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#### Client Obstacles

I received a referral from WIC for a woman in her 20s who experienced adverse birth outcomes and is currently pregnant again. The woman was seen in an emergency room and diagnosed with a bladder infection and informed that she was pregnant. A prescription was written for antibiotics which had not been filled because she did not have \$1.10 for the co pay. The woman informed me that she has been unable to receive prenatal care due to being discharged from the last clinic she attended and did not understand the information she was given when she called another clinic. She was referred to a third agency who explained that she would need to provide a state ID in order to receive care. The client explained that her wallet was stolen and she does not have a current ID or her birth certificate to obtain a duplicate ID. Since the client was born out of state, she has been unable to purchase a certified copy of her birth certificate.

I preceded by making phone calls to the various agencies the client encountered so as to assist her in making an appointment and receiving prenatal care. The first agency informed me that she was a full discharge for noncompliance and behavior issues and declined to offer a referral when one was requested. The second agency informed me that the OB physicians were booked at this time and the woman would need to establish with a family practice physician and then be transferred to OB (if they deemed necessary), however, the family practice was closed to patients with Medical Assistance until June 2011. This woman referred me to another agency, which I explained would not be an option due to lack of state ID. I contacted the pharmacy and attempted to pay the client's co pay so she could begin her antibiotic therapy and reduce the health risk to her and her unborn child should this infection go untreated. Since paying for her prescription was not allowed, I drove to her home and gave her the money for the co pay.

Together, the client and I developed the following plan for how she should move forward. I explained the importance of going to the pharmacy to obtain the prescription and begin it this evening. I instructed the client that she should follow the instructions and take the medication as prescribed, making sure she should continue to drink fluids and eat with the medication. I suggested she go to the public library to assist with contacting the vital records in her birth state in order to obtain her birth certificate. I explained the Healthy Births Healthy Families Program and asked if she would be interested in participating in it. She explained that she is learning disabled and has difficulty with understanding certain instructions or explanations. Due to her cognitive limitations, I offered to meet with her at the library to facilitate obtaining a library card and assist with navigating through the system. I spent the majority of my day working on this one case. I am a professional and had difficulty getting into contact with people or finding any way of assisting this woman in obtaining care. There are many more women in this community that are in similar situations who have needs just like hers.