



Navigating the Health Care System

If you are interested in more information,
please email NTHCS@Nemours.org



NEMOURS
CHILDREN'S HEALTH

Navigating the Health Care System

Overview

Navigating the Health Care System is a four-unit health literacy curriculum designed by Nemours Children's Health for use with young adults. It is designed to prepare high school and college-age teens to be responsible for managing their own health care as they transition into adulthood. Materials are suitable for in-class, in-home, after-school, and community settings. They can be taught in person or virtually.

Navigating the Health Care System lesson plans, which align with national and Delaware state education standards, were originally piloted and refined in collaboration with schools and other community sites in Delaware. In three academic years of expanded testing, involving nearly 3,500 participants in four states, the evaluation showed significant knowledge gains among participants as well as high satisfaction among presenters, parents, and participants.

Inspired by the curriculum's strong evaluation outcomes, in Spring 2018 Nemours began making the curriculum available at no cost, nation-wide. Since then, we have continued to create new materials and offer them to the public- including a one-hour version of the content suitable for adults, and a home-use workbook with answer key- suitable for home-schooling.

Why health literacy?

The American Academy of Pediatrics, American College of Physicians, and American Academy of Family Physicians recognize that all adolescents require guidance, education and planning to manage their own health care as they become adults. (1) Health literacy is an important life skill. As health literacy increases, people are more likely to seek preventive services and enter the health system healthier, have lower rates of preventable hospital and emergency department visits, and are less likely to report their health as poor. (2)

How does *Navigating the Health Care System* define health literacy?

For the purpose of NTHCS, health literacy is defined as:

1. Knowing what to expect as you move through the health care system and as you interact with health care professionals
2. Having the skills to successfully navigate the health care system, including:
 - Skills for communicating effectively with care providers
 - Skills for self-advocacy

What age group are the lessons intended for?

The original curriculum was designed for use with high school-aged adolescents and evaluated based on its use with this population. Since national expansion began, the original curriculum has also been presented to undergraduate college students and middle school students by members of the NTHCS user community. (Use with these age groups has not been evaluated by Nemours.)

A one-hour version for adults was released in 2020.

Where can the curriculum be taught?

Materials are suitable for in-class, in-home, afterschool, and community settings. They can be taught in person or virtually.



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How long does it take to present the lessons?

Each of the four modules for teens can be presented in roughly 45 minutes. However, it is not necessary to present each module in its entirety in one session. Each module is made up of multiple 10–15-minute activities and discussions. Presenters can combine as many, or as few, activities they want based on the time available.

The adult version of *Navigating the Health Care System* can be presented in one hour.

What topics are covered?

Module 1: Definitions (health, health care, self-advocacy, health literacy), types of care (emergency department, urgent care, primary care provider), self-advocacy, and personal/family medical history

Module 2: Symptoms, diagnosis, medications, and vaccinations

Module 3: Health insurance, read/interpret insurance cards, and adolescents' right to privacy

Module 4: Practical application of the skills covered through real-life scenarios and role-plays, self-advocacy

How do I get trained to present the curriculum?

Presenters can orient and train themselves by using our Facilitator's Guide, which serves as a dashboard for learning and presenting the curriculum. Links to all curriculum materials are embedded, along with screen shots and sample scripts for each slide within each module. In addition to providing all of the links and scripts you'll need to present the content, the Facilitator's Guide includes planning prompts to help you prepare for each session. Nemours associates are always happy to answer questions, provide technical assistance, and orient users. Please contact us at NTHCS@nemours.org.

What are the costs?

There are no fees to utilize *Navigating the Health Care System* materials.

What types of materials are provided?

The *Navigating the Health Care System* suite of materials includes: Facilitator's Guide, participant workbook, PowerPoint slides for each module including speaker notes, supplemental videos and activities, and optional pre/post tests. Most materials are available in Spanish.

The adult version of *Navigating the Health Care System* consists of a PowerPoint slide deck that includes fully scripted speaker notes.

Where can I access the materials?

Project Landing Page:

<https://www.movinghealthcareupstream.org/navigating-the-health-care-system/>

Lesson Plan Landing Page:

<https://www.movinghealthcareupstream.org/lesson-plans/>

Can I modify the materials?

Yes. Users can add or omit activities as they see fit.

How can I learn more?

Please email NTHCS@nemours.org or visit

<https://www.movinghealthcareupstream.org/navigating-the-health-care-system/>

(1)

American Academy of Pediatrics; American Academy of Family Physicians; American College of Physicians; Transitions Clinical Report Authoring Group, Cooley WC, Sagerman PJ. Supporting the health care transition from adolescence to adulthood in the medical home. *Pediatrics*. 2011;128(1):182-200

(2)

<https://health.gov/communication/literacy/quickguide/factsliteracy.htm>

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Module 1 Health Care Fundamentals



Module Content

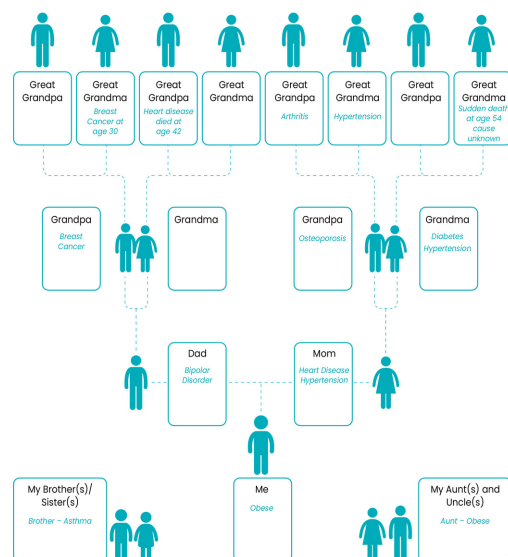
- Defining Key Vocabulary Words
- Strengthening Skills for Self-Advocacy
- Understanding Types of Care Providers
- Knowing Where to Go for Care
- Exploring Family Health History

Common Core State Standards

- CCSS.ELA-Literacy.SL.9-10.1 Initiate and participate effectively in a range of collaborative discussions with diverse partners on grades 9-10 topics, texts and issues, building on others' ideas and expressing their own clearly and persuasively.
- CCSS.ELA-Literacy.SL.9-10.4 Present information, findings and supporting evidence clearly, concisely and logically such that listeners can follow the line of reasoning; and the organization, development, substance and style are appropriate to purpose, audience and task.

Activities

- Self-Advocate Qualities
- "Where Do I Go?"
- Family Health History Interview



Module 2 Understanding/Managing Your Health



Module Content

- Identifying Symptoms, Diagnoses and Allergies
- Understanding Different Types of Medications
- Reading & Understanding Medicine Labels
- Learning Vaccine Facts vs. Myths

Common Core State Standards

- CCSS.ELA-Literacy.SL.9-10.1 Initiate and participate effectively in a range of collaborative discussions with diverse partners on grades 9-10 topics, texts and issues, building on others' ideas and expressing their own clearly and persuasively.
- CCSS.ELA-Literacy.SL.9-10.4 Present information, findings and supporting evidence clearly, concisely and logically such that listeners can follow the line of reasoning; and the organization, development, substance and style are appropriate to purpose, audience and task.

Activities

- Reading & Understanding Drug Labels
- Vaccines - Fact or Myth

Drug Facts	
Active ingredient (in each tablet) Chlorpheniramine maleate 2 mg.....	Purpose Antihistamine
Uses temporarily relieves these symptoms due to hay fever or other upper respiratory allergies: ■ sneezing ■ runny nose ■ itchy, watery eyes ■ itchy throat	
Warnings Ask a doctor before use if you have ■ glaucoma ■ a breathing problem such as emphysema or chronic bronchitis ■ trouble urinating due to an enlarged prostate gland Ask a doctor or pharmacist before use if you are taking tranquilizers or sedatives When using this product ■ drowsiness may occur ■ avoid alcoholic drinks ■ alcohol, sedatives, and tranquilizers may increase drowsiness ■ be careful when driving a motor vehicle or operating machinery ■ excitability may occur, especially in children If pregnant or breast-feeding, ask a health professional before use. Keep out of reach of children. In case of overdose, get medical help or contact a Poison Control Center right away.	
Directions	
adults and children 12 years and over	take 2 tablets every 4 to 6 hours; not more than 12 tablets in 24 hours
children 6 years to under 12 years	take 1 tablet every 4 to 6 hours; not more than 6 tablets in 24 hours
children under 6 years	ask a doctor

Drug Facts (continued)	
Other information ■ store at 20-25°C (68-77°F) ■ protect from excessive moisture	
Inactive ingredients D&C yellow no. 10, lactose, magnesium stearate, microcrystalline cellulose, pregelatinized starch	

Module 3 Insurance and Privacy



Module Content



- Understanding Different Types of Insurance
- Reading & Understanding Insurance Cards
- Knowing the Basics of Confidentiality & Privacy for Minors

Common Core State Standards

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Activities

- Reading & Understanding Insurance Cards

 BlueCross BlueShield		BlueCard® PPO		4
1	Member Name JOHN DOE	PRIMARY CARE	\$20	
	Member ID Number	SPECIALIST	\$30	
2	IDC3HZN99999999	EMERGENCY ROOM	\$125	5
		INPATIENT HOSP COPAY	\$150	
		DENTAL DEDUCTIBLE	\$50	
		DENTAL MAXIMUM	\$2500	
3	GROUP NUMBER TYPE BCBS PLAN CODES	75999-0000 FAMILY 280/780	RXBN 004336 RXPCN HZRX ISSUER (80840) RXGRP 0759990000	6
				

Module 4 Making/Navigating Your Visit



Module Content

- Scheduling an Appointment
- Becoming Familiar with Intake Forms
- Navigating a Health Care Visit
- Checking Out & Scheduling Follow-up Appointments
- Practicing Self-Advocacy Skills

Common Core State Standards

- CCSS.ELA-Literacy.SL.9-10.1 Initiate and participate effectively in a range of collaborative discussions with diverse partners on grades 9-10 topics, texts and issues, building on others' ideas and expressing their own clearly and persuasively.
- CCSS.ELA-Literacy.SL.9-10.4 Present information, findings and supporting evidence clearly, concisely and logically such that listeners can follow the line of reasoning; and the organization, development, substance and style are appropriate to purpose, audience and task.

Activities

- Scheduling An Appointment
- Understanding Health History Forms
- Be Your Own Advocate

Personal and Family Health History Form²

As a new patient you will have to fill out a registration form. These forms provide the provider with your basic information (name, address, date of birth, insurance, etc.) as well as your personal and family medical history. If you are a returning patient, you will be asked to review your information and make sure it is still correct. Practice filling out the medical forms below using the scenario provided in class.

General Information

Name
First: _____ Middle: _____
Last: _____
Street Address: _____
City: _____ State: _____ Zip: _____
Telephone: (____) _____ Date of Birth: ____/____/____
Place of Birth: _____
Race (Check any that apply)
☐ Native Hawaiian/Pacific Islander ☐ White/Caucasian ☐ Black/African-American
☐ American Indian/Alaska Native ☐ Asian-American ☐ Hispanic/Latino
Height: _____ feet _____ inches Weight: _____ pounds
Marital Status: ☐ Single ☐ Married
When was your last physical exam? ____/____/____
Name of Primary Care Provider: _____ Telephone: (____) _____

Personal contact information

Home Phone: (____) _____ Cell Phone: (____) _____

Family contact information

Parent/Caregiver Name (1): _____ Relationship: _____
Home Phone: (____) _____ Cell: (____) _____ Work: (____) _____
Parent/Caregiver Name (2): _____ Relationship: _____
Home Phone: (____) _____ Cell: (____) _____ Work: (____) _____
Do you have any siblings? ☐ Yes ☐ No
Name: _____ Age: _____
Name: _____ Age: _____

Emergency contact

Name of Contact: _____ Relationship: _____
Home Phone: (____) _____ Cell: (____) _____ Work: (____) _____



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Well Beyond Medicine

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