



## Talking Points for Health Care Providers

### What is 211 Iowa?

211 provides expert, caring help. No matter the situation, 211 specialists listen, identify underlying problems, and connect people in need with resources and services in their community. 211 finds help for things like:

- Food
- Rent/utilities payments/housing
- Legal services
- Crisis intervention
- Disability services
- Elderly services
- Employment
- Family support
- Physical/mental health care
- Much more

Use the 211 Iowa app on a smartphone to find resources you can refer to those you serve.

Let those you serve know they can download the app for free or dial 2-1-1 from any phone to receive help.

211 Iowa call centers have access to a Language Line that provides interpretation services in 150+ languages at any time.

### How can health care professionals use 211 Iowa?

Use the free 211 Iowa app to offer support to those you serve while they are in your office.

Refer people in need to 211 (app, phone, or website) to find help for free.

211 Iowa Help Navigators are trained to assess a patient's needs and identify local resources/solutions for them.

### What should health care providers do with 211 Iowa (calls to action)?

Download the 211 Iowa app for in-office use to help those you serve who are in need.

Tell people in need about the 211 Iowa app, 211Iowa.org, and telephone assistance.

Share 211 Iowa with all medical and office reception staff.