

## REFUGEE CENTER FOR HEALTH TRANSPORTATION

**Where is the Refugee Center for Health?** Center for Refugee Health, 222 Alexander Street, 4th Floor, Rochester, NY 14607.

### What do I do when I arrive?

1. Intake is on the 4<sup>th</sup> floor. This is where you will check the family in and confirm contact information (make sure the office has the client's name spelled correctly and in the correct order, and their DOB is correct—according to the information provided by World Relief).
2. After the appointments, go to the 2<sup>nd</sup> floor for bloodwork and urine/stool sample if required. The clients cannot complete the stool sample in the office, so they need to bring the stool cup home and the case manager will return the sample to the office. If this is the case, please let Elisabeth know at 585.622.4336 so she can relay info to the Case Manager.
3. After bloodwork, go to the 3<sup>rd</sup> floor for the pharmacy if medication pick-up is needed.

### What if the client does not have their Medicaid cards? What about payment?

- For appointment/bloodwork, tell the office that Medicaid cards are pending (this should be sufficient).
- If medications need to be picked up at the pharmacy, either the client will have cash to pay given by the Case Manager, or let Elisabeth know at 585.622.4336 to have the Case Manager pick-up at a later time. \*\*As a volunteer, you are not expected to use your own funds to purchase!

**Do I have to stay for the duration of the appointments?** Yes, this is important so that no information is missed.

**What do I do with future appointment information/information about the appointment?** Please send pictures of the After-Visit summary to Elisabeth at [estojkovic@wr.org](mailto:estojkovic@wr.org). Any other information can be entered into Track it Forward notes for Elisabeth to review and pass along to Case Managers.