

Important Contacts Cards

Nombre: _____

Dirección: _____

Fecha de Nacimiento: _____

Teléfono: _____

Contacto de asistencia médica: _____

Alergia: _____

Llamar al 9-1-1 en caso de una emergencia grave

Nombre del Patrón: _____

del Patrón: _____

del Consulado: _____

Contacto de emergencia: _____

Otros Contactos: _____

Solo hablo español. Por favor utilice los servicios de interpretación del idioma apropiado

I SPEAK ONLY SPANISH. PLEASE ACCESS APPROPRIATE
LANGUAGE INTERPRETATION SERVICES

A few notes as you are filling out the Important Contacts Cards:

The purpose of this card is to make sure that farmworkers have on hand/in wallet important information in the case of an emergency, if they need to access healthcare, or have some other communication necessity. This card is for workers' information/purposes, and workers decide when/how/if to present the information or card to healthcare workers or others who may ask them for this information.

- Fill out the card with a sharp, smudge free **pencil** so that the information can be erased and reentered if (when) the patient moves.
- The first four items (**name, address, birthdate, and phone number**) are essential pieces of information if they go to the doctor or the hospital or in the case of an emergency need to provide some basic information to the 9-1-1 operator.
- Remind the farmworker of the importance of learning how to pronounce their address so that they can provide it in the case of an emergency or even to help someone find where they live.
- The **health care contact** should be the clinic or person in the area that can support non-emergent health care access. In **[Name of County/Service Area]**, this should be the **[Clinic Name]** as the individual can call them directly and access a bilingual staff person **[Phone Number]**.

- **Allergies:** If the individual has no known allergies, simply write “NO.” If they do have allergies, be sure to ask about both medical and environmental allergies. The farmworker can fill out the info. in Spanish, but make sure there is room for you to write the info. in English in parentheses. This will be especially helpful to pharmacists who need the basic info. found on the card for new patients.
- The person helping the farmworker fill out this card should emphasize that they should always call **9-1-1** in the case of a true emergency. He/she should also emphasize the importance of ***not hanging up*** if they dial 9-1-1 by accident. They need to express to the 9-1-1 operator that there is, in fact, no emergency and therefore no need to send the police.
- **Consulate** numbers:
 - Mexican Consulate in **[Location], [Phone Number]**
 - Guatemalan Consulate in **[Location], [Phone Number]**
 - Honduran Consulate in **[Location], [Phone Number]**
 - Salvadoran Consulate in **[Location], [Phone Number]**
- The **emergency contact** should be the person they would want us or anyone else to notify if they were in a medical crisis or had an accident. The emergency contact can be someone in the USA or at an international number.
- **Other contacts** can be a bilingual person, family member, or trusted friend.
- Remind the farmworker that one of many reasons to have this card filled out is in the case a cell phone is lost or no longer works. This card will have at least a few important numbers written down.
- **The MEP Recruiter/Tutor ([NAMES]) and [Clinic Name] staff members should *never* be the emergency contact or the other contact.**

More information about how to use 9-1-1

Please share this information with patients after filling in their contact card with them.

9-1-1 should always be called in case of any true emergency.

If workers must call, it is *very* important that they **do not hang up**. 9-1-1 is required to respond to all calls and will send all emergency services (fire, police, and ambulance) to respond to a call for which operators cannot determine the most appropriate service, putting workers at greater risk of legal troubles.

Vermont 9-1-1 management has confirmed that they have 24-hour access to phone interpretation so that they are able to communicate with Limited English Proficiency (LEP) callers. For an interpreter to be accessed, it is most helpful for a caller to identify the language for which they need interpretation as soon as they call (“I speak Spanish.”). While the caller remains **waiting on the line** to continue the call, the 9-1-1 operator will then patch a third party interpreter onto the line who will interpret everything that the caller and operator say to each other. It may take a few moments to get the interpreter patched through, during which time, the caller should **NOT HANG UP**.