

Prince George's County  
HEALTH ZONE

# PASSPORT



# How to Use Your Health Zone PASSPORT

START

Use this booklet to:

1.

Communicate with your health care provider

2.

Ask important questions about your health

3.

Keep track of important reminders and notes for your doctor

FINISH

Using this guide can help you and your providers understand each other better.

## Definition



**Health literacy** is the ability to get health information, understand it and use it to improve your health.

*Better health communication from healthcare providers can improve health literacy!*

## Definition



**A Health Care Provider** could be a doctor, nurse practitioner, physical therapist, social worker, or other professionals who provide you with the care you need to manage your health.

**Health  
Care  
Provider**

=

**Doctor**

**Therapist**

**Physician's Assistant**

**Nurse**

**Nutritionist**

**Physical Therapist**

**Other Health Professionals**



# About Your Provider

Use the space below to write down your health care providers' information and keep track of upcoming appointments. You can include specialists, therapists, and other providers you visit.

Provider's Name

Specialty

Address

Provider's Name	Specialty	Address

Phone Number

Next Appointment  
Date

Next Appointment  
Time


# Quick TIPS

## Before You Go

- Practice **describing your symptoms** with a friend or family member.
- If you do not speak English well, bring a picture dictionary or bilingual phrase book. **Point at what you are trying to say.**
- **Ask a friend** to go with you to help you understand what to do and say.
- **Call the provider's** office and ask for a medical interpreter to help you.
- Ask to have a **Community Health Worker** from the Health Enterprise Zone help you during your visit. Call **301-883-3413**.



### Definition



**A Community Health Worker** can link you to the information and resources you need. Community health workers can also help you understand information you are given during your visit.



# Your Medications

## Before You Go

Use this page to write down the medicines you take. These can be prescription medicines, over-the-counter medicines, or herbal supplements. Take your medicine with you to show your health care provider.

My Medication	How Much I Take	Why I Take It

Drug Allergies



List any drug allergies you have:

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# The Visit

## At Your Appointment

**When you go to the health care provider's office, here are some things that will happen:**



- You'll tell the person at the front desk your name
- You will need to fill out some forms
- You will wait until someone calls for you
- Then, you will see a health care provider

Bring these items to your appointment:

- Insurance card(s)
- A form of identification
- Medicines
- This Booklet

### Remember



You may know that having a good relationship with your healthcare provider is important. Scheduling visits with your healthcare provider to prevent disease are just as important as visiting your providers when you are sick.

# The Visit

## At Your Appointment



1. Sign in. This way the person at the front desk knows your name and why you are there.

2. Fill out forms. You may need to complete a “Health History Form.”

3. Once someone calls you, you will go to an examining room. Here someone will weigh you, measure your height, and take your blood pressure.

4. You may be asked to undress and wear a gown. This makes it easier to examine you.

5. Wait in the examining room until the health care provider knocks on the door and comes in.

6. Use this guide to tell the health care provider why you are there, and explain your symptoms.

7. The health care provider will then examine you.

# Questions to ASK

## At Your Appointment

You have the right and responsibility to ask questions. Fill in the answers given by your health care provider or have your provider fill these in.

What is my MAIN issue?

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What do I need to do?

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# Questions to ASK

## At Your Appointment

Why is it important for me to do this?

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How should I follow up after this?

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You may also want to ask about cost and insurance coverage for tests, lab work, and prescriptions.

### Remember



It is your health care provider's job to clearly explain the answers to these questions and it is your job to understand these answers BEFORE you leave the health care provider's office.





# How to UNDERSTAND

## Helpful Words

What can I say if I don't understand?



- Excuse me. Please repeat.
- Please say that again.
- Please tell me one more time.
- What does that mean?
- Explain it more please.
- Please show me a picture.
- Please write down what you are saying.
- Please show me that word in my dictionary.







Be part of the  
**HEALTHY  
REVOLUTION**

To make an appointment and learn more about the new  
doctor's offices in 20743 please visit:

<https://mypgchealthyrevolution.org/HEZ/Health-Enterprise-Zone.asp>

Call for more information

**301-883-3413**

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**Thank you all for being a part of the  
healthy revolution!**

This booklet was created with the input and guidance of dozens  
of residents and community leaders in the 20743 zip code, and  
includes information from the Florida Literacy Coalition's  
"Staying Healthy" curriculum.



Rushern L. Baker, III  
County Executive



**HEALTH  
DEPARTMENT**  
Prince George's County



**UNIVERSITY OF  
MARYLAND**