



REFUGEE CLINIC

1033 Ada Street
San Antonio, Texas 78223
Monday: 8:30 a.m. - 4:30 p.m.
Tuesday - Friday: 8 a.m. - 4:30 p.m.
www.universityhealth.com/locations/refugee-health-services

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WELCOME

Welcome to the University Health Refugee Clinic. It is our privilege to serve you and your family. We want you to feel relaxed and safe with the care you receive. If you have any questions, please ask one of our team members. We can provide you with a physical exam, medical tests, shots for vaccinations and referrals for further medical care.

During the physical exam, your health care provider will:

- Ask how you are feeling
- Talk to you about your health history
- Measure your height and weight
- Listen to your lungs and heart
- Look at your eyes, ears, nose and throat
- Look at your teeth and gums
- Check your abdomen/stomach
- Check your blood pressure
- Test your vision and hearing

As a patient, you have the right to:

- A free interpreter
- Care that respects your culture
- Be well-informed about your care
- See your health records
- Refuse any or all services
- Submit complaints

Health Care Providers

Primary Care

Primary care is when you go to one clinic or doctor for your regular health care needs. This doctor can send you to a different doctor or health care provider (doctor, nurse or other) with special training, called a specialist, if you need it. Primary care doctors should meet almost all of your health care needs, such as giving shots or treatment when you are sick. It is a good idea to visit your primary care doctor at least once a year. This visit is important to keep you healthy.

Specialty Care

Specialty care is when you see a health care provider (a specialist) who has medical training about a specific problem. For example, a child with many ear infections might need a doctor who has extra training in problems with the ear. Often, your primary care provider will decide if you need a specialist. Specialists usually work in different places than your usual clinic or regular doctor.

Public Health Departments

County public health departments provide health services, such as immunizations (shots), to prevent disease and provide treatment for diseases like tuberculosis. All children starting school must show that they have been immunized or received their shots. These services are free or low cost. If they do not have primary care provider, you can check with the county public health department about getting these shots.

Private Clinics

Private clinics can be found in your community. Health care providers work alone or with a group of other health care providers. Most of the time, you will need to show that you can pay for their services through health insurance, medical assistance such as Medicaid, cash or credit card when you first visit.

Urgent Care

Urgent care is for when your health care provider's office is closed or you cannot see your regular doctor. Each health plan has its own place for urgent care. Check your health plan's directory to know where you should go.

Inpatient and Outpatient Care

Inpatient care means staying in the hospital overnight. Outpatient care is getting hospital care without staying overnight.

Hospitals

Hospitals treat people who are very ill or need surgery. Health care providers might send patients to a hospital for special care, problems or tests. Also, babies are usually born in hospitals. Hospitals usually ask how you will pay for their services. For example, you might be asked to provide an insurance card. Depending on your illness, your primary care provider may refer you to either inpatient or outpatient care at the hospital.

Emergency Rooms

Emergency rooms are located inside hospitals and are for urgent and extreme health issues that require immediate attention, including conditions that could be life-threatening without immediate treatment. You should not go to the emergency room for health problems like a cold. You do not need an appointment, but you may wait a long time after arriving.

Dental Care

Dental care is for your teeth and gums. Dentists take care of your teeth at regular check-ups. Your dentist can clean your teeth and treating a toothache or cavity.

Pharmacy

A pharmacy is where get medicine a doctor or dentist prescribes. Pharmacies can be located in hospitals, clinics or stores such as HEB, Wal-Mart or Target. Some pharmacies deliver medicine for a small fee or for free.

School Nurses

School nurses are trained nurses who work at schools. They may ask about your child's immunizations or health problems to make sure they are ready for school.

Medical Insurance

What is Health Insurance?

- Health insurance is also referred to as medical insurance or health care insurance. You pay money every month to an insurance company, and then the insurance company pays most of your medical expenses. The amount they cover depends on policy plans, rules and regulations.
- If you do not have health insurance and need medical care, you can be left with big bills. Sometimes, doctors might refuse to treat you if you cannot pay.

How to Get Health Insurance at the Marketplace

- The Affordable Care Act (ACA) created the Marketplace to help people find health insurance at lower costs. It also helps see if you are eligible for programs like Medicaid and the Children's Health Insurance Program (CHIP).
- No matter where you live, you only need to fill out one application for the Marketplace. You can visit the Marketplace online at www.healthcare.gov or call 1-800-318-2596.

Are you eligible to use Marketplace?

To be eligible through the Marketplace for health coverage, you must:

- Live in the United States
- Be a U.S. citizen or national or be lawfully present non-citizen in the U.S.
- Not be incarcerated

If you already have Medicare coverage, you cannot enroll in a Marketplace health or dental plan.

What is Medicaid/CHIP?

Medicaid and CHIP are health care programs for children. Medicaid helps children from families with low income. CHIP is for children without insurance whose families earn too much for Medicaid but cannot afford insurance.



Who Can Join?

- Children must be age 18 and younger. In some cases, coverage can last until age 20.
- CHIP is available to Texas residents, who are U.S. citizens or qualified non-citizens who fall within the income guidelines. Medicaid and CHIP programs are based on family income.

How Much Does it Cost?

- Children's Medicaid is free. There is no cost to receive services.
- CHIP fees vary based on your income. There is a fee to enroll. You will have to pay copays for doctor visits and medicine, which range between \$3 to \$5 for lower-income families and \$20 to \$35 for higher-income families.

Health Care Visits

When to Visit a Health Care Provider

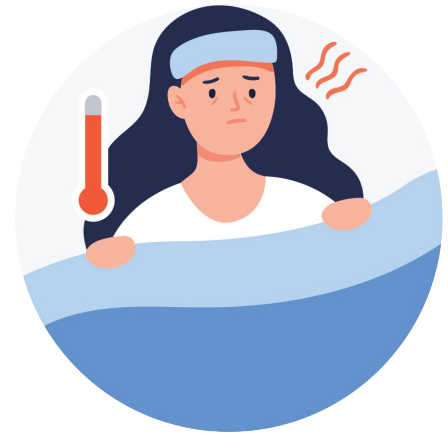
In order to get the right medical care, you should understand the difference between urgent medical problems and a medical emergency.

Recognizing Urgent Medical Problems

If it is urgent but not life-threatening, call your primary care provider.

Urgent problems need fast help but are not emergencies. If you have any of the following problems, you should get medical help.

- Fever (a fever is a temperature higher than 100.4 F or 38 C)
- Vomiting, diarrhea or stomach pain that will not stop
- A cough that will not go away
- Very bad headaches
- Sudden change in your ability to see, such as seeing two of everything or losing sight in one eye
- Blood in your stool
- Pain when using the toilet or urinating



Children can have urgent medical problems too. If you see any of the above symptoms or the following problems, you should call a health care provider:

- A fever that lasts more than two days
- Ear pain
- Crying, unable to be consoled
- Pulling on an ear or both ears
- Very tired, unable to be awakened

Recognizing Medical Emergencies

A medical emergency is a sudden illness or injury that needs care right away. Below are examples of medical emergencies:

- Chest pain or pressure with sweating and shortness of breath
- Loss of consciousness or fainting
- Difficulty breathing
- Eating something poisonous or taking too much medicine
- Bleeding that does not stop
- Bad injuries from a fall or accident
- Rape (sexual assault)
- Being beaten by someone
- Someone trying to hurt themselves
- Seizures or convulsions
- Sudden numbness of or not being able to move an arm, leg or one side of the body
- Loss of vision, not being able to see
- A sudden very bad headache

In any of these situations, you can get medical help from the emergency medical system.

In most places, you can call 911 from any phone for help. The emergency operator who answers will send an ambulance, fire truck or a special group of people trained for emergencies.

Ambulance Services

Ambulances provide two types of services:

- The people in ambulances have special training in caring for people with medical problems.
- They can provide safe transportation to the hospital for people with emergency medical problems.



It is important to remember that ambulances should only be used when their services are needed for an emergency. Ambulance services will send you a bill after they drive you to the hospital. Ambulances do not give free rides to clinics or health care provider's offices. Ambulances should be used when there is no other safe way to transport the sick person to the hospital.

Emergency Room Visits

If you go to a hospital emergency room to be seen for your medical problem, here is what may happen while you are there:

- A nurse at the front desk will ask you about your problem
- They will check your temperature, pulse and blood pressure
- If you have a serious problem and cannot wait, you will be seen right away by a health care provider

If your problem is not very bad, you may have to wait. The emergency room does not take appointments, and sometimes patients with more serious problems go first.

Usually, a nurse will see you first to ask you about your problem. Then a doctor will see you. After you have been examined, you may need more tests, such as blood samples or X-rays. Once these tests are finished, you will be told what they found and how to care for your medical problem.

Preventative Health Care

Communicable Diseases

Communicable diseases are sicknesses that can pass from one person to another. They can be spread in many ways.

- Diseases that pass through the air are called airborne diseases. Tuberculosis (TB) is an example.
- Diseases that pass when you have sexual contact with an infected person are called sexually transmitted infections (STIs). Syphilis and HIV are examples.
- Some diseases come from eating undercooked, raw or contaminated food. This can cause diarrhea or vomiting.
- Diseases that spread through water with germs in it are called waterborne diseases. Cholera is an example.
- Diseases can be spread through mosquitoes or ticks as they bite you. Malaria and Lyme disease are examples.

During your domestic refugee health assessment, you will be tested for communicable diseases such as TB, hepatitis B and intestinal parasites. If a health care provider finds you might have one of these, you will need more medical care.

Immunizations

Immunizations, or vaccines/shots, are an important part of the refugee health assessment. Immunizations protect you from getting infectious diseases. Immunizations are for children and adults. Be sure to ask your health care provider which vaccines you need. You will need to get the appropriate immunizations before you can get your green card.

This information explains the diseases and simple ways we can stop them from spreading.

Tuberculosis (TB)

Many refugees come from countries where TB is common. TB can be in your body as tuberculosis infection or tuberculosis disease. Both of these are treatable and preventable. The domestic refugee health assessment will screen you for TB. A positive TB skin test or TB blood test only tells that a person has been infected with

TB bacteria. Other tests, such as a chest X-ray and a sample of sputum (mucous that is coughed up from the lungs), are needed to see if the person has an active TB disease (www.CDC.gov).

Diphtheria, Tetanus and Pertussis (DTaP)

Diphtheria, tetanus and pertussis are infectious diseases. Symptoms of diphtheria include fever and difficulty breathing, which can cause death. Tetanus, or lockjaw, goes into the body through a wound and attacks the nervous system. Pertussis, or whooping cough, can cause pneumonia, severe coughing and brain damage.

Measles, Mumps and Rubella (MMR)

Measles, mumps and rubella diseases can be relatively mild in childhood although they can cause death in rare cases. Measles causes a rash and cold-like symptoms, and can also cause blindness, pneumonia, encephalitis and death. Mumps causes fever, swollen glands and occasionally meningitis and deafness. Rubella, or German measles, causes a rash and fever. In pregnant people, rubella can lead to serious problems for the baby.

Polio

Polio is a virus that causes muscle pain, difficulty breathing and occasionally paralysis. Because of the vaccine, there is almost no polio in the United States.

Varicella (Chickenpox)

Chickenpox is a very easy-to-spread sickness with an itchy, blistering rash. It is usually not dangerous, but can lead to pneumonia, encephalitis or infection in open sores.

Hepatitis B

This can harm the liver. Some people have hepatitis B for many years without any symptoms. People can contract the hepatitis B virus:

- From their mothers when they are being born
- Through sex
- By touching the blood or open wounds of an infected person
- Being close to someone in your home who has it
- Using unsterilized needles in things such as acupuncture, tattooing, ear piercing and drug use

Prevention of Hepatitis B

Your health care provider can test your blood to find out if you have hepatitis B. If you or a family member has it, other family members need to be tested. Your health care provider may recommend a vaccine to protect people who have never had the virus.

Tips to prevent hepatitis B:

- Use a condom every time you have sex
- Do not share needles, body piercings or injection instruments when blood will be present
- Get the hepatitis B vaccine

Intestinal Parasites

If the refugee health assessment tests find intestinal parasites in your stool, or bowel movement, medical care may be required. Be sure to finish all of the medicine given to you, even if you feel better.

Prevention of Parasitic Infections

Tips to prevent intestinal parasites:

- Wash fresh fruits and vegetables before eating
- Cooking foods thoroughly

Sexually Transmitted Infections

Sexually transmitted infections (STIs) are infections that can be passed during sexual contact with another person. You may be infected with an STI but not have any signs or symptoms. You can pass a disease to another person even if you are not showing symptoms. If these infections are not treated, you can have health problems many months or years after your initial infection. To find out if you have an STI, talk to your health care provider about tests.

If you or your partner have had sex with more than one person, you should be tested for STIs, such as HIV, syphilis, gonorrhea, chlamydia and viral infections.

Prevention of STIs

Tips to prevent STIs:

- If you suspect you may have an STI, refrain from sex until you can get tested.
- Limit sexual partners and consider getting tested together before engaging in sexual behaviors.
- Practice safe sex by correctly using latex or polyurethane condoms.

Human Immunodeficiency Virus (HIV)

HIV is the virus that causes acquired immunodeficiency syndrome (AIDS). This virus weakens the immune system. Many HIV-infected persons do not have symptoms but can pass the virus on to others. HIV is a sexually transmitted infection that can spread when infected blood, semen or vaginal fluids enter the body. It can also be transmitted by sharing needles for injecting drugs. HIV is not transmitted through donating blood, kissing, holding hands or being near a person who has HIV.

A person with HIV infection may have no symptoms for months or years. As the immune system weakens, symptoms of HIV will begin to appear. Watch for:

- Swollen lymph glands
- Fever
- Night sweats
- Severe fatigue
- Weight loss



Prevention of HIV

Here are some things you can do so you are less likely to get HIV:

- Do not have sex with someone who has recently tested positive
- Use latex or polyurethane condoms
- Do not share needles for injecting drugs

Dental and Eye Care

Dental Care

Keeping your teeth healthy is very important. If you do not brush and clean your teeth, they will become unhealthy and may fall out. Children and adults should take care of their teeth. Tips for dental health:

- Brush your teeth twice a day with a soft toothbrush that has good bristles
- Use toothpaste with fluoride in it
- Floss your teeth regularly
- Get regular dental check-ups

Dental Examinations

You should get your teeth cleaned and checked every six months. You will need to make an appointment. Dental hygienists take X-rays of your teeth. They will also clean and floss your teeth. They will teach you the right way to brush and care for your teeth between visits. Dentists are doctors who take care of teeth. After your teeth are cleaned, the dentist will check them for plaque, cavities, toothaches and gum disease.



Eye Examinations

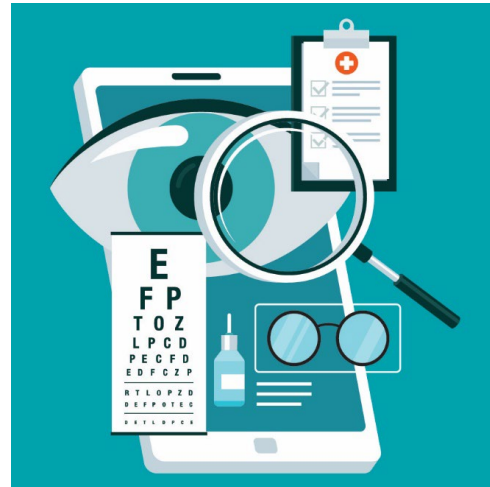
You should have an eye doctor check your eyes every two years to help prevent eye problems. People with diseases such as diabetes and high blood pressure may need to have eye examinations more often. Children can have eye problems too and should be checked before they start school.

During your eye examination, the eye doctor will see if you need glasses and check for several eye diseases including glaucoma, cataracts and problems with the part of your eye called the retina.

There are two kinds of eye doctors: optometrists and ophthalmologists. Optometrists work in private clinics and stores that sell glasses. They examine your eyes and determine if you need glasses or have an eye disease. If you have an eye disease, they will send you to an ophthalmologist for more help.

Tip for keeping your eyes healthy:

- Get your eyes checked every two years
- Wear protective glasses when needed at work
- If you have diabetes or high blood pressure, see your health care provider and take your medicine as advised
- Do not wear someone else's glasses



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