

Safety

The safety of our staff and clients is a top priority.

The HEaL Trauma community health worker is part of UCLA Health and is a mandated reporter.

To ensure safety, we ask you to follow these rules when meeting with a community health worker:

- Notify us if someone in your home is sick or contagious.
- Keep pets away unless they are service animals.
- Do not bring weapons.
- Avoid using substances during the meeting.
- Do not record patients or staff.
- Disruptive or violent behavior will not be tolerated and will be reported.

Medical questions

Our community health workers are non-medical team members. For medical questions about your care, contact:

- **During normal business hours:** Call our Trauma Clinical Coordinator at **310-267-6464**.
- **24 hours a day:** Call the hospital operator and ask for the trauma “L” surgery resident on call (pager #95550).
- Visit the nearest emergency department.

To schedule a trauma clinic appointment, call:

- Trauma Surgery Administrative Assistant:
310-267-9609

For general inquiries email:

- **HeaLTrauma@mednet.ucla.edu**

HEaL Trauma Program hours

HEaL Trauma office hours are Monday through Friday, 7 am - 5 pm, with each community health worker available four days a week.

Calls, text messages and emails received after hours and on weekends will be returned the next business day.

UCLA Health

HEaL Trauma Program



What are community health workers?

HEaL Trauma Program community health workers understand that trauma affects more than just your body. They are here to support you as you recover.

Our goal is to provide care that looks at all parts of your life. We want to meet your social care needs, prevent more trauma and improve your quality of life.

UCLA Health

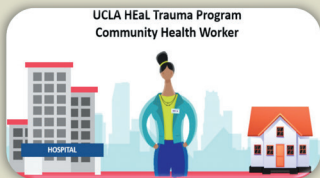
What are social care needs?

Social care needs are non-medical problems that still affect your health and well-being.

The community health worker's job is to help you find and use resources in your community after you leave the hospital.

When you first meet our CHW, they will explain the HEaL Trauma Program and our services.

Participation is your choice and its free.



What services do community health workers provide?

- Finding out what non-medical help you need
- Helping you understand and use social services
- Guiding you with applications for benefits, insurance and jobs
- Helping you find housing, food and transportation
- Checking in with you after you leave the hospital

How this works

When you first meet a community health worker, they will explain the HEaL Trauma Program and its services. Joining is free and up to you.

1. If you choose to join, the community health worker will confirm your contact information.
2. The community health worker will ask questions to learn about your life outside the hospital. This helps us understand your needs and goals.
3. Together, we will focus on your top goals and make a plan to reach them.

Together we can HEaL trauma.

What do you need to do?

You are the key to your recovery. Our most successful clients stay involved and take responsibility for their part in the program.

Here are four tips for success:

1. **Be open:** Share your needs honestly so we can help you.
2. **Believe in yourself:** Trust yourself and stay focused on your goals.
3. **Stay engaged:** Keep in touch with your community health worker. Return calls and emails, and attend meetings.
4. **Be prepared:** Have any documents or information your community health worker may need ready.

Important HEaL Trauma Program Information

Program participation

Participation is voluntary and free.

If we can't reach you after three attempts, we will assume you don't wish to participate. You can contact us anytime to join or rejoin.

If you miss scheduled appointments in the community, future meetings may be held on campus or via Zoom.

