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Uprooting Inaccessibility: Growing Awareness and Efficacy for the Use of Health-Related Resources at a Nashville Nonprofit

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Uprooting Inaccessibility

Growing Awareness and Efficacy for the Use of Health-Related
Resources
at a Nashville Nonprofit

Abby Ray, Caroline Driskell, and Jules Webb



Who is The Branch?

The Branch of Nashville is a local 501(c)(3) that serves the Antioch community through direct aid and education.

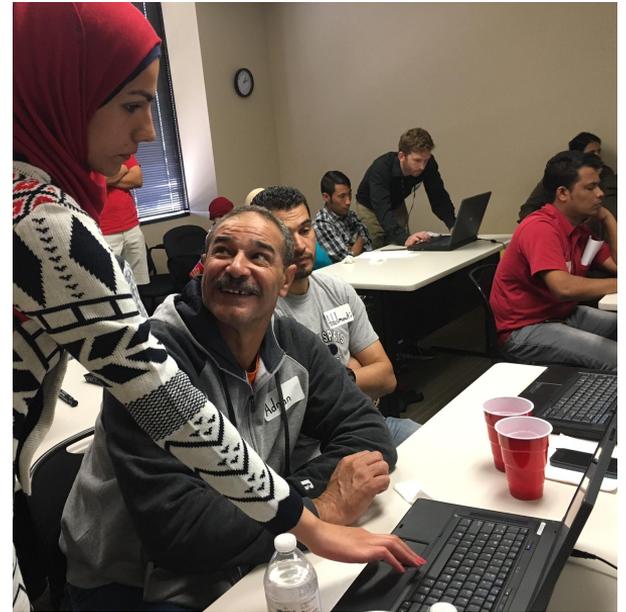
More recently, The Branch has sought to expand beyond food distribution and create more comprehensive programs of care. That's where we came in.



The Need: Linguistic and Cultural Hurdles to Accessing Crucial Services

With the help of The Branch, we identified 3 material things clients of the Branch routinely need assistance with:

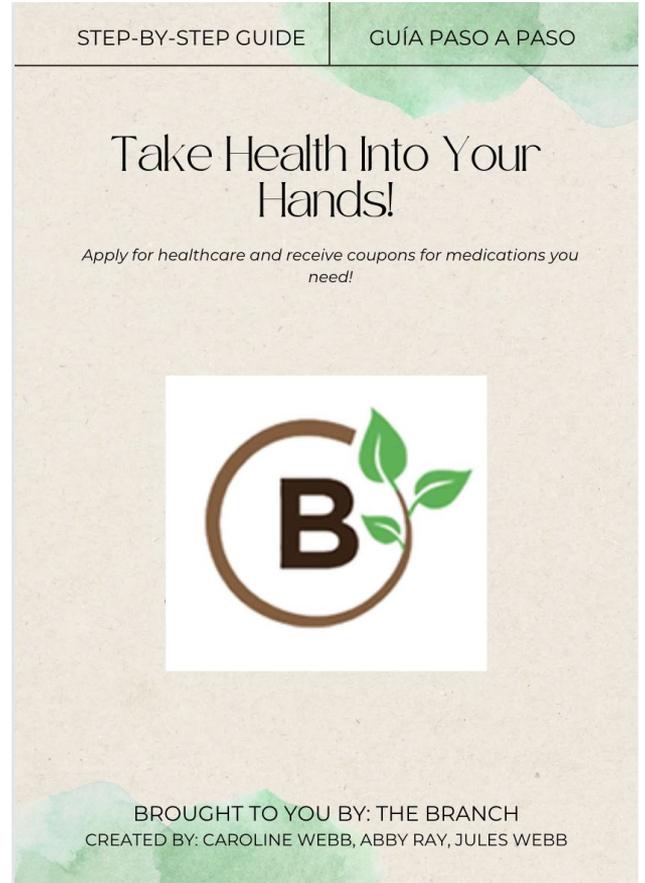
1. Signing up for a health appointment with Get Covered Tennessee
2. Locating medication coupons with GoodRX
3. Changing the language on one's phone



Our Deliverable

A guide with pictures, explanations, and definitions:

- Get Covered
- GoodRx
- Iphone



Sign up for a Health Appointment:

USING GETCOVEREDTN.COM TO SCHEDULE A HEALTHCARE APPOINTMENT:



What is Get Covered Tennessee? A place to receive affordable health insurance for you and your family. Here is how to sign up:

3

Receive Medication Coupons

USING GOODRX TO FIND THE NEAREST PHARMACY AND RECEIVE COUPONS FOR MORE AFFORDABLE MEDICATIONS

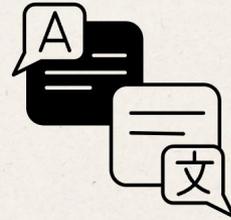


What is GoodRx? GoodRx is a free online price comparison platform for prescription drugs and it also has coupons. You can download, save a photo, or print them and take them to the pharmacy to save money!

8

Change Your Language On Your Phone

CHANGING THE LANGUAGE ON YOUR PHONE CAN HELP CONNECT YOU TO THE WORLD AROUND YOU



16

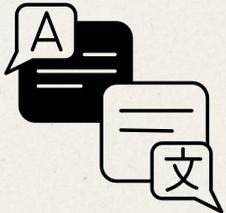
What is a Pharmacy?

When you need medication, you buy it at a pharmacy (a medicine store) with a permission slip called a prescription. GoodRX is a website that is used to locate the cheapest, closest place to request your prescription for medication be filled. A prescription from a doctor is necessary for obtaining medication. Once you have a prescription from a doctor, then you can pick up the prescription and pay in person. Medication can be expensive, so GoodRX is here to help users locate coupons to lower the price. Print coupons out after you receive the prescription but BEFORE you go to the pharmacy to pay.

Example: Changing the language on your phone

Change Your Language
On Your Phone

CHANGING THE LANGUAGE ON YOUR PHONE CAN HELP
CONNECT YOU TO THE WORLD AROUND YOU

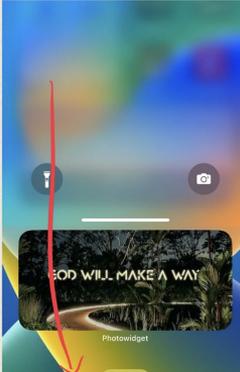


16

Thursday, February 8
7:37

STEP 01.
→ Open your phone

STEP 02.
→ Swipe down for the search function on your phone



17

STEP 03.
→ Search for setting

STEP 04.
→ Scroll down to "General" and click on it



18

Example: Changing the language on your phone



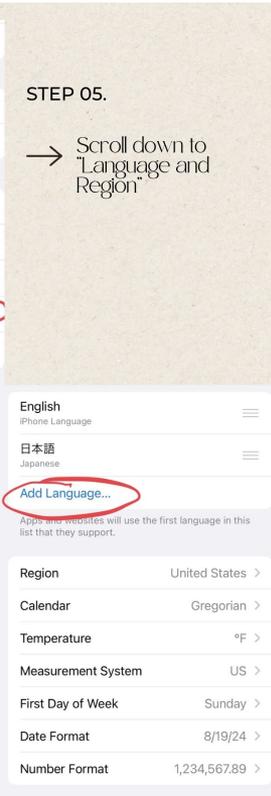
STEP 05.

→ Scroll down to "Language and Region"

STEP 06.

→ Click "Add Language"

19



English
iPhone Language

日本語
Japanese

Add Language...

Apps and websites will use the first language in this list that they support.

Region United States >

Calendar Gregorian >

Temperature °F >

Measurement System US >

First Day of Week Sunday >

Date Format 8/19/24 >

Number Format 1,234,567.89 >

STEP 07.

→ Once you find your native language click on it



IPHONE LANGUAGES

Español (EE. UU.)
Spanish (US)

English (UK)
English (UK)

English (Australia)
English (Australia)

English (India)
English (India)

简体中文
Chinese, Simplified

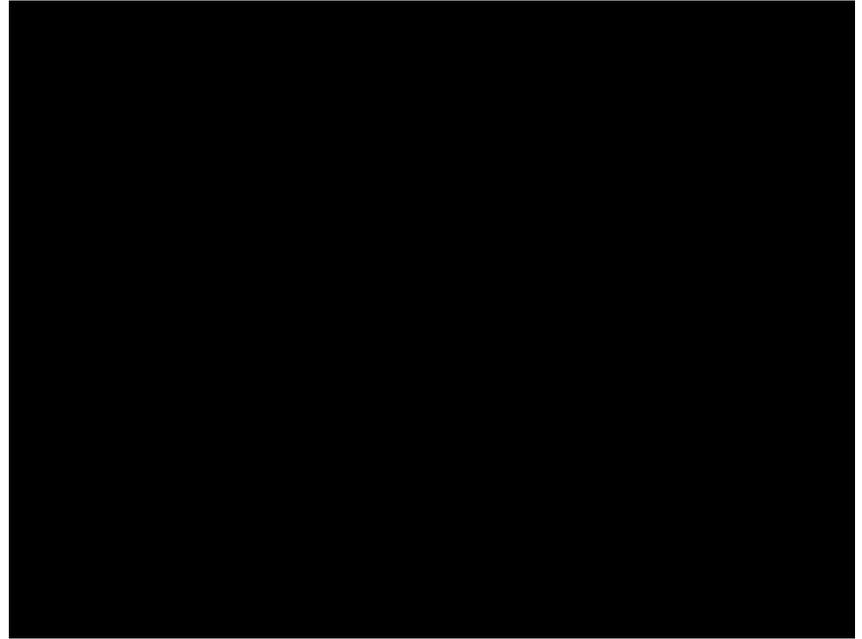
繁體中文
Chinese, Traditional

繁體中文 (香港)
Chinese, Traditional (Hong Kong)

Español

Video Scroll-Through

Format of the envisioned implementation of the deliverable



Our Development Process



Fall 2023

January 2024

April 2024



Our original goals:

- Pictorial guide
- Translated guides
- Video explanations

Realization:

- Availability
- Expectations
- Realistic Deliverable

Current Goals:

- Embed into The Branch's website
- Click analytics

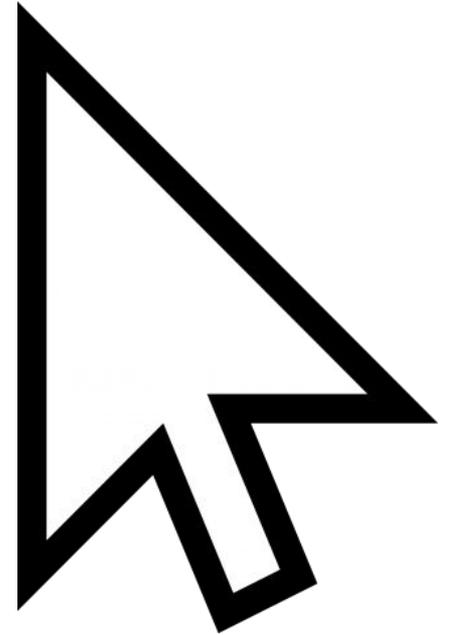
Goals for Future Implementation

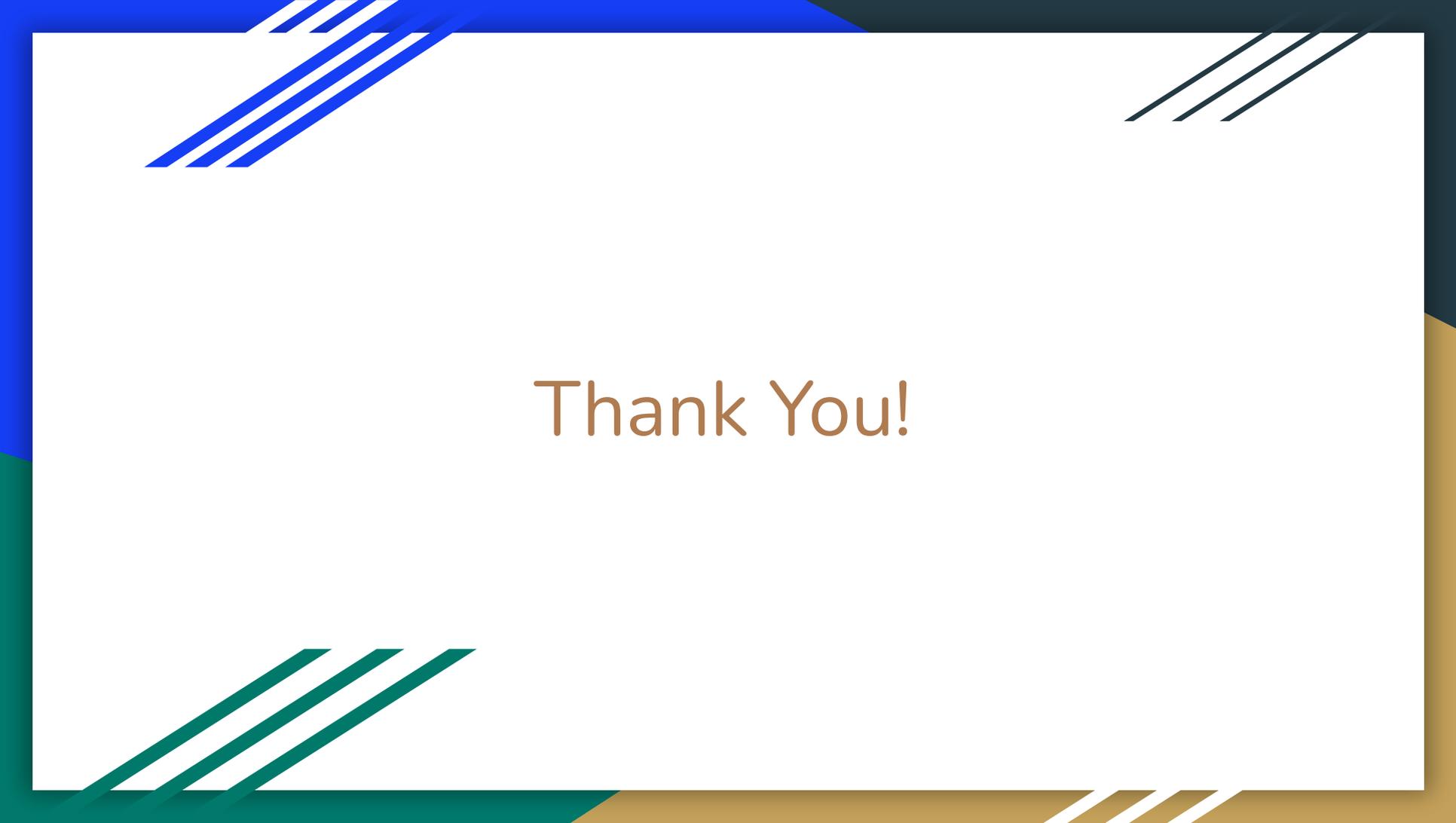
- Hosting on the Website through a link that automatically provides analytics
- Translations into multiple languages
- Printable versions of the guide in multiple languages
- Video explanations of the guides spoken in multiple language available through The Branch's website and on Youtube
- Peer Mentorship



Why Go Forward With Our Deliverable?

- Easy to print and download
- Easy to attach on The Branch's Website
- Can easily be translated
- Easy to use table of contents for reference





Thank You!

Take Health Into Your Hands!

Apply for healthcare and receive coupons for medications you need!



BROUGHT TO YOU BY: THE BRANCH
CREATED BY: CAROLINE WEBB, ABBY RAY, JULES WEBB

Table of Contents

1. Sign Up For a Health Appointment With Get Covered Tennessee - page 3

2. Medication coupons with GoodRX - page 8

3. Change Language On Your Phone - page 16



Sign up for a Health Appointment:

USING [GETCOVEREDTN.COM](https://www.getcoveredtn.com) TO SCHEDULE A HEALTHCARE APPOINTMENT:



What is Get Covered Tennessee? A place to receive affordable health insurance for you and your family. Here is how to sign up:



A non-profit program providing free health insurance enrollment and healthcare advice to all Tennesseans

Quality healthcare for you and your family

GetCoveredTenn are experts in affordable health insurance and access to community-based healthcare across Tennessee

[Schedule an Appointment](#)



→ STEP 01.
Go on the website

Select "Schedule an Appointment" on the main page for getcoveredtenn.org

STEP 02. → In-Person Appointment

Click HERE you desire an in-person appointment.

IN-PERSON APPOINTMENT PHONE APPOINTMENT

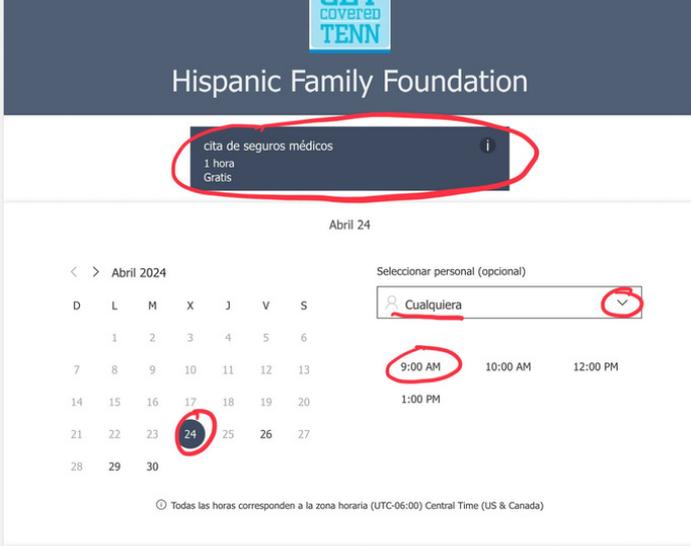
There are several ways to use the map below. You can choose a location from the list, search for a location by city or zip code, and filter locations by language. When you choose a location, you will see available hours and a link to make an appointment.

Enter your city or zip code 25 mi Filter by Language

- Middle TN - Hispanic Family Foundation**
SPANISH
3927 Nolensville Pike, Nashville, TN 37211
[Schedule an appointment](#)
- Middle TN - Lentz Public Health Center**
2500 Charlotte Ave, Nashville, TN 37209
[Schedule an appointment](#)
- Middle TN - Marshall County Memorial Library**
310 Old Farmington Rd, Lewisburg, TN 37091
[Schedule an appointment](#)
- Middle TN - South Central Human Resource Agency**
5021 Trotwood Ave, Columbia, Tennessee, 3840
[Schedule an appointment](#)

Middle TN - Hispanic Family Foundation
SPANISH
3927 Nolensville Pike, Nashville, TN 37211
Mon - Tues 10 a.m. to 5 p.m.
Fri 10 a.m. to 5 p.m.
[Schedule an appointment](#)
[Directions](#)

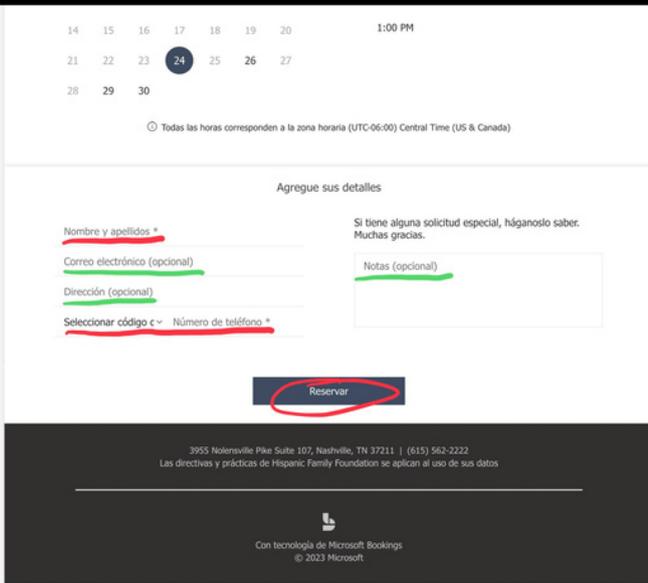
• For Knoxville and surrounding East TN counties please call Cherokee Health Services to schedule an appointment 866-672-1979
• For Johnson City and surrounding Northeast TN counties please call Appalachian Mountain Project Access to schedule an appointment 423-232-6700



STEP 03.

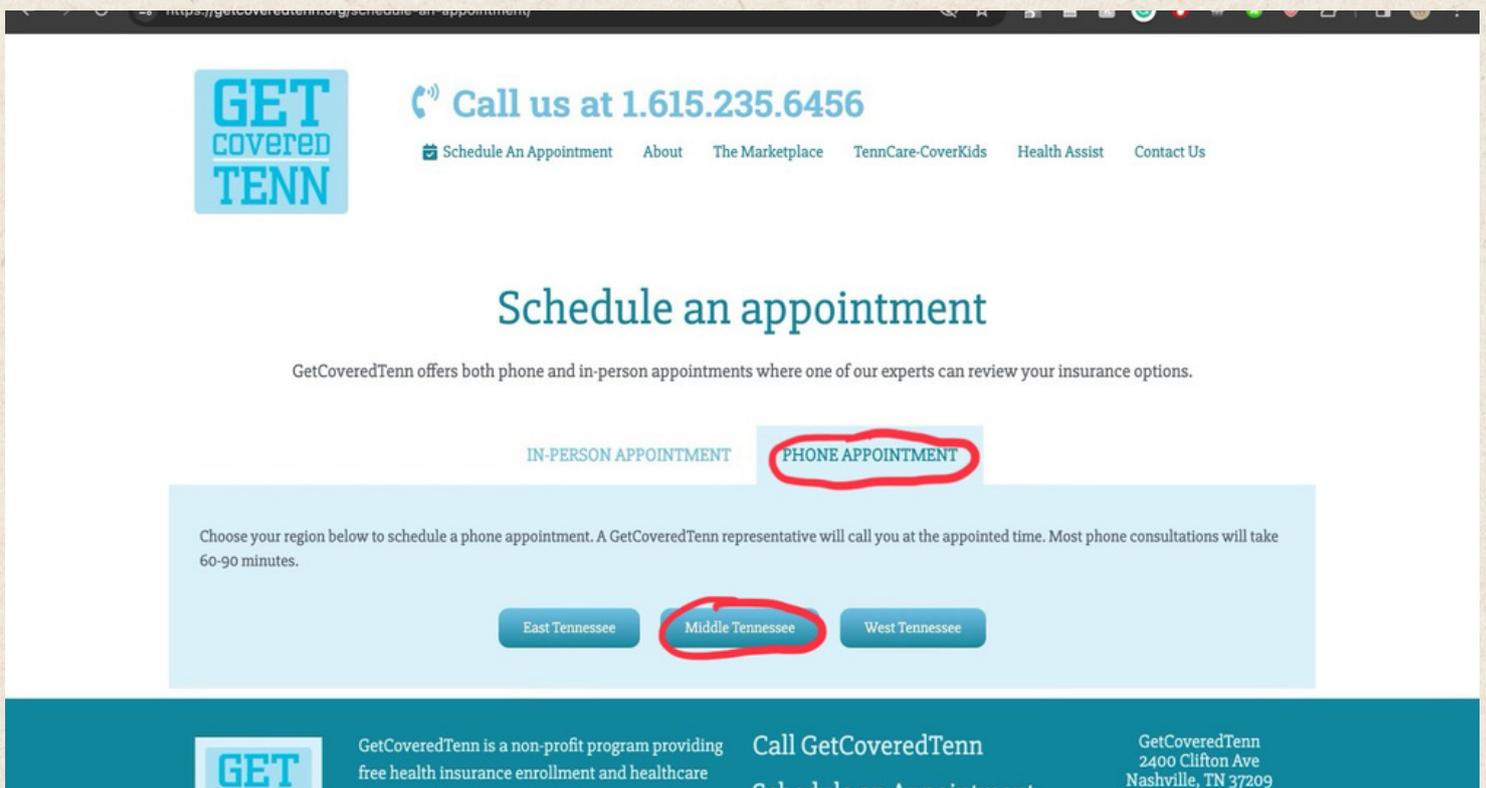
→ In-Person Appointment Scheduling

Select "Schedule an Appointment" under your desired location.



STEP 04. → Phone Appointment

If you want a "Phone Appointment", click that option instead. Then, select your region as "Middle Tennessee"



Phone Appointment - Middle Tennessee

Phone Appointments- Middle TN

Select service

Marketplace/TennCare/CoverKids Ph...
1 hour
Free

Appointment in Arabic
1 hour
Free

cita en español/Spanish appointment
1 hour
Free

Select time

STEP 05.

→ Phone Appointment

Under "Select Service", this menu should appear.

STEP 06. → Phone Appointment

Select the language you want to use at your appointment, between Arabic, English, and Spanish.

Phone Appointment - Middle Tennessee

Phone Appointments- Middle TN

cita en español/Spanish appointment

Marketplace/TennCare/CoverKids Ph...
1 hour
Free

Appointment in Arabic
1 hour
Free

cita en español/Spanish appointment
1 hour
Free

STEP 07. → Booking your appointment



Call us at 1.615.235.6456

- Schedule An Appointment
- About
- The Marketplace
- TennCare-CoverKids
- Health Assist
- Contact Us

Phone Appointment - Middle Tennessee

April 26

< > April 2024

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Select staff (optional)

Anyone

7:30 AM	8:00 AM	8:30 AM
9:00 AM	10:00 AM	10:30 AM
11:00 AM	11:30 AM	12:00 PM
12:30 PM	1:00 PM	1:30 PM
2:30 PM	3:00 PM	3:30 PM

© All times are in (UTC-06:00) Central Time (US & Canada) ▾

Select the time at which you want to have your appointment on the calendar. Then, add your Name, Email Address, Home Address, Phone Number, and any other details you want the representative to know.

21 22 23 24 25 26 27

28 29 30

11:00 AM 11:30 AM 12:00 PM

12:30 PM 1:00 PM 1:30 PM

2:30 PM 3:00 PM 3:30 PM

© All times are in (UTC-06:00) Central Time (US & Canada) ▾

Add your details

First and last name *

Email (optional)

Address (optional)

Select country code ▾ Phone number *

Please let us know if you have any special requests. Thank you.

Notes (optional)

Book

Nashville (Nashville, Tennessee, United States) | 1-866-475-7879 | <http://www.getcoveredtenn.org/>
Terms and Conditions | The Policies and Practices of Phone Appointments- Middle TN apply to the use of your data

Receive Medication Coupons

USING GOODRX TO FIND THE NEAREST PHARMACY AND RECEIVE
COUPONS FOR MORE AFFORDABLE MEDICATIONS



GoodRx

What is GoodRX? GoodRx is a free online price comparison platform for prescription drugs and it also has coupons. You can download, save a photo, or print them and take them to the pharmacy to save money!

What is a Pharmacy?

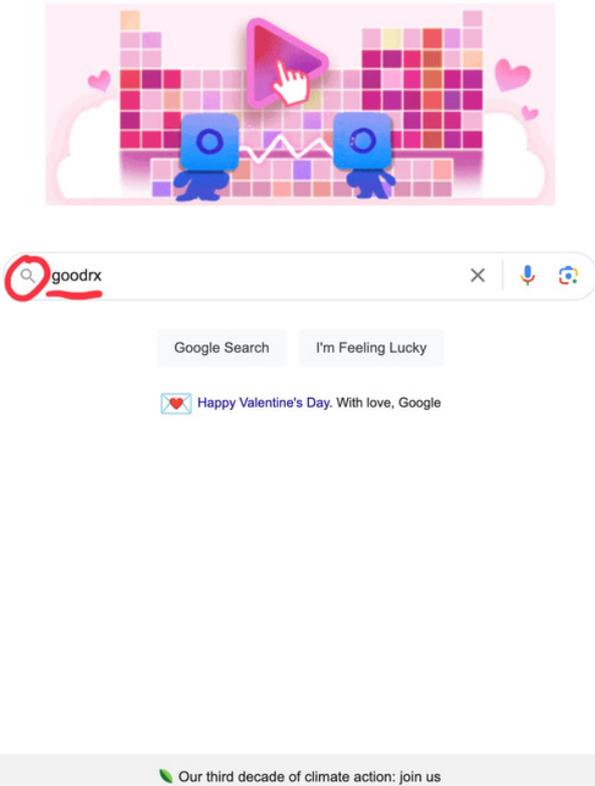
When you need medication, you buy it at a pharmacy (a medicine store) with a permission slip called a prescription. GoodRX is a website that is used to locate the cheapest, closest place to request your prescription for medication be filled. A prescription from a doctor is necessary for obtaining medication. Once you have a prescription from a doctor, then you can pick up the prescription and pay in person. Medication can be expensive, so GoodRX is here to help users locate coupons to lower the price. Print coupons out after you receive the prescription but BEFORE you go to the pharmacy to pay.

Medication: Invokana

STEP 01.

→ Google website

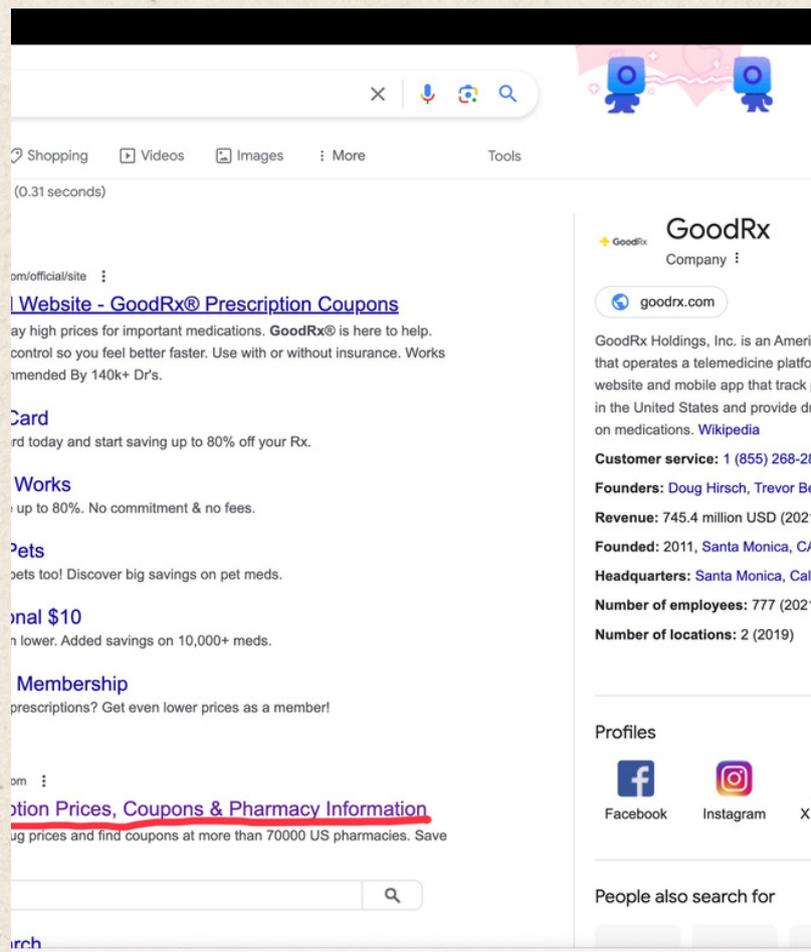
Type "GoodRx" into an ordinary Google search.



STEP 02.

→ Select Website

Select this Website:
goodrx.com



Search for your prescription and start saving now

Save up to 80% on prescriptions when you use a GoodRx coupon.¹

Type your drug name (like Atorvastatin, Si Select your pharmacy Save now

Ozempic
2mg/3ml, 1 carton (1 prefilled 2mg pen)

Starting at
\$25
With the Ozempic Savings Card

Save now

Retin-A
0.05%, 1 tube, 45mg

Exclusive discount
\$35
With a free GoodRx coupon

Get free coupon

STEP 03.

→ Beware of Pop-ups!

Ensure you aren't clicking on a pop-up. Click the "x" to close out of it.

STEP 04.

→ Finding your medication

Type the name of the medication into the search box—in this case, "Invokana."

Telehealth Health information Gold membership

Search for your prescription and start saving now

Save up to 80% on prescriptions when you use a GoodRx coupon.¹

Q Invokana x Select your pharmacy Save now

- Invokana Contains canagliflozin
- Invokamet xr
- Invokamet
- Invanz (ertapenem)
- Invega (paliperidone er)

it no extra price
and we'll send you refill and renewal reminders,
e – all for free.

Create a free GoodRx account
Got an account but haven't used a coupon yet?

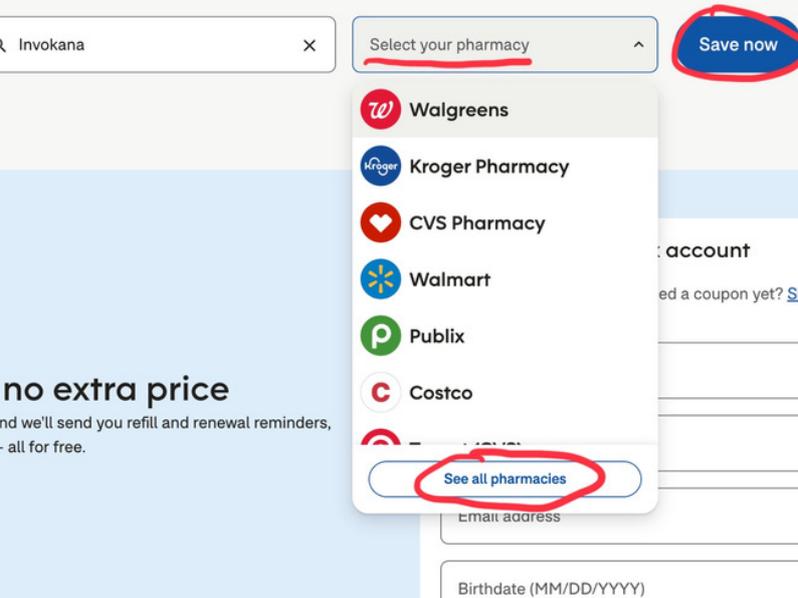
First name

Last name

Email address

Search for your prescription and start saving now

Save up to 80% on prescriptions when you use a GoodRx coupon.¹



STEP 05.

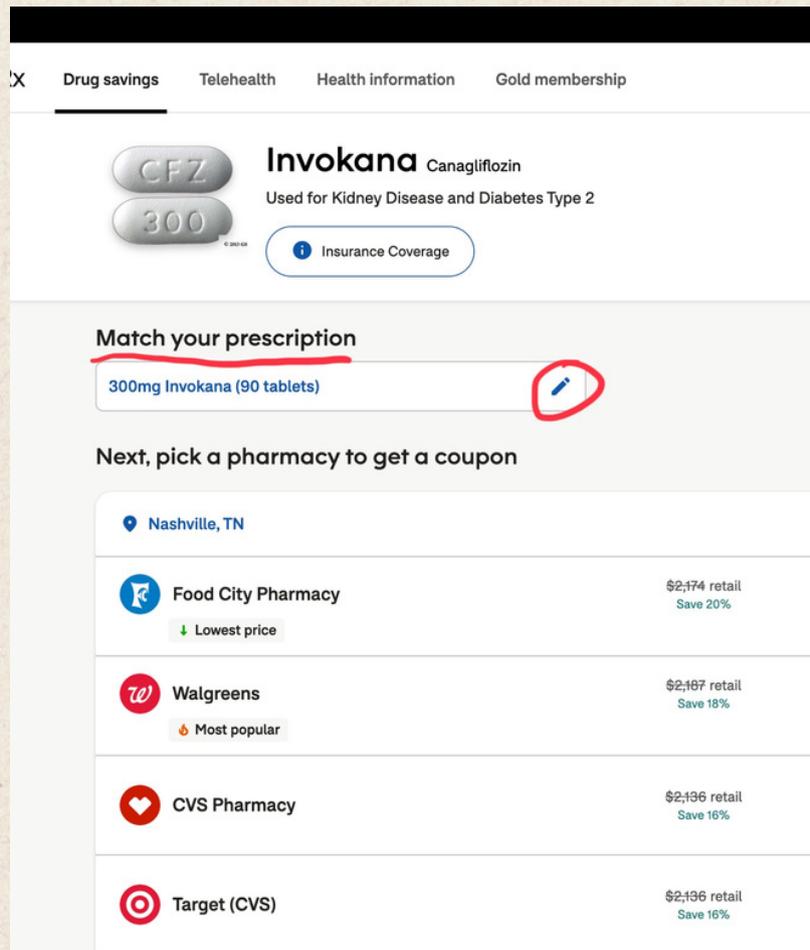
→ Find your pharmacy

Select your pharmacy from the drop-down menu. Click "See all pharmacies" to view all the options.

STEP 06.

→ Pick the option that best fits you!

Under "match your prescription" specify the details of the prescription, such as how much of the medication your prescriber has instructed you to buy.



Lowest price ▾

\$2,174 retail Save 20%	\$1,743	Get free savings
\$2,187 retail Save 18%	\$1,800	Get free savings
\$2,196 retail Save 16%	\$1,801	Get free savings
\$2,196 retail Save 16%	\$1,801	Get free savings
\$2,244 retail Save 18%	\$1,840	Get free savings
\$2,155 retail Save 14%	\$1,859	Get free savings
\$2,155 retail Save 13%	\$1,870	Get free savings

STEP 07.

→ Receiving your savings

Choose your Pharmacy and Select "Get free savings"

STEP 08.

→ Receiving your Savings

Select the preferred method for GoodRx to send you a coupon for your medication, from the options of "text", "email", or "print".

Show this FREE coupon to your pharmacist at
Walgreens

Invokana
90 tablets 300mg

\$1,800 – \$1,918

BIN **015995**
PCN **GDC**
Group **DR33**
Member ID **EET343639**

GoodRx Coupon • Last updated Feb 14

Print or send this coupon to your phone

Text

Email

Print

Or request a discount card by U.S. mail

This is not insurance

Frequently Asked Questions

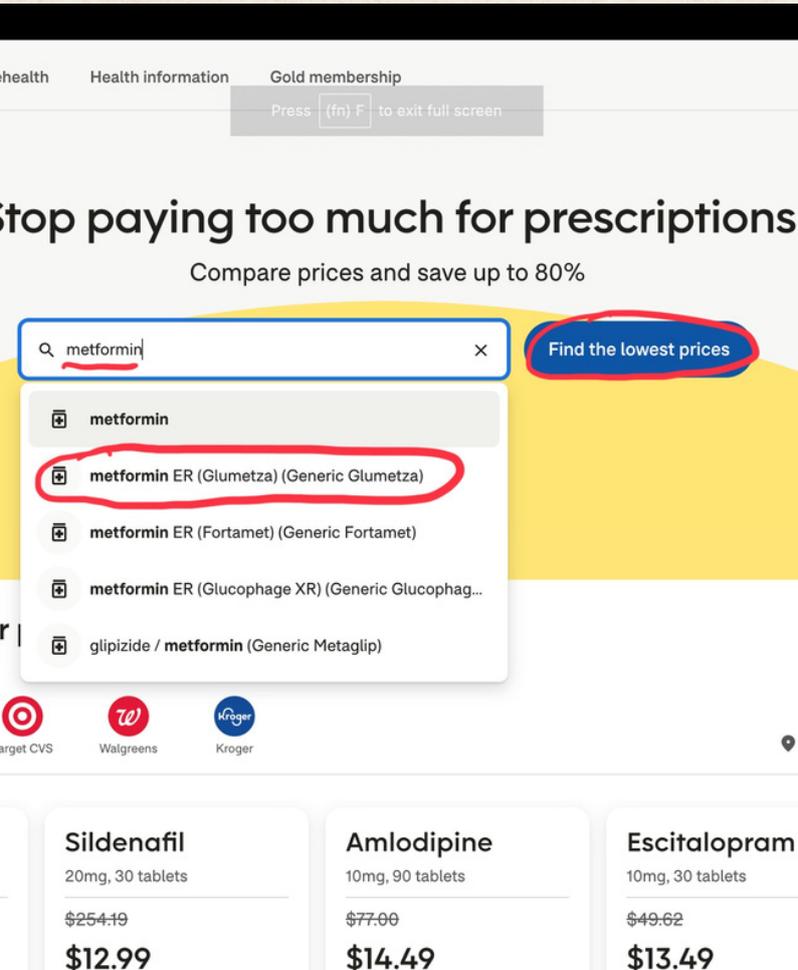
What are GoodRx coupons?

GoodRx coupons will help you pay less than the retail price for your prescription. They're free to use and are accepted at participating pharmacies in all states and Puerto Rico.

Remember, this coupon...

- Will work at other pharmacies (price may vary)
- Can be used for all of your family's prescriptions

Medication: Metformin



STEP 01.

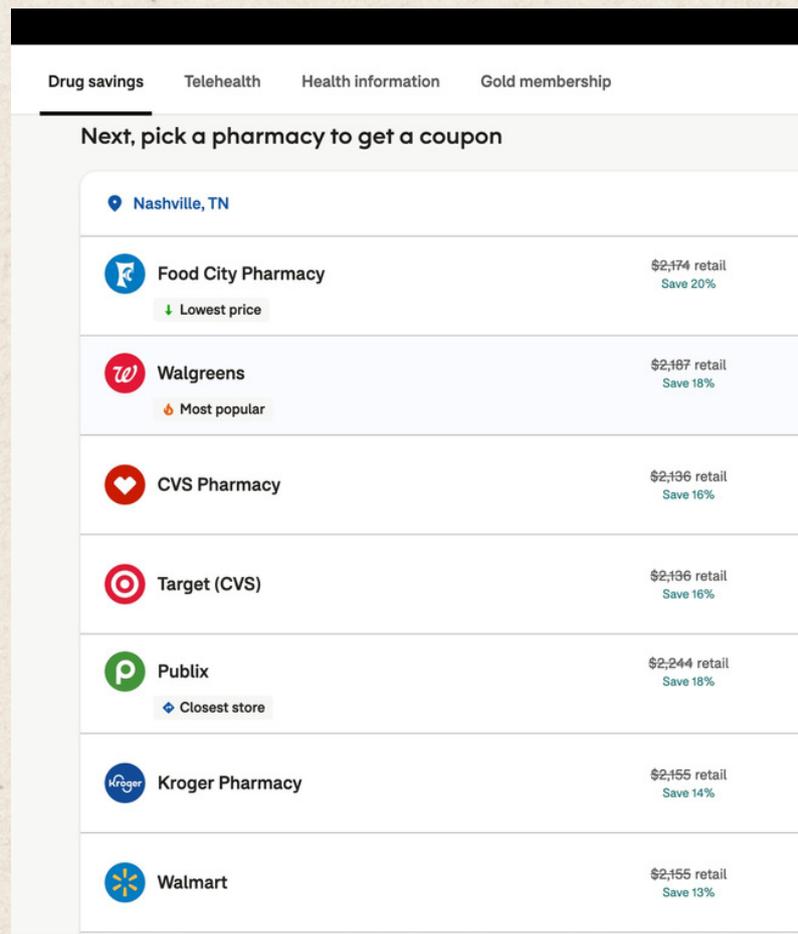
→ Search your medication

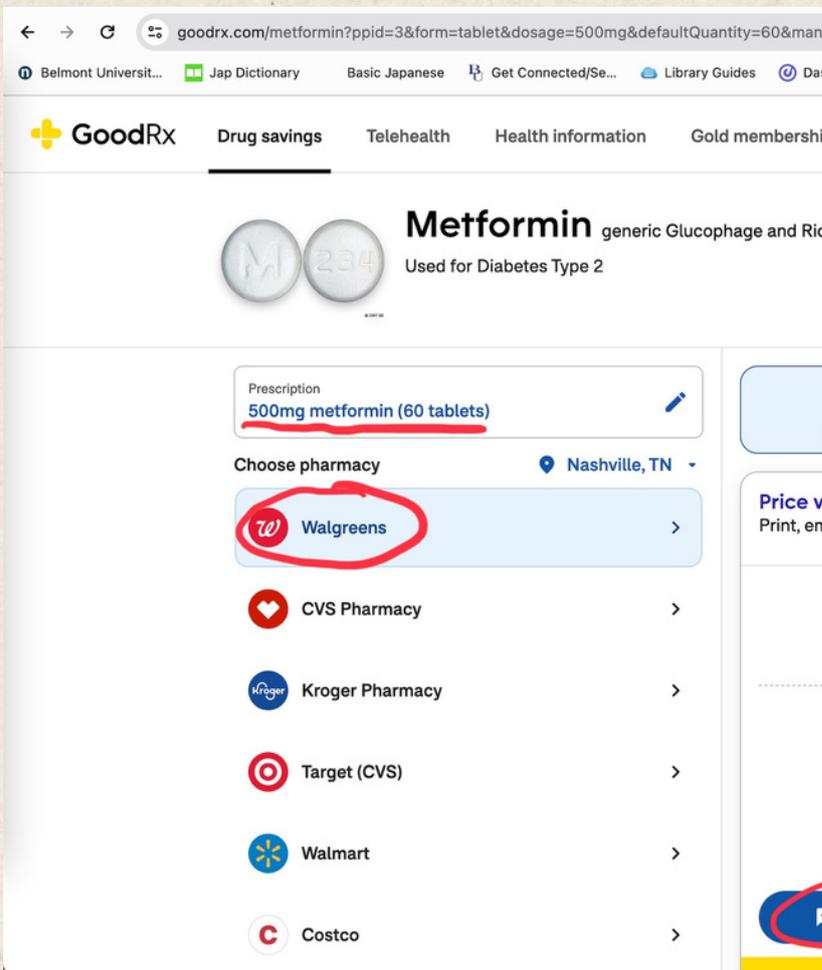
Type the name of the medication into the search box—in this case, “Metformin.”

STEP 02.

→ Find your pharmacy

Select your pharmacy from the drop-down menu. Click “See all pharmacies” to view all the options.





STEP 03.

→ Pick the option that best fits you!

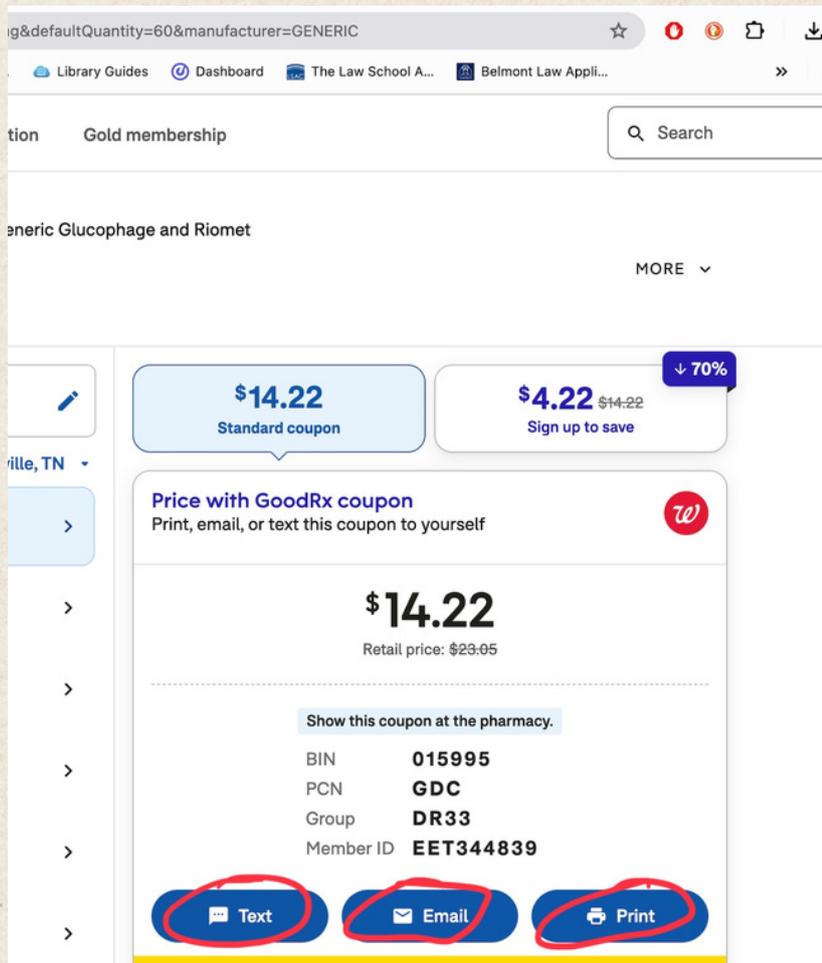
Under “match your prescription” specify the details of the prescription, such as how much of the medication your prescriber has instructed you to buy.

STEP 04.

→ Receiving your savings

Choose your Pharmacy and Select “Get free savings” THEN

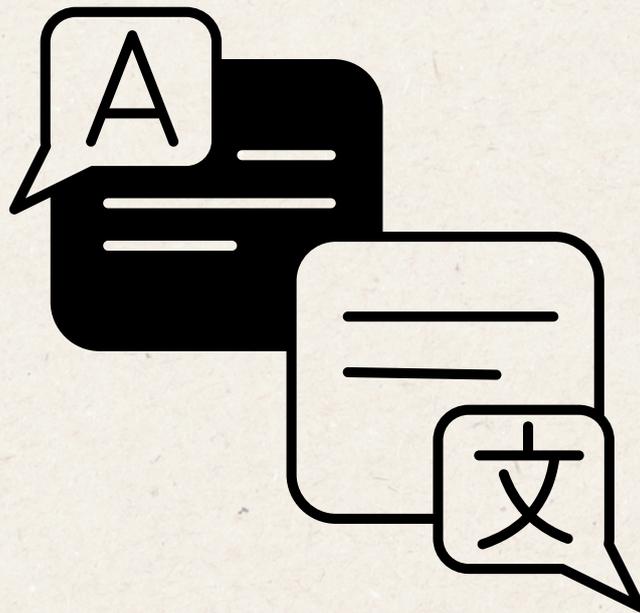
Select the preferred method for GoodRx to send you a coupon for your medication, from the options of “text”, “email”, or “print”.





Change Your Language On Your Phone

CHANGING THE LANGUAGE ON YOUR PHONE CAN HELP
CONNECT YOU TO THE WORLD AROUND YOU



Thursday, February 8

7:37

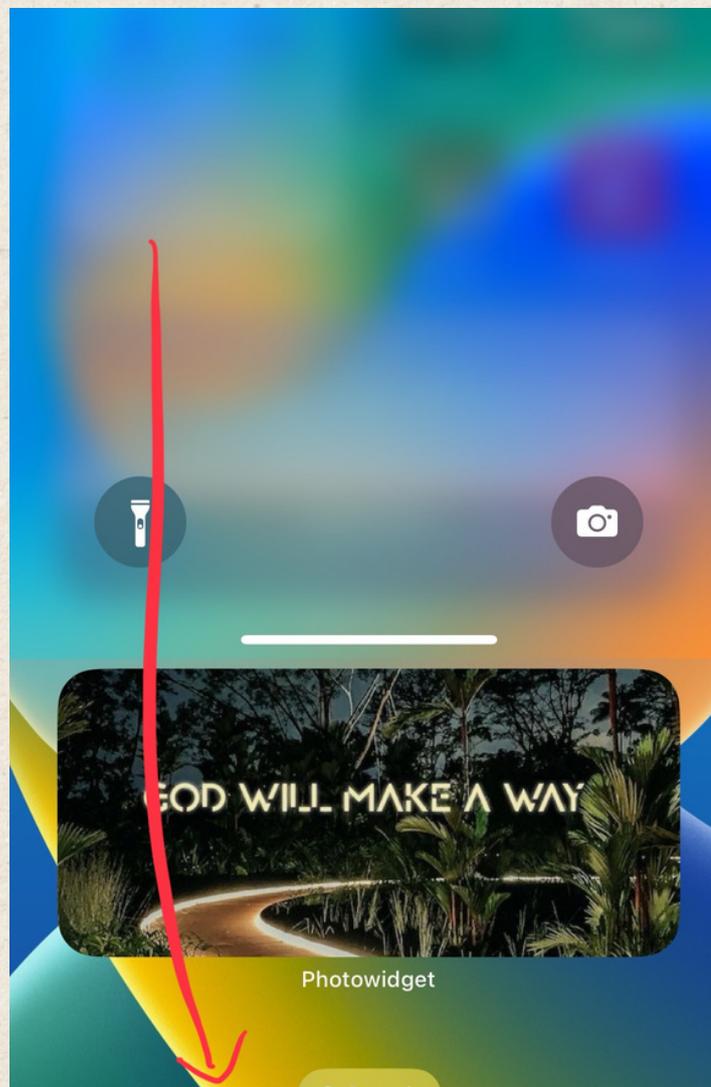


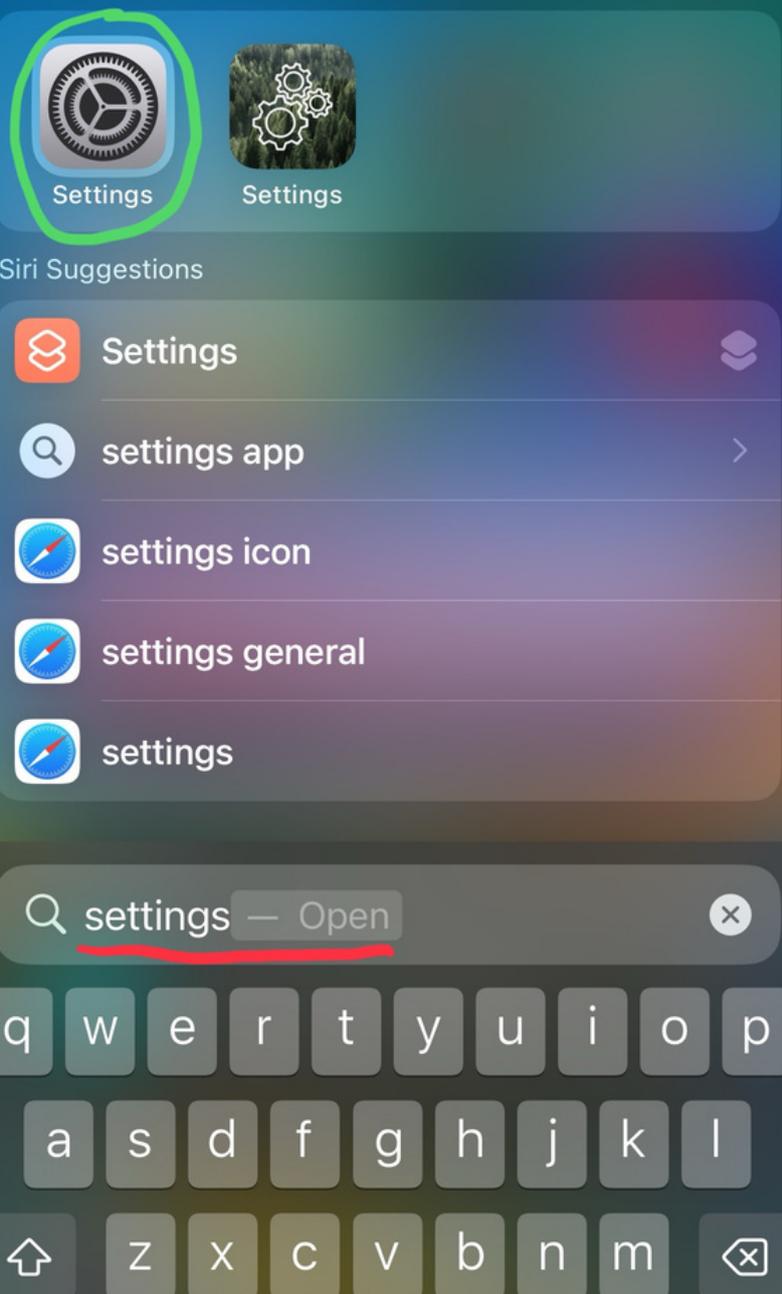
STEP 01.

→ Open your phone

STEP 02.

→ Swipe down for the search function on your phone





STEP 03.

→ Search for setting

STEP 04.

→ Scroll down to "General" and click on it



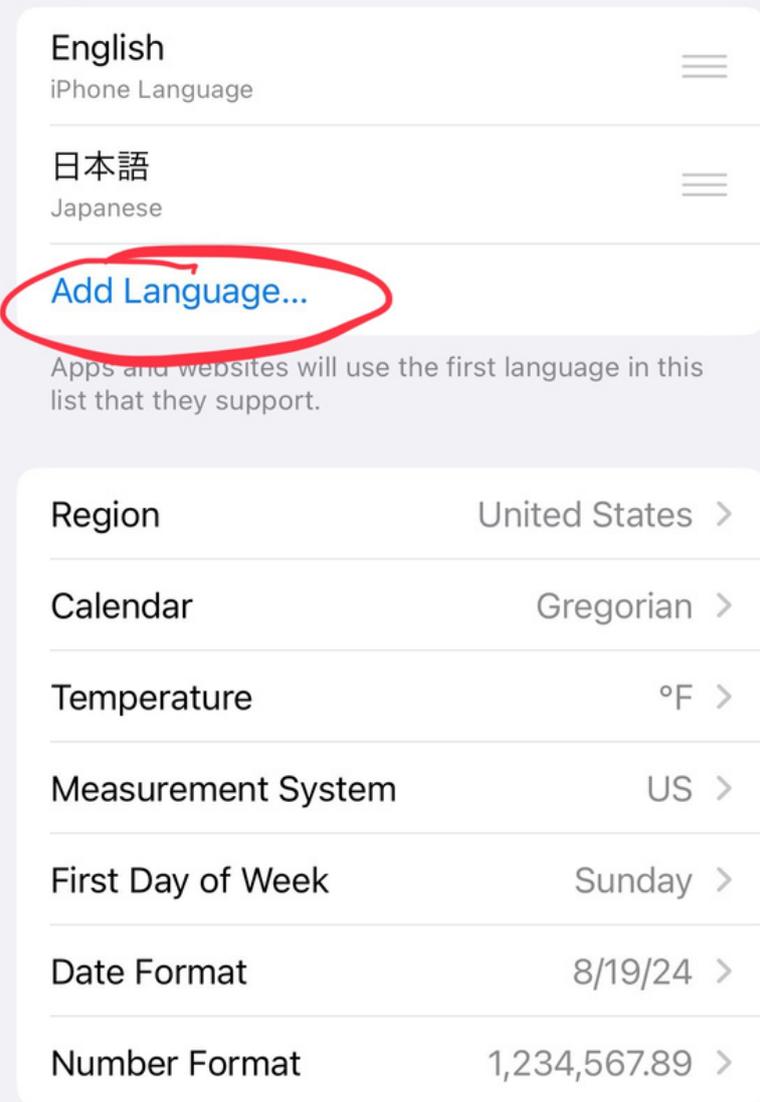


STEP 05.

→ Scroll down to "Language and Region"

STEP 06.

→ Click "Add Language"



STEP 07.

→ Once you find your native language click on it

