



Let's Talk About Medicines: Workshops for Refugees and Immigrants

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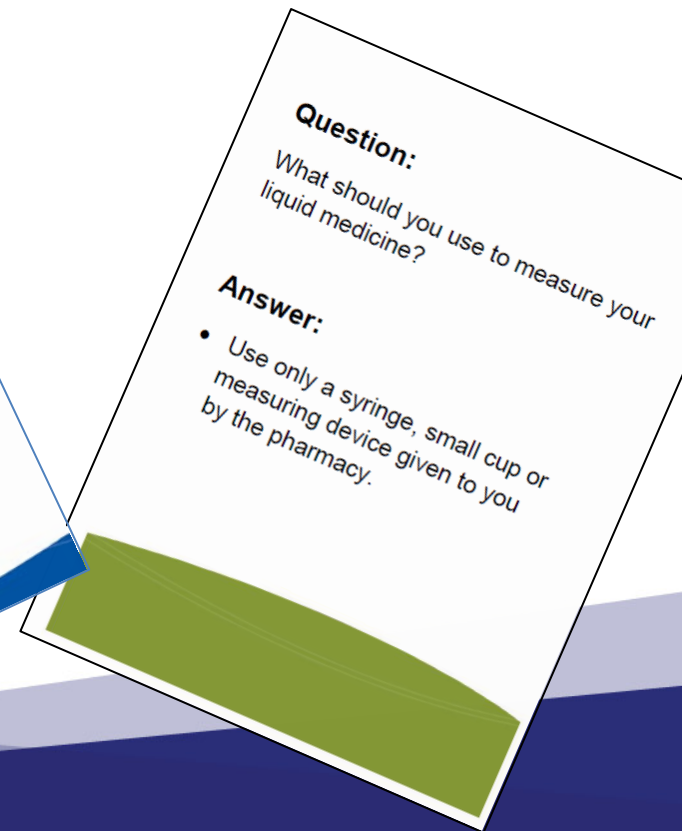
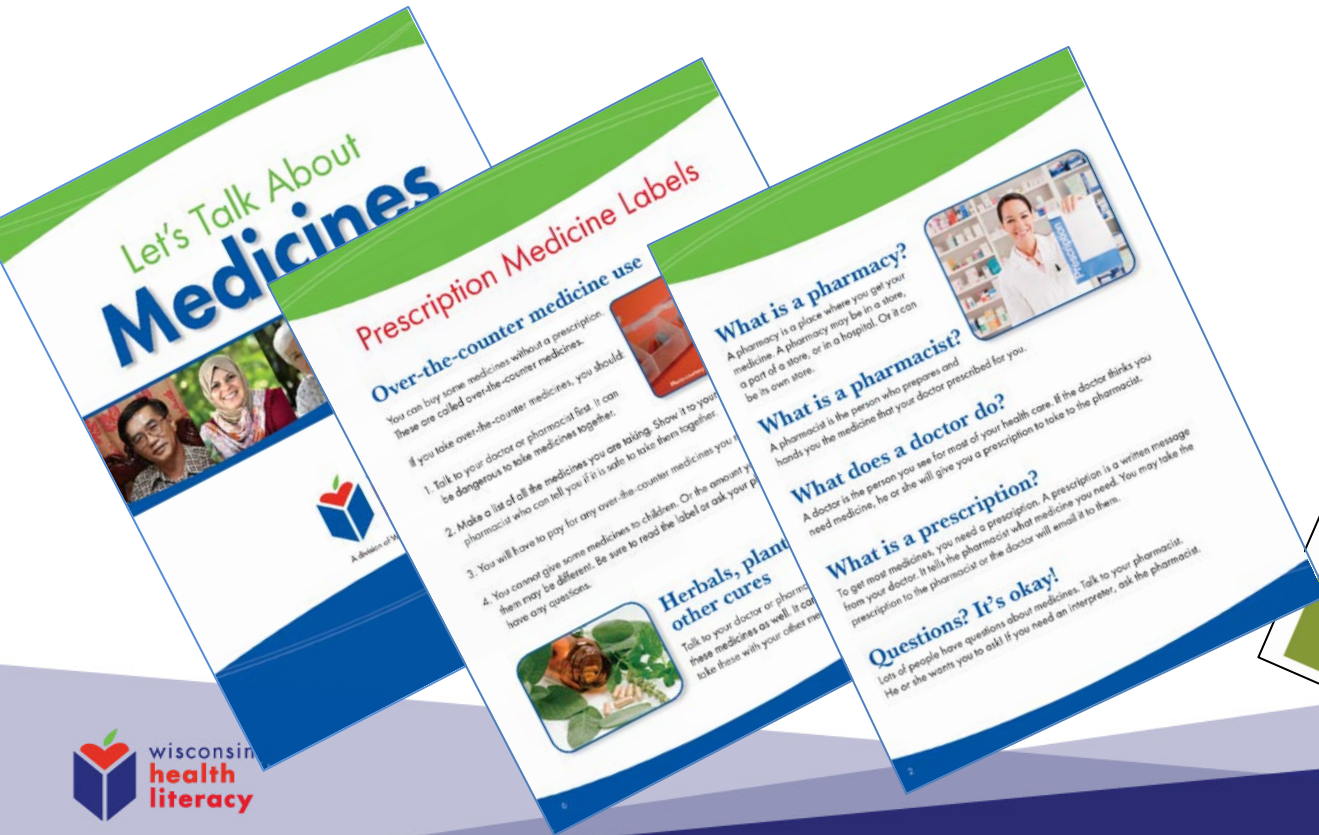
Project Background

- Why this project?
- Workshop goals:
 - Refugees & immigrants gain a better understanding of how to more safely and effectively use medicine
 - Develop a comfort level to ask questions of their pharmacist or doctor
- Two-year project
 - 20 workshops in each year



Workshop Design



- 15 – 30 participants
- 90 minute workshop
- Interpreters/translations



Workshop Topics

- The main parts of a medication label
- Dosage instructions: determining how much medicine to take and when
- Basic storage techniques
- Strategies to remember to take medications
- Discuss importance of asking pharmacist questions



	Hometown Pharmacy (800) 555-5555 123 MAIN STREET ANYTOWN, WI 22222
	DR. T. JEFFERSON
No. 0070823-05439	DATE 02/15/16
YOUR NAME 567 SUNNY STREET, ANYTOWN, WI 33333	
TAKE 2 CAPSULES 3 TIMES DAILY FOR 7 DAYS	
AMOXICILLIN 250MG CAPSULES	
QTY 42	
2 REFILLS	EXPIRES 06/30/17



Challenges - Language

- Multiple languages and interpreters at some workshops
- Written translations – difficulty with less common languages
- English Language Learners – different levels of English skills



Challenges - Language

Languages spoken in Year 1:

- Arabic
- Burmese
- French
- Hmong
- Sgaw Karen
- Spanish
- Somali
- Swahili

Challenges – Refugee & Immigrants’ Diverse Backgrounds



(Photo courtesy of Grassland Media, Inc.)

- Every participant is different:
 - Culture
 - Background
 - Level of Education
 - Prior medicine use

Races/Ethnicities in Year 1

Bhutanese

Black

Burmese

Caucasian

Chin

Hmong

Indonesian

Iraqi

Karen

Latino

Rohingya

Somali

Challenges – Organizations

- Some reluctance to renew in Year 2
- Number and language of participants not always known
- Follow-up surveys challenging can be challenging to obtain

What we learned

- The simpler the better
- Remain flexible
- A simple smile and hello go a long way
- Your work is important



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