

MIGRANT RIGHTS: HEALTH

You have the right...

To access health services

- You are not required to share your immigration status with any medical provider.
- You have the right to receive medical attention in health centers and clinics, including life-saving emergency healthcare in hospitals - even without photo ID, insurance, or the means to pay for services immediately.

To not be discriminated against

- You have the right to receive equal treatment - the same services and level of care as everyone else.
- A hospital or health center cannot discriminate against you or refuse you healthcare service based on your language, your accent, your nationality/ethnicity, your ability to pay, or if you do not have a social security number.

To an interpreter

- You have the right to a free professional interpreter provided by the hospital or health center. You may request the interpreter to be present in person or via telephone.
- Do not ask your children to be your interpreter - you have the right to receive professional interpretation!

To privacy and confidentiality


- Hospitals and health centers cannot share your medical information with anyone without your written consent or a court order.
- You have the right to know how the information you provide will be used.

To informed consent

- Before you receive treatment, your doctor must explain all relevant medical information so that you can consent to the method of treatment.
- You have the right to request a payment plan or payment assistance to help with medical bills before consenting to service.

ALL PREGNANT WOMEN, MOTHERS, AND CHILDREN HAVE THE RIGHT:

To apply for “emergency Medicaid” for short-term healthcare coverage during pregnancy.

- You can apply at any of the health centers listed with the  symbol on this document.

To apply for “WIC” benefits to buy supplementary food if you are pregnant or have children under five years old who were born in the U.S.

- For questions and to apply, call 1-800-251-BABY

To apply for Medicaid for children 18 years old or younger who were born in the U.S.

- You can apply for Medicaid at most Federally Qualified Health Centers listed on this document.

Please note that as of November 2019, applying for the above benefits is not slated to affect your immigration case according to the proposed “Public Charge” regulations

If you believe your healthcare rights have been violated at any licensed health care provider, you may file a complaint:

By Mail (written complaint):

Louisiana Department of Health
Health Standards Section
P.O Box 3767
Baton Rouge, LA 70821

By leaving a message with the complaint hotline: 866-280-7737

Leave a message with:

- Your name
- Contact number
- Name of the hospital or clinic
- Request for interpretation if needed

You will receive a call back to make your complaint.

Please note that it is ICE policy to avoid visiting sensitive areas such as hospitals so that you feel safe accessing healthcare services.

Resources

All resources listed here provide free or low-cost services, are language accessible, and available to all regardless of legal status.

If you need help finding a doctor or making an appointment, call:

504HealthNet: (504) 206-6275

A representative will help you make an appointment with the appropriate healthcare provider. Health insurance information and application help also provided. Spanish spoken and interpretation available.

Hospitals and Health Clinics

Access Health

22 locations throughout Louisiana

Kenner

1401 W. Esplanade, #108A, Kenner, LA (504) 712-7800

New Orleans

3300 South Broad St, New Orleans, LA (504) 309-5061

* Cost: Sliding scale

<https://accesshealthla.org/>

Children's Health Project

Primary care services and case management for immigrant children. 1631 Elysian Fields, New Orleans 504-881-4701

*Cost: Sliding scale

Children's Hospital

Orleans A hospital dedicated to serving all children.

200 Henry Clay Avenue, New Orleans (504) 899-9511 | (504) 896-2888

* Cost: Financial assistance available to those who qualify. <http://www.chnola.org>

Common Ground Health Clinic

New Orleans

1400 Teche St. Algiers, New Orleans (504) 361-9800

Gretna

441 Wall Blvd. Gretna, LA

* Cost: Sliding scale

<http://cghcnola.org>

Crescent Care

1631 Elysian Fields, New Orleans (504) 207-2273 | (800) 315-2273

* Cost: sliding scale

<https://crescentcarehealth.org/>

Daughters of Charity

(504) 207-3060

Various locations in New Orleans, New Orleans East and Metairie

* Cost: Sliding scale.

www.dcsno.org

EXCELth

(504) 524-1210 Locations in Gentilly, New Orleans East, Algiers and Baton Rouge

* Cost: Sliding scale.

<https://www.excelth.com/>

Jeff Care

East Jefferson Health Center

3616 S. I-10 Service Rd W. #100 Metairie (504) 838-5257

West Jefferson Health Center

5001 Westbank Expressway #100, Marrero (504) 349-8833

* Cost: Sliding scale. www.jpghsa.org

Luke's House Clinic

2222 Simon Bolivar Ave, New Orleans (504) 444-7879

* Cost: Free but limited medical services. Appointment is recommended.

www.lukeshouseclinic.org

NOELA Community Health Center

13085 Chef Menteur Hwy, New Orleans (504) 255-8665

* Cost: Sliding scale

<https://www.noelachc.org/>

St. Thomas Community Health Center

Various locations throughout New Orleans (504) 529-5558

* Cost: Sliding scale

<https://www.stthomaschc.org/>

University Medical Center New Orleans

2000 Canal St, New Orleans (504) 702-3000

* Cost: Financial assistance available to those who qualify.

<https://www.umcno.org/>

Counseling and Mental Health Children's Bureau of New Orleans

2626 Canal Street, #201 New Orleans (504)525-2366

Home and school-based counseling services for youth up to 24 years of age.

* Cost: Free counseling for survivors of trauma. Other services are sliding scale.

<http://www.childrens-bureau.com/>

Metropolitan Center for Women & Children

Offices in Jefferson Parish, Orleans Parish, St. Tammany and River Parishes

(504) 837-5400 hotline

* Cost: Free services for survivors of abuse and trauma.

<http://mcwcgno.org/>

New Orleans Family Justice Center 701 Loyola Ave., Suite 201, New Orleans (504) 592-4005

* Cost: Free services for survivors of abuse and trauma.

nofjc.org

Food Assistance

Second Harvest

1 (855)392-9338

Toll-free food assistance helpline available Monday-Friday 8 am-7 pm

Emergency hotlines

If you are experiencing an immediate emergency, call 911

Louisiana Domestic Violence Hotline

(888) 411-1333

New Orleans Family Justice Center Domestic violence/ sexual abuse

(504) 866-9554

Suicide Prevention Hotline

(800) 273-8255

 – Offers prenatal services

 – Offers dental services

