

THE CAMBODIAN FAMILY CENTER

SANTA ANA, CA
JANUARY 26, 2024

WHAT'S IMPORTANT

- DOCTORS that speak your language
- CASEWORKER for children with special needs
- UNDERSTANDING my options for health care and having choices
- WELLNESS VISITS
- TRANSLATION SERVICES
- UNDERSTANDING the treatment and who the provider is

IDEAS

- Improve INCOME QUALIFICATIONS
- COMMUNICATION with providers
- HOLISTIC SERVICES
- Accurate PROVIDER INFORMATION on website
- Care for special needs child closer to home
- Better RECORDS System
- More providers that ACCEPT Medi-Cal
- Need for QUALITY & QUANTITY across counties
- Need help understanding Medi-Cal
- EDUCATION about HEALTHY LIVING
- Medi-Cal needs to be a community of care for people to help them navigate
- Help understanding ELIGIBILITY

LIMITED LANGUAGE ACCESS

I get upset & angry when doctors don't use INTERPRETERS

Being treated badly because I have Medi-Cal

Not getting the diabetes care I need

EXPERIENCE & QUALITY

- 2-3 HR WAIT to see doctor
- When TRANSPORTATION isn't on time
- RUSHED APPOINTMENTS
- LONG DISTANCE TO SEE SPECIALISTS
- CULTURAL COMPETENCE
- LACK OF PROVIDERS IN ORANGE COUNTY THAT ACCEPT MEDI-CAL

BARRIERS & CHALLENGES

When doctors don't take time to explain things

"It's confusing to understand doctor terms."

Medi-Cal works when doctors take the time to explain things to me

I feel seen & heard

WHAT'S WORKING

- MEDICATION - Low Co-Pay
- REMINDERS for exams
- DENTAL COVERAGE
- TELEHEALTH
- CUSTOMER SERVICE
- SAME-DAY APPOINTMENTS

SESSION WELCOME

Vattana Peomg, Executive Director
The Cambodian Family Center

"The land on which we gather is the territory of the Tongva people. We invite you to pay respects to their elders and descendants, past, present, and emerging as they continue their stewardship of these lands and waters."

Sarah Lahidji, DHCS, "We're working on quality and advancing health equity. I want to thank you all for sharing honestly and openly about how you are feeling and how we can do better."

Dr. Michael Rose, Cal Optima: "We will keep listening and learning about what changes you want to see."