

Frequently Asked Questions

Q: What should I do in an emergency?

A: You should go to an emergency room or call 911. No other clinics are equipped to handle life-threatening conditions. Emergency rooms will treat you even if you don't have documents or cannot pay. They are always open. You can get care for a serious injury in Vermont without returning to your home country.

Q: Are there migrant-friendly clinics for non-emergency medical or dental care?

A: For medical and dental problems for uninsured adults, the Community Health Services of Lamoille Valley (CHSLV) clinics in Lamoille County may be a good option. All CHSLV clinics are very migrant-friendly. They will see workers regardless of documentation, and offer reduced-price care. All the clinic phone numbers, hours, and directions are listed inside.

Q: What if I don't speak English?

A: The CHSLV clinics, the Hospital and Emergency Room at Copley (in Morrisville) have Spanish translation available at all times. If you are not offered an interpreter when you arrive, you should ask for one. It is likely your visit may be translated over the telephone instead of by a live interpreter.

Q: Will my healthcare be affordable?

A: Low-cost medical and dental care is available for migrant workers in Lamoille County. If you qualify, the CHSLV clinics will only charge you a percentage of the cost of a medical consultation and dental care. If you qualify, the Copley hospital or emergency room may discount the entire cost of your care, but it is not certain and you may wait several weeks after your visit to learn the final cost.

Q: What is the best place to get medications?

A: If you're given a prescription from CHSLV, ask your doctor about the Community Health Pharmacy (CHP) 888-669-9017. The CHP mails medications directly to your home. It is NOT necessary to have a credit card—you can pay by check, money order, or cash. Ask for them to print your instructions in Spanish. Most medications cost \$4 for a month's supply.

The pharmacy in the Price Chopper grocery store in Morrisville provides some antibiotics and diabetes medications for free. The Hannaford's Pharmacy

offers many generic brands for \$4. However, pharmacies other than the CHP may refuse to fill prescriptions brought in by employers unless the worker is present.

Q: Will I be asked for documentation?

A: Yes, most clinics will ask you for a social security number and identification. Don't worry if you don't have them! Just say you don't have identification with you. CHSLV clinics and the hospital are focused on your health, not on your documents. All of the places in this pamphlet will treat any patient, no matter what their documentation status or ability to pay is.

Q: Is it safe to visit a clinic or the hospital?

A: Clinics and hospitals are very safe places—people there only want to help you. They would never call immigration. You should be most careful while driving. For the most part, immigration will not stop anyone traveling, unless any laws are broken. We recommend you take a car with Vermont license plates and make sure to obey all traffic laws.

Q: How do I get transportation?

A: This may still be the most challenging part of getting health care. A network of volunteer drivers is being established in Lamoille County. The number to call to inquire about the driving network is 802-524-4480 ext 467. Spanish is spoken: leave a message with your name and phone number. Asking your employer to provide transportation may be still be your best bet.

Q: Where can I learn more?

A: For more information available on receiving medical and dental care in your area, go to the Community Health Services website at <https://www.chslv.org/> or call 802-888-5639 or 802-253-4853

The information available includes a detailed description of the care, services and paperwork required at the CHSLV clinics listed in this pamphlet.

Bridges to Health, a project of UVM Extension, can support you in accessing health care services. They have bilingual Migrant Health Promoters: 802-524-4480 ext 467 or 802-748-6009 ext. 376. Leave a message with your name, phone number and reason for your call. They will return your call upon receiving the message.

Champlain Valley Area Health Education Center

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A Quick Reference Guide: Healthcare Access for Latino Migrant Farm Workers in Lamoille County of Vermont



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You can receive additional copies of this pamphlet by contacting the Champlain Valley AHEC office at (802) 527-1474, feedback@cvahec.org, or at www.cvahec.org. Photo credit: Naomi Walcott-MacCausland.

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How to make a medical appointment

You can call any of the CHSLV clinics listed below to make an appointment. It may be easier to have an English-speaker make the appointment. However, you may also say “Spanish” to the receptionist, and wait until a translator is put on the line.

Morrisville Family Health Care

802-888-5639

M, T,Th, F 8-5pm; W 8-4:30pm, S 8:30-11am

607 Washington Highway, Morrisville, VT 05661

Stowe Family Practice

802-253-4853, M-F 8-5, S 10-4

1878 Mountain Road Stowe, VT 05672

Behavioral Health and Wellness Center

802-888-8320, M-F, 8-5

65 Northgate Plaza, Suite 11, Morrisville VT 05661

Neurology Clinic

802-888-5688, M-Th 8-4

607 Washington Highway, Morrisville, VT 05661

How to get low-cost care at CHSLV

CHSLV clinics offer a “sliding scale” pricing system that may give you a discount on your bill depending on your income and family size. If you qualify for the discount, you may pay as little as \$5 for each consultation. It may take CHSLV medical clinics up to a week after your consultation to determine your sliding scale level and the final cost of your visit. If you’d like to know the cost in advance, you should complete the sliding scale paperwork in advance. Otherwise, you will receive your bill in the mail.

What to bring to an appointment

To apply for the sliding scale, you need to verify your income. You can do this by bringing two or three paycheck stubs or your employer can write a letter stating how much you earn. If you can’t get either of those, the clinic may let you write your income and sign a form. It is also important to know the physical address of your home in Lamoille county (not a PO box). You should also bring any medical information you have about yourself. If you take any medications, bring along your pill bottles.

What to expect at your appointment

You should show up 15-20 minutes before your scheduled appointment if its your first appointment at that clinic. Check in at the reception window, where you’ll be given paperwork to fill out. You should have access to an interpreter at this point. Some forms are also available in Spanish. You will then sit in the waiting room until you are called for your consultation. You will first be seen by a nurse who will ask you questions. You will then be seen by a doctor, who may ask the same questions. Make sure to tell your doctor everything that’s bothering you—they can help you with many issues in one visit. Everything you write or tell your doctor is confidential.

Follow-up care and referrals

Before you leave the clinic, make sure you understand what you need to do next. Depending on your illness, the clinic may schedule you for another visit. They will usually give you a card with the date and time of your next appointment. You may be prescribed a medication. Make sure you understand what pharmacy you’ll be getting the medication from.

If you need x-rays or lab tests that are not available at a CHSLV clinic, they will send you to diagnostic imaging or the lab (usually within a hospital).

If you are very sick, your doctor may refer you to a hospital which is much larger than a clinic. The hospital in your area Copley Hospital in Morrisville. Copley hospitals is known to be migrant worker-friendly. However, there should always be Spanish interpretation available in the emergency room of all hospitals. If they don’t offer interpretation you should ask to use the phone interpretation service.

The hospital does not have a sliding scale. You will not be told the cost of your visit until after you’ve left. If your bill is more than you can afford, you can apply to have the cost reduced (known as indigent care). You may need to fill out more paperwork and wait several weeks to learn if they reduce your bill.

How to make a dental appointment

CHSLV has a dental clinic. If you have severe pain, they will usually see you within a few days. Appointments for less urgent care may only be available many months into the future. If you would like see a dentist before the next available appointment, ask to be added to their “call list”. Patients on the call list will be notified by phone if an earlier appointment becomes available.

Community Dental Clinic

802-888-7585 ; lunes a viernes 7-4:30

66 Morrisville Plaza, Morrisville, Vermont

During your first visit, the dentist will take x-rays and examine your teeth to determine what work needs to be done. You will usually need to make a second appointment for any procedures. If you have an infection they will prescribe you antibiotics and give you a second appointment to treat the tooth.

The CHSLV dental clinic has their own sliding scale paperwork. If you haven’t been to any of the CHSLV clinics in the past year, you should bring in paycheck stubs or a letter from your employer. Usually the dental clinic can determine your sliding scale and final bill at the time of your appointment.