



# Community Connections

Providing access to care for the most vulnerable people in the Lake County community.

*Lakeside is operated by MCHC, Inc., a local nonprofit healthcare organization.*

## ACCESS FOR THE MENTALLY ILL

### TELEPSYCHIATRY: The cutting edge of care



Psychiatrist Dr. Brian Thomas has begun consulting with Lakeside patients through newly installed, state-of-the-art teleconferencing equipment. Initial testing successfully demonstrated that patients feel comfortable while interacting with Dr. Thomas via the equipment after they had met him for an initial, in-person appointment.

With the installation of the teleconferencing equipment, MCHC is now able to provide psychiatric services to a large regional area. Patients who have been negatively impacted by their lack of access to psychiatric services are now able to establish an ongoing relationship for psychiatric medications management.

If you have clients who need psychiatric services, they can make an appointment with Dr. Thomas by calling Olivia Hernandez at 263-2171.

Expanding on its in-house telepsychiatry program, Mendocino Community Health Clinic, Inc. (MCHC), the local nonprofit that operates Lakeside, is preparing to offer telepsychiatry services to health centers located throughout the Northern California region.

## In the know!

### Lakeside Health Center Manager, Bev Sloan-Cole



Bev has returned to Lake County to manage our fast-growing facility. For any questions regarding services and operations at Lakeside Health Center, she is your best-bet contact. She welcomes your call or e-mail:

262-3228 or [bsloan-cole@mchcinc.org](mailto:bsloan-cole@mchcinc.org)

## LAKESIDE HEALTHCARE SERVICES

- |                     |                            |
|---------------------|----------------------------|
| Medical Services    | Dental Care                |
| Counseling Services | Women's Health             |
| Family Health       | Chronic Disease Management |
| Specialty Care      | Patient Financial Services |

**5335 Lakeshore Blvd. Hours 9-5, Mon. - Fri.**

**Dental clinic open 9-1 Sat.**

## Specialty care enhances access for Lakeside's patients

Strong relationships within the community of care guarantees that Lakeside patients have the care they need, even when it is outside the scope of our regular practice. If patients are identified as having needs for care services that Lakeside clinicians cannot provide, our Referral Department will "move mountains" to ensure access to needed care.

**Available specialties include:** cardiology, dermatology, podiatry, oncology, otolaryngology, orthopedics, neurology and neurosurgery, ophthalmology, nephrology, pediatrics and surgery.

Lakeside's strong Referral staff acts as liaison between specialists

and patients, forwarding all pertinent medical information to the specialist and assuring that the specialist returns treatment records so that the patient health record is complete.

In addition to outside referrals to specialty care, Lakeside provides a welcoming environment to specialists who wish to come into the center to see patients in-house. Currently, we contract with Javier Arroyo, DC, for chiropractic care and Pat Cotherman, RD, for nutrition services. In addition, Dr. Brian Hansen and Dr. Harry Matossian consult for gastroenterology.

## Counseling for health: Michael Quackenbush, LCSW



Lakeside's Behavioral Health Services Department is receiving new support from Michael Quackenbush, LCSW. Michael serves our patients as a Primary Care Consultant (PCC).

In response to the growing recognition that our patients face both social and psychological barriers to maintaining a healthy lifestyle, we have established the PCC program; it integrates behavioral health services with primary care. This model has generated a more holistic understanding of our patients. It is

an approach that has been broadly advocated within the disciplines of Family Medicine, Social Work and Psychiatry, and Lakeside staff is finding that it offers patients more personalized support for wellness.

Michael Quackenbush earned his Master of Social Work from the University of Nevada at Reno in 1994. He interned with the Mendocino County Mental Health Department where he earned his clinical license. Past clinical experience focused on client-centered psychotherapy for individuals and families, crisis intervention and work with the elderly. He has lived in Lake County for two years.

## Smoking Cessation Classes Begin

Lakeside Health Center is now offering these crucial support classes for those who wish to become nicotine-free. Sessions are eight classes facilitated by Michael Quackenbush, LCSW (*see front page*). To find out more about these classes, contact Olivia Hernandez at 263-2171

## NEW COUNSELING SERVICES BUILDING OPENS

With the completion of our new Counseling Services Building, Phase I of Lakeside's major remodeling plan has been completed. The new unit has a comfortable and private waiting room, four counseling offices and a group room. Numerous behavioral health providers staff the unit. To make a counseling appointment, contact Olivia Hernandez directly at 263-2171.

### USDA approves major construction loan

A recently approved construction loan through the United States Department of Agriculture (USDA) is funding a major expansion of Lakeside Health Center. Construction is expected to be completed in approximately one year. The remodel/rebuild will add 4,000 sq. ft. to the vintage-1950 facility, locally known "the old hospital."



**COUNSELING SERVICES**

**Hours:**  
Monday through Friday  
8 am to 12 pm, 1 pm to 5 pm

For an appointment, call 263-2171.  
For an emergency, call 911.

**LAKESIDE HEALTH CENTER**  
MENDOCINO COMMUNITY HEALTH CLINIC, INC.  
A local nonprofit healthcare organization

The building plan will dramatically reshape the patient experience, significantly expanding the waiting room and offering a children's outdoor activity area. The construction will expand medical exam rooms to 18, providing practice space for two new providers. Dental operatories will increase from 11 to 15, allowing the addition of one new dentist.

When the building is completed in late 2006 or early 2007, it is expected to accommodate an additional 2,000 patients each year, bringing our patient census up to 8,000 individuals.

Mendocino Community Health Clinic, Inc. (MCHC) is a nonprofit 501(c)(3) healthcare corporation governed by local residents committed to the mission of ensuring access to quality health services for the most vulnerable people in our communities. As evidence of MCHC's excellence, all three of its community health centers are accredited by the Joint Commission of Health Care Organizations (JCAHO).

## SEEKING HEALTHCARE LEADERS; ➔ join the MCHC Board

Mendocino Community Health Clinic, Inc. (MCHC, a 501(c)3 non-profit healthcare organization operates Lakeside Health Center along with two other community-based health centers in the Mendo-Lake region.

We need leaders to serve on our Board of Directors. The Board meets on the first Monday of the month from approximately 5 to 7 pm; each Director is asked to serve on one committee. To receive a Board application packet, call 472-4511.

Become a leader in creating innovative solutions to the most serious problems which beset our community by serving on our Board.

## Supervisors honor National Community Health Center Week

In recognition of the strong contribution to the safety net of care made by community-based health centers like Lakeside Health Center, Lake County's Board of Supervisors signed a public proclamation declaring Community Health Center Week 2005. The Alliance for Rural Community Health joined staff from Lakeside Health Center in a presentation before the Board of Supervisors in honor of National Community Health Center Week.

ARCH staff profiled Lakeside Health Center's contribution to our communities, noting that:

- Lakeside is a non-profit organization governed by a board of community members; Board Chair John Pavoni resides in Clearlake Oaks
- We are committed to providing high quality health care in their communities *regardless of their patients' ability to pay.*
- In 2004, Lakeside Health Center provided care to 6,533 patients.
- The salary and benefits paid to staff provides approximately \$2 million to the County's economy.

We ask you to recognize and support community health centers as a reasonable and durable model of care for the un- and under-insured.

## REACH OUT AND READ!

Literacy provides a meaningful foundation for a lifetime of learning. If someone knows how to read, their access to health will be drastically improved. Because the value of reading is recognized by our staff, we are proud to announce our second year of participation in the Reach Out and Read Program.

Over the next year, Lakeside health providers will be distributing books to children between 6 months and 5 years of age who have pediatric check-ups; age-appropriate books are available in English and Spanish. Sue Weldy, Nurse Case Manager, is administering Lakeside's program.