

Health: Urgent vs. Routine Care

(Church World Service/Resettlement Support Center Nairobi)

45
minutes



Objectives

- ✓ To educate participants regarding the difference between “urgent” and “routine” care.
- ✓ To inform participants that health care in the U.S. is very expensive and that the government will only pay for this care for up to the first eight months.
- ✓ To educate participants that only emergencies may be dealt with upon arrival.

Materials



- ☐ Laminated photos of different medical situations
- ☐ Chart with the headings “urgent” and “routine”

Presentation



Health care in the U.S. is very expensive and the U.S. government will only pay for this care for up to the first eight months. To save on costs, it is important that you understand the difference between “urgent” and “routine” care and that you know where to go for both. For urgent care, you should go to the hospital, but for routine care, you should go to a low-cost clinic or a primary care physician. In your first few days after arrival, you will likely not feel well. You may have an upset stomach because you are not used to the food, or you may have a headache because of the stress or jetlag. To get care for these things, speak with your caseworker. They can assist you in purchasing over-the-counter medicine or arrange a visit with a doctor when the time is right. Only emergencies may be dealt with immediately upon arrival, and these things are not “emergencies”.



Activity



Hold up the photo. Ask the participants to describe the scene. (Clarify if necessary.) Then ask the participants if the situation is one that requires “urgent” or “routine” care. Place the photo on the appropriate side of the chart.

Reflection

- ? What number should you call if you have an urgent need?
- ? Why is it important to go your primary care physician for routine care and not to the hospital?

Expansions and Variations

- ∞ Rather than carrying laminated photos, do this activity using your laptop and projector.
- ∞ Break the participants into groups. Have the participants do the activity in small groups and then review together.
- ∞ Break the participants into two groups: one group should focus on “urgent care” and one group should focus on “routine” care. Have each group brainstorm the ailments that fall within their category. Call on one representative to report out to the entire group.

This document was developed with funding from the Bureau of Population, Refugees, and Migration, United States Department of State, but does not necessarily represent the policy of that agency and the reader should not assume endorsement by the federal government.

Learning English

urgent

routing

caseworker

emergency

expensive

doctor

hospital

primary care physician

over-the-counter medicine

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