



Primary Care

Resource Navigation Guide

Oregon Office on Disability and Health



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You can think of primary care as the center of all your care with specialty care interacting with this central care.

Information in this guide

Many of the resources are recommended by community members across the state. OODH has not checked accessibility of many of these resources. It is important to confirm that resources in this guide meet your needs.

Why we wrote this guide

We created this guide to provide information about preventive healthcare resources that are accessible for people with intellectual and developmental disabilities (I/DD) and other disabilities in Oregon communities. The purpose is to ease the process of navigating resources. Many people may find the information useful. We think people with disabilities, their supports, and case managers will use this guide.

This guide focuses on ways to navigate preventive healthcare. It is not a full list of preventive care programs and services.

The guide highlights specific programs and services when practical, but statewide and local resources are always changing. The contact information or websites to navigate these programs and services also change often.

For updated features and contact information, users of this guide may need to conduct an internet search or consult with local resources. This is especially true when it comes to eligibility requirements for insurance coverage and healthcare professional availability.



The Linkage Project

[The Linkage Project](#) at the Oregon Office on Disability and Health created this guide. The Linkage Project connects adults with I/DD with unmet needs to preventive healthcare and health promotion in their community.

The Linkage Project staff have learned a lot about resource navigation as they have helped link adults with I/DD to preventive health services. They also learned about resources from surveys of people with disabilities and their families, case managers across Oregon, and other partners.



Icon Legend

Using Visual Icons to Navigate Our Guide

This guide includes various icons to visually indicate different types of information.



Description

Short summary of program, activity, or service



How to Find Resources

Directions to assist in finding local resources



Tips

Tips from the community about resources listed



Information to Get You Started

Introductory information on using resources listed



Phone Number

Phone number associated with resource listed



Website Link

Website link associated with resource listed



Spanish Language

Services available in Spanish

Links and QR Codes

Accessing Resources

This guide includes both links and QR codes to refer readers to resources.

Links

Throughout the guide, links are identifiable through the use of underlined text in **green**.

How to use links:

- 1 Hover over underlined text
- 2 Left click on mouse
- 3 Navigate to the new window that pops up
- 4 Browse the resources available!

Example of Links



[Oregon Office on
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Health](#)

QR Codes

QR codes allow users to access websites by scanning a box with a smartphone or tablet

How to use QR Codes:

- 1 Open your phone camera: depending on your phone type, you may need to download a QR reader app
- 2 Hold your device over a QR code so that it's clearly visible within your smartphone's screen
- 3 Two things can happen when you correctly hold your smartphone over a QR code:
 - Phone automatically scans code
 - Some readers scan once a picture is taken
- 4 Browse the resources available!

Example of QR Code



[Oregon Office on
Disability and
Health](#)

Key Icons & Words

Vocabulary and Icons Specific to Our Guide

This guide includes various icons to visually indicate different types of healthcare-related needs, as well as some frequently used words related to health insurance.



Tools

Worksheets, forms, and documents created to assist you in healthcare settings



Self-Advocacy

Indicates an opportunity to express your needs and/or accommodations



Insurance/Coordinated Care Organization (CCO)

Consider reaching out to your insurance company or CCO for help

Dictionary

The Oregon Health Authority (OHA) has created a dictionary of Oregon Health Plan's (OHP) frequently used words related to healthcare or insurance. Here are a few words we will use a lot in this guide, but you can find more definitions in the [OHA dictionary](#).

Benefits

The services your healthcare plan pays for.

Network

The medical, mental health, dental, pharmacy, and equipment providers that have a contract with a CCO.

Oregon Health Authority (OHA)

The state agency that is in charge of OHP and other health services in Oregon.

Medicaid

A national program that helps with health care costs for people with low incomes. In Oregon, it is called the Oregon Health Plan.



For additional help navigating in your community:



[Centers for Independent Living](#)



[Find your local Arc chapter](#)



[Autism Society of Oregon](#)



[Brokerages across Oregon](#)



[Community Developmental Disability Programs](#)



[Oregon Family-to-Family Health Information Center](#)



[Oregon Consortium of Family Networks](#)



Resources available in Spanish

For additional help navigating in your community:



[Oregon Office of Tribal Affairs](#)



[211 Info](#)



2-1-1



Resources in Spanish & other languages

Navigating Language Access


OHA & OHP materials, resources and services are **available in many languages** and styles.

- For more information, visit their [language access website](#) 



Website Navigation Tips for Language Translation

- Many health system websites have an option to translate information.
 - Most OHSU webpages can be translated.
- For example, to translate an **OHA website**, find the language icon (a globe image with Languages written in black box) in the top right corner.

 Languages

This navigation guide is available in English with the hope to expand to other languages in the future. The Linkage Project is currently offered in English and Spanish. We understand this limits access. We will seek additional resources and community support to offer more languages in the future.

Primary Care

Description:

Primary care professionals are the first contact for medical issues, managing common illnesses, and promoting preventive care and overall well-being.

They perform routine check-ups, vaccinations, and screenings, and encourage healthy lifestyles. Primary care professionals also diagnose and treat common conditions and can refer patients for specific health care needs to specialist, such as a dermatologist for skin care.

You can think of primary care as the center of all your care with specialty care and specialists being referred to as needed. You should focus on getting primary care before any other care, unless you have specific or urgent needs.



Primary care is for your ongoing health care. **If you are experiencing a health emergency call 9-1-1 or go to the emergency room.**

This section primarily focuses on



Tips



Information to Get You Started



Explore [OODH for other Navigation Guides](#)
including our Preventive Health Care, Mental Health, and
Oral Health Care Guides

Information to Get You Started:

When to get primary care

- It is important to have a **consistent primary care team**. That means scheduling appointments with the same primary care professional or within the same clinic.
- **Consistent care also means seeing your primary care professional on a regular basis.** You should have an appointment with your **primary care professional at least once each year**, even if you are not sick. **Yearly check-ups** help us build a relationship with our provider, detect diseases early, and ask questions about our health.
- You may need to have an appointment with your primary care professional more often, depending on what they recommend for you. The **primary care professional can learn what works well for you** as far as accommodations, supports, and preferences.
- **Primary care professionals should know your health history** and all the care you are getting. This helps them do their job to keep you healthy and respond to your health and well-being concerns throughout your entire life.



Self-Advocacy

It is **okay to change your primary care professional or clinic** any time if you are unhappy with the care you receive. You do not have to accept care that does not support your needs and preferences. It's important to find a primary care professional that suits your needs, even if it takes time, involves additional travel, or requires multiple attempts. **The goal is to try to find a primary care professional that will work well for you.**



Insurance/CCOs

OHP Members are assigned to a Coordinated Care Organization, and you will need to know your CCO to find a primary care professional in your CCO network.

Oregon Health Plan - Coordinated Care Organizations (CCO)



OHP members can call Client Services for information about CCOs, including which CCO you belong to:
(1) 800-273-0557



Use this OHP website to learn more about CCOs in general.



[OHP CCOs](#)



If you are not in a CCO, contact OHP Care Coordination:
(1) 800-562-4620.

- **Use your CCO's website to search the Provider Directory** for primary care professionals in your CCO's network. Or call your CCO's customer service line to ask for assistance with finding available primary care professionals.

Tips:

- Call the primary care professionals on the list and get all your questions answered.
- Ask to be put on the cancellation list for a sooner appointment.
- Make sure you feel comfortable with the level of accommodation and accessibility they provide.

There are lots of topics in the [Taking Charge of My Health Care Toolkit](#) that could help you get the most out of your primary care appointment.

Choose the topics that are most relevant to you:

- Topic 2: Finding a new doctor
- Topic 3: When I should visit my doctor
- Topic 4: Me and my doctor
- Topic 5: Me and my medications
- Topic 6: Signs of sickness
- Topic 9: Staying healthy



[TCMHC Toolkit](#)



[TCMHC Supplemental Materials & Tools](#)

[Support person fact sheets](#) can help people supporting you to have a good primary care experience. These fact sheets are **especially relevant to primary care**:

- Fact Sheet 2: Supporting someone who is going to the doctor
- Fact Sheet 3: Helping with communication with the doctor
- Fact Sheet 5: Supporting annual wellness check-ups
- Fact Sheet 6: Signs of illness
- Fact Sheet 9: Supporting healthy behaviors
- Fact Sheet 12: Supporting a person with diabetes
- Fact Sheet 14: Supporting healthy aging
- Fact Sheet 15: Supporting healthy sexuality
- Fact Sheet 16: Supporting menstruation management

Oregon Office on Disability and Health Linkage Project

The Linkage Project can connect you with preventive healthcare and health programs in your community!

Eligibility for the Linkage Project:

- Adult 18 years or older
- Have an intellectual/developmental disability
- Live in Oregon
- Meet via phone or Zoom in English or Spanish

Free

Sign up on the Linkage Project website now!



Do you have feedback about this guide?

We want to hear from you about the guide!
Please complete this survey to give feedback about the guide, the accessibility of the guide, or ideas for other resources that should be included.

Feedback Survey

