

## INTRODUCING: COMMUNITY HEALTH SERVICES



**Row 1 (Bottom)** Diana Marriott, Melanie Miller, Ivy Johnson, Eve Moreno, Kim Ray, Mary Oneha. **Row 2** Connie Badayos, Kui Kalua, Ann Tanigawa, Alisia Grilho, Yvonne Santos, Grace Dole. **Row 3** Francis Gallegos, Veronica Gardner, Robin Kalohelani, Ruby Rellin, Danielle Schneeweis, Cedric Kay. **Row 4 (Top)** Airleen Lucero, Geri Eli, Ronnie Taamu, Rahna Moniz, Leina`ala Kanana, Cherie Villa, Teresa Gonsalves Missing Teri Roe, Daisy Simeona

This month's featured department is Community Health Services, which provides multiple services through several programs. The priority of the department is to ensure increased access and decreased barriers to primary care, and appropriate utilization of health services, thereby improving health care outcomes. Teresa Gonsalves, LSW is the Director of the department and Veronica Gardner, Program Specialist, has the daunting task of collecting, compiling, and inputting data in specific databases as required by each program.

### PROGRAMS:

#### Case Management Services

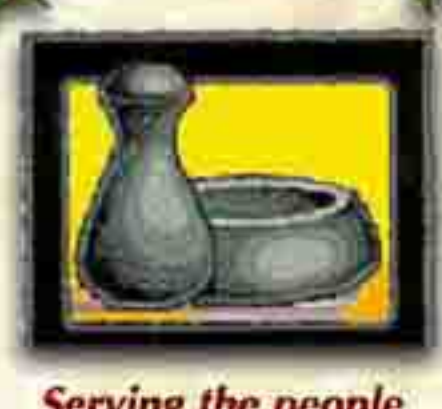
Outreach and intensive case management services provided to high risk patients of the health center referred by their primary care provider or other provider within the health center. Services are provided by nurses and social workers.

#### Health Care to the Homeless

Provides health care via mobile van services to the homeless living along the Waianae Coast. Team of healthcare providers delivers services to the homeless living on the beaches on Monday afternoons and Tuesday mornings. Yvonne Lee Santos, LSW is currently supervising this program. The staff also includes Robin Kalohelani, RN, Francis Gallego, MSW, and Danielle Schneeweis, RN.

#### Perinatal/Baby SAFE

The program provides case management services to at risk pregnant women who receive their prenatal care at WCCHC. Services begin at their first OB appointment and continue for three months postpartum. Their infants are followed from birth up until three well child visits or 1 year of age, if needed. For those patients who are identified as substance using or at risk for substance using, BabySAFE (Substance Abuse Free Environment) services are available. BabySAFE is a pre-treatment program that engages a patient to prepare them for treatment. Supportive classes are also offered to these women including pre-vocational (job readiness) and psycho-educational classes (addressing health and safety, domestic violence, trauma, parenting, etc.). Free Prenatal classes are offered to all residents of the Waianae Coast and patients of the Health Center. Leina`ala Kanana, LBSW is currently the supervisor of this program. The staff also includes Alisia Grilho, LBSW, Cherie Villa, RN, Ann Tanigawa, MSW, and Melissa Lapastora, BSW.



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- children aged 6 months to 5 years
- pregnant women,
- persons over 50 years of age,
- persons of any age with certain chronic medical conditions; and

**Persons who live with or care for persons at high risk, including:**

- household contacts who have frequent contact with persons at high risk
- health-care workers.

#### Transportation

This program plays an important role in assuring patients have access to care by reducing transportation barriers. Free, curbside transportation services are provided to established patients of WCCHC who have no other alternatives for transportation. Patients need to be ready for pick up one (1) hour prior to their appointment. At present time, we do not have the capacity nor ability to provide same day or emergency transport. Ivy Johnson is currently the supervisor for Transportation. Other staff includes Cedric Kay, Ruby Rellin and Kui Kalua. Patients can schedule transportation by calling 696-1450 or using the red phone in the brown box located in the "Central Lobby" of the main center or by having your primary care clinic assist you. The hours of operation are Monday through Friday (except Holidays), from 8:00 am - 4:00 pm.

#### Telecommunications

The Telecommunication staff is an essential part of the Health Center handling hundreds of calls each day, from the simple transfer to the correct clinic, to helping someone get connected to the appropriate services, or helping those seeking information. We strive to provide professional and courteous service to both our in-house and outside callers. Ivy Johnson supervises Telecommunications and operators Connie Badayos, Rosie Burgess, and Kim Ray. Hours of operation are Monday through Thursday 7:30 am - 8:00 pm, Fridays 7:30 am - 5:00 pm, Saturdays & Holidays 8:00 am- 4:00 pm. After hours, the phones are answered by the emergency department.

#### Patient Assistance Services (PAS)

This program provides a valuable service not only to the Health Center but the community at large. PAS works hard to assist the uninsured and underinsured. Staff can help clients with applications for medical programs such as the State Med-QUEST program, Medicaid, and Medicare. In addition, PAS can assist WCCHC patients with applying for the Sliding Fee Scale and the Immigrant Health Programs. These programs allow the Health Center to provide services regardless of a patient's ability to pay. Recently, PAS has begun assisting with Advanced Health Care Directives and coordinating interpreter services. Finally, we have an outreach program that assists the homeless and those who can not come up to the Center with financial, food stamps, and housing applications. We have staff at all WCCHC sites and the Emergency Room. The current supervisor is Diana Marriott. The seven eligibility workers are Grace Dole, Airleen Lucero, Eve Moreno, Melanie Miller, Ronnie Taamu, and Daisy Simeona. Geri Eli is our Community Health Worker and Rhana Moniz is our Outreach/Education worker.

#### GOT DONATIONS?

Community Health Services always welcomes donations of gently used clothes, shoes, household items, and non-perishable foods throughout the year. Once a year around Homeless Awareness Week, CHS coordinates a Rub-A-Dub-Dub drive to collect donated hygiene products for the homeless. These items may be dropped off at the CHS office. If you have any questions about donations, call Yvonne Santos at 696-1586. Thanks to all the generous donors who give throughout the year!

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LEEWARD COMMUNITY COLLEGE AND KAPI`OLANI COMMUNITY COLLEGE