Giving to Health this Holiday Season

Dear Friends,

Ravenswood Family Health Center was created to serve the residents of our surrounding community who need access to affordable comprehensive health care. As we complete 18 years of operations in East Palo Alto, we are able to provide a wide range of high-quality health care services including pediatrics, women’s health, behavioral health, dental, optometry, family medicine, mammography, general x-rays, ultrasound, laboratory, and health education to name a few! Our multicultural and multilingual community of patients depend on our services and our very talented and committed staff. We have continued to grow our programs in response to their needs. We, in turn, depend on and are grateful for supporters like you who are essential to achieving our mission!

This Spring, we officially launched our CenteringParenting® Program, a group-care model that provides prenatal care to incoming mothers, to graduate and continue learning together as their children grow. This program has received overwhelmingly positive feedback from the mothers!

We are excited to announce that in 2020, we will be transitioning to a new electronic health records system called Epic. This change will enable us to enhance our data exchange both internally and with healthcare partners such as hospitals and specialists in the area. Moreover, our clinical staff will be able to document more efficiently, creating greater time and opportunity to focus on the care of our patients. We look forward to this transition and the remarkable results we expect to have.

All of these programs and services we offer in our health center are made possible by your ongoing support! We invite you to learn more about our growing programs and services featured in this newspaper edition. We thank you in advance for your contributions this holiday season that will make a difference in our patients’ lives and their future health and well-being.

Wishing You Peace and Joy Always!

Luisa Buada, RN, MPH, Chief Executive Officer

Photographer: Valeria Sandoval

Photographers:
Katherine Bick & Tomomi Mori

A GLOBAL GIVING MOVEMENT
#GIVINGTUESDAY | December 3, 2019
Our Mission
To improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

Our Vision
Our patients will become educated, engaged and empowered to actively manage their health and become advocates for healthy living within their family and the community, inspiring others to value good health as true wealth.

A Journey through Childhood

Lucca is a champion. At just two-years-old, he has endured various medical procedures with huge support from his care team at Ravenswood Family Health Center. Born prematurely, Lucca underwent surgery before he was two months old to fix two hernias. Shortly after, his family noticed he was turning purple and rushed to the emergency room—a virus had caused him to have a severe respiratory illness called bronchiolitis and Lucca needed hospitalization to help him breathe.

Despite these early trials, he healed and continued growing and getting stronger. Later, when Lucca was coming in for routine check-ups, his pediatrician Dr. Davis became concerned his recurring ear infections were affecting his hearing and speech. He referred him to a specialist and they made sure to take immediate action and placed tubes in Lucca’s ears to prevent future infections.

Through all of these difficulties in his first few years of life Lucca has remained strong! His family is happy to report that he is now healthy! They are so thankful to Lucca’s care team, especially Dr. Davis who has regularly checked in with the family regarding Lucca’s health status. “Dr. Davis is great and truly worries about Lucca. He refers him [to outside specialists] when needed and he shows care.” shares Lucca’s father.

Lucca’s parents are grateful to receive the support and care from Ravenswood. They feel comfortable being in a health center that provides them with responsive service. “As parents, we always doubt where is the best place to take your child, but here they care and we are happy they care here!”

A Journey through Motherhood

This holiday season, join Ravenswood in supporting mothers like Sandra and Johanna through their pregnancy journeys. Mothers like Sandra and Johanna have had the opportunity to participate in both our CenteringPregnancy® and CenteringParenting® programs and have had wonderful experiences. CenteringPregnancy is a group-care model that provides prenatal care to mothers and CenteringParenting is a group-care model that provides pediatric care and parenting education throughout a child’s first two years of life.

Although Johanna and Sandra were not first-time mothers, they still had many questions surrounding their pregnancies—from pregnancy myths, sleep safety, to eating habits. CenteringPregnancy’s safe and comfortable community environment encouraged Sandra, Johanna, and other pregnant mothers to ask questions and learn from each other.

“Although I am a shy person, I love to hear others’ opinions because I feel like there was so much to learn!” Johanna shares.

Sandra and Johanna have been able to continue sharing the journey of their babies growing up with the same cohort of mothers through CenteringParenting, where they felt support from their cohort and Ravenswood’s clinic staff. Both Johanna and Sandra recommend CenteringPregnancy and CenteringParenting because it has led them to positive results. “I benefited from being in both programs because it allowed me to receive continued care!” Sandra excitedly shares.

(JOHANNA WITH FAMILY (Bottom) SANDRA WITH BABY)

Make a difference in someone’s health journey this holiday season!

We Value Our Patients’ Feedback!

PATIENT ADVISOR’S DAY 2019

This summer, Ravenswood Family Health Center held its second annual Patient Advisor’s Day! More than 80 participants showed up to share their experiences with our services and how we could continue to best serve their needs. Commitment from our patients shined with repeated participants from last year along with new patient involvement. “Patients expressed excitement when being invited to this year’s Patient Advisor’s Day,” shared Christine, RFHC’s Patient Experience Manager. General trends in feedback revolved around patients feeling welcome, accommodated to in regards to language inclusivity, and feeling treated with respect when visiting. At Ravenswood Family Health Center, we care and value all of the feedback our patients have for us. Therefore, we paid close attention to our patients’ views around expanding appointment availability and providing more assistance in accessing community resources, such as housing. We will assess the feedback and make changes as needed. Moving forward, we will continue to encourage feedback from our patients so that we can actively address the needs of our community. We are excited for the next Patient Advisor’s Day!

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Our Services

PRIMARY MEDICAL CARE
- Preventive Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women’s Health
- Integrated Behavioral Health Services
- OBGYN & Gynecology
- Screening & Immunizations
- Dermatology
- General X-ray
- Ultrasound
- Bronchoscopy
- Referrals to Specialty Care

CENTER FOR HEALTH PROMOTION
- Chronic Disease Management
- Health Coaching
- Health Coverage Enrollment

RAVENSWOOD FAMILY DENTISTRY
- Pediatric & Adult Dental Care
- Preventive Care
- Emergency Dental Care
- Oral Surgery
- Emergency Dental Services
- Oral Health Education
- Preventive Dental Care in 42 San Mateo County Pre-Schools and Other Sites

RAVENSWOOD FAMILY Health CENTER
1885 Bay Road
East Palo Alto, CA 94303
Tel: 650.330.7400

CENTER For HeAilTH PrOmotion
1842 Bay Road
East Palo Alto, CA 94303
Tel: 650.330.7416

RAVENSWOOD FAMILY DENTISTRY
1807 Bay Road
East Palo Alto, CA 94303
Tel: 650.289.7700

Eligibility & Enrollment
San Mateo County Pre-Schools
Spreading Community Health Awareness

HEALTH FAIR 2019
This Fall, Ravenswood Family Health Center held its Annual Community Health and Wellness Fair! At this event, various community organizations hosted booths and provided interactive activities to spread awareness around their resources and services, which were focused on health, wellness, safety, and much more. Ravenswood staff also shared information and resources with community members about its wide range of services. Lastly, three local performing groups, Raices de Mexico Dance Performance, Kuata Performing Arts, and Fua Dia Congo, provided live entertainment. We are excited to share that community members were thrilled with the event! Ravenswood staff are always committed to connecting with community members and establishing relationships to encourage patients and prospective patients to obtain the health care services and programs they need! We value the connections we make with our community whether it be with partners or patients and we continue to work hard to foster them through these events. We are excited for next year’s Health Fair!

A GLOBAL GIVING MOVEMENT

Donations postmarked by February 29, 2020 will be matched dollar for dollar! Fourteen generous donors are matching up to $71,555! Please write “2019 Year-End Campaign” on the memo line and include this remit slip.

MAIL: Ravenswood Family Health Center
1885 Bay Road
East Palo Alto, CA 94303

ONLINE: www.RavenswoodFHC.org/donate

- $100 pays for one pediatric patient’s routine dental exam with x-rays
- $250 pays for one patient’s routine eye exam
- $500 pays for eight pairs of eyeglasses for uninsured children & adults
- $1,200 pays for one mother’s prenatal care
- $2,000 pays for one year of care for a diabetic patient
- Other: $__________________________

Questions? Contact the Development Team at Development@RavenswoodFHC.org or (650) 617-7832

YES! I WANT TO JOIN RAVENSWOOD’S CARE TEAM!