APA HEALTH CARE 2019-20: GUIDE TO CLIENT NAVIGATION

1. HOOK: Draw potential client to the booth with leading questions:
"Would you like a medical screening?"
"Would you like to check your blood pressure?"
"Do you want to check your BMI?"

2. INTAKE: Direct your client to the Intake Table.
Officer: Help client write their name on the numbered sign-in sheet, and give the client an intake form with the same number. Assign client to an available client navigator.

3. GATHER SUPPLIES: Qualtrics Form, Reference Sheet, Clipboard, & Pen.

4. INTRODUCE YOURSELF: Greet your client politely.
Help your client finish filling out the medical and social history if necessary. Observe any special needs of the client.

5. INTAKE: Make sure the patient is inputting values in the correct format.
Health Fair: Write name of health fair, (e.g. "Rosemead").
Phone Number: No parentheses or dashes, just numbers.
Contact Information Comments: Let clients know we will follow-up call. Include clients' preferences for calling times, (e.g. don't call me before 9am).
Household Size: Number of dependents in your household.
Mental Health: Allow the client to fill this portion out privately.

5. HEIGHT & WEIGHT: Measure and record on the Qualtrics form.
You don't need to take off shoes, but make sure that any heavy items are put down.
Measure height in **inches**, and measure weight in **pounds**.

6. BMI & BODY FAT%: Conduct the screening with the Omron BodyLogic monitor.
Clients cannot use the monitor if the answer is "yes" to any of the following questions:

1. Do you have a pacemaker? Have you ever had heart surgery?
2. Are you pregnant? (Be sensitive, and explain that it's a question you ask everyone!)

Explain how to use the BMI machine.
Record the BMI and Body Fat % on both the Qualtrics form and the client reference sheet.

7. WHR: Conduct the Waist-to-Hip Measurement.
Always ask if the client would prefer doing this measurement themselves or with your assistance.
If the client prefers that you help him/her, do all measurements from the front and to the side.
Measure Waist (smallest part in "hourglass" or an inch above the belly button).
Measure Hip (widest part).
Find the ratio using the provided charts. Record the WHR on both the Qualtrics form and the client reference sheet.

8. EXPLANATION OF VALUES: Use the visuals to help the client understand his/her values.
NOTE: It is very important that you do not *consult;* you are not a medical professional. Rather your job is to give *general health education;* everything you discuss must be able to be found on the provided chart and health education materials. Direct any special concerns/questions to the medical/nursing student.

BMI: Explain the measurement. Be aware that BMI is just an estimate, and is not a useful measure for people who have more lean body mass than average.

" Do you know what your Body Mass Index is? BMI is used to estimate whether you have a healthy amount of body fat. Based on your height and weight, we can see if you fall above or below a healthy range."

Classify the client's BMI, according to the chart.

"According the chart, you're in the healthy range, but it's still important to exercise and eat healthily!"
"According this, you are in the overweight category, which puts you at risk for these things on the handout. That's why it's important to take care of yourself."

Body Fat% : Explain the measurement.
"The machine sends a signal throughout the body, and the speed of that signal can give also give you an estimate of your body fat percentage."

Classify the client's Body Fat %, according to the chart.
"It seems like you fall slightly above what would be considered healthy."

WHR: Explain the measurement, classifying the client's WHR, according to the chart.
"This is another measure that may be a better indicator of risk than BMI.

9. BLOOD PRESSURE: Present your client to the medical/nursing students.
The medical and nursing students will oversee measuring & explaining blood pressure values. Introduce the client to the medical student, and present the client's family history, smoking & drinking status, and other relevant concerns. Listen attentively to the medical student to record the client's BP on both the Qualtrics form and the reference sheet.

9. MEDICAL/NURSING STUDENT EVALUATION: Remain with client and the medical/nursing student.
Make sure you present the family history, smoking & drinking status, and any special concerns. Also report whether the BMI, Body fat percentage, & Waist-to-Hip values were high or low. If the client does not have insurance or a regular doctor, make sure you let the medical/nursing student know. All of this information is helpful in creating a more holistic picture of the client and creating a better consultation. In addition, this information will help the medical/nursing student make a better referral. If the medical/nursing student does not speak the same language as the client, you can translate for them.

10. REFERRALS: Help the client access the healthcare system.
If the client is not insured, inform the Referrals table volunteer so he/she can provide the client with insurance information. Additionally, if the client needs medical care/treatment and does not have a regular doctor, the undergraduate Referrals table volunteer will work with the medical/nursing student to refer the client to an appropriate clinic. Make sure to fill out the referred clinic information on the Reference Sheet for the client.

11. HEALTH EDUCATION: Discuss health education handouts. Be encouraging, not judgmental!
Suggest healthy habits for diet and exercise, as you give the healthy habits handout.
If the client smokes, refer them the smoking page of the handout.
If the client or his family has high cholesterol, diabetes, or hypertension, show them the relevant pages in the handouts.
Ask if client has been immunized against/screened for Hepatitis B. Inform them that **1 in 10 Asians** are infected with HBV, and that it can cause liver cancer, and give the Hepatitis B handout if necessary.

12. CLOSING & EVALUATIONS: End interaction and gauge client satisfaction.
1) Ask the client if he has any more questions.
2) Give the following to the client:
   1. reference sheet with results of the health fair screening
   2. referrals sheet with referral to clinic.
   3. health education packet with relevant health education information.
3) Thank the client for coming to our health fair.