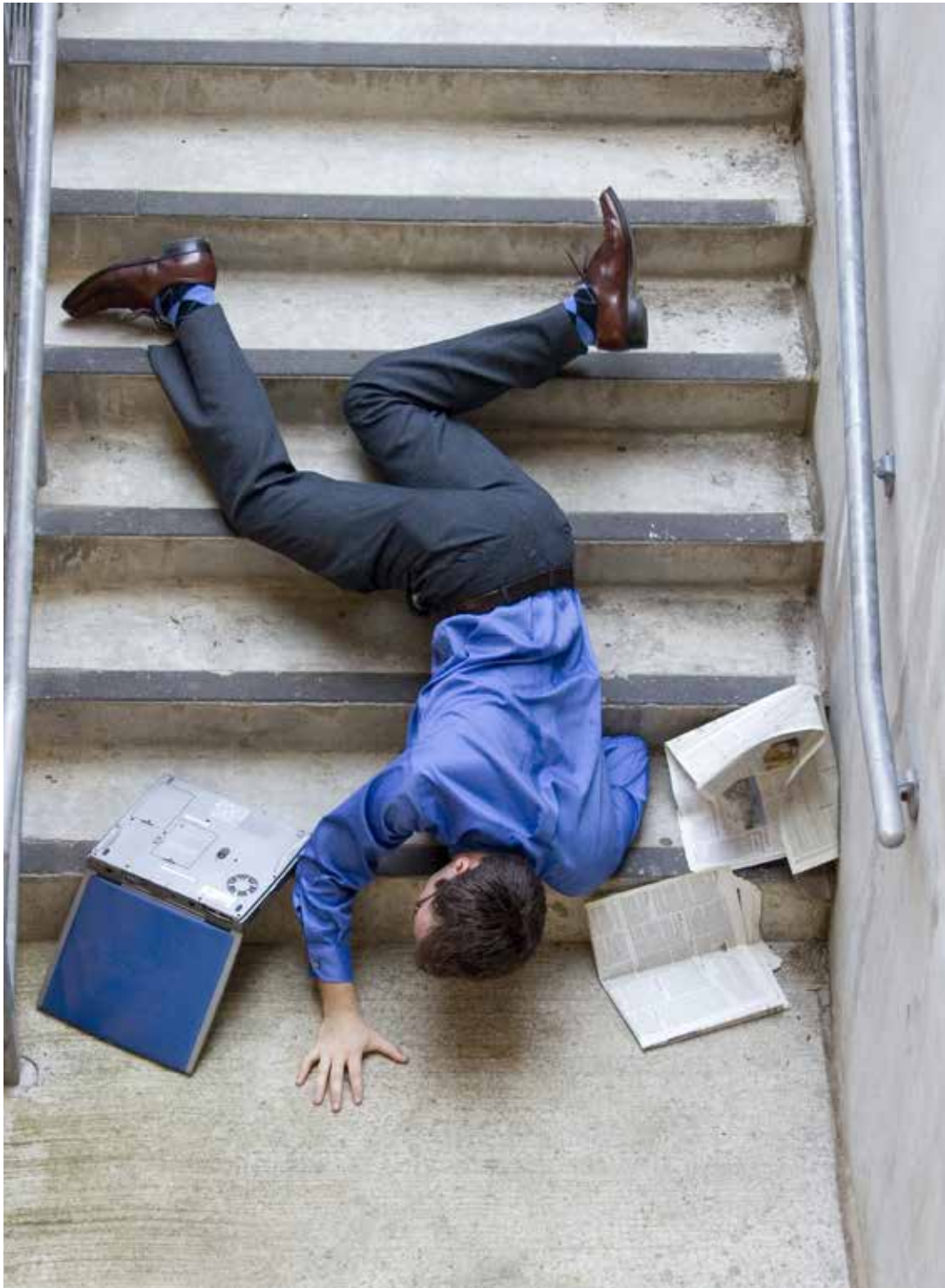
You are feeling very hopeless and don't see a good future for yourself.



You have an earache.



You have been feeling sad for 2 months.



You have hit your head very hard.



Making Your Way: A Reception and Placement Orientation Curriculum



You have a very bad pain in your stomach.



You think you have broken your arm.

Doctor's Visit Role Play 1

Part I: Enter and Sign In

Roles: Receptionist, Patient

The Receptionist sits at the Receptionist's desk. The Patient opens the door, enters the office, and closes the door behind her/him. The Patient walks to the Receptionist's desk.

Receptionist: Good afternoon. May I help you?

Patient: Hello. I have an appointment.

Receptionist: What is your name?

Patient: _____ [say your name]

Receptionist: Can I please have your health insurance card and your ID card?

Patient: Yes.

The Patient hands the health insurance card [index card] to the Receptionist. The Receptionist takes the health insurance card from the Patient.

Receptionist: Thank you. You have an appointment with Doctor _____ [say your last name] at 2:15. Your co-pay will be \$15 today.

The Patient hands \$15 to the Receptionist. The Receptionist takes the money.

Receptionist: Thank you. Here is your receipt.

The Receptionist hands the Patient a receipt. The Patient takes the receipt.

Patient: Thank you.

Receptionist: Here are some forms to complete.

The Receptionist hands the Patient a notebook and pen. The Patient sits in the waiting area and completes the forms by writing in the notebook. The Patient carries the forms back to the Receptionist.

Patient: Here is my paperwork.

The Patient hands the notebook and pen to the Receptionist. The Receptionist takes the notebook and pen from the Patient.

Receptionist: Thank you. Here is your insurance card.

The Receptionist hands the health insurance card back to the Patient. The Patient takes the card.

Receptionist: The nurse will be with you shortly.

The Patient sits.

End of Part I.

Questions for the full group to discuss and consider:

- ▶ What happened in this role play?
- ▶ How was the role play similar to your experiences at doctors' offices?
- ▶ How was it different?

Part II: See the Doctor

Roles: Nurse, Patient, Doctor

The Nurse holds a notebook and a pen. The Nurse enters the waiting area.

Nurse: Ms./Mr. _____ [say the last name of the Patient]

The Patient stands.

Nurse: Please come with me.

The Patient follows the Nurse.

Nurse: How are you feeling today?

Patient: Good, thank you.

Nurse: Great. We need to find out how much you weigh. Please stand on this scale.

The Nurse gestures to the Sample Doctor's Scale. The Patient steps onto the Sample Doctor's Scale. The Nurse acts as though s/he is weighing and measuring the patient's height. The Nurse marks items in the notebook.

Nurse: Please follow me.

The Nurse leads the Patient to the doctor's examination room area. The Nurse points to one of the chairs.

Nurse: Please sit here.

The Patient sits in the chair.

Nurse: Why are you here today?

Patient: I came to the United States as a refugee. This is my first visit to the doctor.

Nurse: Good. So you are here for a checkup. Please stay here. The doctor will be in soon.

The Nurse leaves.

The trainer changes from the Nurse to the Doctor.

The Doctor enters the examination room with the notebook and pen.

Doctor: Hello, Ms./Mr. _____ [say the last name of the Patient]. I am Doctor _____ [say your last name]. How are you today?

The Doctor offers her/his hand to shake. The Patient shakes the Doctor's hand.

Patient: Good, thank you. How are you?

Doctor: I am doing well, thanks. What are we here to talk about today?

End of Part II.

Questions for the full group to discuss and consider:

- ▶ What happened in this role play?
- ▶ What do you think happened during the rest of the doctor's visit?
- ▶ When you give personal medical information to a doctor, who can the doctor share this information with? [*The answer should be, "No one, without my permission." Medical information is confidential.*]
- ▶ How was the role play similar to your experiences at doctors' offices?
- ▶ How was it different?

Part III: Exit and Follow Up

Roles: Doctor, Patient, Receptionist

The Doctor and the Patient are sitting in the examination room.

Doctor: Other than that, you are very healthy. You need to fill this prescription and take the medication twice a day. The information will be on the pill bottle. Please come back in 3 months so we can see how you are doing.

The Doctor hands the Patient a piece of paper from the notebook, the prescription.

Patient: Thank you.

Doctor: Please remember, if you are feeling sad or depressed, make an appointment to see me, or talk to your case worker/manager about getting help.

Patient: Okay, thank you.

Doctor: Do you have any other questions?

Patient: No, thank you.

Doctor: Great. See you in 3 months.

The Patient stands and walks to the Receptionist's desk. The trainer changes from the Doctor to the Receptionist.

Patient: I need to make an appointment to see Doctor _____ [say the last name of the Doctor] in 3 months.

Receptionist: Okay. How about Monday, May 3rd at 3:30pm?

Patient: Yes, thank you.

The Receptionist hands the appointment reminder card to the Patient. The Patient takes the card.

Receptionist: Great. We will see you then. Please call us if anything changes.

Patient: Thank you.

End of Part III.

Questions for the full group to discuss and consider:

- ▶ What happened in this role play?
- ▶ If an interpreter were with the Patient, what would she or he have done? If you wanted to request an interpreter, how would you do it?
- ▶ How was the role play similar to your experiences at doctors' offices?
- ▶ How was it different?

Doctor's Visit Role Play 2

Part I: Enter and Sign In

Roles: Receptionist, Patient, Interpreter

[Decide beforehand how much you would like the Interpreter to interpret for the patient, and give the Interpreter that guidance. You may choose to have the Interpreter follow the Patient and be available for assistance without having her/him actually interpret, in the interest of time.]

The Receptionist sits at the Receptionist's desk. The Patient and the Interpreter open the door, enter the office, and close the door behind them. The Patient and the Interpreter approach the receptionist's desk.

Receptionist: Good afternoon. May I help you?

Patient: Hello. I have an appointment with Doctor _____ [say the last name of the Doctor] at 2:15.

Receptionist: What is your name?

Patient: _____ [say your name]

Receptionist: Can I please have your health insurance card and your ID card?

Patient: Yes.

The Patient hands the health insurance card [index card] to the Receptionist. The Receptionist takes the health insurance card from the Patient.

Receptionist: Thank you. Your co-pay will be \$15 today.

The Patient hands \$15 to the Receptionist. The Receptionist takes the money.

Receptionist: Thank you. Here is your receipt.

The Receptionist hands the Patient a receipt. The Patient takes the receipt.

Patient: Thank you.

Receptionist: Here are some forms to fill out.

The Receptionist hands the Patient a notebook and pen. The Patient and the Interpreter sit in the waiting area. The Interpreter helps the Patient fill out the forms by writing in the notebook. The Patient carries the forms back to the Receptionist.

Patient: Here is my paperwork.

The Patient hands the notebook and pen to the Receptionist. The Receptionist takes the notebook and pen from the Patient.

Receptionist: Thank you. Here is your insurance card.

The Receptionist hands the health insurance card back to the Patient. The Patient takes the card.

Patient: Thank you.

Receptionist: The nurse will be with you shortly.

The Patient sits next to the Interpreter.

End of Part I.

Questions for the full group to discuss and consider:

- ▶ What happened in this role play?
- ▶ How was the role play similar to your experiences at doctors' offices?
- ▶ How was it different?

Part II: See the Doctor

Roles: Nurse, Patient, Interpreter, Doctor

The Nurse enters the waiting area.

Nurse: Ms./Mr. _____ [say the last name of the Patient]

The Patient and the Interpreter stand.

Patient: Yes?

Nurse: Please come with me.

The Patient and the Interpreter follow the Nurse.

Nurse: How are you feeling today?

Patient: Good, thank you.

Nurse: Great. Please stand on this scale.

The Nurse gestures to the Sample Doctor's Scale. The Patient steps onto the Sample Doctor's Scale. The Nurse acts as though weighing and measuring the height of the Patient. The Nurse marks items in the notebook.

Nurse: Please follow me.

The Nurse leads the Patient and the Interpreter to the doctor's examination room. The Nurse gestures to the chairs.

Nurse: Please sit here.

The Patient and the Interpreter sit in the chairs.

Nurse: Tell me, what are you here for today?

Patient: I recently came to the United States as a refugee. This is my first doctor's visit.

Nurse: So you are here for a checkup. Please stay here. The doctor will be with you soon.

The Nurse leaves. The Nurse hands the notebook and pen to the Doctor. The Doctor enters the examination room.

Doctor: Hello, Ms./Mr. _____ [say the last name of the Patient]. I am Doctor _____ [state your last name]. How are you today?

The Doctor offers her/his hand to shake. The Patient shakes the Doctor's hand, and then the Interpreter shakes the Doctor's hand.

Patient: Good, thank you. How are you?

Doctor: I am doing well. Let's see...

The Doctor looks at the notebook.

Doctor: What are we here to talk about today?

End of Part II.

Questions for the full group to discuss and consider:

- ▶ What happened in this role play?
- ▶ What do you think happened during the rest of the doctor's visit?
- ▶ When you talk with your doctor about personal medical information, who can the doctor share this information with? [*The answer is, "No one, without my permission." This information is confidential.*]
- ▶ How was the role play similar to your experiences in the past at doctors' offices?
- ▶ How was it different?

Part III: Exit and Follow Up

Roles: Doctor, Patient, Interpreter, Receptionist

The Doctor, Patient, and Interpreter are sitting in the examination room.

Doctor: Other than that, everything else looks good. You will need to fill this prescription and follow directions as I told you. The directions will also be on the pill bottle. I would like to see you again in 3 months to make sure you are doing well.

Patient: Thank you.

Doctor: Now remember, if you are feeling sad or depressed, make an appointment to see me right away, or talk to your case worker/manager about how to get help.

Patient: Okay.

Doctor: Do you have any other questions for me today?

Patient: No, thank you.

Doctor: Great. See you in 3 months.

The Patient and Interpreter stand and walk to the receptionist's desk.

Patient: I need to make an appointment to see Doctor _____ [say the last name of the Doctor] in 3 months.

Receptionist: Okay. How about Monday, May 3rd at 3:30pm?

Patient: Yes, thank you.

The Receptionist hands the appointment reminder card to the Patient. The Patient takes the card.

Receptionist: Great. We will see you then. Please call us if anything changes.

Patient: Thank you. Have a nice afternoon.

End of Part III.

Questions for the full group to discuss and consider:

- ▶ What happened in this role play?
- ▶ [If you chose to have the Interpreter interpret during the role play] What did the interpreter do?
- ▶ If you wanted to request an interpreter, how would you do it?
- ▶ How was the role play similar to your experiences at doctors' offices?
- ▶ How was it different?

Doctor's Visit Money



Sample Doctor's Scale



Personal Hygiene Pictures



Brush your teeth twice a day.



Clean and clip fingernails regularly.



Do not spit in public.



Do not urinate in public.



Follow dress code rules at work.



Groom facial hair on a regular basis.



Put on deodorant daily.



Shower or take a bath most days of the week.



Wash hair regularly and groom hair daily.



*Wash hands when they are dirty, after using the bathroom,
and before and after eating.*



Wear clothing that looks and smells clean.

Emotional Health Critical Incidents

Emotional Health Critical Incident 1

Oudry and Estelle arrive in the United States with their three children, who start school. Estelle finds a job with help from the resettlement agency quickly, and is able to get health benefits for the family. After a few months, Oudry has still not found a job and is uncomfortable with his wife financially supporting the family. At times, he appears angry, and at other times, depressed.

Think about the critical incident and consider the following questions:

- ▶ How would you feel if you were Oudry?
- ▶ What could Oudry and Estelle do to help Oudry and his family?

Emotional Health Critical Incident 2

Renuka is taking English classes and practicing English in her community every chance she has, but learning English is not easy for her. Renuka's daughter, Deepa, has learned English quickly in school. Renuka schedules a doctor's appointment and arranges for an interpreter to attend the appointment with her. However, the day before the appointment, the interpreter calls to say she is unable to attend. Renuka tries to reschedule the doctor's appointment, but will not be able to get another appointment for six weeks. Renuka brings Deepa to the appointment to interpret for her.

Think about the critical incident and consider the following questions:

- ▶ How would you feel if you were Renuka? How would you feel if you were Deepa?
- ▶ What could Renuka do to help herself and her family?

Emotional Health Critical Incident 3

Zaw Min finds a full-time position quickly, and his wife starts working part-time. Their children are learning English quickly and making friends. However, Zaw Min often feels unhappy. To feel better, Zaw Min starts drinking alcohol at home regularly, and occasionally becomes violent toward his wife and children.

Think about the critical incident and consider the following questions:

- ▶ How would you feel if you were Zaw Min?
- ▶ How do you think Zaw Min's family feels?
- ▶ What could Zaw Min do to help himself and his family?
- ▶ What could Zaw Min's wife or children do to help him and their family?

Emotional Health Critical Incident 4

Lana has had trouble making friends. Her neighbors do not seem interested in talking to her, and her new colleagues seem very busy. Lana is proud of herself for being able to support her family, but she misses having friends to talk to.

Think about the critical incident and consider the following questions:

- ▶ How would you feel if you were Lana?
- ▶ What could Lana do to help herself and her family?

Emotional Health Critical Incident 5

Saif and Jannat's daughter Aya has learned English quickly, is doing well in school, and has started working for the school newspaper. Saif and Jannat feel very proud and are happy that their daughter has done well in their new community. However, Aya has started talking back to her parents.

Think about the critical incident and consider the following questions:

- ▶ How would you feel if you were Saif or Jannat?
- ▶ How do you think Aya feels?
- ▶ What could Saif and Jannat do to help Aya and improve the situation?

Emotional Health Critical Incident 6

Sabitri came to the United States with her son Bhampa, her daughter-in-law Jaya, and her three grandchildren. Sabitri's grandchildren started school, and Bhampa and Jaya were able to find jobs quickly. Sabitri is often alone at home. She does not know how to get around on her own, and she cannot ask for directions because she does not speak English.

Think about the critical incident and consider the following questions:

- ▶ How would you feel if you were Sabitri?
- ▶ How might Bhampa and Jaya feel about Sabitri's situation?
- ▶ What could Sabitri do to help herself and her family?
- ▶ What could Sabitri's family do to help her?

Emotional Health Critical Incident 7

Lionel was happy to finally come to the United States and leave his troubles behind him. But now, a few months after his arrival, he has trouble sleeping at night because of the nightmares about the war he lived through back home. Sometimes Lionel is afraid to leave the house, even during the day.

Think about the critical incident and consider the following questions:

- ▶ How would you feel if you were Lionel?
- ▶ What could Lionel do to help himself?
- ▶ How could Lionel find assistance?

Possible Feelings During Adjustment Pictures



You may feel angry.



You may feel anxious.



You may feel frustrated.



You may feel homesick.



You may feel hopeless.



You may feel like using drugs or drinking a lot of alcohol to forget your troubles.



You may feel lonely or isolated.



You may feel overly happy.



You may feel overly tired.



You may feel overwhelmed.



You may feel restless.



You may feel sad or depressed.

Professionals Providing Emotional Health Support in the Community

Name: _____ Phone: _____

Address: _____

Email: _____

Description of services available: _____

Notes: _____

Name: _____ Phone: _____

Address: _____

Email: _____

Description of services available: _____

Notes: _____

Name: _____ Phone: _____

Address: _____

Email: _____

Description of services available: _____

Notes: _____

Health and Hygiene Unit Vocabulary Worksheet 1

Directions: Match the words on the left to the pictures on the right. The first one is done for you.

Words

emergency room

fever

receptionist

brush teeth

shower

doctor

Pictures



Health and Hygiene Unit Vocabulary Worksheet 2

Directions: Use the clues to fill in the words in the puzzle below. The words are included in a word bank. The first one is done for you.

Word Bank			
ache	checkup	health	homesick
hygiene	nurse	sad	

Across ↔

(words that go from left to right):

- The practice of keeping clean to stay healthy
- A medical examination
- Unhappy; sorrowful
- A dull pain that lasts a long time

Down ↓

(words that go from top to bottom):

- A feeling of wanting to be home
- A person who helps the doctor and takes care of sick people
- The condition of a person's body or mind

