



Durham County Health Department

**Health Director -Brian Letourneau
560-7650**

Section I
Contact Information

Durham County Health Department

Contact Information

Area code (919)

CONTACT	TELEPHONE	FAX	E-MAIL ADDRESS
Main Switchboard	560-7600		
Health Director -Brian Letourneau	560-7650	560-7652	mailto:health@ph.co.durham.nc.us
DIVISIONS			
Dental	560-7680	560-7680	mailto:health@ph.co.durham.nc.us
Nutrition	560-7780	560-7786	mailto:health@ph.co.durham.nc.us
Community Health	560-7700	560-7740	mailto:health@ph.co.durham.nc.us
General Health Services			mailto:health@ph.co.durham.nc.us
SERVICES			
Children			
Child Service Coordination	560-7723	560-7740	mailto:health@ph.co.durham.nc.us
Health Check/Health Choice	560-7729/30/51	560-7740	mailto:health@ph.co.durham.nc.us
Dental	560-7680	560-7846	mailto:health@ph.co.durham.nc.us
Immunizations	560-7608	560-7828	mailto:health@ph.co.durham.nc.us
Lead Screening	560-7757	560-7740	mailto:health@ph.co.durham.nc.us
School Health			
Dental	560-7680	560-7846	mailto:health@ph.co.durham.nc.us
Health Education	560-7760	560-7772	mailto:health@ph.co.durham.nc.us
Nursing (Elem./Exceptional)	560-7836		mailto:health@ph.co.durham.nc.us
Nursing (Middle/High)	560-7835	560-7740	mailto:health@ph.co.durham.nc.us
Nutrition	560-7789	560-7786	mailto:health@ph.co.durham.nc.us
Teen/Adults			
Dental	560-7680	560-7846	mailto:health@ph.co.durham.nc.us
Domestic Violence	560-7771	560-7772	mailto:health@ph.co.durham.nc.us
Family Planning	560-7623	560-7693	mailto:health@ph.co.durham.nc.us
Immunizations	560-7608	560-7828	mailto:health@ph.co.durham.nc.us
Nutrition	560-7784	560-7786	mailto:health@ph.co.durham.nc.us
Prenatal Care			
Care Coordination/Baby Love	956-4569	687-4257	mailto:health@ph.co.durham.nc.us
Nutrition	560-7784	560-7786	mailto:health@ph.co.durham.nc.us
Prenatal Clinic	956-4052	687-4257	mailto:health@ph.co.durham.nc.us
Prenatal Education/Parenting	560-7763	560-7772	mailto:health@ph.co.durham.nc.us

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**Additional Community Outreach
and Education**

Dental	560-7680	560-7846	mailto:health@ph.co.durham.nc.us
Health Education	560-7760	560-7772	mailto:health@ph.co.durham.nc.us
Neighborhood Nursing - Cornwallis & Oxford Manor	560-7829	560-7831	mailto:health@ph.co.durham.nc.us
Neighborhood Nursing - McDougald Terrace & Fayette Place	560-7862	560-7863	mailto:health@ph.co.durham.nc.us
Nutrition	560-7854	560-7786	mailto:health@ph.co.durham.nc.us

Section II

Introduction

Mission: The mission of the Durham County Health Department is to preserve, protect and enhance the general health and environment of the community.

Roles and Responsibilities: Public Health staff serves in a supportive role within the System of Care, providing specific medical information and planning for individual children, or consultation regarding health issues of children in general. Staff are also able to advise team members of possible health resources.

Services Provided: Listed below are the Health Department Services that apply to children and teens.

Teens and Adult Services	
Service:	Family Planning/Clinic Services
Description:	Provides confidential birth control services to teens and adults to plan and space pregnancies.
Eligibility	Teens and adults
Fees:	Fees are based on sliding scale according to income and family size. Medicaid is accepted.
Access:	Durham County Health Department.
Appointment:	Yes. MWTH 8:30-5, Tues 8:30-7, F 8:30 –12 (except for pregnancy testing - MTH 8:30-11:30, 1:30-4; Tues 8:30-11:30, 1:30-6:30).
Contact:	560-7630

Service:	Home Health
Description:	Provides in-home services to the residents of Durham, Orange, Wake, Chatham, Granville and Person counties. For homebound patients staff-work under physician's orders to provide quality care. Staff also work closely with the Department of Social Services to provide in-home aide services to some of their clients. The following are services offered: Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Services, Community Health Assistance, and Nutrition Services.
Fees:	Medicare, Medicaid, sliding scale, and some private insurance accepted for payment
Access:	Services provided in homes
Appointment:	Yes
Contact:	560-7710

Service:	Immunization
Description:	The Immunization Clinic offers free vaccines, which are mandated by law, to children 18 years of age and under. Vaccines are available to adult individuals age 19 and over for an applicable fee, with the exception of tetanus diphtheria vaccine which is free. Measles, Mumps, and Rubella (MMR) and hepatitis A/ hepatitis B combined vaccines are available at no charge to adults that meet the criteria for state-supplied vaccine.
Eligibility	No Restrictions Apply
Fees:	None for children and fees vary according to type of vaccine for adults. Currently available vaccines include: Hepatitis A Measles, Mumps and Rubella (a combination vaccine) Meningococcal Pre-Exposure Rabies Varicella (Chickenpox) Hepatitis B

	Pneumococcal (pneumonia) Influenza
Access:	Durham County Health Department, 8:30-11:30, 1:00-4:30, Monday-Friday
Appointment:	Some appointments necessary. Please call for more information.
Contact:	Immunization Clinic: 560-7608

Service:	Jail Health Program
Description:	Provides initial health screening, medication administration, daily sick call, physical examinations for those incarcerated longer than 14 days, certain dental services onsite, education about health conditions and self care, chronic disease monitoring, emergency care and skilled nursing procedures. Services are provided by contract from Correct Care Solutions.
Eligibility	Inmates housed in the Durham County Detention Facility Residents of the Durham County Youth Home
Fees:	Inmates charged \$10 for self initiated, non-emergency sick call visits (no one is refused care)
Access:	The Jail Medical Unit at Durham County Detention Facility is open 24 hours per day. The Family Nurse Practitioner assigned to the Jail Health program goes to the Durham County Youth Home ½ day per week and on other occasions when needed.
Contact:	560-0929

Service:	Nutrition
Description:	Provides individual medical nutrition therapy and general nutrition counseling by licensed Dietitians/Nutritionists.
Eligibility	Teens and adults. A nutrition referral from a medical doctor is needed for special diets (diabetes, hypertension, high cholesterol, weight management, etc).
Fees:	Fees are determined using a sliding scale based income and family size. Medicaid is accepted.
Access:	Durham County Health Department 8:30AM - 5:00PM MWTH, 8:30AM-7:00PM Tues, 8:30AM-12:00PM Fri.
Appointment:	Yes
Contact:	560-7791

Service:	DINE for LIFE program
Description:	Registered/Licensed Dietitians/Nutritionists in targeted schools conduct classroom nutrition and fitness lessons (fruit and vegetables, calcium, healthy snacks, food safety, hand washing, physical activity, etc.) and healthy foods taste-testing. School-wide campaigns and promotions, including environmental cues displays/bulletin boards; informational fact sheets, recipes, and newsletters are sent home to parents/caregivers to reinforce nutrition lessons.
Eligibility	Children in the Durham County Public School System where greater than 50% of the student population is eligible for free or reduced priced meals.
Fees:	None
Access:	Eligible Durham Public Schools
Appointment:	None
Contact:	560-7600

Service:	Pregnancy Testing
Description:	Performs urine pregnancy tests for those women who have missed a period.
Eligibility	Durham county residents
Fees:	Fees are determined using a sliding scale based income and family size. Full price is \$8.74. Medicaid is accepted.
Access:	Pregnancy Testing Hours: - Monday 8:30 – 11:30 and 1:30-4:00 - Tuesday 8:30 – 11:30 and 1:30-6:00 - Wednesday 1:30 – 4:00 - Thursday 8:30 – 11:30 and 1:30-4:00 - Friday 8:30 – 11:30
Appointment:	No appointment needed
Contact:	560-7630

Service:	Prenatal Clinic
Description:	Provides clinic services to pregnant women. Spanish speaking translators are available on site. Location of clinic is Lincoln Community Health Center.
Eligibility	Pregnant women
Fees:	Fees are determined using a sliding scale based income and family size. Medicaid is accepted
Access:	Lincoln Community Health Center, 1301 Fayetteville Street, Durham, NC
Appointment:	Yes. Call 956-4024. For transportation call 956-4036.
Contact:	956-4052 or 956-4053

Service:	Prenatal Care/Baby Love Program
Description:	Offers support to pregnant women, which involves a Public Health Social Worker or Public Health Nurse to assist in health care needs. The Maternity Care Coordinator (MCC) may visit the client at home, in the clinic at their prenatal appointment or talk with them on the telephone at least once a month or more if the need arises. The MCC is there for the client during her pregnancy and for two months after her pregnancy ends. The MCC can refer the client to services and resources that are available in the community.
Eligibility	Medicaid billed
Access:	Lincoln Community Health Center, 1301 Fayetteville St., Durham, NC
Contact:	956-4000, ext 4232 or ext 4208

Service:	Prenatal Care/Maternal Outreach Worker Program
Description:	Maternal Outreach Workers (MOWs) are contacted if the MCC determines that more enhanced support is needed. The MOW could offer emotional support and direct clients to services that could help them if they need transportation, food, clothing, shelter, employment and education. All women that participate in the MOW service also continue to participate in Maternity Care Coordination until two months after the pregnancy ends.
Fees:	Medicaid billed
Access:	Lincoln Community Health Center, 1301 Fayetteville St.
Contact:	956-4569

Service:	Prenatal Care/Nutrition
Description:	Provides nutrition therapy and nutrition counseling for prenatal nutrition, breastfeeding and post-partum weight management.
Eligibility	Pregnant and post-partum women, including teens. For appointments at the Durham County Health Department, a nutrition referral is needed from a medical

	doctor.
Fees:	Fees are determined using a sliding scale based income and family size. Medicaid is accepted.
Access:	Durham County Health Department - 8:30AM-5:00PM MWTH, 8:30AM-7:00PM Tues, 8:30-12:00PM Fri. Lincoln Community Health Center-Prenatal Clinic Duke University Medical High Risk-Obstetric and Diabetes Clinics
Appointment:	Yes. For Lincoln Community Health Center and the Duke University Medical Center-High Risk Obstetric and Diabetes Clinics, ask about Nutrition Services while at your OB visit.
Contact:	560-7780

Service:	School Health/Health Education
Description:	Provides human growth and development sessions, decision-making skills and other health-related information at the Durham Public Schools. The sessions are provided at the elementary, junior high and high schools.
Eligibility	All Students
Fees:	None
Access:	Durham County Health Department, 8:30-5:00, Monday-Friday
Appointment:	No
Contact:	560-7762

Service:	Refugee Health Assessment
Description:	Provides a complete physical exam, immunizations, and specific laboratory tests to newly arrived refugees.
Eligibility	Children, men and women.
Fees:	No cost for the physical exam. Specific laboratory services are not covered and the client is billed separately. We accept Medicaid.
Access:	Tuesday and Thursday: 8:30 - 11am and 1 - 4 pm
Appointment:	Yes.
Contact:	560-7658

Service:	School Health/Nursing
Description:	Provides nursing services to the students and staff at the 43 schools in the Durham Public Schools including services to Alternative Educational Programs. Services include individual and group assessment and counseling, teaching classes on topics of health and health-related issues, developing individual care plans for students with chronic health concerns such as asthma, diabetes, seizures, sickle cell, etc., serving as health resource person for teachers and other school staff, and promoting appropriate decision making in order to impact on the teenage pregnancy and infant mortality rates.
Eligibility	Students, staff and faculty of Durham Public Schools
Fees:	None
Access:	Each nurse is assigned to several schools; messages for the nurses can be left at the Durham County Health Department 8:30 - 5:00 Monday-Friday or at the local school.
Contact:	560-7707

Service:	Breath of Life (Smoking Cessation Program)
Description:	Breath of Life is a stop smoking program offered to individuals, groups, and organizations in Durham County. The series features five classes that assess readiness to quit smoking, preparation, quitting methods and tips to successfully remain a non-smoker. Additional resources and educational materials are provided for each participant.

Eligibility	Anyone who lives and/or works in Durham County
Fees:	A \$25 refundable fee after successful completion of the program
Access:	Durham County Health Department
Appointment:	none
Contact	560-7833

Service:	Together Everyone Accomplishes Something(TEAS)
Description:	TEAS is a five year teenage pregnancy prevention program which began in July 1998. For nine months, teens and their mentors are taught life skills education and information. They also participate in group activities which will expose them to different life experiences. The teens are required to keep "Baby Think It Over", a baby simulator, for a designated period of time as well as participate in 20 hours of community service.
Eligibility	15 to 20 teenage males and females are accepted into the program annually.
Fees:	none
Access:	Durham County Health Department
Appointment:	none
Contact	560-7762

Children Services

Service:	Care Management/Child Service Coordination
Description:	Provides home visiting services for case management, health assessment and education, and parenting information
Eligibility	Infants and preschoolers (ages 0 - 5 years old) who have one of the defined risk factors
Fees:	No fees assessed to families, Medicaid billed for services to eligible recipients.
Access:	Durham County Health Department, 8:30 - 5:00, Monday-Friday
Contact:	560-7723

Service:	Care Management/Health Check Outreach Program
Description:	Assists families of children with Medicaid obtain check-ups, immunizations, and follow-up services by helping them find transportation, and make appointments; provides information on NC Health Choice for Children.
Eligibility	Children ages 0 - 21 years old. Medicaid recipients
Fees:	None
Access:	Durham County Health Department, 8:30 - 5:00, Monday-Friday
Appointment:	No
Contact	560-7729 or 560-7730 or 560-7751

Service:	Dental/Clinic
Description:	Provides comprehensive dental care for children in Health Department's Dental Clinic
Eligibility	Children ages 3 through 20
Fees:	Fees are determined with a sliding scale based on income and family size for children who do not have Medicaid or Health Choice.
Access:	Durham County Health Department, 8:30 - 3:15, M-TH., 8:30 – 10:45 Fri.
Appointment:	Yes. Applications taken 8:30 – 11:00, 1:00 – 4:00, M-TH.
Contact	560-7680

Service:	Lead Investigations
Description:	An environmental investigation for lead based paint is conducted in order to identify lead based paint hazards. The Environmental Health Specialist will conduct an environmental investigation when a child has been identified with an elevated blood lead level. The environmental investigation can include the

	primary and secondary residences, childcare center, and/or school buildings.
Eligibility	Durham County resident - children
Fees:	None
Access:	Durham County Health Department, 8:30-5:00, Monday-Friday
Appointment:	No
Contact	560-7800

Service:	Lead Screening & Follow-up
Description:	Lead follow-up provides case management for any child who has an elevated blood lead level, regardless of where the testing is done. Educational information is also available to anyone about lead risk factors, consequences of lead poisoning, etc. Blood lead testing is available for any child up to 6 years of age, free of charge at the Health Department laboratory.
Eligibility	Lead follow-up is provided to any child with a blood level greater than 10mcg/dl.
Fees:	None
Access:	Durham County Health Department, Monday-Friday, 8:30-5
Appointment:	No
Contact	560-7757

Service:	School Health/Dental Screening
Description:	Children are given dental screenings with flashlight and tongue depressor to identify children with obvious need of dental treatment. Notification of findings is given to children by their teachers to take home to their parents/guardians.
Eligibility	Head Start, Elementary schools - Grades Kindergarten & 5
Fees:	None
Access:	Service provided at school site

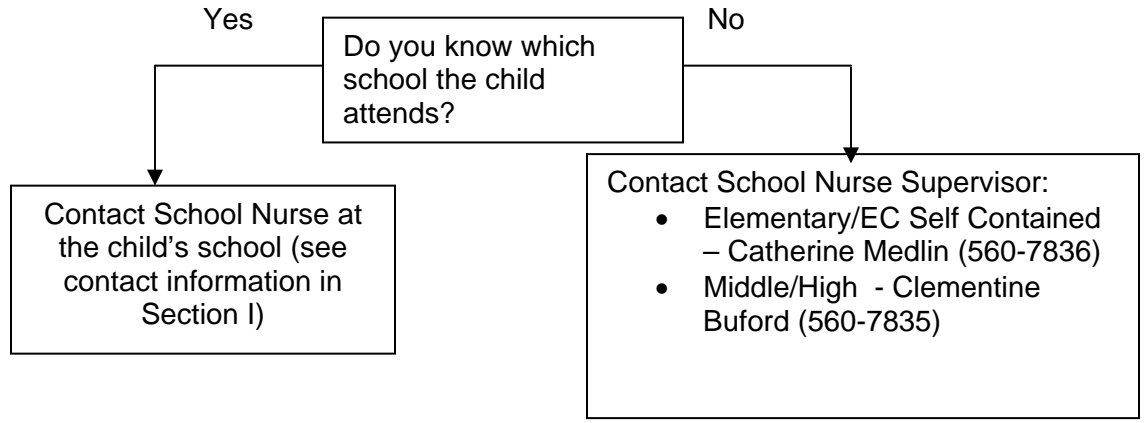
Section III
Cross-Agency
Communication Flow:

See Process Mapping

Section IV

Process Mapping

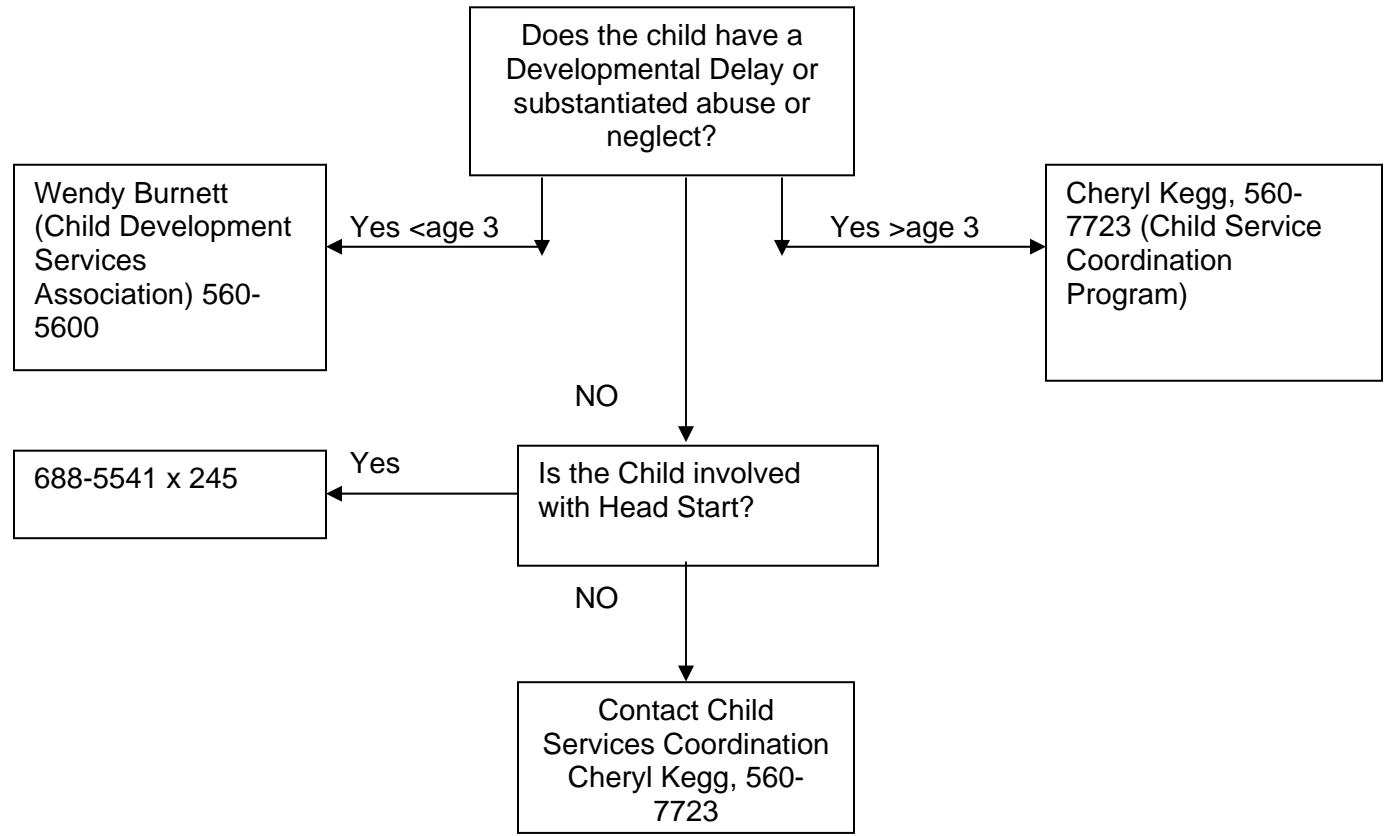
If a child and family team needs to contact a public health nurse about a school-aged child, in Durham Public Schools, with a known chronic disease, or a non-chronic health problem (ex. lice, cold, allergies):



❖ If a child and family team needs to contact a public health nurse for a school-aged child not attending Durham Public Schools:

Contact Cheryl Scott, 560-7712

❖ If a child and family team needs to contact a public health nurse about a child that is age 0 – 5:



Section V

Definitions

CSC: Child Service Coordination – A state-mandated program that provides case management services to children under 5 who meet specified risk definitions. Risks may be physical or social.

FERPA: The Family Educational Rights and Privacy Act affords parents and students over 18 years of age certain rights with respect to the student's educational records.

IFSP: Individualized Family Service Plans - These are plans established for children 0-3 who are enrolled in the Infant-Toddler program. Plans define the child's and family's strengths and needs, and include a specific and detailed description of plans to address needs while supporting strengths.

Infant-Toddler Program: A state-mandated program that provides case-management, evaluations, and needed referrals to children 0-3 who have developmental delays or substantiated abuse or neglect. This program is managed by the Child Development Services Agency. (See Process Mapping for contact information).

MCC: Maternal Care Coordination – A state-mandated program providing case management to pregnant women with Medicaid. The goal is to promote healthy pregnancy outcomes.

Section VI
Frequently Asked
Questions

Child Service Coordination

What services do Child Service Coordinators provide?

We make home visits to discuss infant and child care, immunizations, medical follow-up, developmental screenings, referrals to community resources, and home safety.

Who makes the referral?

Referrals are made by hospital staff, medical providers, developmental evaluation centers, day cares, and social services.

Do I need to participate?

This is a voluntary program offered to families.

How much does it cost?

This program is free to families. If the child is on Medicaid, the Medicaid program will be billed; otherwise, a state grant will be billed.

I am going back to work. How can I continue with the program?

We will try to arrange our schedule to meet your work hours or make visits at your child's day care.

Family Planning

Can a minor (under 18 years old) receive birth control services without consent of her/his parent?

Yes. The law requires us to provide services to minors upon their request without parental consent. However, we do encourage minors to discuss their birth control needs with their parents.

Do you give out condoms?

Yes.

Can you perform a paternity test?

No. You need to see your personal physician for this.

Do you give emergency contraception or "the morning after pill?"

Yes. If you think that you are in need of emergency contraception, please call 560-7630 and ask to speak to a Family Planning nurse.

Prenatal Care

Can I come to the Health Department for my prenatal care?

The Health Department provides prenatal care at Lincoln Community Health Center (919) 956-4052).

Transportation

I need transportation. Can you pick me up?

We will assist you in obtaining transportation through the Durham Area Transit Authority (DATA) ((919) 683-3282) or the Red Cross ((919) 493-3551), but we do not provide the transportation for you.

Do you have a bus stop near you?

Yes, we have a bus stop directly across Main Street from the Health Department building.

Other Questions

Should I have my child tested for lead poisoning?

If your child is under the age of six, it is a good idea to have him/her tested. Testing is especially important if your child lives in a home built prior to 1978, or if the child regularly visits a home that was built prior to 1960. If paint is in poor condition (flaking, chipping, and peeling) or has been disturbed by recent remodeling in any location your child spends time, then it is also a good idea to have the child tested.

If my child is over the age of six, should I have him/her tested for lead poisoning?

The risk is not as great due to changes in hand to mouth activities. Also, the development of the central nervous system and brain is not as readily affected by lead after the age of six. Lead is still not healthy at any age, but the body doesn't absorb it as well as people progressively age.

Section VII

Additional Information

For more information please refer to:

<http://www.co.durham.nc.us>, then click on "Departments and Offices," then "Public Health"