

# Chapter 1: Health Care

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## Teacher's Guide

### Learning Objectives:

- Students will list three reasons for visiting a doctor for a checkup
- Students will recognize emergency health care situations and when to call 911
- Students will be able to ask their doctor questions about their health care
- Students will know where they can find local programs they can contact for help paying for health care

### CASAS Competencies:

- 2.1.2** Identify emergency numbers and place emergency calls
- 2.5.1** Locate and utilize services of agencies that provide emergency help
- 2.5.3** Locate medical and health facilities in the community
- 2.5.4** Read, interpret, and follow directions found on public signs and directories
- 3.1.3** Identify and utilize appropriate health care services and facilities, including interacting with local providers
- 4.9.3** Identify sources of information and assistance, and access resources within a system
- 7.4.4** Identify or utilize appropriate informational resources, including the Internet

## Section 1: Discussing & Reading About Health Care

### Suggestions for discussing the Theme Picture

1. Show theme picture to introduce topic.

“What do you see?”

“Where are they?”

“What are they doing?”

“Why?”

2. Ask questions to stimulate discussion.

“Describe a hospital you have been in.”

“How are Florida hospitals different from hospitals in your country?”

“What kind of help can you get at a hospital?”



This chapter is an introduction to the U.S. health care system. It emphasizes the concept of going to the doctor for checkups. Where and when to seek care when you are sick and in an emergency are also discussed. Finally, the chapter provides information about how to get good health care no matter a person's needs or ability to pay.

## Suggestions for Teaching Key Vocabulary

Key vocabulary words are bolded in the text. Most are listed with some visual clue in vocabulary boxes, and listed again with more detail in the glossary. Help students locate and pronounce the key vocabulary before reading the text.

## Suggestions for Teaching Health Content

- Before reading, discuss the pictures on the page.
- Have students take turns reading select paragraphs out loud.
- Discuss vocabulary. Have students use context clues to define key words.
- More advanced students may want to underline or highlight new information.
- Many immigrants do not go for checkups or get primary care. It may not be part of the way health care is delivered in their country. Explore this issue with your students. Ask how things are done in their home country and what their habits are here in terms of using the health care system. This may help elicit discussion about different cultural beliefs and practices related to accessing health care.
- Asking students what they already know about the U.S. health care system will help them integrate what they know about the topic with the new information they encounter.

## Issues to Address

- Emphasize that the custom here in the U.S. is to have a doctor and to see that doctor regularly even when you are not sick. Explain that if they go for regular checkups they are less likely to have to go to the emergency room for something serious.

### Key Vocabulary Clinics

**Community Health Centers**

**Emergency**

**Checkup**

**Well Visits**

**Health History**

**Medical History**

**Screenings**

**Pap Tests**

**Cervical Cancer**

**Exercise**

**Immunizations**

**Prevent**

**Symptoms**

**Appointments**

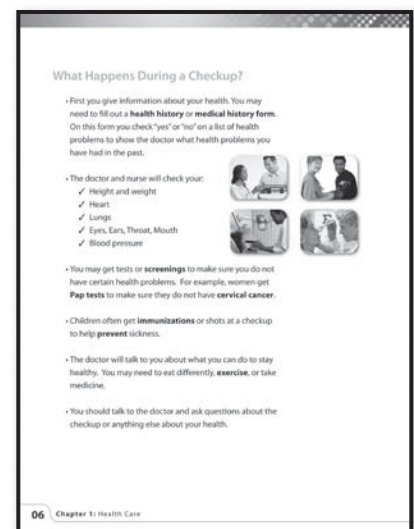
**Ambulance**

**Right**

**Responsibility**

**Information Desk**

**Lobby**



Student book page 6

- Explain that hospitals and health centers have many ways to help people through the system. Any health center or hospital that receives Federal funds is required by law to have medical interpreters and to make them available to people who need them.
- Encourage students to ask questions at the information desk. The information desk can help students find their way around a hospital or health center. They can also ask if there is a department that can help them find health insurance, apply for Medicaid, and other services.
- Many departments in hospitals are named after famous people, and the signs leading to them have the person's name in large letters, and the type of department seems like an afterthought. (For example: the SUSAN G. KOMEN Breast Health Center.) Be sure students look out for this.
- Emphasize that it is much better to have health insurance than to pay for health care out of pocket. Explain how if someone gets very sick or needs an operation or long-term treatment, it will cost a lot of money if they do not have insurance. Explain the concept that, while paying for health insurance may seem expensive if you are not sick, it may be less expensive in the long run.
- On page 14 of the student book, you will find basic information about health insurance and related terms. Students who are eligible for employer-sponsored insurance plans, or who can afford to purchase their own insurance individually should understand that not all insurance plans are equal. They therefore should familiarize themselves with these terms and make sure they understand all aspects of their insurance policy before signing up for it. Should they need help understanding the insurance options available to them, they may wish to meet with an insurance agent or a Human Resources representative from their workplace.

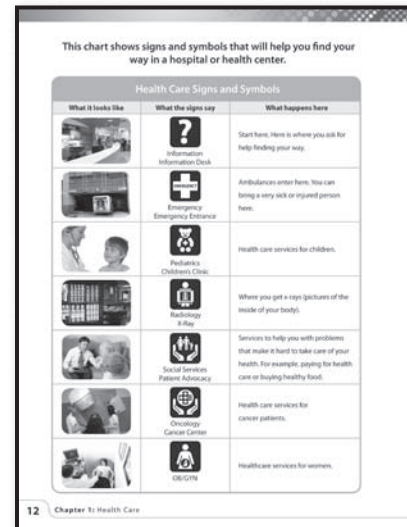


Student book page 10



Student book page 16

- In May 2008, Governor Charlie Crist signed a new bill into law that allows the sale of low-cost, bare-bones health insurance policies effective January 2009. Under the “Cover Florida” plan, residents ages 19 to 64 are able to purchase limited health coverage for as little as \$150 per month. Insurers offering such plans are exempt from state mandates requiring coverage for a range of items and procedures. However, the plans are required to include coverage for some conditions, such as diabetes. The policies cover preventive care and office visits but not care from specialists or long-term hospitalizations.



Student book page 12

- Emphasize that students need to advocate for themselves, and ask for help in finding a health insurance program they can afford. Refer your students to the Free or Low Cost Services section on page 17 in their student books for resources on finding affordable health insurance. Students can also call 211 in many areas to find other resources. It would be helpful to get a Medicaid outreach worker to come in and talk to your class. See the list of Additional Resources for how to contact a Medicaid outreach worker in your area.





Student book page 14

- Explain to students that County Health Departments often operate free clinics for uninsured or under-insured patients living in their counties. It might be useful for you and/or your students to contact your local County Health Department directly to obtain information about the free clinics in your area. In addition, you might be able to research non-profit organizations that provide free medical referrals, organize periodic health fairs, and provide health education services in your area. Lastly, local hospitals might also be able to provide you with direction as to where your uninsured students can go to receive free or low cost medical care. Refer to page 32 of the student book for more online resources about where to find local free clinics.

## Programs to Help Florida Residents Pay for Health Care

This chart is in the student book on page 15. It briefly describes programs to help Florida residents pay for health care. You can use this chart to help students learn to read charts, but also for the information and guidelines they provide. Many Florida guidelines and applications are available in at least three languages: English, Spanish, and Haitian Creole. Find and print out information from these websites before your class. See the Internet listings at the end of this teaching unit for more resources.

Programs to Help Florida Residents Pay for Health Care				
Program	Purpose	Who Is Eligible	Things to Know	For More Information
<b>Florida KidCare</b> 	Four health insurance programs for children from birth to 18 yrs	<ul style="list-style-type: none"> <li>• <i>MediKids</i>: 1-4 years</li> <li>• <i>Healthy Kids</i>: 5-18 years</li> <li>• <i>Children's Medical Services Network</i>: kids with special &amp; ongoing health problems</li> <li>• <i>Medicaid</i>: birth-18 years</li> </ul>	<ul style="list-style-type: none"> <li>• Parents are NOT required to give their legal status</li> <li>• Child's legal status documents ARE required</li> </ul>	<ul style="list-style-type: none"> <li>• 1-888-540-5437</li> <li>• online in English, Spanish, or Haitian Creole <a href="http://www.floridakidcare.org">www.floridakidcare.org</a></li> </ul>
<b>Florida WIC</b> 	A nutrition program for women, infants and children	<ul style="list-style-type: none"> <li>• WIC uses income guidelines, based on <u>monthly</u> income/</li> <li>• must be a FL resident but you are NOT required to give your legal status</li> <li>• must prove child's age</li> </ul>	<ul style="list-style-type: none"> <li>• Provides healthy foods, counseling, breastfeeding support, referrals for health care, immunizations, other community services</li> </ul>	<ul style="list-style-type: none"> <li>• 1-800-342-3556</li> <li>• online in English, Spanish, or Haitian Creole <a href="http://www.doh.state.fl.us/family/wic">www.doh.state.fl.us/family/wic</a></li> </ul>
<b>Florida Discount Drug Card</b>	Helps to pay for prescription drugs	<ul style="list-style-type: none"> <li>• 60 &amp; older with no prescription drug coverage (Part D) or</li> <li>• under 60 with low yearly family income</li> </ul>	<ul style="list-style-type: none"> <li>• Covers nearly all prescription drugs</li> </ul>	<ul style="list-style-type: none"> <li>• 1-866-341-8894</li> <li>• online <a href="http://www.floridadiscountdrugcard.com">www.floridadiscountdrugcard.com</a></li> </ul>
<b>Medicare</b>	A national health insurance program	<ul style="list-style-type: none"> <li>• 65 &amp; older or</li> <li>• under 65 with certain disabilities</li> <li>• persons of any age with permanent kidney failure requiring dialysis or a transplant</li> </ul>	<ul style="list-style-type: none"> <li>• Some of Medicare is free</li> <li>• Some parts you pay for monthly</li> </ul>	<ul style="list-style-type: none"> <li>• 1-800-633-4227</li> <li>• online in several languages <a href="http://www.medicare.gov">www.medicare.gov</a></li> <li>• If you are not a U.S. citizen or a lawfully admitted alien who has lived in the U.S. continuously for a five-year period, contact Social Security at 1-800-772-1213 for your Medicare enrollment and eligibility.</li> </ul>
<b>Medicaid</b>	Provides medical coverage to low income individuals and families	<ul style="list-style-type: none"> <li>• Low income families with children</li> <li>• Children</li> <li>• Pregnant women</li> <li>• Non-citizens with medical emergencies</li> <li>• Aged and/or disabled individuals not receiving Supplemental Security Income (SSI)</li> </ul>	<ul style="list-style-type: none"> <li>• Family income is key to eligibility</li> <li>• Children under 12 and pregnant women with higher incomes may also be eligible</li> </ul>	<ul style="list-style-type: none"> <li>• 1-866-762-2237</li> <li>• <a href="http://www.dcf.state.fl.us/ESS/medicaid.shtml">www.dcf.state.fl.us/ESS/medicaid.shtml</a></li> <li>• Information available online in several languages</li> </ul>

## Section 2: Activities

Pick and use as needed to develop skills.

### Pronunciation Activity: Tap the Stress (X = LOUD tap, x = softer tap)

#### Teaching Steps:

- You tap or clap the rhythm of the group being studied.** Tap loudly for a big **X** and softly for a small **x**. For example, tap the rhythm **X x** like this: *TAP tap, TAP tap, TAP tap*. Once you have set the rhythm, have students join you in tapping the rhythm. Keep tapping without saying anything until everyone is tapping in unison. Then:
- You say each word in time to the tapping.** Have students continue the beat as they repeat each word in unison after you. Repeat each word until students' rhythm and pronunciation are acceptable. Do not drag; keep up the tempo.

X x
<b>health</b> care
<b>system</b>
<b>clinic</b>
<b>doctor</b>
<b>chronic</b>
<b>flu</b> shot
<b>checkup</b>
<b>symptoms</b>
<b>entrance</b>
<b>lobby</b>
<b>X-ray</b>

x X x
insurance
assistance
expenses
important
preventive
contagious
diseases
department
infectious
obstetrics
internal
expensive

X x x
<b>medical</b>
<b>history</b>
<b>hospital</b>
<b>nursing</b> home
<b>heart</b> attack
<b>medicine</b>
<b>accident</b>
<b>ambulance</b>
<b>primary</b>
<b>waiting</b> room

x x X x
information
vaccination
diabetes
orthopedics
pediatrics


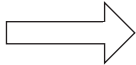
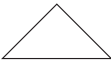
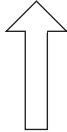
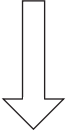
x x x X x
immunizations
tuberculosis
What is my <b>problem</b> ?
Where is the <b>clinic</b> ?
How can this <b>help</b> me?
How can this <b>hurt</b> me?

x x X x x
radiology
cardiology
dermatology
gynecology
ophthamology

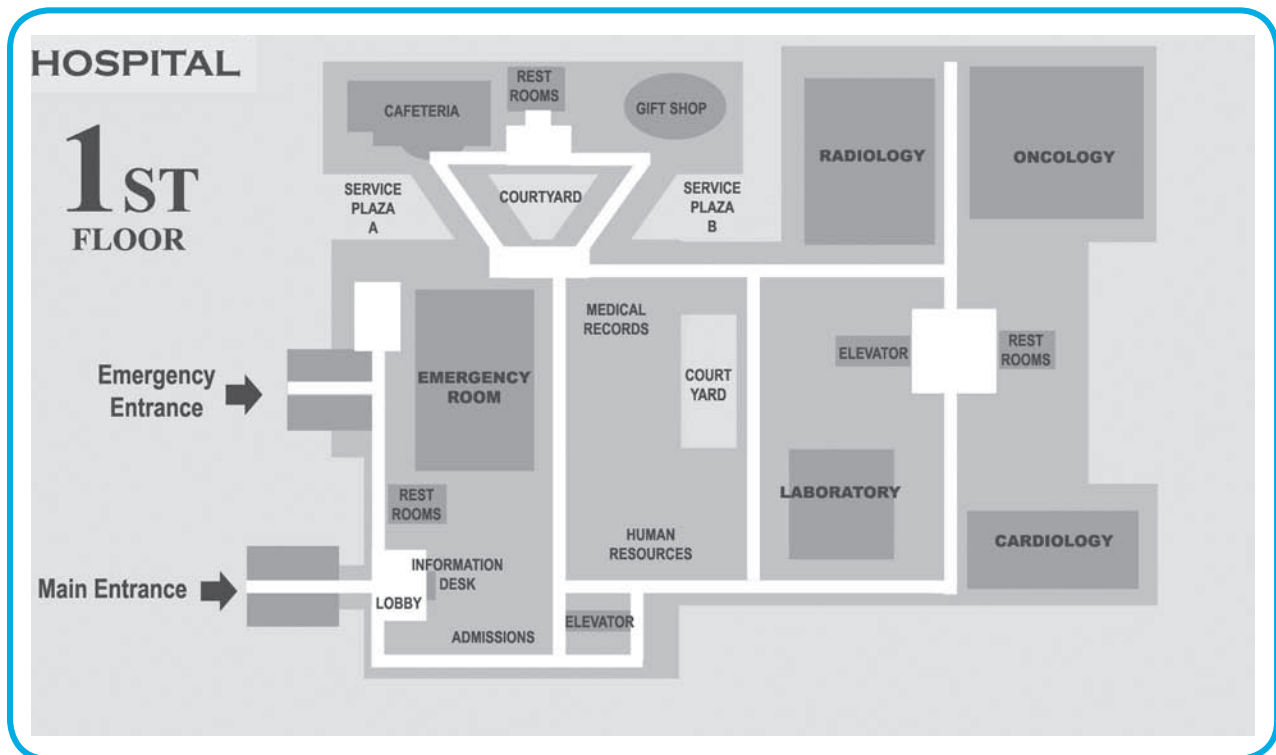


## Grammar Activity: Direction Words

This activity will help beginning students gain practice and confidence in asking and giving directions.

Where is the _____?				
				
<b>Left</b>	<b>Right</b>	<b>Straight ahead</b>	<b>Up</b>	<b>Down</b>

Ask students to look at the hospital floor plan on page 11 in their student books. Then ask them directions, such as: *"I am in the lobby. How do I get to the radiology department?"*





## Math Activity: All About the Florida Discount Drug Card

These math activities will give students practice reading charts, locating amounts, and making comparisons. It will also give them practice in understanding eligibility rules and comparing prices. Emphasize that the Florida Discount Drug Card is for prescription drugs, only.

Have students read the chart to answer the following questions. See student worksheet at the end of this teaching unit.

### Chart 1: Who is Eligible for the Florida Discount Drug Card?

#### Welcome to the Florida Discount Drug Card Program

The Florida Discount Drug Card is designed to lower the cost of prescriptions for Florida residents who are:

- Age 60 and older AND **without prescription drug coverage** OR who fall into the Medicare Prescription Drug Coverage gap; OR
- Under age 60, **without prescription drug coverage**, AND with an annual family income of less than 300% of the Federal Poverty Level. Qualifying incomes include those below the following:
  - \$30,636 (for an individual)
  - \$41,076 (for a family of two)
  - \$61,956 (for a family of four)

1. Albert is 64 years old. He has prescription drug coverage under his medical plan. Is he eligible? NO
2. Jane lives alone and is 37 years old. She does not have prescription drug coverage. She makes \$31,000 a year. Is she eligible? NO
3. Juan has a wife and 2 young children. He does not have prescription drug coverage. Their total family income for a year is \$35,112. Is he eligible? YES Is his wife eligible? YES
4. Are you eligible for the Florida Drug Discount Card? \_\_\_\_\_

## Chart 2: How Much Does It Cost?

<b>Retail Price - without Florida Discount Drug Card</b>			
<b>Drug Name</b>	<b>Qty</b>	<b>Days</b>	<b>Price</b>
HYDROCHLOROTHIAZIDE TAB 25 MG	30	30	\$5.25

<b>Mail Order Price - Florida Discount Drug Card</b>			
<b>Drug Name</b>	<b>Qty</b>	<b>Days</b>	<b>Price</b>
HYDROCHLOROTHIAZIDE TAB 25 MG	90	90	\$4.38

1. How much does it cost to buy 30 pills at the retail price – without the card? **\$5.25**
2. How much would it cost to buy 90 pills at the retail price – without the card? **\$15.75**
3. How much does it cost to buy 90 pills at the mail order price – with the card? **\$4.38**
4. How much money does it save you to buy 90 pills with the card? **\$11.37**

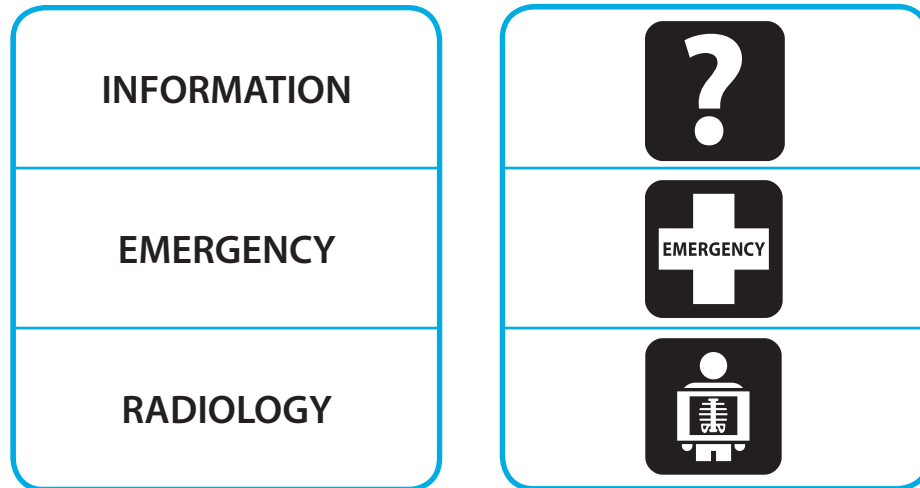
## Comprehension Activity :

### Places-in-the-hospital Bingo

Make bingo cards with pictograms and/or key words for certain hospital departments. The teacher asks “Where will you go if your child is sick? (Answer: Pediatrics)” “Put a penny on the correct card.” and then discuss: “What are other names for this?” (Answer: Pediatric Clinic, pediatric center, children’s clinic)

## Places-in-the-hospital Concentration

Have one set of cards with words only and another set with pictograms/universal symbols. In pairs or teams, students play concentration, matching the visual with the word. Example:



## Technology Activity: All About the Florida Discount Drug Card

The charts used in the Math Activity: All About the Florida Discount Drug Card are from <http://www.floridadiscountdrugcard.com> so this activity can also be done as an Internet exercise. To complete the “How Much Does It Cost” exercise students will need to click on “Drug Pricing”, find the name of the drug, and then click on “Get Prices”.



## Technology Activity: Phone Call to 2-1-1

2-1-1 is a toll-free phone number to give Floridians easy access to local and community human service information. It is available in most, but not all, areas in Florida. Call 2-1-1 yourself before class to get familiar with the process. Have students practice their questions and do some dialogs to prepare. Use a classroom phone if available, or a cell phone. Put it on speaker phone and ask some students to volunteer to call and ask for a certain kind of resource (such as low-cost health insurance information, local free clinics, etc.) As a class, listen to the call then discuss and make notes afterwards.

See this site for more information:

<http://www.flairs.org>



## Technology Activity: Web Search on 2-1-1 site

If you have access to one or more computers, go to the 2-1-1 website map to find free clinics and other services in your county.

<http://www.flairs.org/211%20map.htm>

You can click on the name of your county or its outline on the Florida map. Click on the “Find Help” box, and walk students through a “Basic Search”. Use the keyword “Medical Care” to find local health services including free clinics.

### **Web Tip: What If You Don't Have Computers for Your Students**

Anything you see on the computer can be printed out and used as a handout. You can print out tables, parts of online games, factsheets, brochures, etc.

## Section 3: Dialog

### Suggestions for Teaching the Dialog

Help students read the dialog. Then have them practice the roles in pairs. To change the dialog, substitute other appropriate words for the underlined words. Finally, encourage chain drills and free conversations on the topic. The dialogs are listed by degree of difficulty. Beginning ESL students may only be able to do Dialog 1, but they will benefit from listening to classmates practice the others.

#### Dialog 1

**Operator:** 911. What is your emergency?

**Parent:** My boy fell out of the tree.

**Operator:** Is he conscious?

**Parent:** Yes.

**Operator:** Is he hurt?

**Parent:** I think he broke his leg.

**Operator:** An ambulance is on its way.

#### Dialog 2

**Information Desk:** May I help you?

**Patient:** Yes, where do I go for an X-Ray?

**Information Desk:** Do you have an appointment?

**Patient:** Yes.

**Information Desk:** That's in Radiology. Go past the gift shop and turn right. Look for the X-Ray sign. You'll need to sign in at the desk.

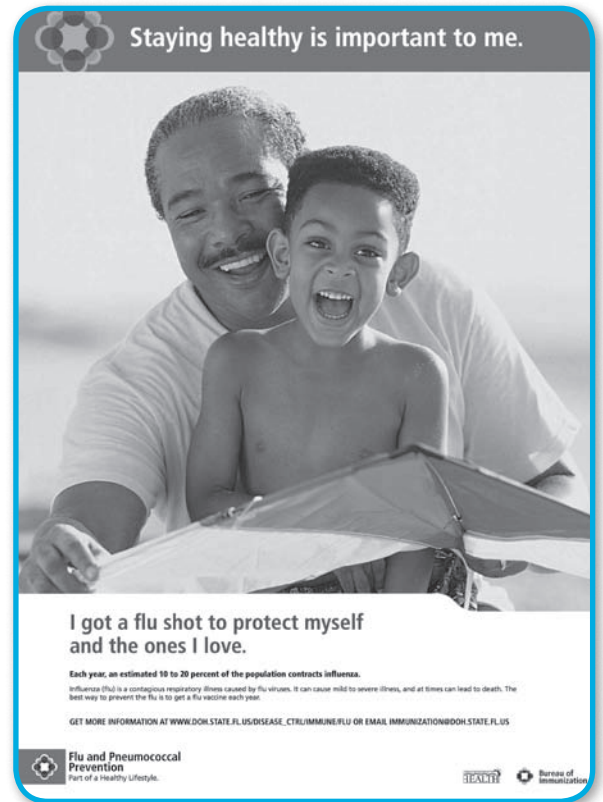
**Patient:** OK. Thanks.

## Section 4: Check Your Learning

### Suggestions for Checking Learning

**Quiz:** Have students look at the poster and answer the questions. See student worksheet at the end of this teaching unit.

1. Who is saying “Staying healthy is important to me.”
  - **the man**
  - the boy
  - their doctor
  - the man’s wife
2. What did he do to stay healthy?
  - got a prescription filled
  - **got a flu shot**
  - got a new kite
  - got an X-ray
3. How does he feel about his family?
  - he loves them
  - he wants to protect them
  - **he wants to protect himself and his family**
  - he loves to fly kites with his grandson



**Sharing with Others:** Having students share what they have learned with others helps them check and reinforce their learning. One idea is to have students brainstorm a list of good health care resources they have used in their community. Then have them put together a booklet entitled “*Health Care Resources That Worked For Us.*” to share with others in their program.

## Section 5: Additional Resources

Visit these websites for more information on health care.

### Information

#### **Managed Care and You**

<http://www.women.state.vt.us/pdfs/guide.pdf>

#### **Center for Medicaid and Medicare Services**

<http://www.cms.hhs.gov/apps/contacts/>

#### **Florida Department of Health**

<http://www.doh.state.fl.us/Floridians.html>

#### **Florida Healthfinder**

<http://www.floridahealthfinder.gov/medical-help-resources/medical-resources.shtml>

#### **Florida Alliance for Information and Referral Services**

<http://www.flairs.org>

### Activities

#### **Picture Story about Emergency**

[http://www.cal.org/caela/esl\\_resources/Health/healthindex.html#Emergency](http://www.cal.org/caela/esl_resources/Health/healthindex.html#Emergency)

#### **Healthy Roads Media**

<http://www.healthyroadsmedia.org/index.htm>

## Free or Low Cost Services

### **County Health Departments (for local free clinics contact information)**

<http://www.doh.state.fl.us/chdsitelist.htm>

### **Health Resources and Services Administration (to find low-cost health insurance)**

<http://ask.hrsa.gov/pc/>

### **Insure Kids Now (to find free and low-cost health insurance for kids)**

<http://www.insurekidsnow.gov/>

### **Access Florida (information about food stamps, Temporary Cash Assistance, and other programs)**

<http://www.dcf.state.fl.us/ess/> or call 1-866-762-2237

### **211 Service (Referrals to local human services)**

<http://www.211.org/referweb/mainform.aspx> or call 211

### **Florida SHINE (information about state insurance programs for elders)**

<http://www.floridashine.org> or call 1-800-963-5337

As you work through the topic of health care with your students, keep a list of other resources you find helpful.

### Other Resources

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

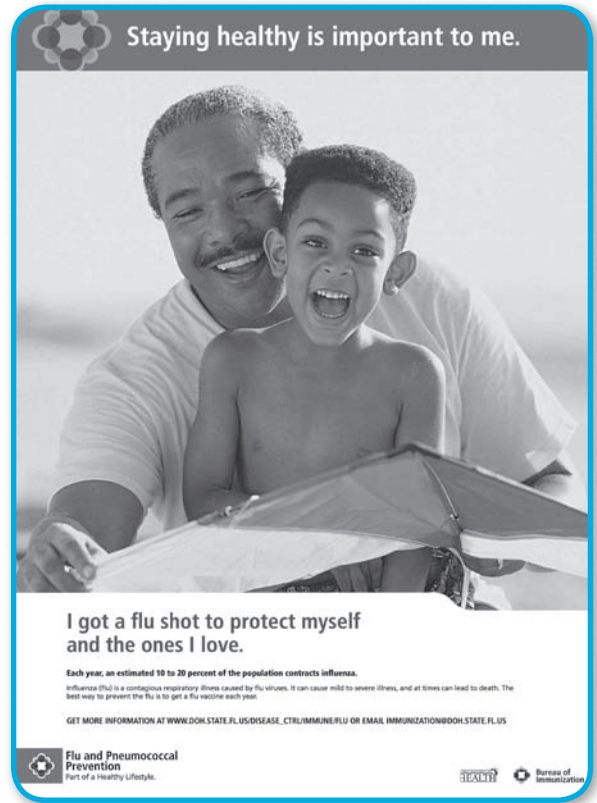
## Section 6:

# Student Worksheets

## Student Worksheet: Check Your Learning

Look at the poster and answer the questions.

1. Who is saying "Staying healthy is important to me."
  - the man
  - the boy
  - their doctor
  - the man's wife
2. What did he do to stay healthy?
  - got a prescription filled
  - got a flu shot
  - got a new kite
  - got an X-ray
3. How does he feel about his family?
  - he loves them
  - he wants to protect them
  - he wants to protect himself and his family
  - he loves to fly kites with his grandson



# Student Worksheet: All About the Florida Discount Drug Card

Read the chart then answer the questions that follow.

## Chart 1: Who is Eligible for the Florida Discount Drug Card?

### Welcome to the Florida Discount Drug Card Program

The Florida Discount Drug Card is designed to lower the cost of prescriptions for Florida residents who are:

- Age 60 and older AND **without prescription drug coverage** OR who fall into the Medicare Prescription Drug Coverage gap; OR
- Under age 60, **without prescription drug coverage**, AND with an annual family income of less than 300% of the Federal Poverty Level. Qualifying incomes include those below the following:
  - \$30,636 (for an individual)
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  - \$61,956 (for a family of four)

1. Albert is 64 years old. He has prescription drug coverage under his medical plan. Is he eligible? \_\_\_\_\_
2. Jane lives alone and is 37 years old. She does not have prescription drug coverage. She makes \$31,000 a year. Is she eligible? \_\_\_\_\_
3. Juan has a wife and 2 young children. He does not have prescription drug coverage. Their total family income for a year is \$35,112. Is he eligible? \_\_\_\_\_ Is his wife eligible? \_\_\_\_\_
4. Are you eligible for the Florida Drug Discount Card? \_\_\_\_\_

## Student Worksheet: All About the Florida Discount Drug Card

Read the chart then answer the questions that follow.

**Chart 2: How Much Does It Cost?**

<b>Retail Price - without Florida Discount Drug Card</b>			
<b>Drug Name</b>	<b>Qty</b>	<b>Days</b>	<b>Price</b>
HYDROCHLOROTHIAZIDE TAB 25 MG	30	30	\$5.25

<b>Mail Order Price - Florida Discount Drug Card</b>			
<b>Drug Name</b>	<b>Qty</b>	<b>Days</b>	<b>Price</b>
HYDROCHLOROTHIAZIDE TAB 25 MG	90	90	\$4.38

1. How much does it cost to buy 30 pills at the retail price – without the card? \_\_\_\_\_
2. How much would it cost to buy 90 pills at the retail price – without the card? \_\_\_\_\_
3. How much does it cost to buy 90 pills at the mail order price – with the card? \_\_\_\_\_
4. How much money does it save you to buy 90 pills with the card? \_\_\_\_\_

