

OCTOBER 23, 2020



South Central Family Health Center

MONTHLY NEWSLETTER.



THIS MONTH'S NEWS AND UPDATES:

**A Message from the
CEO**
**Medical Assistant
Appreciation**
**Physicians Assistant
Appreciation**
Halloween
Boss Appreciation

OUR MISSION

SCFHC's mission is: "To improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment."

A MESSAGE FROM THE CEO

In October, we celebrated and recognized the contribution of our Medical Assistants (MAs) and Physician Assistants (PAs) staff. Without their commitment to serve our patients, SCFHC could not have a strong impact in the communities in Los Angeles County we serve.

By choosing to work at SCFHC you have made a choice to impact change. You have observed the world around you and have used your voice and actions to influence the people around you.



The impact that MAs and PAs contribute to our patients is appreciated because they are an example of what it means to do your part. It is important for everyone to amplify their voice. Outside of the daily contributions we make to heal our patients, we have an opportunity to make a difference in the communities we live in. I encourage each of you to not only to register to vote, but to use your voice and vote in this year's 2020 General Elections.

Having your voice heard can contribute to the changes we would like to see in our nation. If you are unsure on what resources are available for you as a voter, I encourage you to visit LaVote.net to learn, your voter registration status, view election resources, learn ways that you can submit your vote.

I am proud of the tremendous work we do to make a difference in the lives of our patients. The time to deepen the impact our community is upon us. Join me in making a difference by voting. If we want to see an America where people do not lose access to healthcare, we need to vote this November 3rd. In the wise words of Mohandas Gandhi "You must be the change you wish to see in the world."

Continue to lead by example.

Sincerely,

Richard A. Veloz, M.P.H., J.D.

Chief Executive Officer

SCFHC'S Medical Assistants on the FRONTLINE!

SCFHC'S MEDICAL ASSISTANTS

Alba Herrarte
Alma Gomez
Amelia Rolon
Ana Figueroa
Ana Yvette Zacarias
Beatriz Flores
Beatriz Palominos
Briseida Cifuentes
Christina Machado
Claudia Ibarra
Danesa Ramirez
Dennise Munoz
Elva Hernandez
Gabriela Martinez
George Rivera
Guadalupe Herrera
Henry Gil-Maturell
Ilse Hernandez
Imelda Flores
Janelly Garcia
Jessica Chavez
Juan Ramos
Juana Rodriguez
Laura Herrera
Leslie Sanchez
Luis Blanco-Varela
Magdalena Alaniz
Maria Campos-Martinez
Maria Rios
Mariana Moran
Maribel Reyes
Maricela Zarate
Mayra Villegas
Melissa Maldonado
Merlyn Contreras
Miriam Sanchez
Monica Arellano
Monica Macias
Nancy Urtez
Paola Hernandez
Sandra Flores-Ayala
Sonia Ramirez
Wendy Urquiza
Yudiria Tapia-Rodriguez

SCFHC is proud to count on the services of our 44 Medical Assistants. Our MAs are essential to our clinics because they are diverse in their roles in relation to health care and know how to respond to patient needs.

In fact, patient relationships are established first with the MA.

Danesa Ramirez, an MA at our main clinic has been at South Central for ten years. Since she was a little girl, she envisioned herself as a nurse. "Helping the people of my community and my family is an everyday choice. SCFHC is my second home and my goal is to always give people compassion, for maybe one day it will be them who will help me." Danesa shares.

Reflect upon your personal experience when you visit your primary care physician. It is the MA who check your vitals, administers your immunizations, screen your labs as well provide referrals for providers.

Since the beginning of the COVID-19 outbreak SCFHC have kept our clinic doors open, providing care for our patients. The most obvious challenge that our healthcare heroes are facing is an increased risk of infection. SCFHC Senior Management is doing everything to ensure overall employee health. MAs are still engaging in one on one interactions with patients in person as well as over the phone with the use of Telehealth.

MAs are on the frontline in fighting the COVID-19 crisis. In the past having a temperature check before the start of a shift was not the norm in our clinics. It is our MAs who administer daily temperature checks and COVID questionnaires to all SCFHC onsite staff. If a temperature of 100.4 is discovered upon screening our MAs report this information to a supervisor to ensure COVID-19 does not spread amongst staff.

This has been a challenging time for everyone. We value our MAs commitment to adapt to change in how we manage the overall health of our community. The coronavirus pandemic has expanded duties of MAs and they are needed now more than ever.

Thank you to our medical assistant team for remaining strong, courageous, and opened minded during these unprecedented times. You are essential and you are appreciated!



OUR HEALTHCARE HEREOS



HELPING COMMUNITIES IN NEED



"Medical Assistants (MAs) are great teachers when it comes to patient learning. They are very adaptable to changes in healthcare trends. Medical Assistants play a vital role in the back office and work with providers to help patients and for that they are appreciated."

Ophelia Alvarez, Clinical Director

PHYSICIAN'S ASSISTANTS & THEIR GIFT OF COMPASSION

“A Physician’s Assistant is a healthcare professional with knowledge in medicine that shows empathy and compassion. We help close the health disparity gap amongst patients, especially in Primary Care”

Sara Camarena, Physician’s Assistant



SARA CAMARENA

In the U.S there is a shortage of primary care providers, especially in communities of color. In 2019 only 3.8% of primary care physicians identified as Hispanic, Latino or of Spanish Origin. Research also shows that there is a higher amount of black and brown certified PAs across the nation with a total of 6.6 % Hispanic PAs and 3.6 African American PAs. Diversity is essential for providing cultural and competent care for a multiracial society.

Sara Camarena, a PA at our South-Central Vernon Medical Center, learned the importance of medical care during her time in Pasadena City College. A friend of Sara’s had to go to County Hospital because of a broken arm. For 20 hours they both sat in the waiting room awaiting care. Sara remembers that once her friend was able to receive care, she was able to see the quality of service and understood the need for medical care assistants. That is when she began her quest in healthcare.

US Navy Veteran Rory Butler a PA at our Huntington Park location shares a similar story. He chose to work here at South Central Family health because he wanted to make an immediate impact on the people in the community who needed help the most.

Commitments like Sara's and Rory's align with South Central's mission of our founding Mothers Catherine Bax and Dr. Ann Turner origin story. Both PA's are true examples of being the change they want to see in their communities. Their daily influence and connection with our patients are one of the reasons we can continue to grow. Their ability to teach and earn patient trust is a gift with longevity.

To our SCFHC PAs, Rory Bulter, Sara Camarena, Monica Cancinos, Carmen Diaz, Faraiba Faqeerzada, James Martin, Evelin Martinez, Brenda Nava, Javier Rodriquez, Mohammad Shadjari, and Tahia Syeda, We wish you safety and health as you forge ahead to get us to the other side of this pandemic. Your contributions are appreciated.



RORY BUTLER

BEST PRACTICES FOR HALLOWEEN AT SCFHC

Halloween can be a fun holiday. Here are a few guidelines from HR that will help us enjoy the holiday safely & respectfully.

- Despite the trend of increasingly provocative Halloween costumes, work is not the place to dress up as a naughty nurse or a sexy Disney character – or a sexy anything, for that matter. Don't wear a costume that's too revealing or in any way sexually provocative.
- Costumes that are caricatures of another ethnic group aren't OK, and neither is dressing up as a member of a group that has been systemically oppressed.
- If your costume makes it hard for you to talk or hear, it's probably not well suited for the office.
- Not everyone enjoys dressing up for Halloween, and that's OK. Don't hassle others who don't dress up.
- Decorations. Employees are allowed to use fun and appropriate office decorations. Images of ghosts, skeletons, devils, etc., do not go over well in a health care setting.
- No decorations should hang on walls without prior approval from Genevieve Filmardirossian, COO/Associate Director. Decorations should not violate fire or safety codes.

SCFHC CELEBRATES BOSS APPRECIATION DAY!



Richard A. Veloz,
M.P.H., J.D.
Chief Executive Officer



Genevieve Filmardirossian
Associate Director
Chief Operating Officer



Paul Ramos
Chief
Financial Officer



José Luis Pérez
MD
Chief Medical Officer

To our Leaders of SCFHC,

Without your leadership we would have not been able to serve our 24,000 patients. Thank you for your vision, leadership, and your commitment to the staff and community.

SCFHC STAFF



SCFHC'S RETURNING STAFF

With community transmission of COVID-19 SCFHC implemented social distancing practices and opened some positions to telework. Effective November 1, 2020 we will begin employment recall procedures for positions currently doing telework. If you have any questions regarding your role and employment recall please contact our Human Resources Department. Remember we are still practicing safe socially distance practices and preventative methods.

- We will continue employee temperature screening at all sites
- Employees are required to wear a face mask at all times
- Office and Breakrooms have been organized in such a manner so there is at least 6-feet between seats, and on breakrooms only 2 staff members should share a table.
- If safe distances cannot be maintained, consider finding alternative areas to take breaks.

Thank you for keeping each other safe.

Sincerely,

Richard A. Veloz, M.P.H., J.D.

Chief Executive Officer

SCFHC WELCOMES NEW STAFF

Acosta, Lizzbeth

Alvarez, Ashley

Casas, Raquel

Faqeerzada, Faraiba

Fuentes, Eunice

Uribe, Elisabeth

Azimi, Ava

Ramon-Sanchez, Abigail

Ramos Jr, Juan

Reyes, Maribel

Cubias, Jose Manuel

Gill, Sunitha

Guerrero, Erika

Nava, Brenda

Whitaker, Brianna

Patient Services Rep I

Patient Services Rep I

Medical Biller I

Physician Assistant

Behavioral Health Clinician

HR Specialist/Assistant to COO

Physician

Medical Assistant I

Medical Assistant III

Medical Assistant II

Grant Writer

Physician

Dental Assistant II

Physician Assistant

Development Associate