

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.



May 16, 2022

# 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 access to more bilingual resources, videos, and other tools for healthcare providers serving Spanish-speaking patients, please visit [HispanicHealth.info](https://HispanicHealth.info).



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# 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.**

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# 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.

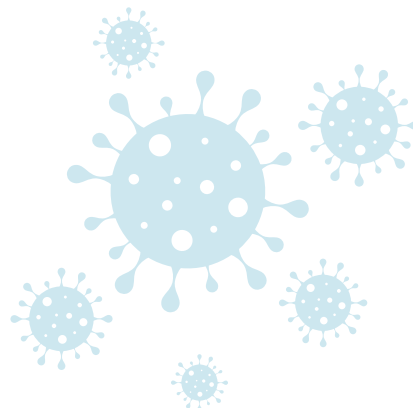
Fully vaccinated people who get COVID-19 after vaccination can still spread the virus to others. However, vaccinated people appear to be sick and contagious for a shorter period.

### 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.

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# 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.

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# 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.



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# 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?

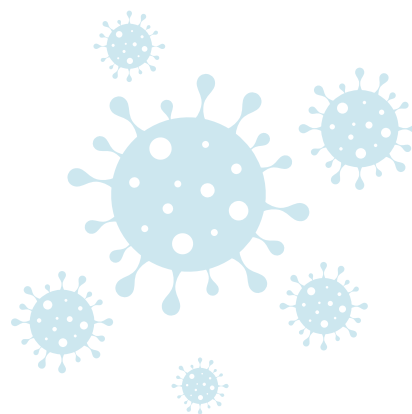
- People who have symptoms of COVID-19.
- People who have had a known exposure to someone with suspected or confirmed COVID-19.
- People who are fully vaccinated should get tested 3-5 days after exposure
- People who are not fully vaccinated with COVID-19 vaccine who have been asked or referred to get 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

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## 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) Today's Date

You need to get your next shot between these dates: \_\_\_\_\_.



### 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.

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For more information on the National Hispanic Medical Association's Vaccinate For All campaign, please visit [vaccinateforall.org](https://vaccinateforall.org).

For more information on the National Hispanic Health Foundation's Health Literacy campaign, please visit [nhmafoundation.org/health-literacy-program-with-centene](https://nhmafoundation.org/health-literacy-program-with-centene).



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## VACCINATION HANDOUT

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