

NATIONAL HISPANIC HEALTH FOUNDATION

HEALTH LITERACY COMMUNICATION TOOLS AND RESOURCES

NHHF, 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

WHAT IS HEALTH LITERACY?

Health literacy is the degree to which individuals have the ability to obtain, process, and understand basic health information needed to make appropriate health decisions.

HISPANICHEALTH.INFO PORTAL

For more 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



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COVID-19 DOS & DON'TS

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.

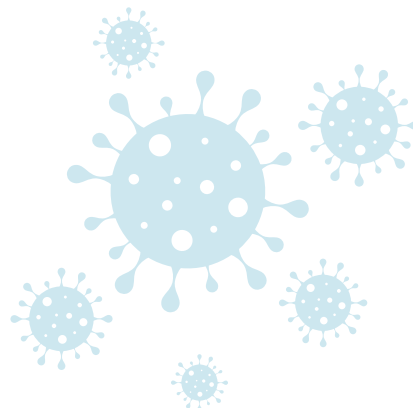
Fully vaccinated people who get COVID-19 after vaccination can still spread the virus to others. However, vaccinated people appear to be sick and contagious for a shorter period.

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

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.

Throughout the body:

- Tiredness
- Headache
- Muscle pain
- Swollen lymph nodes
- Chills
- Fever
- Nausea
- Joint pain

In the arm:

- Pain
- Redness
- Swelling

WHAT ABOUT THE JOHNSON & JOHNSON VACCINE?

In most situations, Pfizer-BioNTech or Moderna COVID-19 vaccines are preferred over Johnson & Johnson's (J&J/Janssen) COVID-19 vaccine for primary and booster vaccinations.

Using the J&J/Janssen vaccine should only be considered in some cases.

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.

WHAT IS A BIVALENT VACCINE?

The word "bivalent" means "in pairs." Bivalent COVID-19 booster shots are designed to provide protection from the original strain of COVID-19 AND the common Omicron variant.

Bivalent shots are part of the recommended COVID-19 vaccination plan, and you should get a bivalent booster at least two months after getting your first COVID-19 shots or a booster.

Anyone 5 years or older is eligible for a bivalent vaccine.

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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

PAXLOVID AND MOLNUPIRAVIR

Paxlovid and molnupiravir are two medications that treat COVID-19. These pills are only recommended for people with other health conditions that put them at risk of getting very sick from COVID-19.

If you get sick with COVID-19, talk to your doctor or pharmacist about getting Paxlovid or Molnupiravir. You must start these medications within 5 days of getting symptoms.

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 (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, 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
- Speak to your doctor or pharmacist about prescribing Paxlovid or Molnupiravir for treatment

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Hello and congratulations on protecting you and your family by getting your COVID-19 Vaccines!

You received your **first** shot of Pfizer/ Moderna on _____.
(Circle one) Date

You received your **second** shot of Pfizer/ Moderna on _____.
(Circle one) Date

You received your **first booster** shot of Pfizer/ Moderna on _____.
(Circle one) Date

You received your **second booster** shot of Pfizer/ Moderna on _____.
(Circle one) 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 95% effective rate against infections of the COVID-19 virus after the second dose, but only an 80% effective rate after the first dose.

Important information about the booster doses:

If you get the Pfizer or Moderna (mRNA) shots for your first and second dose, you can get either mRNA vaccines for your booster shots. The booster shots ARE interchangeable for mRNA vaccines.

Do I really need to get a booster dose?

Boosters can further enhance or restore protection that might have decreased over time after your first two doses. To be best protected against severe COVID-19 illness, it is important to stay up to date with your COVID vaccinations, including booster doses

Am I eligible for a booster? And how many booster doses ?

1 booster dose is recommended for everyone ages 5 years and older who completed their first two doses.

2 booster doses are recommended for adults ages 50 years and older and individuals who are immunocompromised,

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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VACCINATION HANDOUT

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