

## Community House Calls

*A program of Interpreter Services*



*The Community House Calls program contributes to the well-being of refugee and immigrant patients, families and communities through a partnership that promotes culturally competent care.*

*“My case worker has been with me from the start and throughout my cancer treatment. She speaks my language, and I trust her.”*

— A Community House Calls patient

### Contact Information:

To make a referral or receive help from Community House Calls, please call (206) 744-9256. Referral forms can be faxed to (206) 744-9981.

The Community House Calls program builds on the community health-care worker model by adding specially trained bilingual and bicultural case workers to the care team.

Case workers work to identify and remove barriers to health care at Harborview and in the community.

## Services available to patients:

- Interpretation for six language communities: Spanish, Somali, Vietnamese, Cambodian, Tigrigna, and Amharic
- Find resources for social issues that impact the health of patients, such as immigration concerns, job searches and enrolling in English or citizenship classes.
- Advocacy for patients in health-care, social service, school and agency settings
- Facilitation of Medicaid-eligible patients
- Coordination of patient care and follow-up care, including arranging transportation
- Help with forms and applications
- Health education
- Home visits



## Services available to providers:

- Interpretation for six language communities: Spanish, Somali, Vietnamese, Cambodian, Tigrigna, and Amharic
- Cultural mediation, including facilitating clinical encounters that involve cultural differences
- Cultural consultation about issues affecting patient care
- Didactic presentations providing cultural information about a variety of topics, such as health beliefs, traditional health practices, explaining diagnoses to patients, end-of-life issues and parenting practices
- Educate providers about cultural issues surrounding their clients' care

## Services available to the community:

The program works in collaboration with other community health agencies on important public health projects, such as Ethnomed, a source of multicultural health care information available on the Internet at [www.ethnomed.org](http://www.ethnomed.org).

Case workers also respond to requests for education about tuberculosis, cancer, asthma, depression, HIV/AIDS and other topics.



## Contact us:

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### Case workers

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