

# Arranging follow up for new immigrant patients

1. Call **662-0375** to request a new patient appointment. Or send request to **MMP ACCESS CENTER NEW PATIENT ASSIGNMENT POOL #210412** (this replaces the International Clinic Pool)
2. The representative will initiate a quick registration and place a telephone encounter in the chart and route to the Access Center Provider Assignment pool.
3. The Provider Assignment is worked daily by the navigators and patients are placed according to provider's availability. Children are not placed on a waitlist as they will be quickly assigned.
4. The MMP Outpatient Clinics team, MH Access to Care and MMP Population Health are available to support practices/sites with the care of new immigrants.

Start  
with a  
smile.

Show  
courage  
and do the  
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Be an  
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Be a part  
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Turn a  
challenge  
into an  
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# Arranging follow up for new immigrant patients

The MMP International Clinic waitlist will be merged into the existing MMP Access Center waitlist process. The MMP Access Center will partner with the Clinics and other MMP Primary Care Offices to establish new immigrant children and families with Primary Care. Children will be given priority with the goal of quick access to primary care and therefore remove the need for a waitlist. New immigrant adults who are discharged from the hospital or have an Urgent ED visit needing close follow-up will also be given priority.

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# Tips for Working Effectively with Interpreters

- Think about all access points and communication needs

Front desk, telephone calls, rooming etc...

## 662-1000 Interpreter services

- In person interpreters: Hold a quick **pre-session with the Interpreter** to discuss any challenges. Feel free to **consult with interpreter** if **cultural barriers** arise.
- **Make eye contact** and **speak directly to the Patient**
- Use **TEACHBACK** to ensure clarity.
- Invite **patient to record or take notes on discharge instructions.**
- When ordering meds, **specifically request pharmacy labels and medication instructions in patients' written language.**

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# Immigrant Medical Screening Intake

## Reference Resources:

- **CDC Immigrant, Refugee and Migrant Health Website: Domestic Screening Guidance.**  
[Refugee Domestic Screening Guidance: Key Considerations and Best Practices | Immigrant and Refugee Health | CDC](#)  
[Refugee Health Profiles | Immigrant and Refugee Health | CDC](#)
- **CAREREF:** CareRef is an interactive tool that guides clinicians through conducting a routine post-arrival medical screening of a newly arrived refugee to the U.S.  
[Home | CareRef \(state.mn.us\)](#)
- **AAP Immigrant Child Health Toolkit:** [Immigrant Child Health \(aap.org\)](#)  
**AAP Red Book for Infectious diseases:** it's the best 😊!



# Community Supports: EPIC Smart Set

- **MaineHealth Patient Assistance Line:** Provides support accessing Medical insurance (Medicaid-MaineCare, MaineHealth-Freecare) Medication Access, SNAP (Food Stamps), Community supports (food, clothing and transportation) **Phone: 1-833-MHHELP1 (1-833-644-3571)**
- **General Assistance Portland Maine:** Provides Portland residents with assistance for basic needs such as housing/rent, food, non-food, medication, fuel, utilities, and other essential services. 196 Lancaster Street, Portland Maine Telephone 207-775-7911
- **Maine Access Immigrant Network:** Supports refugee/asylee health literacy, health care enrollment, and coordination of health care services. Our team of Community Health Outreach Workers provide resource and referral information in their native languages. Telephone: (207) 552-1800. E-mail: [info@main1.org](mailto:info@main1.org) 237 Oxford Street, Suite 25A, Portland, Maine 04101
- **Maine Immigrants Rights Coalition: (emergency housing support)** All coalition member organizations are working to create and support programs and policies that promote immigrant inclusion and integration. 1 Marginal Way, 2nd FL, Portland Maine, 04101, (207)-805-7030 <https://maineimmigrantrights.org/contact-us/>

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# Community Supports: EPIC Smart Set

- **Immigrant Legal Advocacy Project: ILAP** aims to connect as many Maine immigrants with legal support as possible. 489 Congress Street, 3rd Floor  
P.O. Box 17917, Portland, ME 04112, <https://ilapmaine.org/> telephone phone: (207) 780-1593
- **Maine Association for New Americans (MANA):** Transportation support, non-emergency medical appointments appointments with General Assistance (GA), DHHS, & other social service providers. Resilient New Americans Intentional Peer Support Groups. 1311 Washington Avenue, Portland Maine 04103, Telephone (207) 387-0749, [INFO@MANA-MAINE.ORG](mailto:INFO@MANA-MAINE.ORG)
- **Catholic Charities of Maine** From cultural orientation and referrals to case management and ongoing support we are committed to providing the highest quality professional resettlement, orientation, employment, and cultural adjustment services to those refugees assigned to our care. 80 Sherman Street, Portland, ME 04101, Tel: 207.871.7437
- **Maine Needs:** we strive to get basic everyday essential resources to those who need them the most. 332 Forest Ave, Portland (back lot of university plaza, between Oakhurst and USM library), [www.maineneeds.org](http://www.maineneeds.org)

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# Transportation:

- **Modivcare:** Modivcare is the MaineCare ride provider. [Maine | Modivcare](#)  
Riders must have MaineCare in order to be eligible to use Modivcare to book a ride. Rides can be booked up to 30 days in advance. Modivcare requires a 48 business hours notice to book a ride unless it is a medical emergency verified by the rider's physician.
- **Maine Association for New Americans:** [MANA \(mana-maine.org\)](http://mana-maine.org)
- **UBER Health:** contact MH Access to Care (Ryan Bouchard) to set up an UBER Health Account.
- **Taxi Services:**



# Contacts

- International Clinic @ MMC Clinics: please reach out with questions  
Ben Felix: Medical Lead Adults  
Steve DiGiovanni: Medical Lead Pediatrics
- Access to Care: Leslie Gould: MH Access to Care Supervisor  
Brian Bouchard: Lead contact for UBER Health
- Comfort Inn: Front Desk Number: (207) 282-7222 Oda is lead receptionist  
Catholic Charities 207-620-3230
  - » Germain Indjassa, [gindjassa@ccmaine.org](mailto:gindjassa@ccmaine.org)
  - » Joanna Testa, [jtesta@ccmaine.org](mailto:jtesta@ccmaine.org) Program lead

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# Helpful hints

- Immunizations:

Use the Catch-up ACIP Schedule: [Catch-up Immunization Schedule | CDC](#)

If there are no written immunization records then need to start over even if patient states they received the vaccine.

Oral Polio: after April 1<sup>st</sup> 2016 doses of OPV should NOT be counted as the vaccine switched from trivalent to bivalent at that time.

- Stool Parasites: If unable to access albendazole then order O+P

- Malaria: only test if < 4-6 months since left subsahara africa

- Follow-up scheduling:

Usually 1 month f/u for vaccines (and acute/chronic medical issues if needed)

3-6 months for yearly physical

Repeat lead in 3-4 months for  $\leq 5$  years of age

