

## Frequently Asked Questions

### Q: What should I do in an emergency?

**A:** If you have a serious medical emergency and need immediate care, tell your employers you need to go to the nearest emergency room (ER) and ask them to call 9-1-1. Tell them, "I speak Spanish only." They will use a translation line to assist you. ER's will treat you even if you don't have documents or cannot pay. They are always open. You can get safe, affordable care for a serious injury in Vermont without returning to your home country.

If you need to go to the ER, you may request that all information be in Spanish. This can be done through an interpreter or a phone interpretation line. The hospital can help you access the phone interpretation line to explain your diagnosis, care, and discharge instructions. *It is important that you ask questions if there is something you do not understand.*

Porter Hospital provides services *without charge* to certain patients based on their income, assets, and needs. This free care is limited to medically necessary charges incurred at Porter Hospital.

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

**A:** For medical and dental problems for uninsured adults, the Open Door Clinic (ODC) in Middlebury may be a good option. The ODC is very migrant-worker friendly. They will see workers regardless of documentation, and are always free. All the clinic phone numbers, hours, and directions are listed on the other side of this pamphlet.

### Q: What If I don't speak English?

**A:** The ODC and the Porter Hospital ER in Middlebury both have Spanish interpretation available at all times. If you are not offered an interpreter when you arrive, you should ask for one. It is possible your visit may be interpreted over the telephone or a computer 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 Addison County. The ODC provides **free medical services**. The 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, you will need to go to the pharmacy. They will need to know your address and phone number. You will also be expected to pay when you pick up your medicine. Directions about your medication are usually available in Spanish. Marble Works Pharmacy is usually the most affordable option for you. They give discounts to all ODC patients.

#### Marble Works Pharmacy

99 Maple Street, Middlebury  
61 Pine Street, Suite 401, Bristol  
187 Main Street, Vergennes

Other pharmacies include:

#### Rite Aid

236 Court Street, Middlebury  
1 Prince Lane, Bristol

#### Kinney Drugs

Route 7 Village Court Shopping Center, Middlebury  
115B Monkton Road, Vergennes

#### Hannafords

260 Court Street #6, Middlebury  
318 South Main Street, Rutland

### Q: Will I be asked for documentation?

**A:** The ODC will not ask you for documentation. Some other clinics may 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. The ODC 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:** A network of volunteer drivers is available for appointments at the ODC. Asking your employer to provide transportation may also be a good way to get a ride.

## Champlain Valley Area Health Education Center

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# A Quick Reference Guide: Healthcare Access for Latino Migrant Farm Workers in Addison County, Vermont



Champlain Valley Area  
Health Education Center

THE UNIVERSITY  
OF VERMONT  
COLLEGE OF MEDICINE  
OFFICE OF PRIMARY CARE

UNIVERSITY OF VERMONT  
COLLEGE OF MEDICINE  
**AHEC**  
AREA HEALTH EDUCATION CENTERS PROGRAM  
www.vtahec.org (802) 527-2175

You can receive additional copies of this pamphlet by contacting the Champlain Valley AHEC office at (802) 527-1474, [feedback@cvahec.org](mailto:feedback@cvahec.org), or at [www.cvahec.org](http://www.cvahec.org).

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## How to make a medical appointment

Call the Open Door Clinic (ODC) at (802) 388-0137 to make an appointment. If a Spanish speaker does not answer the phone, s/he will use the phone interpretation line to assist you. If your call goes to voice mail, push #2 to leave a message in Spanish. Please make sure to leave your full name, phone number, and the best time to reach you. A Spanish speaker or someone assisted by the phone interpretation line will call you back.

The ODC works closely with Amistad, a volunteer organization that provides free rides to medical appointments. If you need a ride to get to your appointment, make sure to let the ODC know well in advance so that they can arrange for a ride.

## How to get low-cost care at ODC

The Open Door Clinic is a free health care center; there is no charge to be seen there. All of the clinic's providers (doctors, nurses, interpreters, etc.) are volunteers. Clinics are held on Tuesday evenings and one Friday a month in Middlebury, and two Thursdays a month in Vergennes. You must make an appointment to be seen in the clinic.

All radiological procedures (x-ray, ultrasound, MRI) and laboratory analyses are free of charge when they are ordered by the doctors at ODC. These appointments will be arranged by the ODC staff for you.

Sometimes the doctor may refer you to a medical specialist outside of the clinic. These appointments will be arranged for you by ODC staff but you may need to pay for the appointments with these specialists. Staff at the ODC can assist you in applying for patient financial assistance which will allow the care to be provided on a "sliding scale" pricing system. This may give you a discount on your bill depending on your income and family size. It may take up to several weeks for these applications to be processed by the medical specialists' offices.

## What to bring to an appointment

You should bring any medical information about yourself that you have, including any allergies or information about medical conditions. If you have filled out an emergency contact card with your address on it, please bring it with you. Also, bring along any medicine bottles if you are currently taking any medicine. It is helpful if you bring a list of

problems you are having to make sure you talk about them with the doctor.

If you have recently visited the emergency room or any other doctor's offices, please bring any information/records you received. If you are applying for financial assistance, please bring along proof of income. This can be pay stubs or a letter from your employer documenting how much you earn per week/month.

## What to expect at your appointment

Check in at the front desk upon arrival at the clinic. You will be given paperwork to complete. While all the paperwork is bilingual, a Spanish-speaker will be available to help you if you want help. Return the filled-out papers to the front desk when you are done. You sit in the waiting room until you are called in. You see a nurse first who will weigh and measure you and take your blood pressure and temperature. The nurse will ask you questions about what you are here for. You will then wait for the doctor to come in. S/he will also ask you about the problems you are having. Make sure you bring up everything you want to discuss with the doctor. S/he can help you with many issues in one visit. Everything you write or tell your doctor is confidential.

You may receive prescription for medication to take to a pharmacy. If you do not understand how to take your medicine or do not understand why you are taking it, ask the doctor before leaving the clinic.

## Follow-up care and referrals

Before you leave the clinic, make sure you understand what you need to do next. Depending on your illness or injury, the clinic may schedule you for another visit at the clinic or send you to see a medical specialist at another office or hospital. You will receive a card with the date and time of your next clinic appointment. If required, ODC staff will call you later with a date and time for an appointment with a medical specialist. They can also assist you in finding a free ride to any follow-up appointments.

## How to make a dental appointment

If you have dental pain, you may call the ODC. While ODC does not offer dental care at the clinic, they are able to help you make an appointment and get a ride to a local dentist. If you have a tooth infection, they will schedule you for a clinic visit before you go to the dentist so that you can get a prescription for antibiotics. The dentist provides discount care to ODC patients.

ODC tries to send an interpreter with you for these dental appointments as the dentist does not have a phone interpretation line available. The dentist does not have a payment plan so payment is expected at time of service. The dentist may give you a prescription for medication.

## Are there other health services in the community for me or my family?

### Planned Parenthood of Northern New England (PPNNE)

(802) 388-2765 open weekdays, except Weds.  
102 Court Street, Middlebury

Planned Parenthood offers sexual and reproductive health care such as birth control, and some cancer and sexual infection treatment. Spanish interpretation is by telephone. PPNNE offers a "sliding fee scale" pricing system that may give you a discount on your bill depending on your income and family size.

### Vermont Department of Health

(802) 388-4644  
156 S. Village Green, Suite 102, Middlebury

The Health Department offers a nutrition program for Women, Infants and Children called WIC. The program helps pregnant women, new mothers, and young children eat well, learn about nutrition and stay healthy. WIC provides healthy foods, nutrition counseling, breastfeeding support, health education, and connections to other community resources.

Spanish interpreter service may be by telephone or in person. To apply for WIC a family of four persons must make less than \$795/week. No proof of citizenship is needed, but you will need to have proof of your income (pay stubs) and a Vermont address.

### Counseling Services of Addison County

(802) 388-6751 for information and appointments  
86 Main Street, Middlebury (adults)  
67 Catamount Park, Middlebury (youth and families)  
24 hour on call emergency services: (802) 388-7641

The Counseling Service of Addison County is a non-profit agency that offers professional mental health and developmental services to the people of Addison County. Spanish interpreter services can be available. (You may want to ask ahead of time if possible.) A "sliding fee scale" is available and may give you a discount on your bill depending on income and family size.