

OUR SERVICE SITES

8 health centers:

Birch Grove Health Center
Central Point Health Center
East Medford Dental Clinic
Mobile Health Center
Phoenix Health Center
Wellness Center
West Medford Health Center
Women's Health Center

13 school-based centers:

Central Point, Jackson, Jewett, Oak Grove, Mae Richardson, Patrick, Phoenix, Sams Valley and Washington elementary schools; Kids Unlimited Academy; Hanby and Scenic middle schools; Crater High School

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NOVEMBER 2020
LA CLINICA
AFFORDABLE HEALTH CARE EXCELLENCE FOR ALL

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La Clinica 2021

When 2020's behind us, here's where we'll put our attention next



Partnership.

We'll focus on partnership with patients, with other community organizations, and with our staff of 400. We see creating and strengthening partnerships as a big part of our 2021.



Equity, diversity, and inclusion.

These topics have always been a part of the conversation at La Clinica, but 2020 put a finer point on the importance of that conversation. We all have work to do.



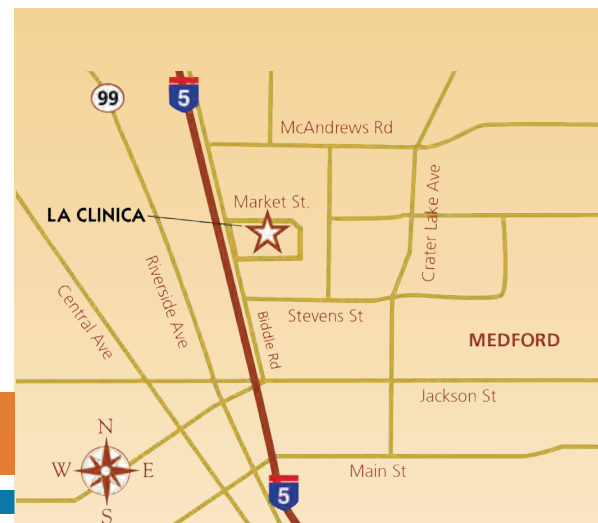
Service integration.

We'll develop systems that help us serve every patient's overall health needs, understanding full care is more than simply looking in an ear, prescribing a medication, or fixing a broken tooth.



Access and growth.

We'll create new access to our services by opening a new acute care clinic and new school-based centers. Learn more about both initiatives elsewhere in this newsletter.



The clinic at 616 Market St. will include six exam rooms, a drive-up pharmacy, and a waiting area that is open to the outdoors but can be enclosed. From the ventilation system to walk-up service windows, the clinic is designed to keep patients and staff safe from contagious illnesses.

Meeting urgent needs safely Acute care clinic will open in early '21

La Clinica's work to provide safe and quick evaluation of people's possible COVID-19 symptoms has given rise to a plan to help patients get immediate care for all sorts of sudden illnesses and injuries.

La Clinica is developing an acute care clinic at 616 Market St., just around the corner from the Wellness Center on Biddle Road.

Slated to open in January, the clinic initially will house the respiratory triage clinic, which has been the heart of La Clinica's COVID-19 screening and testing efforts since March. Within a year, La Clinica aims to add a variety of acute care services for the quick treatment of infectious diseases and minor injuries.

Eventually, the plan is to expand the roughly 1,500-square-foot building and offer wound care, sports physicals, well-child checks, initial visits for substance use care, and imaging.

"We're looking to address the immediate need first and expand when COVID-19 isn't the focus it is today," said Chief Operations Officer Tara Kirk.

Remodeling the concrete-block building that has been used as storage and equipping it as a clinic will require an investment of nearly \$900,000. Community support, including government and foundation grants, will enable La Clinica to create the clinic designed to keep patients and staff safe from contagious illnesses.

How La Clinica has met the community's needs during the coronavirus pandemic. Page 2

Rebuilding a community

La Clinica will add centers in fire areas

La Clinica's Phoenix Health Center was directly in the path of the devastating Alameda fire that swept through Phoenix and Talent the afternoon of Sept. 8, turning most of what it touched to rubble.

But the center survived, and today it is serving as one piece of the organization's growing commitment to the hard-hit communities.

La Clinica in October began welcoming patients back to Phoenix Health Center, and by the end of the year it will have in place four new school-based centers in the Phoenix-Talent district. The new centers at Armadillo Technical Institute,

See FIRE AREAS, Page 3



CEO Brenda Johnson, center, talks with Phoenix Health Center Practice Manager Amy McClung, left, as the center's staff returns to the building after the Alameda fire, which burned close enough to melt the center's fence.

Transformed in service

How La Clinica has met the community's pandemic needs

La Clinica has transformed its approaches to service in 2020 during the global coronavirus pandemic, helping thousands of people with COVID-19 screening, testing, and care; provid-

ing education and protective gear; offering aid signing up for state-funded insurance; and creating safe ways to visit the doctor. Here are some impacts so far* by the numbers:



5,226 La Clinica has recorded more than 5,000 visits by 1,992 people to its respiratory triage clinic. Staff organized and opened the clinic, inside the Wellness Center, over a weekend in March as the coronavirus outbreak hit. La Clinica is offering COVID screening and care, plus both standard and rapid testing.

11,563 Employees have completed almost 12,000 calls to check on the well-being of patients this year. The first wave came just after the start of the pandemic, and the second after about 1,300 patients were displaced in September's Almeda fire.



20,587 La Clinica staff have completed more than 20,000 video and telephone visits with patients seeking help for medical, dental, and behavioral health needs this year. Patients continue to come to centers for some visits, but these new remote approaches keep safety at the forefront when in-person visits aren't urgent.

1,094 As the COVID outbreak grew, La Clinica's Mobile Health Center moved from its usual stops to a site next to the Bear Creek Greenway at the end of March, serving unhoused people living along the path. Later, it visited agricultural workers, providing COVID education, screening, and testing. The center's staff has seen 693 patients in 1,094 visits so far during the pandemic and has also been part of La Clinica's response to recent fires.



795 La Clinica has added home delivery services for its two in-house pharmacies during the pandemic, bringing nearly 800 prescriptions to patients instead of asking them to come to health centers.

1,008 As the pandemic grew and Jackson County residents lost jobs and health insurance, La Clinica increased its efforts to help people get insurance through the Oregon Health Plan. These employees have processed more than 1,000 applications so far this year.

*March-October 2020

Welcoming all patients

Growing team serves transgender needs

In a region where people who identify as transgender can have difficulty finding welcoming and knowledgeable health care, La Clinica is emerging as a leader with a growing team of primary care providers who offer gender-affirming care.

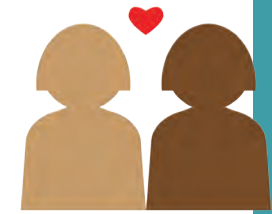
La Clinica is the healthcare home of 180 patients now getting such care. It has 14 primary care providers who offer services including gender-affirming hormone therapy for adults. Six of those also serve youth in coordination with pediatric endocrinologists at Oregon Health & Science University in Portland.

"We consider this to be a part of comprehensive primary care for our patients," said Chief Medical Officer Justin Adams, a physician who sees patients of all ages.

Research over the past two years by sociologists at Southern Oregon University's Gender, Sexuality and Women's Studies department found people who identify as transgender here faced challenges in finding healthcare providers who understood this approach to care. They reported long waits and having to travel long distances. Although the Oregon Health Plan supports gender-affirming care, struggles with insurance coverage and affordability were common, said researcher Carey Jean Sojka, assistant professor at SOU.

"It's great that La Clinica is doing this work," she said. "We've seen how important it is to have trans-affirming care right here in Southern Oregon, as it would be so inaccessible otherwise."

At La Clinica, these services start with primary care and include behavioral health support; gender-affirming hormone therapy for adults and adolescents; and referrals for gender-affirming care when needed.



Defining the terms: Transgender is a word used to describe people whose personal sense of gender differs from the sex they were assigned at birth. That internal sense is called gender identity. Some transgender people use hormone treatments or surgery to bring their bodies into alignment with their gender identity, and this is known as gender-affirming care.

Fire areas | from Page 1

Orchard Hill Elementary, Talent Elementary, and Talent Middle School will join a school-based center already running at Phoenix Elementary School.

La Clinica estimates about 1,300 of its patients were displaced by the fire.

"I want this community to know that La Clinica is there for it and that we are committed to supporting our neighbors as they take their next steps and the steps after that," said CEO Brenda Johnson. "We're here for the long haul, and we're uniquely set up to hear people's needs and connect them with help, either at La Clinica or elsewhere. It's some of our most important work right now."



Thank you!

We deeply appreciate your generous support of our community and wish you and yours a wonderful holiday season.



Campaign aims to protect community, sustain services

This spring when it became apparent that coronavirus was spreading in this country, La Clinica's leaders quickly developed a plan to make sure patients, employees, and the community would be protected in this pandemic and the organization could continue to provide vital health care now and in the future.

The plan mapped out a list of changes, many detailed elsewhere in this newsletter.

Leaders also crafted a \$14.1 million budget to cover these and other evolving needs expected by May 31. It relies on a mix of fees paid by patients and insurers, federal grants, and community support to meet operational demands.

So far, La Clinica has secured \$8.5 million, and fundraising is ongoing. You can make a tax-deductible gift at www.laclinicahealth.org/donate or by contacting Chief Development Officer Maria Ramos Underwood at 541-512-3152 or munderwood@laclinicahealth.org. Your investment helps safeguard the health of our community during the continuing COVID-19 crisis and beyond.

Learn more: <https://laclinicahealth.org/covid-fund>

Total fundraising goal: \$14,120,386

Raised to date: \$8,512,891