

SERVICE DELIVERY: POINTS TO REMEMBER

Some groups experience more barriers in accessing care than others, as is typically the case of migratory and seasonal agricultural workers. Agricultural workers, especially those that migrate from one community to another in search of jobs, usually stay in one place for a short period of time, and often are unaware of available primary care services or how to access them. English language limitations, limited or non-existing transportation, and a lack of health insurance, may prevent them from seeking needed care. Aware of those limitations, health centers have adapted services to meet the needs of the farmworker population by:

- Utilizing outreach workers to find farmworkers and inform them of services available and how to access them
- Employ health promoters or promotores de salud to deliver culturally- and linguistically-competent health education/disease prevention messages or interventions
- Assessing health literacy levels and adopting health promotion materials accordingly
- Offering case management to help farmworkers navigate the system and to coordinate continuity of care
- Providing interpretations services
- Facilitating or providing transportation services
- Using mobile units to deliver services to those unable to access care at health centers
- Using voucher models to reach and deliver services to areas with smaller or more dispersed populations of farmworkers
- Utilizing telemedicine to increase access to mental, dental and specialty care