

Hawthorne Health Services



Staff

- Jennifer Rho, M.D.
- Marilyn Olney, M.D.
- Mark Wieland, M.D.
- Lisa Schnepfer, C.N.P
- Mary Pat Jewison, P.H.N.
- Carrie Bergstralh, AmeriCorps VISTA

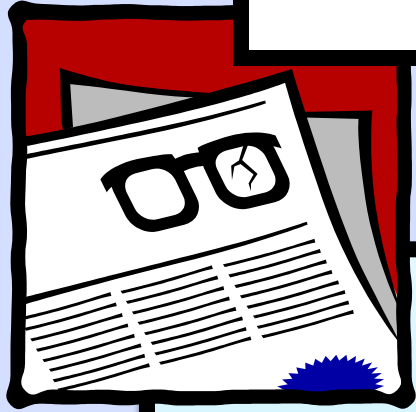


2010 Data

Total Encounters	832	
Average Age	37	
Female Patients	535	(64%)
Male Patients	297	(36%)



Health Insurance



	Number	Percent
<i>No</i>	416	51%
<i>Yes</i>	397	48%
<i>Unsur e</i>	8	1%

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

	Percent:	Number:
Somalia	22%	186
Sudan	19%	157
Mexico	15%	122
U.S.A.	12%	102
Cambodia	9%	71
Iraq	5%	44
Eritrea	2%	16
Ethiopia	2%	14
Colombia	1%	12
Taiwan	1%	12
China	1%	10
Egypt	1%	9
Saudi Arabia	1%	9
Russia	1%	8
Philippines	1%	7
Other	6%	48

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



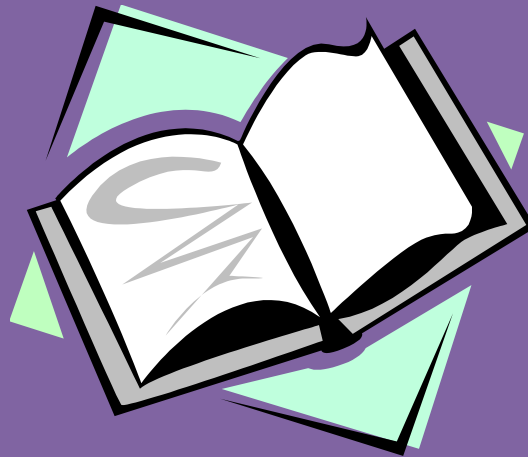
Other Services

- 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?

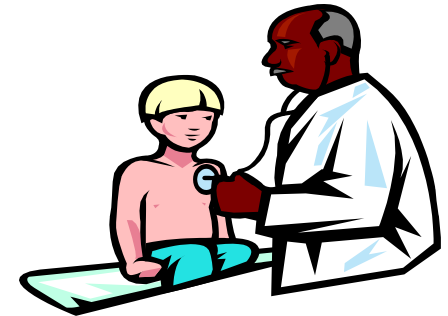
Part 2: Who Needs a Health Care Provider?

Part 3: What is Medical Insurance?

Part 4: How Can I Make an Appointment?

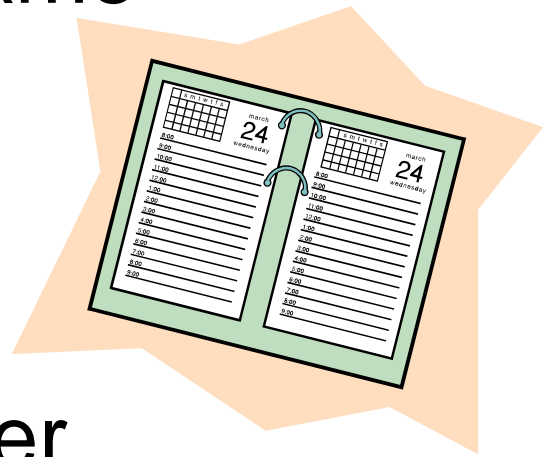
Part 5: How Can I Understand my Medicine Label?

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

