

# Managing Consumer Problems



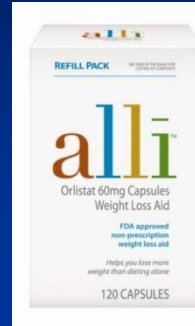
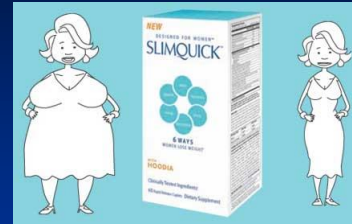
# Health Fraud

- **Fraud** – deliberate deceit or trickery
- **Health Fraud** – aka quackery – the sale of worthless products or services that claim to prevent diseases or cure other health problems



# Fraudulent Products and Treatments

- Weight-loss products
  - Not approved by the FDA



- Beauty and anti-aging products
  - May work temporarily, but none offer permanent results
  - Not approved by the FDA



# Red Flags of Fraud

- “secret formula”
- “miracle cure”
- “overnight results”
- “all natural”
- “available only through mail-order”
- “hurry, this offer ends soon”
- “one-time offer”

# Other problems with health services

- **Malpractice** – failure by a health professional to meet accepted standards
  - Get a second opinion for any major health concern
  - Seek help from
    - American Medical Association
    - State licensing board

# Methods for Addressing Consumer Problems

## ■ Business organizations

- Better Business Bureau (BBB) - Complaints against local merchants [www.bbb.org](http://www.bbb.org)

## ■ Consumer advocates

- Peoples or groups whose sole purpose is to take on regional, national, and even international consumer issues

## ■ Local, state, and federal government agencies

- Federal Trade Commission, Food and Drug Administration, Consumer Product Safety Commission, and small claims court

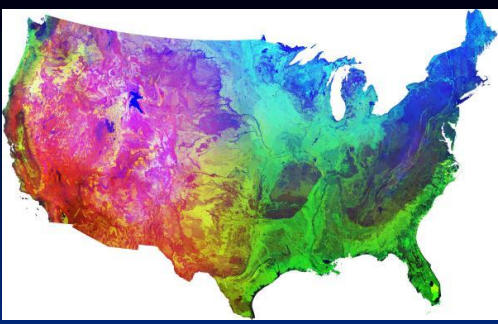
# Understanding Public Health Services

Public health – a community wide effort to monitor and promote the welfare of the population

# At the **local level**

- State, county and city health
  - Focus on disease prevention
    - **Water and sewage** systems
    - **Waste disposal**
    - **Sanitation of restaurants**





## At the **National Level**

- **National Cancer Institute (NCI)** – cancer research
- **Environmental Protection Agency (EPA)** – protect country's air water and land
- **Occupational Safety and Health Administration (OSHA)** – safeguard the health of workers
- **United States Department of Agriculture (USDA)** – leads federal anti-hunger effort
- **Department of Health and Human Services (DHHS)** – oversees over 300 health related programs

# Department of Health and Human Services

- Centers for Medicare and Medicaid Services (CMS)
  - Help provide health care to low-income and elderly Americans
- Food and Drug Administration (FDA)
  - Ensures the safety of food, drugs, and cosmetics
- National Institutes of Health (NIH)
  - Medical research and provide funding
- Substance Abuse and Mental Health Services Administration (SAMHSA)
  - Programs that aid substance abusers and people with mental/emotional disorders
- Centers for Disease Control and Prevention (CDC)
  - Conduct research/collect data to help control the spread of diseases
- Federal Trade Commission (FTC)
  - Enforce antitrust and consumer protection laws

# On a Global Level

- **World Health Organization (WHO)**
  - Agency of the United Nations with a membership of nearly 200 countries and territories
  - Programs to eradicate diseases and address pollution
- **International Committee of the Red Cross**
  - Provides emergency aid



# Raising Awareness of Public Health Programs

- Using the information provided on your Public Health Program, answer the following questions
  - What is the mission of this agency?
  - What health problems does this agency seek to address?
  - What services does it provide?
- Create a PSA poster that promotes this office or agency. Make sure you convey how this agency promotes public health.
  - Include website and phone number if available
- Target audience = HPMS students