

Lead Agency: Health Department

Program Contact: OLBRICH Pamela W

Program Offer Type: Support

Related Programs:

Program Characteristics:

Executive Summary

The Primary Care and Dental Access and Referral (PCARD) Program is the gateway for new patients appointed into Multnomah County Health Department's (MCHD) Primary Care and Dental System and for established, uninsured patients referred into community specialty care.

MCHD Information and Referral and Languages Services provide resources for MCHD services, written translation, oral and sign language interpretation across the department's programs and services.

Program Description

PCARD is the point of entry for scheduling new clients for both the Primary Care and dental clinics. PCARD also facilitates access to specialty referrals and charity care for uninsured patients in collaboration with Project Access. PCARD provides appointments and referrals in collaboration with County and other community organizations, ensuring consistent patient information and tracking. PCARD also provides information and referral for MCHD medical, dental and social services and key community service partners.

MCHD Language Services provides interpretation in over 50 languages and sign language for all MCHD services and programs and for established patients who access specialty care in the community. Comprehensive written translation for clinical and non-clinical programs and services is also provided. MCHD Language Services is the central coordinator for thousands of patient/client interpretation requests and translations each year for multiple programs/services. This key service ensures that patients and clients through the department's Refugee and Screening Program and those who have Limited English Proficiency receive culturally competent interpretation.

Performance Measures

| Measure Type | Primary Measure | Previous Year Actual (FY08-09) | Current Year Purchased (FY09-10) | Current Year Estimate (FY09-10) | Next Year Offer (FY10-11) |
|--------------|--|--------------------------------|----------------------------------|---------------------------------|---------------------------|
| Output | # of new patients who receive appointments | 0 | 0 | 11,070 | 13,000 |
| Outcome | # of uninsured patients who receive specialty care | 0 | 0 | 2,100 | 2,350 |

Performance Measure - Description

 **Measure Changed**

Output: Number of new patients who receive a new patient appointment (medical and dental).

Outcome: Number of uninsured patients who receive specialty care referral--measures the success of efforts to connect uninsured clients to community charity care.

Legal/Contractual Obligation**Revenue/Expense Detail**

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|--------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses | 2010 | 2010 | 2011 | 2011 |
| Personnel | \$554,956 | \$0 | \$863,115 | \$0 |
| Contracts | \$382,790 | \$0 | \$56,610 | \$99,880 |
| Materials & Supplies | \$24,532 | \$0 | \$20,500 | \$0 |
| Internal Services | \$98,900 | \$0 | \$107,676 | \$8,120 |
| Total GF/non-GF: | \$1,061,178 | \$0 | \$1,047,901 | \$108,000 |
| Program Total: | \$1,061,178 | | \$1,155,901 | |
| Program FTE | 7.00 | 0.00 | 11.00 | 0.00 |
| Program Revenues | | | | |
| Indirect for dep't Admin | \$0 | \$0 | \$6,422 | \$0 |
| Intergovernmental | \$0 | \$0 | \$0 | \$108,000 |
| Total Revenue: | \$0 | \$0 | \$6,422 | \$108,000 |

Explanation of Revenues

Primary Care and Dental Access and Referral is primary funded with county general fund and is supported with revenue from the Bureau of Primary Care.

Significant Program Changes
 **Significantly Changed**

Last year this program was: #40033, Clinic Appointment Center

Moved staff from Dental 40017 & combined with Primary Care Access. This will result in efficiencies and improved customer service as one stop shop for Medical and Dental calls.