



**Redwoods Rural**  
HEALTH CENTER

## MEDI-CAL & PARTNERSHIP ENROLLMENT SERVICES

Our Eligibility team works tirelessly to help you obtain the necessary medical coverage and other services, free of charge. **You do not have to be a patient of Redwoods Rural!** All are welcome to call Andrea Rodriguez, our Eligibility Specialist at **707-923-2783, ext. 179**, and see how she can help you obtain medical insurance coverage and provide information on other services that may be available to you. Her specialty includes help with the county application process, filling out and submitting the county forms, help with maintaining your case open, and others. She can further help with CalFresh benefits and our Food Pantry, hygiene kits, and baby formula. **Se habla Espanol.**



CONTACT

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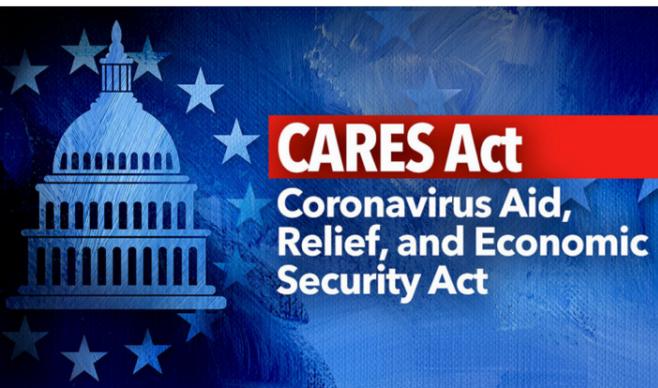


## NEWSLETTER OF REDWOODS RURAL HEALTH CENTER

SUMMER 2020

### MISSION & VISION & VALUES

- ❖ *The purpose of Redwoods Rural Health Center is to provide responsive, preventive, high quality primary health care services, through a variety of healing disciplines, to all people without regard to social or economic status.*
- ❖ *We emphasize the client's right and responsibility to participate in his or her own health care decisions.*
- ❖ *It is our hope that the clinic be a place where the needs of the whole person are met—body, mind, and spirit.*



## CARES Act

Coronavirus Aid, Relief, and Economic Security Act

## FEDERAL FUNDING TO COMBAT & RESPOND TO COVID-19

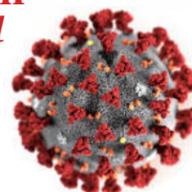
We are working to remove financial obstacles that might prevent people from getting the testing and treatment they need from COVID-19 with the help of **HRSA and CARES supplement**. In addition to HRSA and CARES funding, health centers further received **Expanding Capacity for Coronavirus Testing (ECT) award**, a one-time funding to support health centers to prevent, prepare for, and respond to coronavirus disease 2019 (COVID-19).

Specifically, funds may be used for necessary expenses to purchase, administer, and **expand capacity for testing** to monitor and suppress COVID-19.

These one-time supplements will help Redwoods Rural meet the unique needs of our patients during this pandemic. Examples include support for COVID-19 screening, testing, and treatment; purchase of infection control and personal protective equipment supplies, equipment purchases to conduct virtual visits and remote work, and others. Specifically, the funds enabled us to obtain additional contactless thermometers, air purifiers, PPE, as well as the COVID-19 testing equipment and supplies.



We are excitedly awaiting the arrival of the new **Cepheid GeneXpert COVID-19 rapid test machine, which will provide test results within 30 minutes!** These awards directly funded our community testing outreach efforts, the first of which was the testing event at the Lone Pine Motel in May.



## Arts in Healthcare

Studies have proven that integrating the arts into healthcare settings helps to cultivate a healing environment, and support the physical, mental, and emotional recovery of patients. Thank you to Cheryl Humphrey and Megan Hall for displaying farmhouse-style artwork! We appreciate their work inspiring our community.

# 2020 NATIONAL HEALTH CENTER WEEK

## August 9<sup>th</sup> - 15<sup>th</sup> #NHCW20 #ValueCHCs

### America's Health Care Heroes: Community Health Centers in the COVID-19 Pandemic

National Health Center Week, August 9 to 15, is an annual celebration to raise awareness about the mission and accomplishments of America's health centers over the past five decades. The goals of National Health Center Week are twofold:

1. **Enhance the visibility and profile of Community, Migrant, and Homeless, and Public Housing Centers**
2. **Generate community pride and build support for the health centers program**

Community Health Centers serve as the beacon of strength, service, and care in their communities. They form the backbone of America's health care safety net and play a critical role in improving health outcomes, lowering costs, and ensuring access to high-quality, integrated care. By mission and statute, the health center model requires that health centers locate in areas of greatest need and are led by representatives of the population they serve. In doing so, health centers reach people facing the greatest difficulty accessing or affording health care services. At health centers, everyone is guaranteed access to timely care regardless of insurance status or ability to pay. All health centers offer a comprehensive and integrated set of primary care services, including medical care, behavioral health, dental, and case management, among other services, depending on the needs of the community.

### Mark your Calendars!

Each day of NHCW 2020 is dedicated to a particular healthcare issue:

- Sunday, August 9  
PUBLIC HEALTH IN HOUSING
- Monday, August 10  
HEALTHCARE FOR THE HOMELESS
- Tuesday, August 11  
AGRICULTURAL WORKER HEALTH
- Wednesday, August 12  
PATIENT APPRECIATION
- Thursday, August 13  
STAKEHOLDER APPRECIATION
- Friday, August 14  
HEALTH CENTER STAFF APPRECIATION
- Saturday, August 15  
CHILDREN'S HEALTH

This National Health Center Week honors those front line providers, staff, and beloved patients who lost their lives during the (ongoing) COVID-19 pandemic. From the very beginning of the crisis, Community Health Centers began finding innovative ways to provide preventative and primary care to their patients. During this week of remembrance, light a candle for those community health leaders and patients that we lost. As we commemorate those lives and celebrate the future of Community Health, let's shine a light across the country that will embody the future of primary health care centers for underserved populations.



*What's the Best Kind of Checkup? A Cavity-Free Checkup!*  
Parents can help make this happen with these tips:

**Kids Toothpaste Tip:**



**1. Brush Twice a Day**

Children should brush their teeth twice a day for 2 minutes each time, using back and forth and up and down motions. Don't forget to encourage them to brush their tongue and gums to eliminate bacteria that can linger there. Use a soft-bristled toothbrush that won't irritate your child's sensitive teeth and gums, and don't forget to replace them every 3 months.

**2. Floss Daily**

It's best to floss before bedtime so your child can remove any food particles that may have gotten caught in their teeth. If your child finds using traditional floss difficult, try floss picks.

**3. Get Fluoride Treatment & Sealants**

Fluoride is a naturally-occurring mineral that helps strengthen tooth enamel. Your child's dentist can administer fluoride treatments, which can help prevent tooth decay and cavities. Dental sealants can prevent tooth decay in your child's permanent teeth. Adult, permanent teeth have many pits and fissures that food can get stuck in, encouraging plaque buildup and tooth decay. Sealants should be applied as soon as your child's molars erupt, around the age of 6.

**4. Get Regular Cleanings**

Regular cleanings will help remove any plaque buildup that can lead to problems like cavities. During these checkups, dentist will monitor for any developing dental issues. If caught in their early stages, treatment can help prevent any lasting or severe issues. Your child should see their dentist every 6 months for a routine cleaning and checkup.

**5. Encourage a Healthy Diet**

Yes, diet actually has a big impact on the health of your teeth. Eating foods rich in calcium (e.g. broccoli, leafy greens) results in healthy teeth and bones. Vitamins such as vitamin D and K, B complex, zinc, iodine, and potassium all play key roles in the health of your child's teeth. Sugary foods on the other hand serve as a food source for bacteria. The bacteria convert the sugar into acids, which then leads to tooth decay and cavities. The longer sugar remains on the surface of the teeth, the more bacteria can grow. Remember, most fruit juices are loaded with added sugar. Opt for water instead, and make it fun by adding color and flavor with fruit slices.

The 340B Program is a federally funded program that requires drug manufacturers to provide outpatient medications to eligible health care organizations such as ours at **significantly reduced prices**. The 340B medication discount is available to all Redwoods Rural Patients regardless of income, or insurance status. We are excited to **add CVS and Rite Aid pharmacies** to the current participants list. We also offer Prescription Delivery through Lima's and Cloney's pharmacies, who deliver medications weekly to Redwoods Rural clinic.



**340B Participating Pharmacies:**

1. **Cloney's Red Cross** (5th St. in Eureka)
2. **Cloney's** (McKinleyville)
3. **Lima's** (Eureka)
4. **Green's** (Fortuna)
5. **Walgreens** (Fortuna and Broadway St. in Eureka)
6. **CVS** (Arcata, Myrtle St. & Harris St. in Eureka, and Ukiah) - **NEW!**
7. **Rite Aid** (Fortuna; going Live July 1st) - **NEW!**
8. **Palco** (Soctia)

Contact **Lori Ford**, our 340B Program Manager at **707-923-2783, x172**

Lori will work with you, your provider and your pharmacy, to see how this program can help! To participate in the 340B program, you must be a patient of RRHC and be seen by a provider at least once every 12 months.



**Food Bags**  
for those impacted by COVID-19

Redwoods Rural offers food bags to anyone experiencing housing or food insecurity. The wholesome food bag menus were created by Gina Paine, NC, LE, our Nutrition Educator.

*Our eligibility staff can also help clients and patients sign up for CalFresh benefits, as well as get baby formula, hygiene kits, and women's sanitary products.*

To sign-up for CalFresh and food bags, call Andrea Rodriguez at

**707-923-2783, x179**

*¡Se habla Español!*

COVID-19 TESTING EFFORTS  
**COMMUNITY OUTREACH**

The first RRHC COVID-19 testing outreach event was held at the Lone Pine Motel in Garberville in May, where the team tested homeless occupants. In addition to the COVID-19 test, **RRHC now also has access to the antibody test**. The COVID-19 test information will be used to inform Public Health about the spread of the disease and help isolate any active cases to prevent further spread. Results for either test may take up to a



week to obtain. However, RRHC is awaiting the arrival of the Cepheid GeneXpert COVID-19 rapid testing machine, which can determine a **positive result in as little as 30 minutes**. This test delivers point-of-care results with the same level of performance seen in reference labs! Stay tuned for more information regarding the new rapid testing machine!

**To schedule a COVID-19 test, please call: 707-923-2783**

UPDATE ON COVID-19 TESTING EFFORTS  
**RISK MITIGATION STRATEGIES**



**RRHC** continues to adjust mitigation strategies to protect our patients, staff, and community. All patients are now prescreened in a separate isolated area prior to checking in. As a part of the prescreening process, patients can expect to have their temperature taken and a team member will assess COVID-19 symptoms with a screening questionnaire. As always, facial coverings and social distancing measures are strictly enforced. Additional seating and adjusted seating arrangements were created and are being utilized, and appointment times are staggered to allow proper time for full disinfection procedures between each patient. Additionally, an alternative entryway is in use for perinatal and acupuncture services to further limit contact. HEPA/UV air purifiers are strategically placed throughout the building for added protection.

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**COVID-19 Screening Questions:**

*Are you experiencing any new onset shortness of breath or other difficulties breathing?*

*Do you have any new onset flu-like symptoms, such as gastrointestinal upset, headache, or fatigue?*

*Have you experienced recent loss of taste or smell?*

*Has a provider ever told you that you have heart disease, lung disease, kidney disease, diabetes, or any autoimmune disorders?*



As a vital component of the nation's health care safety net, RRHC is playing an important role in delivering critical services during the COVID-19 emergency by utilizing **telehealth** and **virtual visits**. Our medical, nutrition, and behavioral health teams encourage patients to return for routine and preventive care, as well as chronic conditions management utilizing virtual visits. **Zoom** video visits even allow for **remote monitoring** of many conditions such as hypertension. In order to mitigate exposure of patients who are sick or at-risk due to other conditions, as well as protect the healthcare workers and community, **we encourage the use of telehealth whenever possible**. Please talk to your provider to see whether Zoom or phone visits are appropriate for you.

**REMOTE VISITS DURING THE PANDEMIC**

**Helpful links on how to utilize Zoom, please see:**

**Zoom instructions for Patients:** <https://www.youtube.com/watch?v=mi-v3opom6IE>

**Step by Step instructions:** <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>.