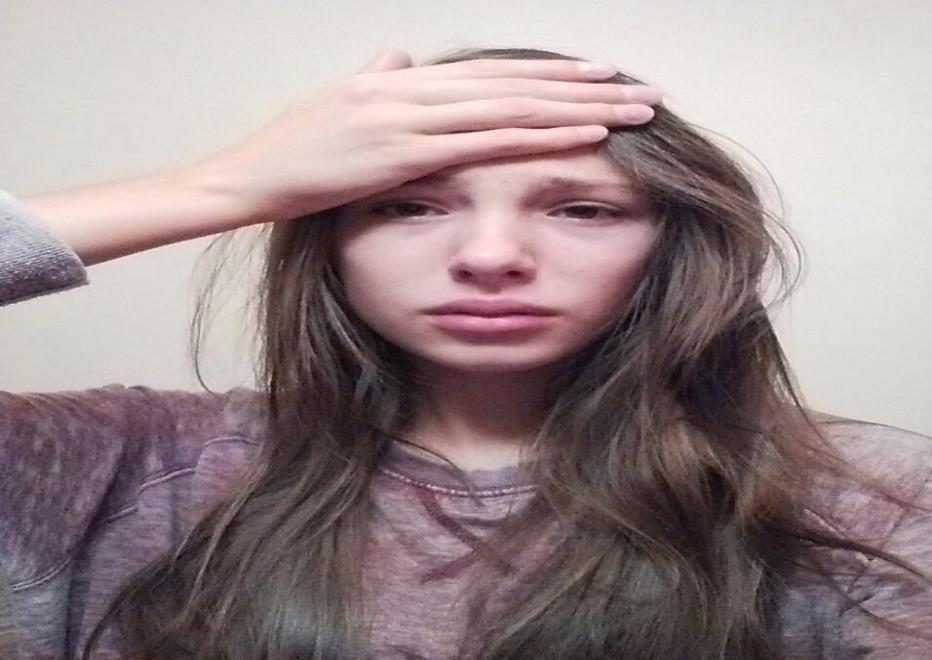
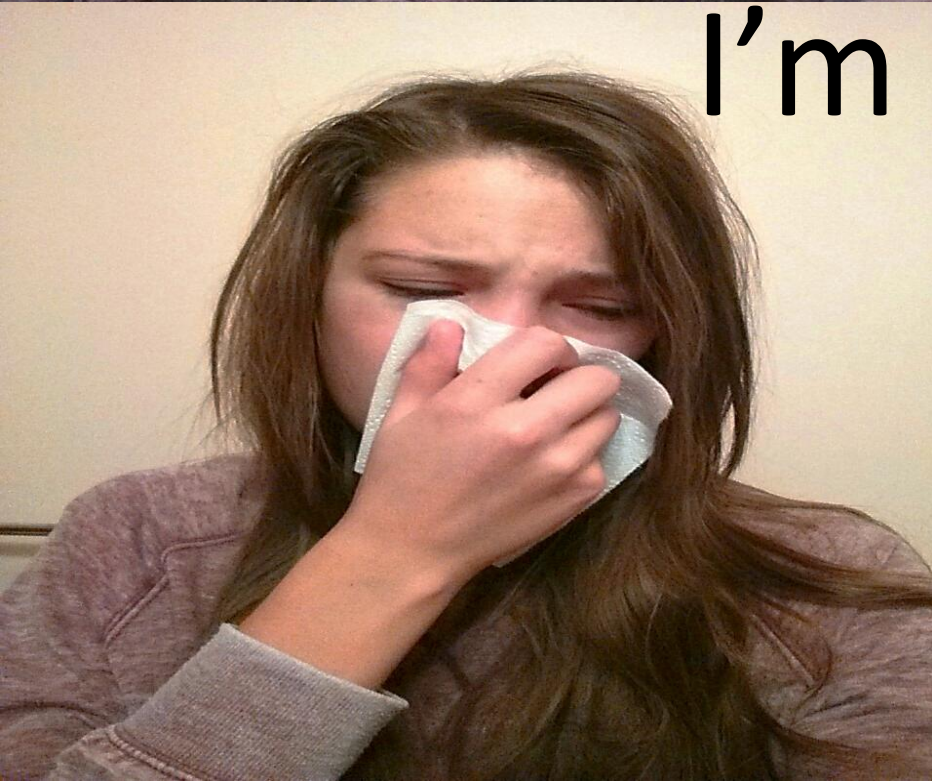


Lelina Goes to the Doctor's Clinic



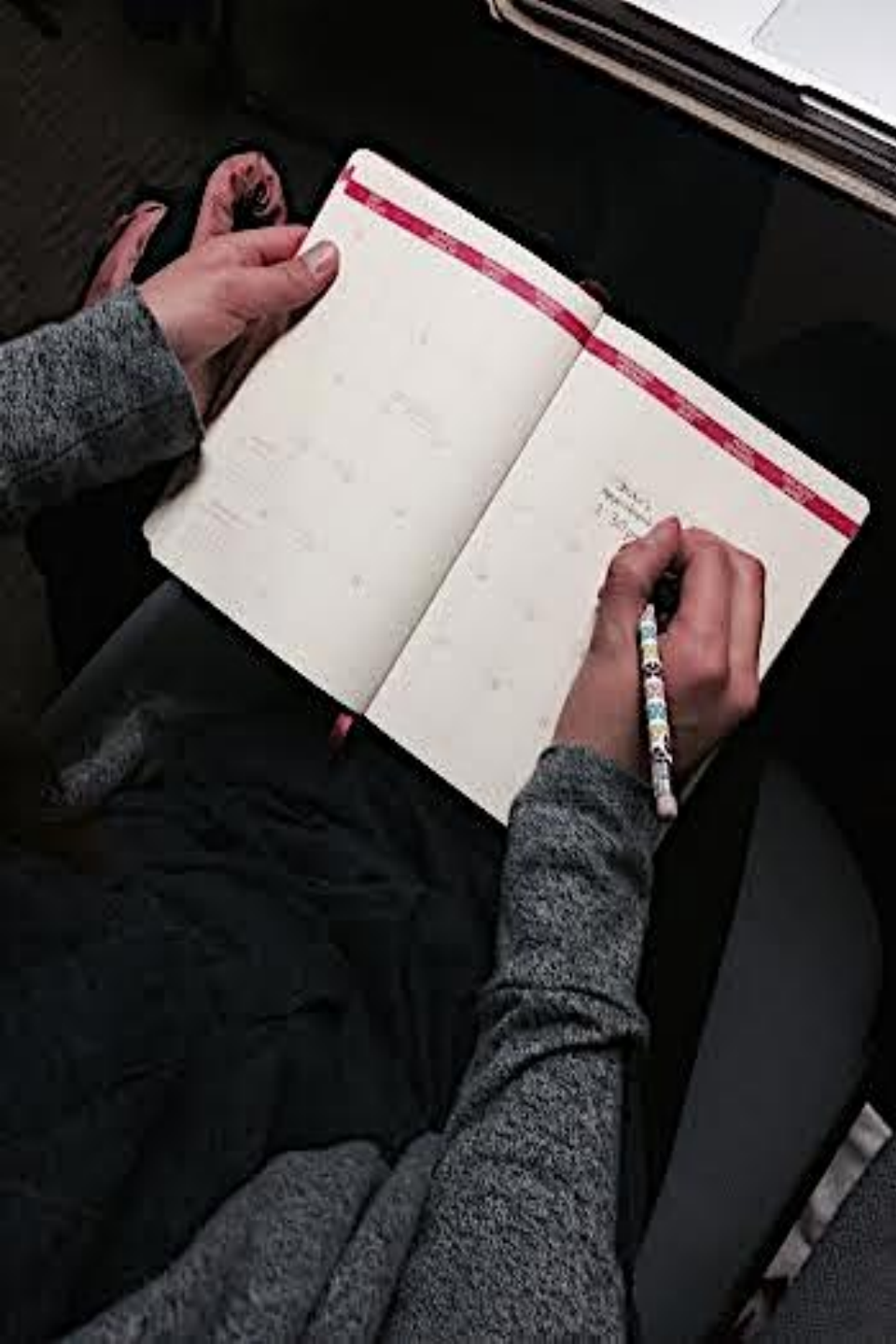
I'm Sick



RECEPTION

Hello, can I make an appointment?

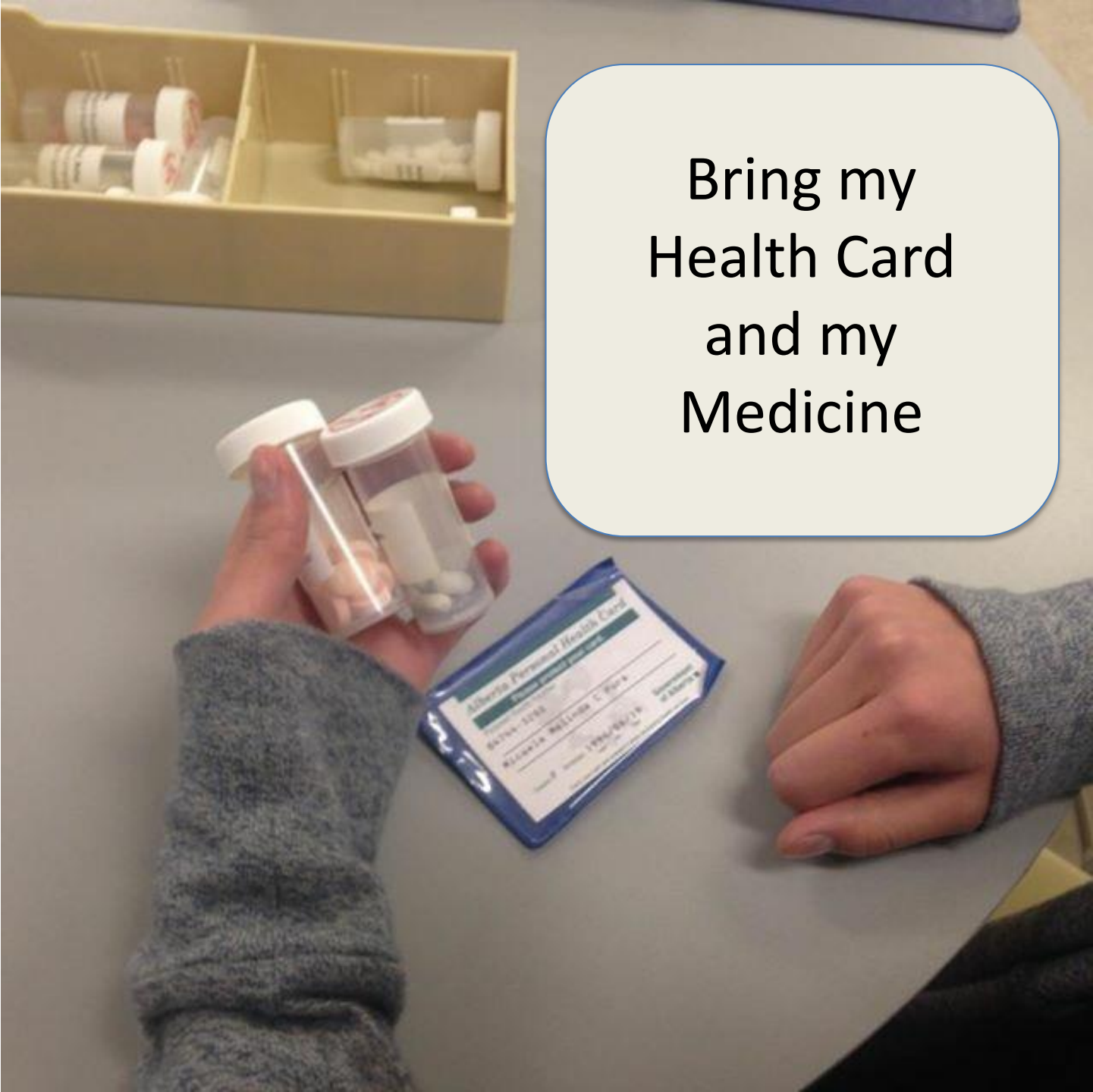
Yes, I'll put you in for 2:30 pm!



Leave early!



Bring my
Health Card
and my
Medicine












**CAMPBELL
CLINIC**
- WEST -



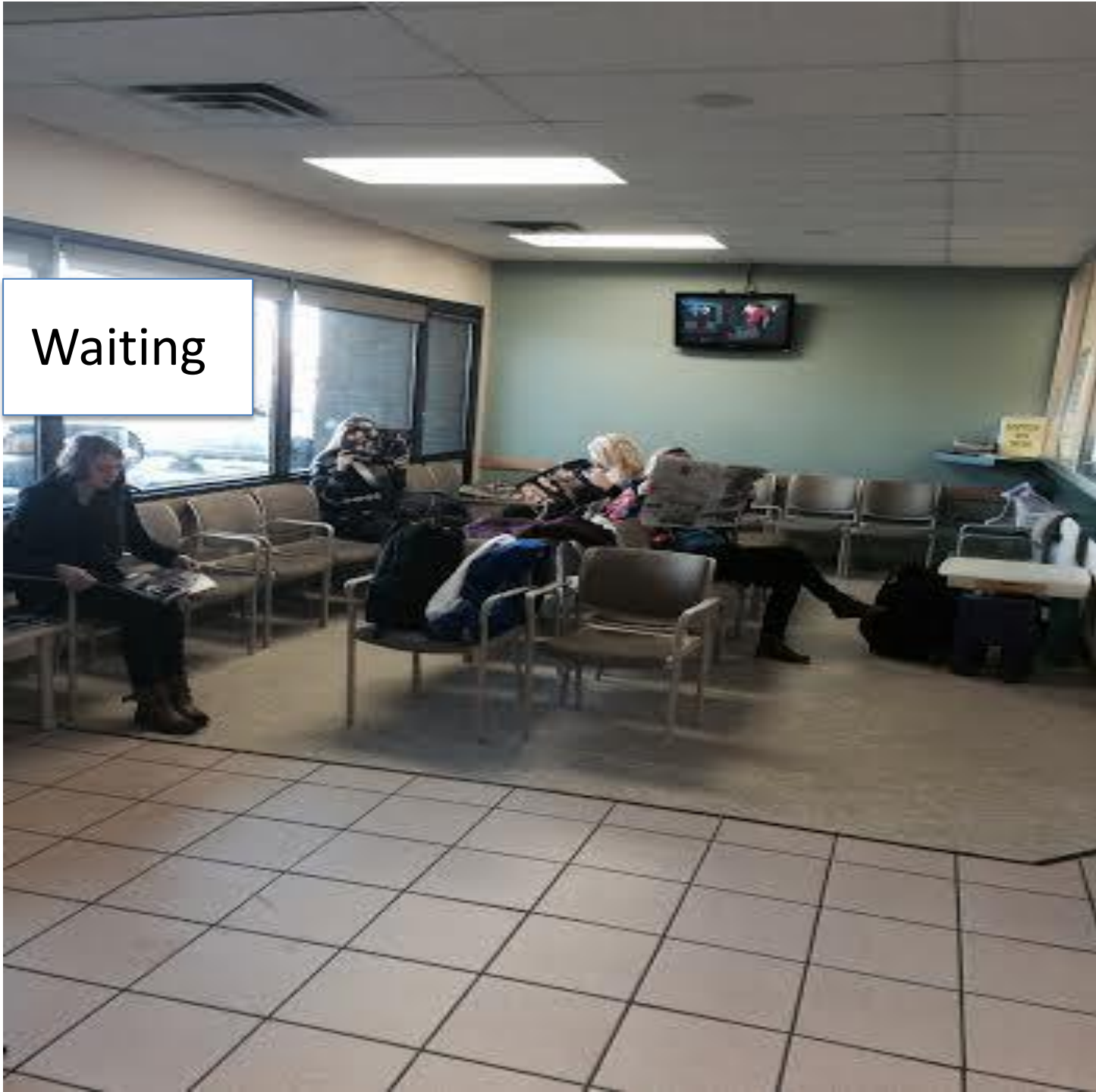
On time!







Hello,
your name,
address and who
is your doctor
please?

Waiting





Lelina, the
doctor will see
you now.



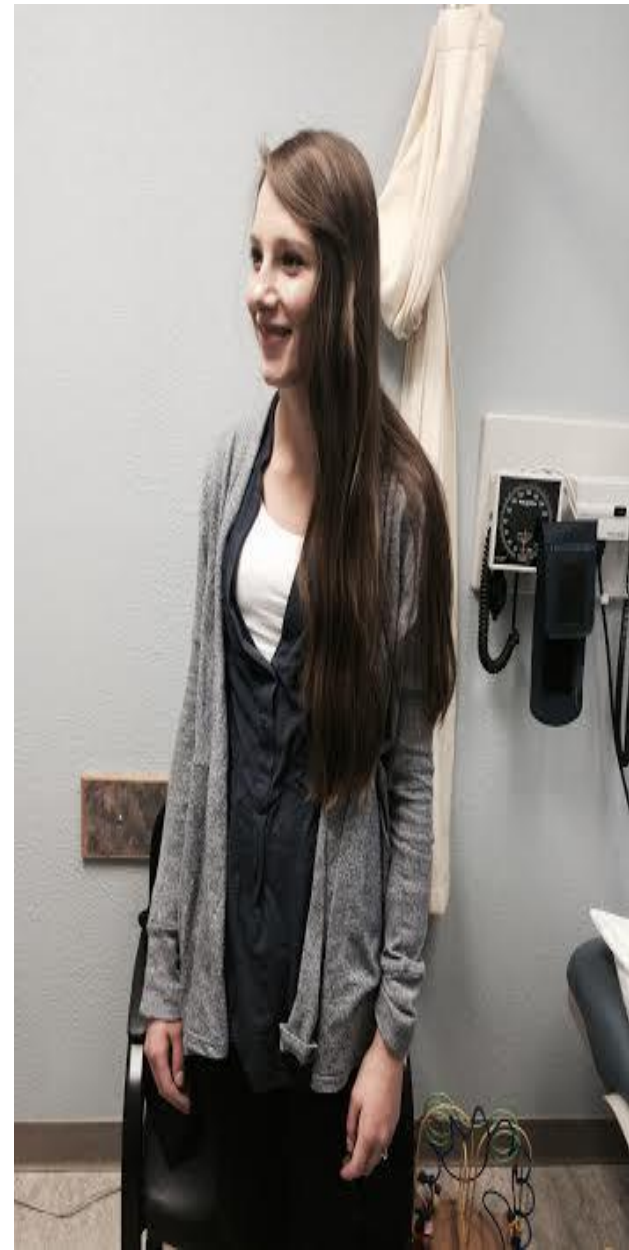
Hello, my name is Rachael. I'm the nurse. Follow me.






Please have a seat.







I'm going to look at you.

Looking at
blood pressure



Looking at
temperature





Hello, my name
is Dr. Tea



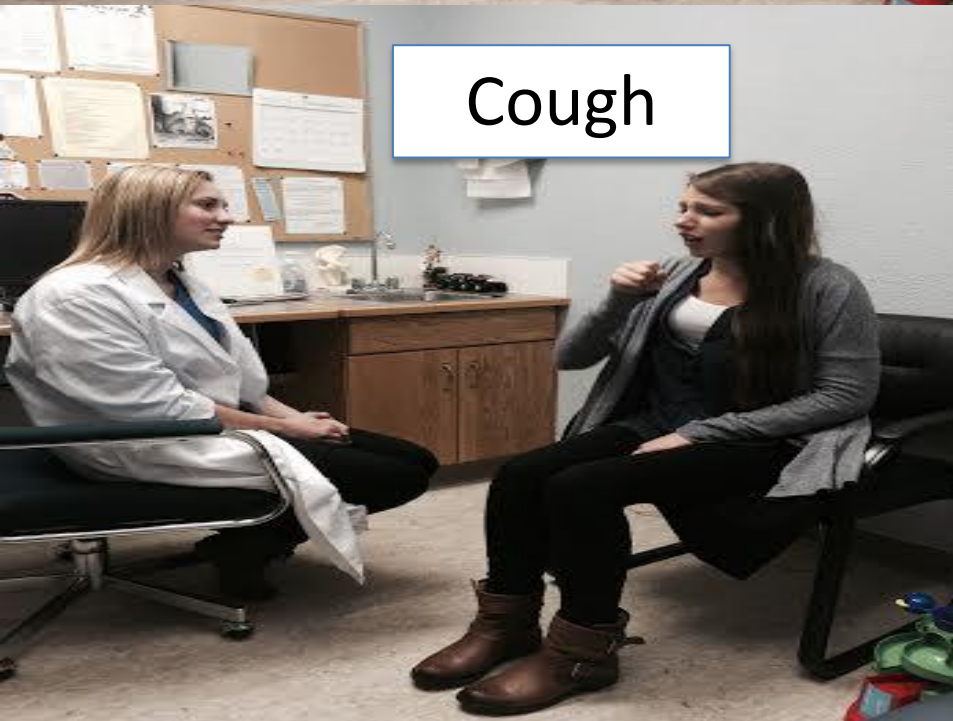
Fever



Runny Nose



Cough



Sore Throat





Looking
in ears





Say
AH HHHH!



Here is your prescription.




A photograph of a clinical setting. In the foreground, a woman with long brown hair, wearing a white lab coat over a blue top, is seen from the side, waving her right hand. A white speech bubble with a blue border is positioned above her, containing the text "Bye Bye!". In the background, another woman with long dark hair, wearing a dark shawl over a white top and dark pants, is sitting in a black office chair. The room has light blue walls, a window with white curtains, and medical equipment mounted on the wall. The floor is light-colored carpeting.

Bye Bye!







Do I need to make
a follow-up
Appointment?

RECEPTION

PATIENT
CONFIDENTIALITY
DO NOT
OVER
RECEPTION
CENTER



University of
Lethbridge



****Lelina Goes to the Doctor's Clinic** was created by the University of Nursing students (Zach Pardiac, Rachael Knopf, Blayr Lightfoot, Ashley Delaney, Taleah Rosell and Micaela Pura) in partnership with Alberta Health Services and the Lethbridge Bhutanese Refugee/Newcomer Health Group. This resource was developed to educate people about the process of visiting a doctor's clinic, using visuals and plain language.*

More than half of all Canadians have low health literacy and lack the skills needed to adequately manage their health. Those most at risk for low health literacy include: seniors over the age of 65, families affected by low-income or who are living below the poverty line, people with limited education, anyone whose first language is not English or French, and newcomers.