

Approved By:	Board of Directors	Adopted Date:	2/6/18
Distribution:	All Staff	Revision Date(s):	
Category:	Administration & Governance	Reviewed Date:	

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PURPOSE:

To identify the clinical and administrative departments, and their functions, to provide a better understanding of the multidisciplinary approach to patient care.

DEFINITIONS:

FQHC: A Federally Qualified Health Center designated by the Federal government as a primary care and dental care health care provider for the underserved population of a defined geographic community.

Medical Assistant (MA): A non-licensed individual who is part of the care team and preforms multiple tasks for the provider and with the patient under a Scope of Practice defined by ODCHC.

Store and forward: An electronic method for telemedicine consultation where the patient's medical record is electronically transmitted to the specialist for review at a later date.

SCOPE OF SERVICE:

Open Door Community Health Centers (ODCHC), a Federally Qualified Health Center (FQHC), provides primary care, dental, behavioral health, and perinatal services to the communities of Humboldt and Del Norte counties.

ODCHC operates 13 primary care clinics, 3 dental clinics, one perinatal clinic, and a mobile health van service. We also have our own internal billing, finance, information technology, human resources, member services, corporate services and administrative departments supporting the clinical services.

Burre Dental Center

Services: Preventative dentistry, oral diagnosis, simple oral surgery, operative dentistry, prosthetics, pedodontics, periodontics, endodontics, and emergency care for children and adults. The dental center also offers some mobile dental services through community outreach and school nurse collaboration.

Hours: Monday- Friday 6:45 am to 5:00pm

Location: 959 Myrtle Ave, Eureka

Del Norte Community Health Center Dental

Services: Preventative dentistry, oral diagnosis, simple oral surgery, operative dentistry, prosthetics, pedodontics, periodontics, endodontics, and emergency care for children and adults. The dental center also offers some mobile dental services through community outreach and school nurse collaboration.

Hours: Monday- Friday 6:45am to 5:00pm

Location: 550 E Washington Blvd, Suite 100, Crescent City

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Del Norte Community Health Center

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Thursday 6:45 am – 5:00pm

Friday 7:45am – 5:00pm

Saturday 7:45am – 2:30pm

Location: 550 E Washington Blvd, Suite 100, Crescent City

Eureka Community Health and Wellness Center

Services: Family medicine services, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Thursday 8:00 am– 8:00pm

Friday 8:00am - 5:00pm

Saturday 9am – 12:30pm

Location: 2200 Tydd St, Eureka

Eureka Community Health and Wellness Center Pediatric Services

Services: Pediatric medicine services that include primary care, behavioral health, minor procedures, nutritional counseling, and laboratory services

Hours: Monday – Thursday 8:00am – 8:00pm

Friday 8:00am – 5:00pm

Saturday 9:00am - 1:00pm

Location: 2200 Tydd St, Eureka

Ferndale Community Health Center

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 638 Main St, Ferndale

Fortuna Community Health Center

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 3304 Renner Dr, Fortuna

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Fortuna Community Health Center Dental

Services: Preventative dentistry, oral diagnosis, simple oral surgery, operative dentistry, prosthetics, pedodontics, periodontics, endodontics, and emergency care for children and adults.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 3304 Renner Dr, Fortuna

Humboldt Open Door Clinic

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 770 10th St, Arcata

McKinleyville Community Health Center

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 1644 Central Ave, McKinleyville

Mobile Health Services

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, laboratory, and nutritional counseling.

Hours: Tuesday and Wednesday depending upon schedule

Location: Main office 2426 Buhne St, Eureka

NorthCountry Clinic

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 785 18th St, Arcata

NorthCountry Perinatal Services

Services: Perinatal services, family planning, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00am – 5:00pm

Location: 3800 Janes Rd, Arcata

Redwood Community Health Center

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

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Location: 2350 Buhne St, Suite A, Eureka

TVSC

Services: Family medicine services including pediatric through geriatric, behavioral health, minor procedures, nutritional counseling, HIV services, addiction treatment and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 2426 Buhne St, Eureka

Willow Creek Community Health Center

Services: Family medicine services including pediatric through geriatric, prenatal services, behavioral health, minor procedures, nutritional counseling and laboratory services.

Hours: Monday – Friday 8:00 – 5:00pm

Location: 38883 HWY 299, Willow Creek

Administration

Services: Administrative services for ODCHC including, Compliance, Quality Assurance, strategic planning, Finance, Risk Management, and EMR Support.

Hours: Monday – Friday 8:00am – 5:00pm

Location: 670 9th St, Arcata

1275 8th St, Arcata

Billing

Services: Billing of ODCHC patient care services including MediCal, Medicare and other health plans.

Hours: Monday – Friday 8:00am – 5:00pm

Location: 1385 8th St, Arcata

Corporate Services

Services: Maintenance of ODCHC facilities.

Hours: Monday – Friday 8:00am – 5:00pm

Location: 3696 Jacobs Ave, Eureka

Human Resources

Services: Recruitment of providers and staff, credentialing, employee health, and staff maintenance.

Hours: Monday – Friday 8:00am – 5:00pm

Location: 1275 8th St, Arcata

Information Technology

Services: Management of all information technology needs for ODCHC

Hours: Monday – Friday 8:00am – 5:00pm

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Location: 1385 8th St, Arcata

Member Services

Services: Assistance with Cal Fresh, enrollment in insurance plans and accessing programs.

Hours: Monday – Friday 8:00am – 5:00pm

Location: 963 Myrtle Ave, Eureka

(Hours and services are subject to change. Contact offices for most current information.)

Clinical Staffing

Dental: Doctor of Dental Surgery (DDS), Doctor of Medicine in Dentistry (DMD), Registered Dental Assistant (RDA), Registered Dental Hygienist (RDH), Dental Assistant (DA), dental residents and clerical support staff

Medical: Doctor of Medicine (MD), Doctor of Osteopathic Medicine (DO), Podiatrist (DPM), Nurse Practitioner (NP), Certified Nurse Midwife (CNM), Physician Assistant (PA), Doctor of Psychology (PsyD), Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT), Master of Social Work (MSW), Registered Nurse (RN), Medical Assistant (MA), Licensed Vocational Nurse (LVN), Phlebotomist, Registered Dietician (RD), NP residents, and clerical support staff

All direct patient care provider staff are licensed to practice in the State of California and also hold additional licensing with the DEA and specialty boards. Licensure and education have all been verified through direct source verification within our Human Resources department.

Telemedicine

ODCHC offers patient telemedicine capabilities for consultations to referred specialist in selected health centers. The telemedicine consults can be both face to face or store and forward consultations. In the store and forward model the consultant will make recommendations to the primary provider for treatment planning purposes.

Patient Care

Services provided to patients, are based upon the team concept. Each patient care team is located in a “pod” where the provider works with the RN, MA, Case Manager, Referrals Coordinator, and others to ensure the patient care is coordinated and delivered in an efficient and patient centered model.

REFERENCES:

None

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ASSOCIATED DOCUMENTS:

OPS.085 Dental Scope of Services

OPS.068 Available Services

OPS.078 Provider Scope of Work - Procedures

KEYWORD TAGS:

Scope, service, capabilities, services