

NATIONAL HISPANIC HEALTH FOUNDATION

HEALTH LITERACY COMMUNICATION TOOLS AND RESOURCES

The National Hispanic Health Foundation, with funding from the Centene Foundation, is working to develop a Health Literacy Toolkit focused on COVID-19. This toolkit is designed to help keep the Hispanic community informed on the latest data and best practices for navigating COVID-19.



HEALTH PROVIDERS

HEALTH LITERACY TIPS AND TRICKS



USE THE TEACH-BACK METHOD

This method can improve patient understanding, adherence, satisfaction, outcomes, and decrease callbacks and cancelled appointments.

This method works best when information is explained in a way the patient can best understand. It is **NOT** a test of the patient.

HELPFUL TIPS AND TRICKS

- Plan your approach
- Do not wait until the end of the visit to initiate teach-back. Instead, use this method throughout the visit.
- Start slowly and use consistently.
- Use the show-me method when prescribing new medicines or changing doses.
- Use handouts

STEPS TO TAKE WHEN COMMUNICATING WITH PATIENTS

- Go over the information clearly.
- Ask the patient (or a family member) to explain, in their own words, what they need to know or do.
- If needed, re-explain and check again.

HOW TO IMPROVE YOUR VERBAL COMMUNICATION

- Greet patients warmly
- Make eye contact
- Listen carefully and try to not interrupt patients
- Use plain, non-medical language
- Use the patient's words
- Slow down
- Limit and repeat content
- Be specific and concrete
- Use graphics
- Use demonstrations
- Encourage patient participation through questions

HISPANICHEALTH.INFO PORTAL

For more bilingual health literacy tools and information for Spanish-speaking patients, check out the [HispanicHealth.info](https://www.hispanichealth.info) portal which includes resources including:

- COVID-19 Health Literacy Project
- COVID-19 en Español



Scan this QR code with your cellphone camera so you can be directed to:
HispanicHealth.info

COVID-19 DOS & DON'TS

FOR NON-VACCINATED PEOPLE



DO

- Social distance - 6 feet
- Wear properly fitted masks when NOT at home
- Avoid large crowds
- Wash and sanitize hands frequently

DON'T

- Touch your face when in public
- Wear a dirty mask
- Shake hands, hug, or kiss people outside of your household
- Leave your home if you are feeling unwell

Vaccination against COVID-19 is still the best way to protect yourself from getting sick.

HISPANICHEALTH.INFO PORTAL

For more bilingual health literacy tools and information for Spanish-speaking patients, check out the [HispanicHealth.info](https://www.hispanichealth.info) portal, which includes resources including:

- COVID-19 Health Literacy Project
- COVID-19 en Español



Scan this QR code with your cellphone camera so you can be directed to:
HispanicHealth.info

Resources

1. "When You've Been Fully Vaccinated." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 2021, www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html.
2. "How to Protect Yourself & Others." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 8 Mar. 2021.
3. "COVID-19: When to Quarantine." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 12 Mar. 2021, www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html#:~:text=The%20best%20way%20to%20protect,shorten%20this%20quarantine%20period.
4. "Coronavirus Disease (COVID-19): Contact Tracing." World Health Organization, World Health Organization, 28 July 2020, www.who.int/news-room/q-a-detail/coronavirus-disease-covid-19-contact-tracing.
5. "COVID-19 Case Investigation and Contact Tracing among Refugee, Immigrant, and Migrant (RIM) Populations: Important Considerations for Health Departments." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 2021, www.cdc.gov/coronavirus/2019-ncov/php/rim-considerations.html.

COVID-19 VARIANTS

What is a variant?

A variant of a virus is a new type of virus that has changed (mutated) from how the virus was at the start. Some variants spread more easily or are harder to treat. Those variants must be monitored more carefully.

Are these variants more dangerous?

Research has shown the variants spread more easily, getting more people sick and filling up hospitals.

Fully vaccinated people who get COVID-19 after vaccination can still spread the virus to others. However, vaccinated people appear to be sick and contagious for a shorter period.

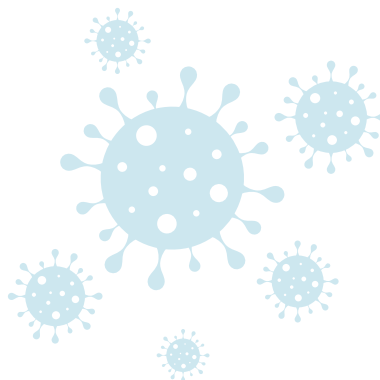
Do vaccinations protect against variants?

So far, scientists have observed that vaccines work against variants of COVID-19. People who are vaccinated and get COVID-19 are usually not as sick and recover faster.

HISPANICHEALTH.INFO PORTAL

For more bilingual health literacy tools and information for Spanish-speaking patients, check out the HispanicHealth.info portal which includes resources including:

- **COVID-19 Health Literacy Project**
- **COVID-19 en Español**



Scan this QR code with your cellphone camera so you can be directed to:
HispanicHealth.info

COVID-19 VACCINE SHOTS

WHAT SHOULD I KNOW ABOUT MRNA VACCINES LIKE MODERNA AND PFIZER?

Some COVID-19 shots (like Pfizer and Moderna) use mRNA to prepare your body in case you ever come into contact with COVID-19. Your immune system creates antibodies that will help you fight off COVID-19.

mRNA shots (vaccines) cannot give you COVID-19.

While this is the first mRNA vaccine given to people, they have been studied for decades.

mRNA vaccines **DO NOT** interact with or change your DNA.

VIRAL VECTOR | TYPE OF COVID-19 SHOT

The J&J COVID-19 shot (vaccine) uses a **viral vector** to get your body prepared in case it is ever in contact or sick with COVID-19.

Does the viral vector vaccine use a live virus?

No. These shots use a part of a dead virus. These vaccines do not use a live virus. A viral vector is a changed version of the virus that sends important information to our fighting cells (antibodies).

How does it work?

- The vector (not the virus) enters the body.
- The vector uses your body's immune system to create a harmless piece of the virus.
- The body then recognizes this virus does not belong, and the body begins to create fighter cells called antibodies.
- Once the process is complete, the body has learned how to protect itself against the COVID-19 virus.

Can viral vector vaccines give me COVID-19?

No. Viral vectors cannot cause infection with COVID-19.

Do viral vector vaccines interact with my DNA?

No. Viral vector vaccines do not interact with DNA in any way.

WHY SHOULD I GET THE COVID-19 VACCINE?

COVID-19 shots (vaccines) can protect you from getting really sick or getting the COVID-19 virus at all.

You will be able to:

- Gather without masks with other people who are fully vaccinated
- Protect family and friends by building protection against the virus
- Slow and stop the spread of the virus
- Slow the creation of new variants

ARE THERE SIDE EFFECTS TO THE COVID-19 VACCINE?

Side effects are a result of your body's reaction (immune response) in an attempt to create fighting cells (antibodies) that protect you from infection. Vaccine side effects are NOT a result of a COVID-19 infection.

You may feel-

In the arm:

- Pain
- Redness
- Swelling

Throughout the body:

- Tiredness
- Headache
- Muscle pain
- Chills
- Fever
- Nausea

After the second shot, symptoms may be worse.

Call your doctor or local clinic if...

- You see redness or tenderness of the injection site after 24 hours worsens.
- Your side effects are concerning and are not going away after a few days.

HISPANICHEALTH.INFO PORTAL

For more bilingual health literacy tools and information for Spanish-speaking patients, check out the **HispanicHealth.info** portal which includes resources including:

- COVID-19 Health Literacy Project
- COVID-19 en Español



Scan this QR code with your cellphone camera so you can be directed to:
HispanicHealth.info

Resources

1. "Benefits of Getting a COVID-19 Vaccine." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 12 Apr. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/vaccine-benefits.html?cid=11235%3Abenefits-of-covid-19-vaccine%3Asem.g%3Apr%3ARG%3AGM%3Agen%3APTN%3APY21.
2. "When You've Been Fully Vaccinated." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html.
3. "Understanding mRNA COVID-19 Vaccines." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 4 Mar. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/mrna.html.
4. "Understanding Viral Vector COVID-19 Vaccines." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 13 Apr. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/viral-vector.html.
5. "Possible Side Effects After Getting a COVID-19 Vaccine." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 16 Mar. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/expect/after.html.
6. "Pharmacies Participating in COVID-19 Vaccination." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 23 Apr. 2021. www.cdc.gov/vaccines/covid-19/retail-pharmacy-program/participating-pharmacies.html.

COVID-19 VACCINE SHOTS

I'M READY TO GET VACCINATED! WHERE CAN I GO?



Visit [vaccines.gov](https://www.vaccines.gov) for updates on vaccine distribution

Vaccines are offered at many local health centers and private pharmacies.

**CVS
Walgreens
Rite Aid
Walmart Pharmacies
Costco
Publix**

Tips for after getting your shot:

- Apply a wet, cool compress to the painful area on the arm.
- Move your arm around.
- Drink water and non-sugary drinks.
- Monitor your body for symptoms.



HISPANICHEALTH.INFO PORTAL

For more bilingual health literacy tools and information for Spanish-speaking patients, check out the [HispanicHealth.info](https://www.hispanichealth.info) portal which includes resources including:

- **COVID-19 Health Literacy Project**
- **COVID-19 en Español**



Scan this QR code with your cellphone camera so you can be directed to:
HispanicHealth.info

Resources
1. "Benefits of Getting a COVID-19 Vaccine." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 12 Apr. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/vaccine-benefits.html#s_cid=11235%3Abenefits-of-covid-19-vaccine%3Asem_ga%3Apr%3ARG%3AGM%3Agen%3APTN%3APY21.
2. "When You've Been Fully Vaccinated." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html.
3. "Understanding mRNA COVID-19 Vaccines." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 4 Mar. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/mrna.html.
4. "Understanding Viral Vector COVID-19 Vaccines." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 13 Apr. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/viral-vector.html.
5. "Possible Side Effects After Getting a COVID-19 Vaccine." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 16 Mar. 2021. www.cdc.gov/coronavirus/2019-ncov/vaccines/expect/after.html.
6. "Pharmacies Participating in COVID-19 Vaccination." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 23 Apr. 2021. www.cdc.gov/vaccines/covid-19/retail-pharmacy-program/participating-pharmacies.html.

COVID-19 VACCINE SHOTS

NEED TO BE TESTED FOR COVID-19?

WHAT ARE THE COVID-19 SIGNS THAT I MIGHT HAVE ?

People with COVID-19 sometimes feel very sick, but others may feel completely fine. People might start to feel sick 2 to 14 days after they have been around someone with COVID-19. People who get sick with COVID-19 might feel:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Who needs to be tested for COVID-19?

- People who have symptoms of COVID-19.
- People who have had a known exposure to someone with suspected or confirmed COVID-19.
- People who are fully vaccinated should get tested 3-5 days after exposure
- People who are not fully vaccinated with COVID-19 vaccine who have been asked or referred to get testing by their school, workplace, healthcare provider, state, tribal, local, or territorial health department.

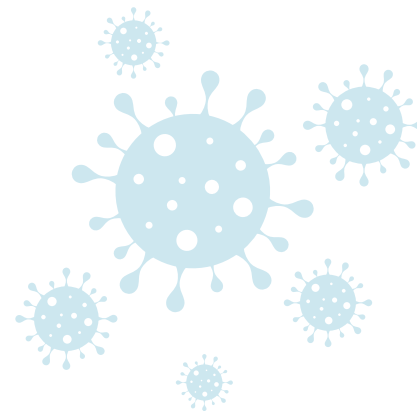
WHAT TO DO IF YOU TEST POSITIVE FOR COVID-19?

- Stay home, unless you feel too sick and need to go to the hospital
- Get lots of rest and drink plenty of water
- Call your doctor, health clinic, or local urgent care if you have any questions
- If possible, stay in a private room to avoid passing COVID-19 to family, friends, or roommates

HISPANICHEALTH.INFO PORTAL

For more bilingual health literacy tools and information for Spanish-speaking patients, check out the [HispanicHealth.info](https://www.hispanichealth.info) portal which includes resources including:

- COVID-19 Health Literacy Project
- COVID-19 en Español



Scan this QR code with your cellphone camera so you can be directed to:
HispanicHealth.info

Resources

1. "Benefits of Getting a COVID-19 Vaccine." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 12 Apr. 2012, www.cdc.gov/coronavirus/2019-ncov/vaccines/vaccine-benefits.html?_s_cid=11235%3Abenefits+of+covid+19+vaccine%3Asem.ga%3Ap%3ARG%3AGM%3Agen%3APTn%3APY21.
2. "When You've Been Fully Vaccinated." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 2021, www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html.
3. "Understanding mRNA COVID-19 Vaccines." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 4 Mar. 2021, www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/mrna.html.
4. "Understanding Viral Vector COVID-19 Vaccines." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 13 Apr. 2021, www.cdc.gov/coronavirus/2019-ncov/vaccines/different-vaccines/viralvector.html.
5. "Possible Side Effects After Getting a COVID-19 Vaccine." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 16 Mar. 2021, www.cdc.gov/coronavirus/2019-ncov/vaccines/expert/after.html.
6. "Pharmacies Participating in COVID-19 Vaccination." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, 23 Apr. 2021, www.cdc.gov/vaccines/covid-19/retail-pharmacy-program/participating-pharmacies.html.

Hello and congratulations on protecting you and your family by getting
your **first** COVID-19 Vaccine!

You have received the Pfizer/ Moderna shot on _____.
(Circle one)

You need to get your next shot between these dates _____.
Today's Date



Important information about the second dose:

If you get the Pfizer or Moderna (mRNA) shots, you will need a second dose to be fully immunized. It is important to note that you must get the second dose of the same shot you received. The shots are NOT interchangeable.

It is also extremely important that you get the second dose of the shot, even if you feel some side effects. The only exception to this is if your doctor or shot provider specifically tells you not to get the second dose.

Do I really need to get a second shot?

Yes! If you get the Pfizer or Moderna COVID-19 shots (mRNA shots), it is important that you get both the first and second doses. A CDC report found that these shots have a 90% effective rate against infections of the COVID-19 virus after the second dose, but only an 80% effective rate after the first dose.

Are the vaccines free?

Yes! Anyone in the United States can get vaccinated free of charge.

Do you need to be a U.S. citizen to get vaccinated?

No! The CDC does not require U.S. citizenship to get a vaccine.

HISPANICHEALTH.INFO PORTAL

For more health literacy tools and information for Spanish-speaking patients, check out the HispanicHealth.info portal which includes resources including:

- COVID-19 Health Literacy Project
- COVID-19 en Español



Scan this QR code with your cellphone camera so you can be directed to:
HispanicHealth.info