

ALABAMA DEPARTMENT OF PUBLIC HEALTH

THE GUIDE TO SERVICES



The good news in health today is you are in control. You can prevent most illnesses and injuries with good health and safety habits. The Department of Public Health works closely with your community to protect the public's health and provide caring, quality services for you and your family. We hope you'll use the services listed in this guide to help us put wellness to work for Alabama.

Best of health,

A handwritten signature in black ink, appearing to read "D. Williamson".

*Donald Williamson, M.D.
State Health Officer*

HEALTH CARE SERVICES

Regular medical care can prevent many health problems and save unnecessary loss of life, productivity and money. The following services are provided at all county health departments unless otherwise stated.



Cancer Detection (for women who meet the eligibility criteria)

- Breast examinations and self-examination instruction.
- Referral for mammograms (if age appropriate).
- Pap smears.
- Help in finding treatment for women screened in the ABCCEDP.

Child Health

- Health care for individuals from birth to age 21 is offered through the Well-Child and EPSDT (Early and Periodic Screening, Diagnosis and Treatment) programs.
- Alabama law requires all newborns to be tested for PKU (phenylketonuria), hypothyroidism, galactosemia, congenital adrenal hyperplasia, certain hemoglobinopathies (including sickle cell disease), and biotinidase deficiency. Effective September 2004, the scope of the Newborn Screening Program expanded by utilizing a new technology called Tandem Mass Spectrometry (MS/MS). This technology allows for additional screening from amino acid, organic acid, and fatty acid oxidation disorder in a single process using the dried blood spot specimen routinely collected for newborn screening. With the addition of testing for these disorders, Alabama will be one of the few states that screen for all nine disorders, as well as hearing loss, that are recommended by the March of Dimes. The initiation of timely treatment and provision of adequate follow-up requires close coordination among the various components of the screening program: the hospital of birth, the State Laboratory, the infant's family and physician, and specialists at an appropriate diagnostic and treatment center who oversee long-term treatment and monitoring.
- Information on other child health care service providers in your area and on transportation assistance may be obtained by calling toll free 1-800-654-1385, in Montgomery call 334-206-5675.

Dental Services/Health Education and Community Fluoridation Programs

- Information on the following programs may be obtained by contacting the State Office of Oral Health in Montgomery at 334-206-5675. School dental health education programs; fluoride mouth rinse programs for grades K-6; tobacco abuse prevention programs; and sealant demonstration projects. Dental health presentations provided for nurses; nursing home staff; and college, business and professional groups. Fluoridation of community water systems.
- Contact your county health department for the dental clinic site nearest you.

Diabetes

- Information and educational materials at county health departments.
- Community coalitions in Houston, Jefferson, Mobile and Tuscaloosa counties assess local needs and provide referrals.
- Information about diabetes and referrals are on the department's Web site at www.adph.org/diabetes.
- For in-service training and technical assistance, call 334-206-2063.

Emergency Medical Services (EMS) by Ambulance Providers

- All calls on the quality of EMS services will be referred to the Division of Emergency Medical Services in Montgomery at 334-206-5383.

You can help beat the leading causes of death if you:

- *Don't smoke.*
- *Eat a low-fat, high-fiber diet.*
- *Exercise regularly.*
- *Keep your weight under control.*
- *Drink alcohol only in moderate amounts.*
- *Control high blood pressure.*
- *Get regular blood pressure, cancer and other screenings.*
- *Wear your seat belt and don't drink and drive.*

You can make a big difference in your baby's health. Plan your pregnancy, and get health care from the very start.

Family Planning

- Birth control method information, counseling and supplies.
- Pregnancy testing and counseling, medical exam and preventive health screenings (breast and cervical cancer, STDs) preconceptional counseling, HIV pre and post test counseling and referrals.
- INFO CONNECTION, 1-800-545-1098, a toll-free family planning and information/ referral line.
- PLAN *first* Hotline, 1-888-737-2083, a toll-free family planning information referral line for Medicaid clients ages 19-44.

HIV/AIDS

- Confidential testing and counseling available at all county health departments.
- HIV Prevention Community Planning Groups in every area of the state.
- Regional Direct Care Consortia for planning of services in all local areas.
- For persons with HIV disease, case management, laboratory services, referrals to medical services and assistance with purchasing medications.
- Alabama HIV/AIDS Hotline, 1-800-228-0469, a toll-free source of information and referrals.

Home Care Services

- Skilled nursing and personal care services are available statewide. Physical, speech, occupational, respiratory and infusion therapy and medical social work services are available in some counties. Medicare, Medicaid and other insurance are accepted for these home care services. A sliding fee scale is available for the medically indigent.
- Other services available in some counties include personal care aide, skilled and unskilled respite and homemaker services. Medicaid-waiver benefits and all third party payors (except Medicare) are accepted for these services.
- HIV patients are eligible to receive the following services through the Ryan White Home Care Program; skilled nursing, home health aide, personal aide, homemaker and unskilled respite services.
- For home care referral information, contact your doctor's office. Call your local county health department for more information about home care services.

Immunization

- **Childhood Vaccines:** All vaccines required for day care, Head Start and school attendance are administered at each county health department. An up-to-date Alabama Certificate of Immunization ("blue slip") is required for entry into these institutions and is available at each county health department.
- **Adult Vaccines:** Routine booster doses of some vaccines are available at each county health department. Pneumococcal and influenza vaccines are administered at most county health departments.
- **International Travel:** Vaccines needed for travel outside the United States are available at only a few county health departments. Please call your local county health department to locate a clinic near you, or visit the adph.org Web site for a list of international travel clinic sites.

Infection Control

- Information and consultation regarding infection control procedures, infectious diseases, Alabama's Infected Health Care Worker Management Act, Centers for Disease Control and Prevention (CDC) recommendations, and Occupational Safety & Health Administration (OSHA) health care related regulations and infectious diseases, may be obtained by contacting Infection Control in Montgomery at 334-206-5347.

Laboratory

- The Bureau of Clinical Laboratories consists of three laboratories located throughout the state to provide quality laboratory results for Alabama citizens and to provide support for the following ADPH programs: maternity, family planning, child health, STD, tuberculosis control, diabetes, HIV/AIDS, newborn screening and environmental services.

Maternity

- Maternity services are limited and available only where subcontracts with Medicaid providers have been established. Currently, prenatal care is available in 10 county health departments and care coordination in 30 county health departments.
- Healthy Beginnings, 1-800-654-1385, a toll-free pregnancy information/referral line, which includes substance abuse treatment resources for pregnant women.

Nutrition Services

- WIC—A supplemental nutrition program that provides assessment, education and nutritious foods free to limited income pregnant, breastfeeding and postpartum women, infants and children up to age 5 who are at a nutritional risk. For more information, please call toll free at 1-888-WIC-HOPE or 1-888-942-4673.
- Nutritionists are available in select counties to provide nutrition counseling.

Nursing Services

- Public health nurses provide many of the health care services available from county health departments throughout Alabama. Depending on specific needs, patients either come to their county health department clinic or are visited in the home. Nursing assessments, skilled nursing care, laboratory testing, immunizations, counseling, education and referral are some of the services provided.
- Nurses may be contacted to provide health services in schools and other facilities through county health departments or the Public Health Nursing office in Montgomery at 334-206-5226.
- Nurses are available to provide health education, screenings and community programs as staffing size and schedules permit.

Sexually Transmitted Diseases (STDs)

- Confidential testing, treatment, counseling and epidemiologic investigations for most sexually transmitted diseases.

Social Work Services

- Licensed public health social workers provide case management/care coordination for EPSDT, family planning, newborn screening disorders, elevated lead levels, HIV/AIDS, home health and E/D Waiver patients. Case management/care coordination services consist of psychosocial assessment, development of an individualized service plan, linking the patient with needed services and resources, patient advocacy and evaluation of service delivery. If a social worker is not available in your area, call 334-206-5226.

Tuberculosis

- Testing, medication, physician services, hospitalization, epidemiologic investigations and laboratory services.

Government statistics indicate that 25 percent of all foodborne illnesses could be prevented through proper hand washing by food service employees. To prevent such illness, the Health Department provides the food service industry with education on the proper handling of food.

ENVIRONMENTAL SERVICES

The Alabama Department of Public Health ensures standards in environmental and service areas to protect the public from the spread of disease. These health protection activities include providing public information, professional training and certification, permitting, inspections, complaint investigations and health regulation enforcement in several areas, including the following:



Food and Lodging Protection

- Questions about food quality and safety are handled by county health department environmentalists. Food poisoning reports may also be made by calling 334-206-5375.
- Lodging protection includes hotels/motels, camps, jails/prisons and body art/tattoo facilities. Inspections and questions concerning sanitation in these facilities are handled by county health department environmentalists.

Indoor Lead/Asbestos/Air Pollution

- The Indoor Lead Program
 - 1) certifies contractors or firms who perform lead-based paint inspections, risk assessments, design projects, conducts abatement activities, issues lead abatement project permits and enforces work practice standards and regulations for these activities;
 - 2) performs environmental lead hazard surveys in the homes of children diagnosed with elevated blood levels and ensures that further medical treatment or case management is undertaken;
 - 3) provides citizens with information regarding indoor air quality and asbestos.

For more information please call 1-800-819-7644 or 1-334-206-5373.

Insect and Animal Nuisances that Can Transmit Disease to Humans

- These are known as vectors and include bats, rodents, birds, fleas, mosquitoes and ticks. Environmentalists provide information on ways to reduce the risk of disease transmission from vectors, as well as general control recommendations. Animal bites must be reported to your county health department environmentalist. For questions concerning vectors, contact your county environmentalist or call 334-206-5969. For rabies questions call 1-800-677-0939.

Onsite Sewage Disposal Systems

- Regulatory responsibilities cover onsite sewage disposal systems such as those using septic tanks and other treatment methods for rural/subdivision housing and for public facilities. Contact your county health department environmentalist before you buy property that will require an onsite system, to
 - 1) see if the land is suitable for onsite system installation and to obtain the required installation application;
 - 2) to obtain a list of licensed septic tank installers; and
 - 3) when your septic tank is in need of repair.

Solid Waste

- The Health Department has the responsibility for household solid waste containing garbage from the time it is generated until it reaches a disposal site. Reports on illegal dumps should be made to your county health department environmentalist.

Water Supply in Individual Residential Wells

- Department environmentalists handle calls about bacterial contamination and sampling of individual residential wells. To obtain a water sample bottle for your individual residential water supply, contact your county health department environmentalist.

What goes into your groundwater can come back in your drinking water. That's why it's important to have your septic tank installed and maintained properly. You should have it pumped every three to five years by a responsible septic tank pumper to avoid problems.

HEALTH STANDARDS PROTECTION



Health Provider Standards

- If you have questions regarding initial licensure and certification applications for health care facilities and suppliers such as nursing homes, hospitals, assisted living facilities, end stage renal disease treatment centers, hospices, independent clinical laboratories, residential treatment facilities or home health agencies call the Division of Provider Services at 334-206-5175. In addition you may contact this division with questions concerning the Provider Services Directory, facilities licensure rules and bed change and change of ownership applications.
- Questions regarding surveys of health care providers and suppliers should be directed to the Division of Health Care Facilities at 334-206-5075. Inspection reports of health care facility surveys, called “Statement of Deficiencies,” are available for a small fee. For information relating to building and life safety codes and the plan review process for health care facilities, call the Technical Services Unit of the Office of Facilities Management at 334-206-5177.
- For information regarding the Clinical Laboratory Improvement Amendment contact the CLIA Laboratory Unit at 334-206-5120.
- Inquiries regarding the Nurse Aide Registry and patient activities directors, contact 334-206-5169.
- Information on types of care offered to older citizens is available by calling Elder Care Hotline at 1-800-356-9596. The Elder Care program also handles complaints against nursing homes and other health care providers.
- Questions regarding an individual EMT license or ambulance license will be referred to the Division of Emergency Medical Services in Montgomery at 334-206-5383. Complaints about services rendered by the emergency medical system in Alabama can also be handled by this office.
- Requests for information or complaints regarding Health Maintenance Organizations should be addressed to the Division of Managed Care Compliance at 334-206-5366.

Radioactive Materials/X-ray/Particle Accelerators/Radon/NORM/ Environmental Monitoring/Emergency Planning & Response/Radiological Training

- The Office of Radiation Control
 - 1) Regulates the possession/use/disposal of radioactive materials;
 - 2) Regulates the possession and use of X-ray equipment and particle accelerators;
 - 3) Maintains a statewide environmental, radiological monitoring program;
 - 4) Provides statewide emergency response to radiological events in the state;
 - 5) Administers a statewide radon and naturally occurring radioactive materials (NORM) program;
 - 6) Provides training for “first-on-the-scene” responders and emergency response personnel statewide; and
 - 7) Acts as the Radiation Control Agency for the State of Alabama.

A healthy worker is a better worker. Cost benefits shown in worksite wellness program studies include improved productivity and morale, reduced absenteeism and reduced health insurance costs.

HEALTH INFORMATION, EDUCATION AND PROMOTION

An important part of the Health Department's work to protect the public's health is informing people of ways to prevent disease and injury to enhance health quality. The Alabama

Department of Public Health provides the following health-related information, education and promotion services to the public:



Birth and Death Certificates

- Certified copies of all Alabama birth, death, marriage and divorce certificates may be obtained in any county health department in Alabama on a while-you-wait basis, regardless of where in the state the event occurred.
- To order copies of these records by mail contact the Center for Health Statistics, P.O. Box 5625, Montgomery, AL 36103-5625, telephone 334-206-5418, or visit www.adph.org and click on Fast Find, then Vital Records. The price of certified copies is \$12.00 for the first copy and \$4.00 for each additional copy ordered at the same time.

Disease Surveillance and Outbreak Investigations

- The Epidemiology Division investigates disease outbreaks, maintains surveillance of notifiable diseases, and answers queries about disease control and other health-related events. These include questions about communicable diseases, environmental toxins, rabies and animal bites, and disease clusters. For information call 334-206-5971.

Health Statistics

- The Center for Health Statistics conducts statistical studies and prepares analyses of data on birth, infant death, pregnancy and other health data for the state and its geographic subdivisions. Many special studies are done on causes of death, teenage births, and maternal behaviors during and after pregnancy and other health-related topics. Information is released in narrative, graphic and tabular form through annual publications, newsletters, special reports, presentations and ad hoc tabulations. Data are also available on the Web site at www.adph.org. Click on Fast Find, then Health Statistics. More information may be obtained by contacting the Center for Health Statistics, P.O. Box 5625, Montgomery, AL 36103-5625 or telephone 334-206-5429.

HEALTH CARE ACCESS



Minority Health

- Promote minority presence and participation in health planning and policy formation.
- Enhance and promote public awareness of health care needs of minority populations.
- Engage communities in developing strategies to eliminate health disparities.

Primary and Rural Care

- Information is provided on access to primary care with emphasis on reducing health status disparities among the state's minority and rural population.
- Application for federal designation of underserved areas.
- Recruitment of health care professionals for underserved communities.

Alabama Breast and Cervical Cancer Early Detection Program

- Breast and cervical cancer screening is provided to women primarily over the age of 40 who are uninsured or underinsured at or below 200 percent of poverty level.
- All counties are participating in the program. For more information call 334-206-5537.
- For women diagnosed with cancer through the ABCCEDP, treatment services may be available through Medicaid.

Alabama Statewide Cancer Registry

- Program collects data on persons diagnosed with and treated for cancer in the state from hospitals and health care providers to identify high-risk groups which can specifically be targeted for education, prevention and screening efforts.
- Provides marketing and planning information for hospitals and health care providers in assessing the need for new equipment, personnel, target markets and location of new facilities.
- Evaluates the effectiveness of education and intervention programs.
- Investigates potential community cancer excesses.

Tobacco Prevention Branch

- Educates decision makers and the general public on tobacco-related policy issues that protect people from exposure to secondhand smoke, discourage use of tobacco products by youth and assist those who wish to quit using tobacco.
- Collects and disseminates data on youth tobacco use and their beliefs about tobacco, city ordinances, work site policies, state and local tobacco excise taxes, school policies, compliance checks and adult beliefs and behaviors about tobacco.
- Facilitates local and state coalitions to implement the State Tobacco Use Prevention and Control Plan.
- Provides mini-grant funding to empower youth to strengthen tobacco control policies in their communities.
- Provides a free service to Alabamians who want to quit tobacco. Call the Alabama Tobacco Quitline at 1-800-QUIT-NOW or 1-800-784-8669.

Buckle up to prevent injuries and save lives! Without a seat belt, you'll hit the dashboard in a car going 30 miles an hour with the same force as you'd hit the ground falling from a three-story building. And any child in your lap will be crushed in-between.

Injury Prevention

- Provides information as well as educational presentations regarding fire safety, poisoning prevention, drowning prevention, motor vehicle safety including child safety restraints and seat belt use, bicycle safety, sexual assault, suicide and other forms of violence.
- The Alabama Smoke Alarm Initiative provides fire safety information and works with local communities to provide and install free smoke alarms.
- The Occupant Restraint Program provides educational programs across the state to increase seat belt and child restraint usage and conducts observational surveys to determine the state's seat belt and child restraint usage rate.
- The Rape Prevention and Education Program supports the Alabama Coalition Against Rape and its 15 member rape crisis centers in their efforts to provide educational programs addressing violence against women. The programs include 24-hour hotlines and educational activities in schools, organizations and communities.

Children's Health Insurance Program (ALL Kids)

- A low cost or free, health care coverage program for eligible, uninsured children ages birth through 18. Benefits include regular check-ups and immunizations, sick child doctor visits, prescriptions, dental services, vision services, hospital and physician services and limited mental health/substance abuse services. Call toll-free 1-888-373-KIDS (5437).
- ALL Kids has staff available to assist with community outreach and event planning and application assistance events. Applications, resource materials and outreach assistance are also available in Spanish. Administrative office may be reached toll-free by calling 1-877-774-9521.

ALL Kids provides children's health insurance that working families can afford.

Making Appointments Can Help Us Save You Some Waiting Time

When visiting your county health department, you'll help us save you some waiting time if you make an appointment. While making the appointment, ask if you need to bring any information with you.



Putting wellness to work for Alabama – because health is the bottom line.

All services from the Alabama Department of Public Health are provided to eligible persons without regard to race, color, creed, national origin, political beliefs, handicaps or sex. Payment for services varies. No one will be denied services if unable to pay.

For additional copies of this guide to health department services, contact:

Alabama Department of
Public Health
RSA Tower, Suite 900
P.O. Box 303017
Montgomery, Alabama
36130-3017
334-206-5300
www.adph.org

*Informational materials
in alternative formats
will be made available
upon request.*