

# ECHO Script

## *Emergency and Community Health Outreach*



Script, FINAL  
March 22, 2010

### **ECHO Show**

#### **"Navigating the Health Care System"**

Finalized Script Deadline: Tuesday, March 16, 2010

Translation Deadline: Monday, March 29, 2010

Flesch-Kincaid grade reading level: 8.3 | Total words: 530

#### **-1- Shots of people entering a health care facility.**

The health care system is very complex. You need to understand how to use the system so you can get medical care, dental care or mental health services.

[Word Count: 28]

#### **-2- Graphic with a headline of "Health Care System" and subheads of "Insurance," "Providers" and "Needs."**

There are three general areas:

1. Options for health care insurance.
2. Types of health care providers.
3. Your health care needs.

[Word Count: 22]

#### **-3- CG of "Health Care Insurance" perhaps over still shot of insurance forms or people filling out insurance forms.**

HEALTH CARE INSURANCE

[Word Count: 3]

#### **-4- Various shots of people filling out forms and showing insurance cards to receptionists.**

Health care insurance is important because some health care providers will see you only if you have insurance.

Health care insurance also allows you to get care without having to pay *the entire* bill. Insurance also helps pay for prescription medicines and dental care.

You may have to pay a small amount, compared to the total bill, when you visit a provider. You may also have to make monthly insurance payments, depending on your situation.

Your insurance may require you to go to specific clinics, hospitals or specialists.

[Word Count: 85]

#### **-5- Shots of people in a workplace.**

Full-time workers often get health care insurance through their job. If you do not have insurance, see if you can get it through your employer or your spouse's employer.

[Word Count: 29]

#### **-6- Shot of private insurance company or a government agency.**

People can also buy private health insurance or may qualify for public health programs, such as Medical Assistance or MinnesotaCare.

[Word Count: 2]

#### **-7- Shots of senior citizens, or person in wheelchair.**

Retired people or people with disabilities may qualify for Medicare.

[Word Count: 10]

#### **-8- Shot of people talking with health care adviser.**

The best way to understand your options is to talk with someone about your individual situation. Help is available through health care hotlines or local organizations.

[Word Count: 25]

### **-9- Shots of people at a community clinic.**

If you don't have health insurance, you may be able to get care at a community clinic. They provide services at a reduced fee based on income and family size.

[Word Count: 28]

### **-10- CG of "Health Care Providers" (perhaps over still shot of a hospital or clinic).**

HEALTH CARE PROVIDERS

[Word Count: 3]

### **-11- Shots of different aspects of a hospital: inpatient waiting room, person in a hospital room and ER.**

There are many kinds of health care providers.

Hospitals have inpatient care, where people stay overnight.

And they have outpatient care, where patients go home after they are treated.

Hospitals also have emergency rooms, where people go when they have life-threatening illnesses and serious accidents at any time of day or night.

[Word Count: 52]

### **-12- Shots of people at a primary care clinic**

Many people go to primary care clinics, where doctors look after your basic medical needs, such as exams and check-ups.

The primary care clinic is usually the first place to go for diagnosis or treatment of an illness or condition.

For some problems, your primary care doctor may send you to a specialist.

[Word Count: 51]

**-13- Shot of a cardiologist.**

Specialists are doctors who focus on different parts of the body or different illnesses. For example, a cardiologist is a specialist who focuses on the heart.

[Word Count: 26]

**-14- Shot of urgent care office.**

If you don't have a life threatening condition and can't go to your regular doctor, Urgent Care offices provide immediate help. They can be found in some clinics, or even in some drug stores. Many are open during evenings and weekends.

[Word Count: 41]

**-15- CG of "Your Health Care Needs" [perhaps over still shot of patient with doctor].**

YOUR HEALTH CARE NEEDS

[Word Count: 4]

**-16- Shot of person seeing a dentist.**

It is important to pay attention to your physical and dental health, as well as your mental health. A problem in one area of your health may affect another area.

[Word Count: 27]

**-17- Shot of person entering a clinic - or shot of clinic.**

It is always best to seek care for a health problem. The best first step is to contact your primary care clinic.

[Word Count: 21]

**-18- Shot of person filling out forms and talking with helpers.**

Obtain insurance and find a provider when you are well, so you will know where to go when you get sick.

Navigating the health care system can be very challenging, so be persistent. Ask for help and a translator whenever you need it.

[Word Count: 43]

**-19- Shot of happy person showing insurance card to receptionist.**

If you are not successful, don't give up. Keep trying again and again. Contact your community based organizations, faith organizations and other public and private organizations that could help you.

[Word Count: 30]

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