

## HEALTH CARE AT THE FAMILY HEALTH CENTER

\*All newcomers to Buffalo through the International Institute may receive initial health care screening at the Niagara Health Center, or International Institute.

\*There will be doctors, nurses, medical students, interpreters, and staff from the International Institute at your first visit to assist you.

\*The purposes of this FIRST visit are to:

Meet and welcome you

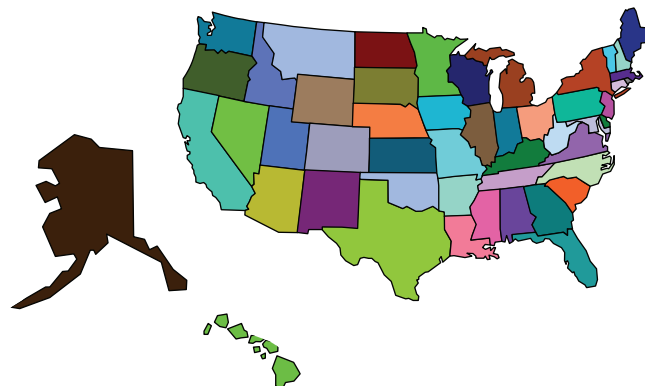
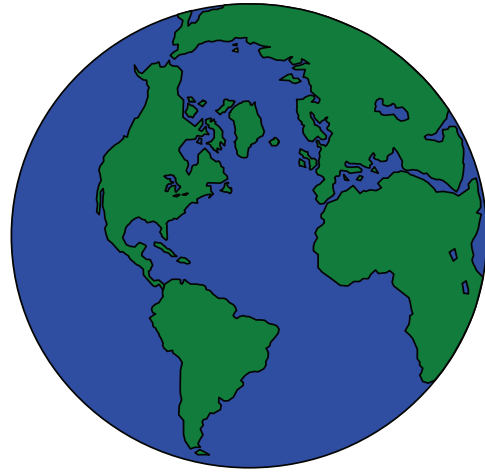
Identify urgent health needs

Provide immunizations for you and your children (especially for school)

Provide needed medications or prescriptions

\*For your on-going health care needs, you may continue at our office, or you may wish to select an office closer to where you live.

\*You may be asked to return for a follow up appointment or referred to another doctor.



## WELCOME TO BUFFALO

### YOUR HEALTH IS IMPORTANT TO US!

Please read this health handbook carefully. It is yours to keep.

We hope it helps you get the health care you and your family need!



\*Health care at the doctor's office

\*How and When to visit your doctor or nurse practitioner

\*What you will be asked at an appointment

\*Preventive health care issues

\*Mental health

\*Referrals

\*Immunizations

\*Important phone numbers

## HOW & WHEN TO VISIT YOUR DOCTOR OR NURSE PRACTITIONER

### URGENT

\*If you or your children become ill you should CALL your doctor's office from home.

\*You may be given some instructions for care or a prescription over the phone, or you may be asked to make an appointment or visit the nearest hospital emergency room.

\*On weekends and evenings, you must explain your concern to an answering service, and a doctor will return your call.

**\*We realize how difficult it may be for you to call on the phone if you do not yet know English. You may have someone call for you who knows English and your language.**

\*If you feel you or your child has an EMERGENCY condition, call **911**.

### ROUTINE

\*If you have a medical condition that requires frequent follow up such as diabetes or high blood pressure, you will be asked to visit your doctor every few months. Children are seen every 2-6 months.

### YEARLY

\*You need to see the doctor once a year **EVEN IF YOU ARE**

Your sponsors at the International Institute will help you make a doctor or nurse practitioner appointment.

Interpretation will be provided for you **FREE OF CHARGE. This is the law.**

You may have to wait for an appointment.

\*Arrive on time for your appointment.

\*Check in at desk in the waiting room, and tell us of any change in address, phone number or INSURANCE since your last visit.

\*The nurse will measure your height, weight, blood pressure, and pulse and will take you to an exam room.

\*Please wait in the exam room for the doctor or nurse practitioner. You may be asked to change into a gown.

\*A doctor and/or student doctor will talk with you about your health concerns through the use of a telephone or personal interpreter.

**\*If you are on medication PLEASE BRING THE MEDICINE OR WRITE DOWN THE NAME OF THE MEDICINE BEFORE YOU COME.**

\*If you ever run out of medications we have prescribed for you, please call our office so we can arrange an appointment or call refills to your pharmacy.

\*You may be given a prescription, or instructed to have an X-ray or other test.

\*You may be asked to give a blood or urine sample.

\*You may be given immunizations.

## REFERRALS

You may need to be “referred” or sent by your provider to see a more specialized provider depending on your health needs. Common referrals include the following:

\*Ophthalmologist – care and evaluation of eyes.

\*Dentist – care and evaluation of teeth and mouth.

\*Neurologist – care and evaluation of headaches, seizures, or problems of the nervous system.

\*Orthopedist – care and evaluation of bones/joints.

\*Counselor – care and evaluation of social, emotional and mental health needs.

\*Gastroenterologist – care and evaluation of stomach and other abdominal organs.

\*Cardiologist – care and evaluation of the heart.

\*Obstetrician – advanced care during pregnancy.

After you are referred, you will **almost always** have to wait several weeks for your first appointment with a specialized provider.

### IMPORTANT TELEPHONE NUMBERS

\*Niagara Family Health 859-4110