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**I. What are the Barriers to Obtaining Good Health Care?**

1. Money and Insurance

- Could get better care with more money.
- Limited to who you can see without money; can't see every doctor.
- My insurance card doesn't cover every service.
- It's a pain to go to my doctor to get to a specialist.
- Sometimes the specialists we are referred to don't take my type of insurance.
- HMOs are not good because you need to talk to them before you get emergency treatment.
- HMOs are pushing their applications in the communities, but you don't realize the fine print, that you can only see 1 doctor.
- General lack of understanding of what is covered under Medicaid/Public Aid

2. Communication Between You and Your Doctor

- They speak in "doctor talk" that I can't understand.
- I tell my doctor I don't understand, but they continue on.
- They only write prescriptions.
- They don't listen to what you say about yourself.
- We don't know what to tell the doctors, how to explain how it hurts; then they can't treat us. We need to know what kind of tests to ask for. We need a class to help educate us about this.
- In the Latino culture, we don't question our doctors. We need to learn to speak our minds and get what we want from the doctor.

3. Difficulties with Access to Care

- Need more clinics.
- Need more specialized care, especially asthma.

4. Issues with Care

- I can't speak with my doctor on the phone; the receptionist will only take messages.
- I have to wait for an hour in the clinic before I'm seen; then more time waiting in the office. If we are waiting for hours, why not educate us then on what questions we should be asking our doctors?
- Doctors and staff in the clinics aren't professional enough.
  - Disrespectful; don't make an effort to with translation and language issues
- Can't get my child's pediatrician to see her anymore (she's 18) even though my medical card says she can be seen until she's 21.
  - Differences between practice expectations v. insurance coverage
- The office couldn't find my medical record, and they wrote a prescription for something I was allergic to.
- The doctor rushes through my visit in 5 minutes, even though I waited for an hour to see them.
- They just don't *care* about my son. I left the clinic where they said he was fine, and had to rush him to the ER for his asthma.

5. Transportation Barriers

- I had to get from the North side to Cook County Hospital on the bus with crutches. It was a pain.
- Transportation to the doctor is especially hard for people with disabilities.
- Many people don't know that with a medical card, you can arrange for free transportation a couple of days in advance of your doctor's appointment. We need education on what our medical card benefits include.

## II. Communication Barriers with your Doctor or Health Care Professional

1. Do you have an easy or hard time communicating with your doctor? If it is hard, why?
  - Approximately 40-50% of town meeting attendees are happy with the communication they have with their doctor.
  - The doctor rushes through the appointment.
  - My doctor doesn't understand when I try to communicate the pain that I am in.
  - The doctor doesn't listen to me.
  - I have so many prescriptions I don't know which ones are safe to take at the same time.
  - The pharmacy does not give me additional information. They don't explain what to do. They have given me the wrong medication.
  - My doctor never told me I had arthritis, but the tests showed I did. (I found out when I saw another doctor in the practice.)
2. Do you feel comfortable discussing your concerns with your doctor? Why or why not?
  - Everyone was comfortable discussing concerns, even sensitive ones, with their doctor.
  - I'm not happy with the substitute doctor that I have to see when my doctor is out.
  - Sometimes the office sends a student doctor in, and you have to start all over and explain to them your whole life and medical history.
3. Does your healthcare provider speak the same language you do? Is there a translator available? Does a translator work?
  - Language barriers were NOT an issue for the attendees.
  - I always make sure I have a Spanish speaking doctor. I haven't had trouble finding one.
4. Are there kinds of local people who are better at communicating to you e.g. community health worker, asthma educator, local trusted family member or neighbor etc.?
  - Our kids should get health messages in their schools after the pledge (as many schools don't have health and gym class).
  - The Park District doesn't advertise their health fairs enough even though they have good services.
  - Groups should create flyers for events and make enough for every mailbox in the neighborhood if they want to get the word out.
  - Organizations should pay health advocates (and find people who care) to tell other people about nutrition, fitness, high blood pressure, and other health related things.
  - The health advocates we have now don't know how to communicate.
  - Health advocates could attend other meetings (NCLB, etc.) and tell us what other resources and programs are out there.
5. Does your provider suggest treatment options that you agree with? (Culturally appropriate?)
  - I don't always agree with the treatment that I get from the substitute doctor. They always forget I can't take pills; that I need my prescriptions in a liquid form.

### III. Health Information

1. Where do you go now to receive the health information you need?
  - Doctor's office.
  - Internet.
  - Magazines (in doctor's offices).
  - WIC office.
2. Can you read and understand the health information? Do translated materials help (are they at the right literacy level)?
  - There are some words in Spanish documents that I don't understand because they are Mexican Spanish (inability to recognize different dialects).
3. In addition to your doctors office where would you like to receive your health information? From who? In what form?
  - I wouldn't mind if someone came to my house once in a while to give me health information.
  - More than 1/2 of the attendees attend church. Would like to receive health information there.
  - Local paper.
  - Flyers in the mail.
  - Through schools: a parent newsletter or on report card pick-up day.
  - Billboards or other advertising (like when riding the bus or train).

### IV. Methods to Reduce Healthcare Disparities

1. What specific action items would you suggest to improve healthcare in Chicago? Do you have any suggestions particular to asthma?
  - Reduce pesticide use.
  - Find out what is polluting the air in our neighborhoods and fix it. (Encourage people to take the bus; show a movie about how the air will eventually look; start small and eventually make it a city-wide campaign).
  - I already know what triggers asthma and have fixed those things in my house (my landlord has been good in helping me), but I can't control the environment on my own elsewhere.
  - Get people to stop smoking in our community. The stores and people on the streets are selling "loosies". I don't know of any smoking cessation programs, but they should have them on the weekends, not just during the week.
2. What additional resources are available in the community to implement these improvements?
  - There are resources in the schools; an asthma education class for kids and students.
  - There are studies out in the community that give you education on asthma.
  - Everywhere I look there is information about asthma.
3. How can we engage other partners in the effort to reduce asthma?
  - Need to involve aldermen, precinct captains, Springfield, clinics and doctors, everyone in the community, the park district, the YMCA, teachers, preachers, principals, people outside the community, the media.
  - We need to be persistent and pushy and get folks to sign petitions.