



Operations Report- March 1, 2016 Meeting

Cudahy Family Health Center Update:

The Cudahy clinic will start providing medical services Tuesday, March 2, 2016. The schedule for medical services will be the following: Monday-Friday – 8am-12pm. The clinic will stay open until 4:30pm with the necessary support staff providing information to patients (appointments and signing up patients into programs). As of today we have 100 appointments for new patients.

Marketing & Outreach Update: We hired a marketing and outreach team to do outreach in the City of Cudahy. The following activities are taking place: education and outreach is being provided at the local Swap Meet, as well as Canopy on Atlantic Ave. to inform the foot traffic about our services, in addition we are having tabling events in two markets in the immediate area; Superior Market and North Gate Market. Furthermore the outreach team will be dropping off flyers door to door in the immediate community and will distribute posters in the local business including the City Council of Cudahy. We met with the Vice Mayor, Christian Hernandez and the City Manager, Jose Pulido a few months ago. They are looking forward to our opening as the City of Cudahy do not have a full a Federally Qualified Community Health Center. As of today, the marketing team has made some appointments for patients.

Disaster Preparedness Update: We have been receiving calls from many people from out of state stating we are calling them for credit card information, they are not our patients. We went to the police station and they provided us with a number to call, the Commercial Crimes Unit, where they handle cyber-attacks and Fraud situations. As of now, we have notice less calls. We spoke with Telepacific regarding this issues and a ticket has been open for investigation. Their engineers are working on this matter and suggest involving our Shortel Provider to investigate any loopholes or backend entry to our phone system. The IT team continues investigating this situation. In the meantime we are going to include in our greeting message that SCFHC do not request personal private information such as social security number or credit information over the telephone, as well as our operators are informing those who call back that the calls aren't being generated by our clinic and at no time we will ask for any credit information.

The Elizabeth Learning School Center Update: The Elizabeth Center is scheduled to open for medical services in April or May 2016. We just received the agreement from LAUSD. The current provider will still be operating the center through March 2016. We met with the principal to talk about revamping the clinic before opening in May 2016 as well as doing outreach and education starting this month. This is a good entry for our Cudahy Community Health Center into the community as this center has about 1,000 existing patients. As soon as we get the patient's information we will contact them to come in for a medical assessment.