



## AHS FOCUSES ON CUSTOMER SERVICE

By Julia Liou, Director of Planning and Development, and Mychi Nguyen, M.D.

Earlier this year, AHS began training all of our staff to ensure that AHS provides excellent health care services for you.

Throughout the training, AHS staff have committed to providing to you, our patients:

1. Better connecting with and commitment to improving our partnership with you;
2. Greater appreciation of you as an individual, and in addressing your health concerns;
3. Better response to your concerns, needs and issues;
4. Empowering you to communicate your needs and issues with us.

We welcome your suggestions and feedback for improving customer service at Asian Health Services!



# ASIAN HEALTH SERVICES CARES

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# ASIAN HEALTH SERVICES FUNDRAISING NEWS

ASIAN HEALTH SERVICES FOUNDATION

818 WEBSTER STREET, OAKLAND, CA 94608

FALL 2013 ISSUE

## GRAND OPENING OF NEW CLINIC AT 835 WEBSTER

On August 8, 2013, Asian Health Services celebrated the Grand Opening of its new clinic at 835 Webster in Oakland Chinatown with 300 guests who came to witness this significant milestone. Event highlights included congratulatory remarks by VIP guests, a ribbon cutting ceremony, a traditional Chinese lion dance, the unveiling of the new AHS 835 Clinic sign and tours of the new 15,000 sq. ft. clinic.



**TOP** Congresswoman Barbara Lee  
**RIGHT** Unveiling of new sign at 835 Webster  
**TOP RIGHT** AHS CEO Sherry Hirota and Kaiser Permanente SVP for Community Benefit, Research and Health Policy Raymond J. Baxter  
**LEFT** AHS Board of Directors Beth Rosales, Sherilyn Tran, Wendy Cai, Connie Chang, Carl Chan and Dr. Steve Yee  
**RIGHT** Dr. Nghe Yang, Site Director for 835 Clinic

## DR. ROLLAND LOWE HONORED AT 2013 ANNUAL GALA BENEFIT

Asian Health Services held its Gala Benefit on September 25, 2013 at the Marriott Oakland City Center. Guest of Honor for the annual community event was Dr. Rolland Lowe; civil rights and community leader, philanthropist and humanitarian.



**ABOVE** Dr. Rolland Lowe



**RIGHT** Dr. Rolland Lowe, Oakland Mayor Jean Quan, and Kathy Lowe

## 2013 ANNUAL CHARITY GOLF TOURNAMENT



**ABOVE** John Loh, San Francisco Mayor Ed Lee, Oakland Mayor Jean Quan, Yui Hay Lee, David Tu, and Carl Chan celebrate the return of the Mayor's Cup to Oakland

Players of all levels brought their game on June 3, 2013 to support the AHS 3rd Annual Charity Golf Tournament. Golfers were treated to a day of perfect weather at PGA-rated course TPC Stonebrae Golf Club. The Mayor's Cup returned to Oakland as Mayor Jean Quan's team triumphed over San Francisco Mayor Ed Lee's team!



**TOP LEFT** Golfer Judy Eng



**TOP RIGHT** The Team from Walgreens: Gorman Moy, Perry Han, Emilo Alonso, Francisco Marin

**BOTTOM LEFT** James Kim, Yui Hay Lee, Art Agnos, David Takashima

**BOTTOM RIGHT** Carl Chan



## 835 CLINIC IN FULL SWING

By Nghe Yang, MD, 835 Clinic Site Director

Since opening in June, our New Clinic at 835 Webster has already provided additional access to care for over 1000 additional patients, as well as pioneered a new model of team-based care. We have introduced the role of Health Coaches to assist with care coordination and education. We are currently the host site for piloting electronic medical records for the entire agency, with plans to launch EHR at 835 Clinic in January 2014.

With the flu season fast approaching, we will be offering flu vaccine clinics at our site on these upcoming Saturdays: November 2nd, 9th, and 16th. We will also be introducing bilingual chair yoga for seniors in December as part of our Wellness program.



**ABOVE** (L to R): Medical Director Dr. Susan Huang, Assoc. Medical Director Dr. Daniela Kim, 835 Clinic Site Director Dr. Nghe Yang, and AHS staff cut the ribbon on the opening of the 835 Clinic.

## DENTAL UPDATES

By Huong Le, DDS, Dental Director



**ABOVE** RDAEF Supervisor Adwong Lau instructing Burmese patients on oral hygiene at Kiang Center clinic.

We are pleased to announce the re-instatement of Medi-Cal adult dental services, which will go into effect May 1, 2014. While not a full restoration of the previous program, AHS patients will again be able to receive the oral health care that is critical to overall patient health. More information will be made available in 2014.

AHS Dental staff also participated at a health fair event at College of Alameda (COA) on October 8, 2013. Adwong Lau, RDAEF Supervisor and Tam Le, RDA, distributed COA clinic information and promoted the Dental Assistant program, with which we have been a partner for the past ten years. This resulted in successfully recruiting new volunteers for the AHS dental clinic.



**ABOVE** AHS's Adwong Lau and Tam Le at the College of Alameda Health Fair.

## EHR IS HERE!

By Jin Kwon, MD



**ABOVE** AHS's Mariana Chang trains the Pediatrics Clinic staff on using the EHR system.

Electronic Health Records (EHR) is finally here at AHS! Starting in September 2013, 9 doctors at both the New Clinic at 835 Webster and our Pediatrics department are accessing patient records through computers during patient visits. Over the next six months, every AHS clinic will be starting to use electronic health records. Your doctors will no longer be using paper charts when they see you.

During this process of implementing EHR, AHS asks for your understanding and patience. Appointments with doctors may be rescheduled. It also might take a little longer than usual to see your doctor. This is

because in order to learn the new system, more time is needed for every appointment. We strongly encourage you come in and speak to our nurses if there is any concern about your or your child's health.

When you do come in to visit your doctor or nurse, your appointment time may be longer, and the check-in and check-out process may require more wait time. We thank you in advance for your patience and understanding so that we can provide the most secure and highest quality of health care to you and your families.



## IMPORTANT UPDATE ON CHILDREN'S HEALTH BENEFITS

By Vanessa Quach, Member Services Manager

*Are you a parent(s) of children who were previously enrolled in the Healthy Families Program and have now transitioned to Medi-Cal?*

**In order to continue Medi-Cal coverage for your child(ren), you will now need to follow the Medi-Cal Program guidelines for a Medi-Cal Annual Review.**

Some of you may have already received the Medi-Cal Annual Review package from the Medi-Cal office. We would like to remind you that Medi-Cal will require you to complete and submit additional

paperwork and information. All of the information you will be required to provide will be listed in a "Need Letter" from your Medi-Cal worker. Please complete all forms, and submit all required documents before the due date.

If you have any questions or need help to complete your Medi-Cal renewal package, please call our Member Services Department at (510) 986-6880 or visit our office Mondays – Fridays from 9:00 AM to 5:00 PM and Saturdays from 9:00 AM to 1:00 PM at 818 Webster Street in Oakland.

## A CELEBRATION IN PIEDMONT

A Piedmont-based Host Committee, led by AHS CFO John Chiang, hosted a reception at the Piedmont Community Center on April 30, 2013. The event was held in support of AHS's 835 Clinic Capital Campaign and featured the debut of a short film chronicling the AHS story.



**TOP LEFT** Margaret and Sherwin Louie **TOP RIGHT** Ron Krantzman, Wesley and Lilly Mar Chee **RIGHT** AHS's Clarence Wong gives an update on the Capital Campaign **BELOW LEFT** Margaret Mar and Eileen Tong **BELOW RIGHT** George Ong, Marianne Siu, Jennie Ong

## TEAM AHSOME AT THE OAKLAND RUNNING FESTIVAL

Asian Health Services was a proud official Charity Partner in the 2013 Oakland Running Festival on March 24, 2013. 47 AHS Staff ran in the 5K, Half-Marathon and Marathon and collected pledges for their efforts. Another 25 AHS staff volunteered for Festival duties. Team AHSome raised over \$9,300 for the 835 Webster Capital Campaign!



**TOP LEFT** Members of Team AHSome cheering on their fellow runners **TOP RIGHT** Drs. Susan Lo and Alan Jung race toward the finish line for the Half Marathon **BOTTOM LEFT** Team AHSome Half Marathon finishers **BOTTOM RIGHT** Linda Okahara and Dr. Sue Chan greet their teammates



# ASIAN HEALTH SERVICES PATIENT NEWSLETTER



**ABOVE** Dr. Jae Lee, Dr. Daniela Kim and AHS CFO John Chiang

## BERKELEY MILLS RECEPTION

AHS honored its medical providers at a reception on January 17, 2013 at the Berkeley Mills showroom in Berkeley. The event was hosted by Gene Agress and Dave Kent of Berkeley Mills and showcased stories from Drs. Daveena Ma and Nghe Yang, original poetry by Isa Borgeson, and a vocal performance by Jesse Thiang. Guests sampled Cambodian Hot & Sour soup prepared by a member of the AHS Patient Leadership Council.



**ABOVE** Master of Ceremonies Dr. Winston Wong



**LEFT** Dr. Sue Chan and Isa Borgeson



**MIDDLE** Berkeley Mills' Dave Kent giving AHS guests a tour of the workshop



**RIGHT** AHS' Dr. Daveen Ma



**LEFT** Proclaiming May 18th as HIV Awareness day: AHS staff Kevin Lee, Koji Sakakibara, Jen Lee, Oakland Mayor Jean Quan, AHS CEO Sherry Hirota



## 4TH ANNUAL STRIKE A POSE! YOGATHON

Yoga practitioners came to Madison Square Park on May 18th to Strike a Pose! at AHS's 4th annual Yogathon. Participants raised over \$7,500 in support of AHS HIV/AIDS programs. The event coincided with National Asian and Pacific Islander HIV/AIDS Awareness month. Special guest speakers at the event included Oakland Mayor Jean Quan, who proclaimed May 18th as Asian and Pacific Islander HIV Awareness Day in the City of Oakland.



**LEFT TO RIGHT** Striking a pose for HIV Awareness: AHS Staff Dr. Sophy Wong; Linda Davidson and Linda Okahara; and Rosemarie Salicsic

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## WHAT YOU NEED TO KNOW ABOUT THE NEW HEALTH CARE LAW

By Jen Lee, Community Services Director

The Patient Protection and Affordable Care Act is a law signed by President Obama in March 2010 that expands health insurance by making it more accessible and affordable to the 48 million uninsured people in the United States. If you are currently an AHS patient with MediCal, MediCare, Medi/Medi, or private insurance coverage, the new law will NOT affect you.

The new law requires uninsured individuals and families to obtain affordable public or private health insurance starting January 1, 2014. If you qualify and do not purchase insurance, you will be required to pay a financial penalty. Parents with children who are tax dependents also are responsible for getting those children health coverage or face penalties.

If you are an AHS patient with HealthPAC coverage, here is what you need to know:

**If you are HealthPAC MCE, you will qualify for the expansion of MediCal. You will automatically be transitioned into the MediCal program starting January 1, 2014. You will receive a letter from Alameda County and Asian Health Services with this notification.**

**If you are HealthPAC HCCI, you can purchase a health plan through California's state health exchange called Covered California. You will need to select a plan and pay a monthly premium. Depending on your income, you will receive a subsidy from the government to help pay for a part of the premium.**

- o The open enrollment period for Covered California ends March 31, 2014.
- o If you need health insurance on January 1, 2014 you must select and enroll into a Covered California plan before December 15, 2013.

Asian Health Services can assist you with purchasing a plan or you can call Covered California for more information at 1-800-300-1506 or enroll on their website at [www.coveredca.com](http://www.coveredca.com).

### If you are HealthPAC County,

- o You may remain on the HealthPAC program in Alameda County and there will now be a co-pay for services.
- o You may qualify for the new Medical expansion January 1, 2014
- o You may qualify for Covered California.

For pre-screening and setting up an appointment to check possible MediCal enrollment, please call Member Services at (510) 986-6880.

There is a lot to know about the new health care law, but Asian Health Services is here to help you.

If you have questions regarding your health care insurance coverage please call our Membership Services Department at (510) 986-6880.



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