

MEMO

TO: All EVCHC Staff

FROM: Alicia Mardini, Chief Executive Officer

DATE: September 21, 2021

Greetings Everyone:

For several years, East Valley Community Health Center (EVCHC) has had one of the highest emergency room (ER) utilization rates among the community health centers in Los Angeles County; to try to decrease ER utilization among our patients, EVCHC will be implementing Urgent Care services for our patients **ONLY**, at our West Covina and Pomona sites.

Starting 10/4/2021 services will be implemented at the West Covina site, Pomona will start once we are fully staffed. The Urgent Care services will run 8:00am – 8:00pm Monday through Saturday and will serve **established patients** being seen at any of our sites, as well as **patients assigned to EVCHC** either by a managed care health plan or by MHLA, even if they have never been seen at EVCHC. Additionally, patients assigned to another PCP, within the HCLA network can be seen in Urgent Care without having to transfer PCPs. No other patients will be taken for this service.

The Urgent Care services are for urgent cases that need to be treated immediately and that in most cases, would end up in the ER if not seen right away. Same-day appointments for non-urgent issues will be still handled by our family medicine providers, as usual, through their same-day appointment slots.

A social media campaign will promote this new service with our patients, however, if you have direct contact with patients, please make it a point to let them know that we have this service available to them and that they should call EVCHC before going to the ER.

We are very excited about being able to offer this additional service to our patients. We hope that with everyone's participation it will be a success!!

As always, thank you for all you do.