



NEWS RELEASE

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CATHOLIC CHARITIES FREE HEALTH CARE CENTER IMPLEMENTS COMPREHENSIVE MODERNIZATION EFFORT Medical services to be temporarily suspended

ATTENTION: News Desk, Reporters

In order to upgrade its infrastructure and related policies, procedures and process, the Catholic Charities Free Health Care Center (CCFHCC) will suspend medical services for five months, beginning April 16. Arrangements have been made with other medical providers to assist current patients until the CCFHCC resumes medical services in September.

Medical patients will continue to be seen at the Free Health Care Center until April 13, 2018. Those with an appointment scheduled between April 16 and September 17, 2018, will receive a call from the center's staff, to facilitate a connection to other local providers and clinics. Dental services at CCFHCC will continue throughout this time.

For 10 years, the center has been a caring and compassionate medical home for those who do not qualify for other assistance. Since the center opened in 2007, more than 14,000 patients have made 68,000 medical and dental visits, receiving care from volunteer physicians, dentists, nurses, pharmacists, and other dedicated professionals. "After 10 years, we determined that it was time to take a needed pause to focus on reviewing and updating our processes and internal systems so as to assure the best care possible for our patients," said Susan Rauscher, executive director of Catholic Charities. "As we begin a second decade of service, we remain committed to ensuring that our patients continue to receive a high standard of quality care."

Dr. Amy Kim, the center's medical director, will help lead the modernization effort, along with nurse manager Amy Sue Lillie and chief administrator Cathy Niebel. The upgrades will entail implementing a new electronic health record system, updating internal processes and training staff and volunteers on new systems and processes.

"I am looking forward to working with the team to expand upon the prior solid foundation of the clinic," Dr. Kim said. "As we move forward, we will continue to uphold and respect the core values and mission of the Catholic Charities Free Health Care Center."

Ms. Niebel stated that, "We at Catholic Charities are committed to providing accessible quality health care for years to come. We are deeply grateful for the patience and understanding of our patients as we take this time to renovate and update our clinic. Our goal is to better serve those who come to us for their health care needs."

Ms. Rauscher added, "We are indebted to all who make our efforts at the Free Health Care Center possible, including our supporters, our volunteers and our staff."

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