



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.



Marshall Kubota, MD: Addressing the problems of HIV in Lake County

A Public Health physician in Sonoma County, Dr. Kubota recently joined the staff at Lakeside and is the new backbone of our HIV/AIDS treatment program. He sees patients at Lakeside Health Center every other Friday.

Dr. Kubota earned his BA in Zoology from UCLA. He received his degree in medicine from the St. Louis University School of Medicine. He is a Diplomate of the American Board of Family Practice. He currently serves on the Board of Directors of the California Academy of Family Physicians and is Chair of the Technical Advisory Committee on AIDS for the California Medical Association. Sandy Richards, Case Manager, (*see In the Know, at right*) provides strong support to Dr. Kubota's care, following up with patients to maximize healthy outcomes.

COMPLETING THE CIRCLE OF CARE:

Teaching the importance of continuity of care

Spurred to revisit her commitment of ensuring that every person with unmet health needs has a dental and medical provider, Lakeside Manager Bev Sloan-Cole has undertaken a new initiative. Its purpose is to bring patients' needs for care to the forefront of Lakeside's daily operations.

At each contact, staff takes the opportunity to inquire and educate patients about the need for a medical and dental "home." The project has given our staff a clearer understanding of the unmet needs in our community. When we call a patient—perhaps to remind them of upcoming appointment—we take the time to briefly educate them regarding their families' health needs. It takes some time, but Bev intends that a "person-to-person" approach will have a long-term positive impact on the health of our community.

"Sometimes," says Lakeside Manager Bev Sloan-Cole, "a solution is right in front of us. We just can't see it. Now, every time one of us speaks to a patient, we are given an opportunity to educate them. We believe that, in the long run, this will be time well spent."

Callie Swift recognized for excellence



Callie's extraordinary customer service netted her Lakeside's Employee of the Quarter Award. As Referral Coordinator, she is constantly called on to defend our patients' access to specialty services. In this way, Callie defends our mission—she simply won't take "no" for an answer. *Way to go, Callie!*

Weaving the safety net together: Lakeside van services

In this era of ever-rising fuel prices, affording the gas it takes to get to the doctors is becoming increasingly difficult for our patients. Not doubt it, Lake County's vast territory is, a barrier to accessing healthcare.



In support of our mission to "ensure access to care to the most vulnerable people in our community," we have expanded Lakeside's van services. We now have two vans which can be scheduled to pick up a patient and bring them into the center for their appointment. Obviously, this is not a taxi service, and a patient cannot simply call at their whim. However, at the time they schedule their appointment, they can request transportation support. Two drivers, including Steve Fecht, above, with van, are supportive individuals, willing to help people in and out of the van as needed. Patients needing the support this service offers, should call 263-7725 in advance to schedule their transportation.

In the know!

Sandy Richards, Case Management

By keeping in close contact with patients and collaborating with community other agencies, Sandy helps patients manage their chronic illnesses, engaging them in learning to feel their best.



Phone: 262-3205

E-mail: srichards@mchcinc.org

Collaboration generates healthy smiles

Over this last summer, the dental staff at Lakeside worked with Migrant Education to treat a number of patients desperately in need of oral health care. Demonstrating an outstanding "can-do" spirit, the team delivered crucial treatment—including cleanings, sealants and fillings—to numerous children in a very short time.

Fiesta de Salud

Sunday, October the 8th, 11 a.m. - 4 p.m.
Kelseyville Multipurpose Building

Dr. Bruce Barnett and Karen Kennedy, PA-C, will participate; each will offer a brief public address regarding family health. **Stop by Lakeside's booth!**



Bruce P. Barnett, MD

A 1975 graduate of Harvard Medical School, Family Practice physician Bruce P. Barnett, M.D. is joining Lakeside's medical staff in mid-June. He says, "There is no greater responsibility or privilege than to provide a person with his or her medical care. Meeting patients makes my day." After pediatric and OB/GYN training, Dr.

Barnett went into General Practice for 15 years. Then, having graduated from UCLA Law School in 1996, he became an attorney specializing in the defense of physicians before the State Medical Board; he remains a member of the California Academy of Attorneys for Healthcare Professionals.

Recently, Dr. Barnett returned to the full-time practice of medicine, completing a Family Medicine Residency at the Keck School of Medicine. He is a Board-eligible Family Practitioner, and speaks Spanish fluently. His wife of 31 years, Ricki, joins him in their new home in Kelseyville.

SPEAKING FOR PATIENTS: Tips on interpretation

If you regularly interpret for Spanish-speaking clients, your role is to foster understanding between two people who speak different languages. Sounds simple, but it's not. It is natural to try to "help" the process along, adding explanations, softening anger or explaining something in a different way. It's not the professional way!

1. Identify yourself and describe your role; tell the client that you are going to repeat exactly what they say.
2. Let your client know you will keep the conversation confidential.
3. Because both parties will naturally tend to look at the interpreter, tell both parties that they may look at and speak to each other.
4. Stand a little behind the client; become as "invisible" as possible.
5. Speak as if you were the patient; repeat what the client says exactly; no additions, editing or polishing—or cutting out swear words!
6. Speak in "first-person language." If the client says, "I need help," then repeat it exactly. Do not say, "He needs help." Remember, you are the patient's voice—word for word!
7. If a word does not have an exact translation, you must "clarify," using word pictures to convey meaning. Don't forget to check that both parties understand clearly.

LAKESIDE HEALTHCARE SERVICES

Medical Services	Dental Care
Counseling Services	Women's Health
Family Health	Chronic Disease Mgmt.
Specialty Care	Patient Financial Services

5335 Lakeshore Blvd., Lakeport

Hours 9 a.m. - 5 p.m., Mon. - Fri.

Dental clinic open Saturdays: 9 a.m. - 1 p.m.

MEDICAL 263-7725 DENTAL 263-0196
COUNSELING 263-0196

New medical translation services meeting the needs of all patients

In the last few months, Lakeside has enrolled in a new telephone-based, translation service that makes it possible for us to provide more comprehensive access to anyone in need of health care. This medical interpretation service allows Lakeside providers to speak with a patient in more than 150 available languages by simply dialing an (800) number and stating the language. The translator on the other end of the line is medically knowledgeable, and fully trained to provide HIPAA-compliant service.

GOOD HEALTH, GOOD FUN: Lakeside's Kids Camp a success



If you were over at Lakeside on Tuesday, July 11, you would have heard a wonderful sound: Children having fun. From a gigantic Winnie the Pooh bounce house to a monstrous inflatable water slide, several children enjoyed games as they participated in a health education camp held at Lakeside Health Center. In between play sessions, camp attendees learned about proper nutrition and its great importance throughout life.

Because obesity is a rising health problem challenging youngsters, a nutrition curriculum was the centerpiece of the Lakeside's first Kids Camp day. Lakeside Health Center's unique "medical-home model" of care allowed participating children and their parents to visit various medical departments, learning about many aspects of health.

Kids Camp made such a significant impact that Lakeside's Manager, Bev Cole, is scheduling follow-up sessions. The first will take place over the winter break. If you know some children who might benefit from this type of active health education, please call her at 262-3228.

Healthcare Scholarships through ARCH

The Alliance for Rural Community Health (ARCH), a consortium of clinics in Lake and Mendocino County, is offering scholarships to clinic staff who belong to a minority ethnic group and who wish to advance or enhance their career in the health field. The awards range from \$1,000 to \$4,000; the money helps cover the costs of tuition, books and supplies, child care, transportation, or other costs associated with education. Though priority is given to current health center employees, scholarships are available to community members pursuing health careers. For more information, contact Nancy Eachus at 462-1477, ext. 102.

Lakeside Health Center is operated by 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).