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County Executive

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ORANGE COUNTY  
DEPARTMENT OF HEALTH

COMMUNITY HEALTH  
OUTREACH DIVISION

## DESCRIPTION OF PROGRAMS:

Community Health Outreach (CHO) is a county and grant-funded division of the Department of Health. With Orange County's commitment to public health education and New York State Department of Health grants targeting specific public health issues, the division strives to improve the quality of life for County residents through outreach, education, referrals and case management. Services are delivered through offices located in the cities of Newburgh, Middletown and Port Jervis. The overarching goal is to foster behavior changes that will result in positive outcomes through the following programs.

# COMMUNITY HEALTH OUTREACH

CHO MAIN PHONE NUMBER:

(845) 360-6680

FAX NUMBER:

(845) 360-9306



**Public Health Education** provides prevention and education programs as well as information surrounding a variety of health topics. Public Health Educators work with hospitals, health care providers, school districts, businesses, community agencies, local coalitions and the general public by providing resources and expertise in the health education arena. Public Health Education programs offered include topics on current trends such as general nutrition, exercise education, tobacco prevention and many other wide-ranging wellness programs. Additionally, the Public Health Educators work closely with the local media to disseminate public health messages for the health and safety of the general population.

PHE Outreach Staff:

PHE/Newburgh Office:

(845) 360-6689/(845) 360-6687

**Healthy Orange** was introduced as a means of addressing rising obesity rates. Data from the National Center for Health Statistics shows that 30 percent of U.S. adults 20 years of age and older – over

60 million people – are obese. The percentage of young people who are overweight has more than tripled since 1980.

Healthy Orange addresses three simple but vital issues of improved nutrition, increased physical activity and movement, and a tobacco free lifestyle to improve the overall health of Orange County residents. It also addresses the issues surrounding obesity utilizing best practices relative to age appropriate exercise and the fundamentals of good nutrition. Healthy Orange has become the umbrella for programs addressing the core goals.

- Healthy Orange Seniors
- Healthy Orange Daycares
- Healthy Orange Worksites

**Breastfeeding Friendly – Orange County** is a five-year grant funded by the NYS Department of Health focusing on providing a comprehensive, community-wide approach to implement policy, systems, and environmental (PSE) change in support of breastfeeding, chestfeeding and lactation for under-resourced communities within Orange County's eligible Minor Civil Divisions (MCDs). The catchment area will include the Cities of Middletown, Newburgh, and Port Jervis, and the Towns of Deerpark, Highlands, Mount Hope, New Windsor, and Walkill. OCDOH will serve as project lead in collaboration with Mid-Hudson Chocolate Milk (MHCM) and a network of community supporters.

BFF-OC Outreach Staff:

Newburgh Office:

(845) 360-6680

**Creating Healthy Schools and Communities Grant** is a five-year grant to increase opportunities for physical activity and improved nutrition in high-need communities of New York State. This approach supports and aligns with the New York State Department of Health Prevention Agenda and the CDC New York State Physical Activity and Nutrition Program. OCDOH partners with OC Planning and the Child Care Council of Orange County with the objectives of increasing the number of worksites and community settings that implement food service guidelines and physical activity interventions, increasing the number of schools and childcare providers that improve policies, practices, and environments for physical activity and nutrition and increasing the number of municipalities that adopt and implement community planning and active transportation interventions to increase safe and accessible physical activity.

CHSC Outreach Staff:

Newburgh Office:

(845) 360-6680

Middletown Office:

(845) 291-3230

**COVID Response to Advance Health Equity (CRAHE)** is a two-year federal grant that addresses health disparities and the needs of vulnerable populations to increase health literacy in the cities of Newburgh and Middletown, enhance communication for vulnerable populations and increase use and access to services. Staff work to expand and strengthen public health messaging regarding COVID-19



and other public health topics, following public health prevention measures. These messages focus on racial and ethnic minority populations who are at highest risk for health disparities, low health literacy, and are not being engaged or reached through existing public health messages. Our grant goals are refining health literacy interventions to support improvements in the access to, quality of, and understanding of health care to eliminate health disparities and improve health outcomes in our target areas.

**CRAHE Outreach Staff:**  
Newburgh Office: (845) 360-6680

**Lead Safe Orange (LSO)** is the umbrella name under which CHO coordinates our programs concerning lead poisoning, case management and lead hazards. These programs include Lead Poisoning Prevention, Healthy Neighborhoods, and Childhood Lead Primary Prevention). Through LSO, we have combined the outreach efforts of these programs to focus on lead hazards and exposure throughout Orange County.

**The Childhood Lead Poisoning Prevention Program (CLPPP+)** tracks all lead testing activity for children in the county ages 6 months and older. Outreach is done via home visits, presentations, and health fairs to identify children who need testing and to provide information about health services for children. Case management is provided for lead poisoned children (blood lead levels of  $\geq 5$  ug/dL) including home visits with the family to provide education on lead hazards, prevention methods, and to ensure medical follow-up for the child through ongoing monitoring, ensuring testing is in accordance with NYSDOH guidelines. The Environmental Health Division, in collaboration with CHO staff, conducts environmental evaluations in the homes of all lead poisoned children. In addition, risk-reduction education is provided to community groups, schools, health practitioners, landlords, and homeowner associations. The program offers free training on lead awareness, lead safe work practices and the EPA Renovation, Repair and Painting (RRP) Rule to contractors, homeowners, childcare providers, parents, residents, and landlords.

**CLPPP+ Outreach Staff:**  
Newburgh Office: (845) 360-6680  
Port Jervis Office: (845) 360-6562

**Healthy Neighborhoods Program (HNP)** is a primary prevention program providing public health services to residents in Middletown, Newburgh, and Port Jervis with a high rate of documented, unmet environmental health needs. HNP staff work with residents in their homes to provide education, literature, and incentives to assist in identifying lead hazards, methods to control lead hazards, asthma triggers including exposure to environmental tobacco smoke, and other healthy home issues.

**HNP Outreach Staff:**  
Newburgh Office: (845) 360-6680  
Middletown Office: (845) 291-3230  
Port Jervis Office: (845) 360-6562

**The Perinatal Infant Community Health Collaborative (PICHC)** works to improve perinatal and infant health outcomes in the communities of Port Jervis, Middletown (City), Newburgh (City), Newburgh (Town), Walden, New Windsor, Monroe, Highland Falls, Highland Mills, Chester, Goshen, Pine Bush, and Wallkill. This is accomplished by interventions aimed at the individual level through needs assessment, case coordination, life planning, and referral. We support interventions aimed at the community and environment to improve access for parenting individuals. We educate and offer opportunities that promote healthy behaviors. High need individuals including prenatal and inter-conception, their infants, and families are all eligible to receive home visits, risk assessment, and developmental assessment. We offer group support and education classes. Organizations providing services to high need individuals in the perinatal, postpartum, and parenting phases are encouraged and supported to become involved in identifying forces in their communities that contribute to behaviors that negatively impact health. Continued community involvement to identify, design, and promote strategies to improve overall health throughout the life course is a primary goal of the initiative.

**PICHC Outreach Staff:**  
Newburgh Office: (845) 360-6695  
Middletown Office: (845) 291-3216  
Port Jervis Office: (845) 360-6564

**The Orange County Tobacco Education Program** aims to reduce/eliminate tobacco use and its negative effects throughout Orange County. This is accomplished through the efforts of the Public Health Education staff by utilizing:

- School based prevention
- General education
- Policy development
- Smoke free housing information
- Cessation referrals

**Tobacco Education Program Outreach Staff:**  
Newburgh Office: (845) 360-6680  
NYS Smokers Quitline: 1-866-NYQUITS

**The Adolescent Tobacco Use Prevention Act (ATUPA)** is a statewide tobacco enforcement program aimed at reducing the use and accessibility of tobacco to individuals under 21 years of age. Employees aged 18-20 are trained to conduct compliance checks with OCDOH staff members to ascertain if vendors sell tobacco products to individuals under the age of 21. Those in violation are provided hearing notices and if found guilty, are fined. Every tobacco vendor in the County receives at least one compliance check yearly. Free vendor education and certification is offered quarterly.

**ATUPA Outreach Staff:**  
Newburgh Office: (845) 360-6692

**The Lyme Disease Prevention Program** conducts education in Orange County. The Sr. Public Health Educator or Community Health Worker meets with the public and health care providers in accessible venues to provide risk reduction education. This program assists in the identification of ticks and provides referrals for medical care and information.

**Lyme Outreach Staff:**  
Newburgh Office: (845) 360-6680

**The Migrant Health Services (MHS)** provides outreach and education services to migrant farm workers in Orange County to reduce the risk of contracting communicable and infectious diseases and improve occupational health and safety. This is a collaborative service between the Orange County Department of Health, the Hudson Valley Migrant Health Program of Hudson River HealthCare, Inc., based in Goshen, and other agencies that serve our migrant farm working population. The primary focus areas of the program are TB, HIV, STDs and injury prevention.

**MHS Outreach Staff:**  
Newburgh Office: (845) 360-6680

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**These programs are different in focus but together form a coordinated outreach effort. Staff in each program seek out residents in need. These coordinated efforts are enhanced by a bilingual staff and cross training of all workers in the health issues addressed in each of the programs.**

**Revised September 2023**

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# Every time you talk with a health care provider **ASK THESE 3 QUESTIONS**

**1**

**What is  
my main  
problem?**

## **When to ask questions**

You can ask questions when:

- You see a doctor, nurse, pharmacist, or other health care provider.
- You prepare for a medical test or procedure.
- You get your medication.

**2**

**What do  
I need  
to do?**

## **What if I ask and still don't understand?**

- Let your health care provider know if you still don't understand what you need.
- You might say, "This is new to me. Will you please explain that to me one more time?"
- Don't feel rushed or embarrassed if you don't understand something. Ask your health care provider again.

**3**

**Why is it  
important  
for me to  
do this?**

## **Who needs to ask 3?**

Everyone wants help with health information. You are not alone if you find information about your health or care confusing at times. Asking questions helps you understand how to stay well or to get better.

**Ask  
Me<sup>3</sup>**  
Good Questions  
for Your Good Health



To learn more, visit [ihi.org/AskMe3](http://ihi.org/AskMe3)

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# Write your health care provider's answers to the 3 questions here:

## 1. What is my main problem?

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## 2. What do I need to do?

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## 3. Why is it important for me to do this?

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### Asking these questions can help you:

- Take care of your health
- Prepare for medical tests
- Take your medications the right way

You don't need to feel rushed or embarrassed if you don't understand something. You can ask your health care provider again.

When you Ask 3, you are prepared. You know what to do for your health.

## Your providers want to answer 3

Are you nervous to ask your provider questions? Don't be. You may be surprised to learn that your medical team wants you to let them know that you need help or more information.

Like all of us, health care providers have busy schedules. Yet they want you to know:

- All you can about your health or condition.
- Why their instructions are important for your health.
- Steps to take to keep you healthy and any conditions under control.

Bring your medications with you the next time you visit a health care provider. Or, write the names of the medications you take on the lines below.

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Like many people, you may see more than one health care provider. It is important that they all know about all of the medications you are taking so that you can stay healthy.

Ask Me 3<sup>®</sup> is an educational program provided by the Institute for Healthcare Improvement / National Patient Safety Foundation to encourage open communication between patients and health care providers.

## Questions to ask your pharmacist

### 1. What is the name of my medicine and how is it going to help me?

Medicine can be used to treat different conditions. It is good to know why you are taking a medication. Ask your pharmacist how your medicine is going to help you.

### 2. When and how do I take it?

Your pharmacist can tell you to take it with or without food to avoid potential side effects. He or she can also give you helpful tips on ways to remember to take your medication, such as setting an alarm on your phone or downloading a reminder app.

### 3. Can I stop taking it if I feel better?

No, you should always take your medication exactly as prescribed and finish all of it so you can prevent future sickness. If you can't afford your medicine, your pharmacist may be able to find a copay card or other medication assistance program.

### 4. What if I'm already taking another medicine?

Tell your pharmacist if you are taking any other medicines, even something over the counter and he or she can tell you if there are any interactions.

### 5. What are the side effects?

Not everyone will experience side effects from their medication, but it is good to know which ones are most common, and which are more serious. That way, you can know when it is best to call your doctor. The pharmacist can also talk to you about signs and symptoms of any allergic reactions.



# Cada vez que hable con un prestador de servicios médicos

## HÁGALE LAS 3 PREGUNTAS



**¿Cuál es mi problema principal?**

### **Cuándo hacer «las tres preguntas»**

Puede hacer las preguntas en los siguientes momentos:

- Al visitar a su prestador de servicios médicos
- Mientras se prepara para una prueba o un examen médico
- Cuando le entregan su medicamento



**¿Qué debo hacer?**

### **¿Y si pregunto pero sigo sin entender?**

- Si continúa sin saber bien qué es lo que debe hacer, dígaselo a su prestador de servicios médicos
- Podría decir, por ejemplo: «Esto es algo nuevo para mí. Por favor, ¿me lo podría volver a explicar?»
- Si no entiendo algo, no tengo que sentirme agobiado ni avergonzarme. Puedo volver a preguntárselo al prestador de servicios médicos.



**¿Por qué es importante para mí hacer eso?**

### **¿Quiénes tienen que hacer «las tres preguntas»?**

Todos necesitan ayuda para entender la información relativa a su salud. Usted no es la única persona a la que información sobre la salud a veces le resultan confusas. Preguntar le ayudará a comprender qué hacer para mantener su salud sentirse mejor.

**Ask Me3**  
Preguntas para su buena salud



# Anote aquí la respuesta de su médico a «las tres preguntas»:

## 1. ¿Cuál es mi problema principal?

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## 2. ¿Qué debo hacer?

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## 3. ¿Por qué es importante para mí hacer eso?

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Formular estas preguntas puede ayudarle a:

- Cuidar su salud
- Prepararse para estudios diagnósticos
- Tomar correctamente sus medicamentos

Si no entiende algo, no tiene que sentirse agobiado ni avergonzarse. Puede volver a preguntárselo al prestador de servicios médicos.

Cuando haga «las tres preguntas» estará preparado. Sabrá lo que tiene que hacer por su propia salud.

## Sus prestadores de servicios médicos *quieren* contestar «las tres preguntas»

¿No se atreve a preguntar algo a la persona que le presta asistencia sanitaria?

No se inquiete. Por sorprendente que pueda parecerle, su equipo médico quiere que usted le haga saber que necesita ayuda o más información.

Como nos pasa a todos, los prestadores de servicios médicos están muy ocupados. No obstante, ellos quieren que usted sepa:

- Todo lo posible acerca de su condición
- Por qué eso es importante para su salud
- Qué debe hacer para controlar su condición

La próxima vez que vaya al prestador de servicios médicos, **lleve consigo sus medicamentos**. O escriba el nombre de los medicamentos que está tomando en estas líneas de abajo.

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Como muchas otras personas, quizás tenga usted más de un prestador de servicios médicos. Para mantenerse sano, es importante que todos los médicos que le atienden sepan qué medicamentos está tomando.

Ask Me 3<sup>®</sup> es un programa educativo ofrecido por el Institute for Healthcare Improvement / National Patient Safety Foundation para promover la comunicación abierta entre los pacientes y los prestadores de servicios médicos.

## Preguntas para hacerle a su farmacéutico

### 1. ¿Cuál es el nombre del medicamento y cómo me va a ayudar?

Los medicamentos se pueden usar para tratar diferentes condiciones. Siempre es bueno saber por qué está tomando un medicamento. Pregúntele a su farmacéutico cómo le va a ayudar su medicamento.

### 2. ¿Cuándo y cómo tomo mi medicamento?

Su farmacéutico puede indicarle que lo tome con o sin alimentos para evitar posibles efectos secundarios. Él/ella también le puede brindar consejos útiles sobre cómo recordar tomar sus medicamentos al horario debido, como configurar una alarma en su teléfono o descargar alguna aplicación de recordatorio.

### 3. ¿Puedo dejar de tomar los medicamentos si me siento mejor?

No, siempre debe tomar su medicamento exactamente como se lo recetaron y terminarlo todo para que pueda prevenir futuras enfermedades. Si no puede pagar su medicamento, su farmacéutico puede encontrar una tarjeta de copago u otro programa de asistencia con medicamentos.

### 4. ¿Qué sucede si ya estoy tomando otro medicamento?

Dígale a su farmacéutico si está tomando otros medicamentos, incluso alguno que tome sin receta y él o ella le puede decir si hay alguna interacción.

### 5. ¿Cuáles son los efectos secundarios?

No todo el mundo experimentará los efectos secundarios de sus medicamentos, pero es bueno saber cuáles son más comunes y cuáles son más graves. De esa manera, puede saber cuándo es mejor llamar a su médico. El farmacéutico también puede hablar con usted acerca de las señales y síntomas de cualquier reacción alérgica.