

The WFMC Insider

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WWW.WFAMILYMED.ORG

We now have a new and improved website! Wfamilymed.org is now a hub of information for patients, staff, and community members! On the website, you can find general information about WFMC, including information about our services and programs such as Centering®, mental health, and Reach out and Read®! Visitors to the site have access to community resources, which aim to help the underserved populations of the mid-Willamette Valley. These resources include WFMC's sliding scale policy and application,

dental, vision, legal, transportation resources, and more! On the website, one can make an online donation or fill-out a volunteer application. Current and seasonal health information as well as WFMC updates are posted in our news and press section! Finally, people coming to WFMC for the first time can look-up contact information and use an interactive Google map to find us! The website will be continuously updated with new information and pictures! The website is designed as a tool to

make the community aware of all that WFMC does, but is also a tool for providers and staff to better serve our patients and community. Please feel free to direct patients to the website, specifically the community resources section. Help them find the support services they need, which they can continuously access outside of our walls!



Happy Birthday!!!

- Tanya Pugach (May 7)
- Dr. Wild (May 9)
- Francisca Figueroa (May 12)
- Kristin Snyder (May 13)
- Dr. Ortega (May 25)
- Adela Moreno (May 26)

Electronic Medical Records

The switch to the EMR is quickly taking place! WFMC is scheduled to go live June 14th! Once we go live, providers and medical assistants will no longer be handed patient charts for their patients that day, but rather look-up their information online. By the time we go live, all patients zero to

five years old will have been scanned into the EMR as well as all of June's scheduled patients. There will be same-day patients who are not scanned into the EMR yet, but they will quickly be scanned in after their appointment. Be reassured that on June 14th and the weeks following,

WFMC providers and staff will have much support, not only from our on-site EMR team (Tanya, Emma, Stephanie, Shannon and Domi), but also from the EMR experts at MVIPA: Cathy, Tammie, and others.

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New George Fox Practicum Students

Over the past nine months, WFMC has been fortunate enough to have George Fox graduate students, Rachel Mueller, MA, and Kristin Conlon, MA, be an intricate part of our Mental Health staff. Rachel and Kristin will continue providing mental health support to our patients until July, completing their year-long practicum requirements.

We are happy to announce, three new George Fox graduate students will be beginning at WFMC throughout the

summer months! Syrett Torres, Jason Mitchell, and Laura Helmer will replace Rachel and Kristin, continuing the work they have begun here. Syrett, Jason, and Laura will continue seeing an increasing amount of patients at an individual level, but also begin group therapy classes, and focus on pediatric testing.

Syrett, Jason, and Laura will continue with long-term patients that currently see Rachel and Kristin, and also see newly referred patients. Hope-

fully, with the initiation of group therapy classes focused on issues that face large numbers of our patients, and the increased mental health presence at WFMC, we will be able to adequately and efficiently provide mental health support to all patients who need it!



IT'S SPRING TIME AND CENTERING PREGNANCY CONTINUES TO TAKE ROOT.....TWO NEW GROUPS BEGIN!

WFMC is finding great success in our Centering OB care sessions. Our pregnant moms and their support partners, along with their facilitators, are learning from each other and the women are feeling better prepared for childbirth.

Our very first group facilitated by Dr. Balmer and Melanie has finished with their sessions and all babies have arrived safe and sound. Their second group finishes up June 10th. Dr. Wild and Claudia report that they are having a great time with the women in their two groups. They see great value in the women gaining knowledge through group discussions and

participation.

In March, groups 5 and 6 were created. The English speaking group is being facilitated by Dr. Fletemier and Yesenia. The Spanish speaking group is headed up by Dr. Ortega and Claudia.

To date, we have 60 women participating in Centering! These groups are successful only because we have had great staff supporting them. Thanks to *each* of our staff participating in any way with the work that goes on with the Centering groups. Your individual roles are responsible for the success of the groups.

"To date we have 60 women participating in Centering"

**Great job WFMC staff!
Hats off to successful
Centering!**

What can you do with a really BIG box?

It turns out you can do A LOT with a really big box. WFMC is in the process of purchasing a really big box on Lancaster, which used to be a Circuit City.

WFMC has signed an agreement, put money down, and thoroughly inspected this 30,000 square foot Cir-

cuit City; Legal papers are currently being signed and due diligence performed. If all continues as planned, we will be acquiring the vacant building by Saturday May, 22nd. To continue staff involvement, tours will be arranged soon!

WFMC has hired an architecture

firm, Clark-Kjos Architects, who are experts in turning boxes into clinics. Visit www.ckarch.com or look at the Clark-Kjos portfolio on Natasha's desk to see the possibilities!



New Faces around WFMC

Name: Anayleth Gallegos

Position at WFMC: Billing Dept.- Collections representative

Previous jobs: Administrative Assistant for Farmers Insurance

Family: My husband, Esteban, and my son, Yibran (4 years old)

Things you dream of doing someday: Traveling to Africa

Favorites: Food: Enchiladas, Vacation: Hawaii, Color: Black, Movie: The Notebook

Name: Francisca Figueroa

Position at WFMC: Reception

Hobbies: shopping, spending time with nieces and nephews, dancing

Previous job: Cricket Wireless

Family: two brothers and two sisters

Favorites: color: red, vacation: Hawaii, movies: Man on Fire and Taken

Interesting fact: double jointed in both arms

Name: Tiffany Spry

Position at WFMC: Medical Records-filing records and pulling apart charts for scanning

Hobbies: Volunteering, taking walks with my dog

Interesting things you've done in the past: Boys and Girls Club for 6 years, last year was my first year riding jet skis, four-wheelers, and dirt bikes

Family: Mom, dad, younger brother and sister

Things you dream of doing someday: Traveling around the world to every continent except Antarctica

Favorites: Color: teal, Movies: Comedy, Food: Pepperoni pizza.

EMR continued

As tens of thousands of pages are being scanned into the EMR, there are going to be mistakes. Tanya and medical records are working under a balance of efficiency and quality, but as we switch systems, the reality is that we all need to be vigilant about the information found in charts and online. Notify Tanya or anyone on the EMR team right away if you notice a mistake!

When entering information into the EMR, please pay special attention to the allergies section. Always verify the allergies section when a prescription is being filled. This section should never be left blank,

but either list the confirmed allergies or read *No Allergies*. Please note the difference between a true allergy and an adverse reaction to a medication. For example, an allergy to a medication causes shortness of breath, hives, other rashes, collapsing, or a visit to the hospital, among other things. A stomach ache is not an allergy. Please ask one of the providers on the floor or Dr. Steele if you are unsure.

Thank you to the EMR team and ALL staff during this transition period. Everyone has done a great job and your patience is very much appreciated!

More newsletters and updates coming soon! If you have any suggestions or ideas to be included in future issues, please talk to Rachel D.



What is Project Access?

Project Access is a network of volunteer physicians and other health care providers who donate medically necessary care to the low-income uninsured in our community. Providers in Marion and Polk counties agree to accept and provide services to a limited number of patients per year; in return, Project Access providers (such as WFMC) are able to refer their patients to other providers in the Project Access

network. Project Access is an asset to the community and provides many people in the community with one-time expensive and needed procedures. Because the model of Project Access better accommodates specialty-focused physicians and WFMC is operating at its full patient-capacity, we are having great difficulty adding Project Access patients into our practice. Because of our capacity limitations and the scar-

city of Project Access resources, at this time, please only refer patients through Project Access as a last option. Patients qualify for Project Access if they have NO insurance, have an income at least 200% below the federal poverty line, are over 18 years of age, and are currently seeing a provider in Marion/Polk counties. If you have any additional questions about Project Access, feel free to ask Rachel D.

Willamette Family Medical Center

755 Medical Center Drive NE
Salem, OR 97301

We're on the web!
www.wfamilymed.org



Happy Spring!

A big thank you to all of our volunteers and students!

In the past couple of months, WFMC has been extremely lucky to have so many wonderful volunteers and students working here. THANK YOU for all you do and have done. WFMC would not be what it is without you!

Intern:

Julie Stutzman

Reach out and Read Volunteers:

Sharon Flores
Lauren Hagel
Rey Goicochea
Amanda Beggs
Sam Mix
Tim Schilf
Catherine Plourde

Students:

Rachel Muller, MA– *Mental Health*
(George Fox University)

Kristin Conlon, MA– *Mental Health*
(George Fox University)

Melissa Sanchez, RN– *Nurse Practitioner*
(OHSU)

Denise Busch, RN– *Nurse Practitioner*
(OHSU)

Tiffany Griffin, RN–*Nurse Practitioner*
(OHSU)

Laurel Lee Corkran, RN– *Nurse Practitioner*
(OHSU)

Lydia Polkhoakaya– *health information technology*
(Chemeketa Community College)

Willamette Family Medical Center is dedicated to providing quality health-care services and education to all patients, regardless of language or financial barriers.



Thank you to all Medical Assistants who have helped scan charts!

Melanie	Xiomara	Olga
Yisel	Monica	Erica
Fatima	Maria	Karen
Araceli		

Fraser Staley– *Medical Assistant*
(Valley Medical College)

Flora Salcedo– *Licensed Practical Nurse*
(Valley Medical College)
Alma Ramirez– *Medical Assistant*
(Corbin)

Reina Miranda– *medical records*
North Salem High School

Llanira Mansillas– *medical records*
North Salem High School

"I learned more in that waiting room than I have in any class and shared experiences that have truly changed my life"
-Rey (ROR Volunteer)