Staff

- Jennifer Rho, M.D.
- Marilynn Olney, M.D.
- Mark Wieland, M.D.
- Lisa Schnepper, C.N.P
- Mary Pat Jewison, P.H.N.
- Carrie Bergstralh, AmeriCorps VISTA
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Encounters</strong></td>
<td>832</td>
</tr>
<tr>
<td><strong>Average Age</strong></td>
<td>37</td>
</tr>
<tr>
<td><strong>Female Patients</strong></td>
<td>535</td>
</tr>
<tr>
<td><strong>Male Patients</strong></td>
<td>297</td>
</tr>
</tbody>
</table>
## Health Insurance

<table>
<thead>
<tr>
<th></th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>416</td>
<td>51%</td>
</tr>
<tr>
<td>Yes</td>
<td>397</td>
<td>48%</td>
</tr>
<tr>
<td>Unsure</td>
<td>8</td>
<td>1%</td>
</tr>
</tbody>
</table>
If you could not be seen by a doctor or nurse at Hawthorne today, where would you go for help?

- Nowhere—514 (90%)
- Another Clinic—36 (6%)
- Emergency Room—18 (3%)
## Country of Origin

<table>
<thead>
<tr>
<th>Country</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Somalia</td>
<td>22%</td>
<td>186</td>
</tr>
<tr>
<td>Sudan</td>
<td>19%</td>
<td>157</td>
</tr>
<tr>
<td>Mexico</td>
<td>15%</td>
<td>122</td>
</tr>
<tr>
<td>U.S.A.</td>
<td>12%</td>
<td>102</td>
</tr>
<tr>
<td>Cambodia</td>
<td>9%</td>
<td>71</td>
</tr>
<tr>
<td>Iraq</td>
<td>5%</td>
<td>44</td>
</tr>
<tr>
<td>Eritrea</td>
<td>2%</td>
<td>16</td>
</tr>
<tr>
<td>Ethiopia</td>
<td>2%</td>
<td>14</td>
</tr>
<tr>
<td>Colombia</td>
<td>1%</td>
<td>12</td>
</tr>
<tr>
<td>Taiwan</td>
<td>1%</td>
<td>12</td>
</tr>
<tr>
<td>China</td>
<td>1%</td>
<td>10</td>
</tr>
<tr>
<td>Egypt</td>
<td>1%</td>
<td>9</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>1%</td>
<td>9</td>
</tr>
<tr>
<td>Russia</td>
<td>1%</td>
<td>8</td>
</tr>
<tr>
<td>Philippines</td>
<td>1%</td>
<td>7</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
<td>48</td>
</tr>
</tbody>
</table>
Clinic Services

- Treat minor illness
- Pregnancy tests, blood sugar tests, B.P. checks
- Arrange referral to PCP’s, Good Samaritan Medical and Dental Clinics, Public Health Services
- Help make appointments
- Assist with insurance problems
- Answer questions
Other Services

- SAGE
- SAGE PLUS
- Dermatology
Education

- Student nurses
- Mayo Patient Education Project
HEALTH LITERACY
GOOD HEALTH FOR YOU AND YOUR FAMILY

Part 1: What is Health Literacy?
Part 2: Who Needs a Health Care Provider?
Part 3: What is Medical Insurance?
Part 4: How Can I Make an Appointment?
Part 5: How Can I Understand my Medicine Label?
Part 6: Community Resources
How can I make an appointment?

- Before the call have:
  - Clinic I.D. number
  - Health care provider’s name
  - Date of birth
  - Address
  - Telephone number
  - Medical insurance number
  - Calendar
Before the Appointment

- You may need photo I.D.
- Know where to park or which bus to take
- Have child care for the appointment
- Call to cancel if you can’t go
Health Activities

**Flu Shot Clinic**
- 205 Flu shots given
- Classroom education
  - Flu video

**TB Testing**
- 40 skin tests given this winter
- Classroom education
  - TB video

**Healthy Foods Class**
- 9 participants

**Health Fair**
- 360 attendees

**Exercise Class**
- 30 participants
Problems

- Funding
- Interpreters
- Patient insurance