

A Heartfelt Story of Support and Transformation

Daniela Martinez, an OHP assister at Interface Network, recently had the privilege of assisting a client referred through Chemeketa Community College in Woodburn. When the client first reached out, he was noticeably stressed over the phone, expressing his difficulty in finding affordable dental care. With a sense of uncertainty, he explained that he wasn't sure if he had Medicaid benefits because he had been told by a local clinic that his income was above the limit. He also mentioned receiving several letters, which he assumed were from OHP, but his limited reading skills made it difficult to understand the details. The client's sincerity and humility were evident as he admitted that, due to his age, he struggled with reading and writing.

Recognizing the stress the client was under, Daniela patiently reassured him that he could bring the papers to the Interface office, where they could review them together and figure out exactly what information was needed. During their conversation, Daniela learned that the client had been suffering with an impacted molar for nearly a month, along with a crack in his tooth and a rupture in his gums. Despite the severe pain, he had been going to work and carrying on with his daily life. It was heartbreaking to realize the extent of his discomfort, all while struggling to find affordable dental care.

With compassion and determination, Daniela went above and beyond to assist the client. She worked with PacificSource, along with the client, to gather the necessary information about the best dental clinics accepting new clients under OHP. The client, who had to work and had limited availability, made it difficult to schedule appointments, but Daniela didn't give up. She tirelessly contacted a list of clinics and eventually secured an appointment for him. The client was incredibly grateful for the support and was relieved that he was finally on track to receive the dental care he so desperately needed.

But Daniela's support didn't stop there. She helped the client renew his OHP plan, ensured that he received a new card, and took the time to teach him how to use it. She also helped him find a primary care provider, setting up his first physical in years. The client's transformation has been incredible, and it is heartwarming to see the impact of community programs like OHP. After weeks of effort, the client is now a patient at a local dental clinic where the team is dedicated to providing him with the care he needs. He will soon receive a treatment plan and, most importantly, will be able to live his life without the constant pain of his toothache.

This story is a testament to the power of community and the difference that dedicated assistance can make. The client continues to stay in contact with Daniela, updating her on his progress, and has even referred others in his community to get connected with her for help. Thanks to the support from programs like OHP and Interface Network, Daniela was able to make a real difference in this client's life, helping him regain his health, peace of mind, and dignity.