Meet our Newest Providers
Available to See New Patients!

Jasmine Ruiz, FNP, Family Medicine
Many of you may know Jasmine from her time as a registered nurse in Pediatrics. Now she has graduated to Family Nurse Practitioner. She sees patients from newborns to adults in the Family Medicine pod.

“Ravenswood has been her second family since 2015,” Jasmine enthusiastically proclaims. “Its mission embodies my beliefs of what every clinic should provide to their community.”

Fluent in Spanish, Jasmine was born in Fremont and raised in Newark, CA. Education-wise, Jasmine earned a BA in Nursing from Samuel Merritt University in Oakland, and an MS in Nursing from Chamberlain University.

Alma Sanchez, M.D.
Family Medicine
Dr. Sanchez joined Ravenswood March 2019. She sees patients from prenatal to pediatric to geriatric.

When Dr. Sanchez first visited the clinic, she admitted to being impressed that everyone at Ravenswood was on the same page in terms of striving to provide the best care for the community, including preventive medicine. She is keen on helping her patients meet their personal health goals. She is a native Spanish speaker.

Born and raised in Hollister, CA just south of San Jose, Dr. Sanchez did her medical training at Tulane University in New Orleans, LA, graduating with both an MD and MPH.

Julia Tse, M.D., Family Medicine
Dr. Tse joined RFHC Family Medicine in mid-August 2019. She sees patients of all ages, as well as provides care in Women’s Health. You can find her in the Green, Blue, and Orange pods.

Born and raised in Brooklyn, NY, Dr. Tse speaks Spanish, having majored in Spanish and biology in college. Her medical training included Georgetown School of Medicine and a family medicine residency at a community health center in Lawrence, MA, where she was able to sharpen her Spanish skills. Dr. Tse’s residency experience has led to her greater appreciation of working in immigrant communities.

Brittany Gray, O.D., Women’s Health
Dr. Gray started with Ravenswood, right after Labor Day as an OB-GYN physician in Women’s Health.

Born in Mission Viejo, CA, Dr. Gray grew up in various cities in southern California. She also lived in Mexico where she studied abroad for a year during college; yes, she speaks Spanish. Her medical training included a Doctor of Osteopathic Medicine/Master’s in Public Health degree from Nova Southeastern University in Fort Lauderdale, FL. Her medical training included an OB/GYN residency at Jackson Memorial Hospital in Miami, FL.

Shadia Karim, M.D.
Family Medicine
In Family Medicine, Dr. Karim enjoys seeing lots of adults, babies, children, teens, and pregnant moms.

She is very happy to be at a place like Ravenswood. It was not just the diversity of our patients and staff, but also Ravenswood’s “drive for social justice”. I am excited to be here and work alongside such hardworking and caring doctors.”

Born and raised in New York City, Dr. Karim graduated from the Geisel School of Medicine at Dartmouth University in Hanover, NH, and completed her residency training in family practice at Ventura County Medical Center. Dr. Karim is well-versed in American Sign Language, and also speaks Bangla and Spanish.
Ravenswood’s patient portal is a phone app and website where, as a Ravenswood patient, you can have immediate access to your health information—including your lab results, your medical chart, and your upcoming appointments.

You can also use the patient portal to ask your medical provider questions about your health. For example, if you have a question about a medication you are taking, the results from your lab test, or if advice you heard from a friend is correct, you can contact your medical provider directly through the portal.

You can also ask your care team to send any documents related to your health, including letters for school or work, directly to you through the website/app.

The portal is also a good source of information about managing health conditions. Under the “Patient Education” tab, you can read about different health conditions, check your symptoms, learn about medications, and more!

Create Your Patient Portal Account. If you are interested in creating a portal account, ask for assistance the next time you are in the clinic.

Request an enrollment token from a Ravenswood staff member at the greeter’s desk or front desk when checking in or on your way out, or ask any member of your care team (doctor, nurse, or medical assistant) for assistance during your appointment.

Patient Advisors’ Day

Interim Findings

On a warm summer Saturday afternoon, people might be doing errands or taking their children to the park. On the warm Saturday afternoon of July 13, 2019, some 90 RFHC patients attended Ravenswood’s second Patient Advisors’ Day. The first one was held almost exactly a year earlier.

Some of this year’s participants had attended last year’s event. Some brought along their children. Everyone was fed lunch and the children were kept busy at supervised games, including an inflatable jumping structure.

You told us the following:

Happiness with our services

• RFHC is welcoming to all patients.
• Providers and staff speak Spanish.

Ease in getting appointments.

Feeling of personal relationship with their provider.

Can get all their meds at our pharmacy.

Great diabetes clinic.

Call reminder system is helpful.

Like our location.

Like our strong primary care focus—our family practice and pediatrics units.

No complaints about Ravenswood.

Thank you, RFHC, for our holding an event to invite patient feedback.

Complexity

• Some patients with more complicated health issues would prefer we do more in-house referrals rather than their having to go outside Ravenswood to see specialists.
• Some others expressed the idea of Ravenswood encompassing after-hours urgent care capacity, though they like our Saturday walk-in clinic.
• Older patients tended to be more averse to our patient portal system.

Refinement

• Some said they would like to know ahead of time if they will be seeing a doctor, nurse practitioner, or physician’s assistant.
• Some who’ve used our dental unit would like a more streamlined process to schedule and to be seen by a dentist.

Going Forward

• RFHC is still in the process of evaluating all your comments to determine how best to make improvements.

Thank you to all the patients who participated in this valuable workshop!