Dear Friends,

I am happy to announce that Ravenswood Family Health Center has grown. As of April 1, 2020, MayView Community Health Center (MayView) merged with Ravenswood and became a member of our Ravenswood Family Health Network. Together, we will continue to operate in East Palo Alto as well as MayView’s sites in Palo Alto, Mountain View, and Sunnyvale. Our goal is to build a strong and robust future together with the primary goal of continuing to provide high-quality care in the communities of San Mateo and Santa Clara counties. Our combined organization is expected to serve 27,000 patients with approximately 100,000 patient encounters a year with the potential for growth in 2021 with the gradual implementation of dental services.

Happy Anniversary to Ravenswood Family Dentistry, which turned ten-years-old this April 19, 2020! Happy Anniversary to our permanent facility at 1885 Bay Road—turning five-years-old on Cinco de Mayo, May 5, 2020!

COVID-19 has greatly affected care delivery at all of our sites. As an Essential Healthcare Provider, Ravenswood has continued to provide care for our patients while taking all necessary steps to ensure the safety of our staff and patients. With that, we have turned to telehealth visits by phone and video to reach our patients for routine care while only providing in-person well visits (prenatal, immunizations, and family planning) and treating urgent conditions. All respiratory conditions are screened for isolation and/or drive through testing for COVID-19. Pharmacy dispensing is done in the parking lot. We are also operating on limited hours Monday through Friday 8am to 5pm during the shelter-in-place order.

We are extremely proud and humbled watching our very dedicated staff respond courageously to meet the challenges of operating under pandemic conditions. They have demonstrated their compassion, inventiveness, and commitment to our community and to public health.

Warm Regards,

Luisa Buada, RN, MPH
Chief Executive Officer
Ravenswood Family Health Network

(Clockwise, starting above) Pediatric Physician Assistant, Doniel (left), conducts a baby wellness check-up during a CenteringParenting® group; Ravenswood clinic staff (from left to right), Maria, Ximia, & Yanet, screen patients for respiratory symptoms before they enter the clinic as part of our COVID-19 prevention response; Dr. Sonia Santana conducts a mock telehealth visit as Ravenswood prepares to fully implement telehealth.

Letter from the CEO
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.

COVID-19

During the COVID-19 public health crisis, community health centers such as Ravenswood are on the front lines of defense. Given that hospitals are currently overloaded, keeping patients cared for in the community and out of emergency rooms is more important than ever and plays a critical role in the nation’s response strategy to COVID-19.

To reduce the risk of spread and to protect our community and staff, we have reduced hours of operation, temporarily suspended Optometry, Optical, and routine medical and dental visits, and quickly moved over to providing telephone and video visits. We are currently providing only the direct health care services that are necessary today in the safest manner that we can, to protect the health and safety of each patient.

We are constantly updating our workflows to ensure that we have the most up-to-date response mechanisms in place to handle the current situation. For example, we screen all patients who enter our buildings and isolate sick patients with respiratory problems. Staff and vendors are screened before they enter our facilities as well. Everyone is required to wear masks in our facilities. Additionally, we sanitize all our surfaces hourly, including handrails and doorknobs. We make sure our waiting room chairs are six feet apart, and practice social distancing. Currently, our pharmacy dispensing is conducted in the parking lot from our mobile medical van, COVID-19 testing for our symptomatic patients is handled in a drive-through with patients in their vehicles and staff in full Personal Protective Equipment (PPE).

Ravenswood’s East Palo Alto Health Center Celebrates its Five-Year Anniversary

On May 5, 2020, we celebrate the five-year anniversary of our main health center in East Palo Alto. At noon on May 5, 2015, the doors of our health center opened and the first patients streamed into the lobby to check in at our kiosks. Within 20 minutes of opening our new facility, there were patients registering and waiting in the lobby seating area to see their providers, lining up for our pharmacy, and checking in to have their blood drawn. Support from various funders, donors, staff, communities, and partner organizations made our vision of building a state-of-the-art, 53-exam room health center that serves as a one-stop shop for primary care, behavioral health, pharmacy, optometry, health education, x-ray, mammography, and expanded lab services a reality!

We thank our funders, donors, staff, communities, and partner organizations for their support five years ago and their ongoing support today!

Ravenswood Family Dentistry: Celebrating 10 Years

In April 2020, Ravenswood’s dental clinic, Ravenswood Family Dentistry (RFD), celebrated 10 years of providing comprehensive oral health care services to underserved communities in Silicon Valley. RFD’s services range from preventive care, pediatric care, periodontal cleanings, restorative care, extractions (surgical and non-surgical), crowns and bridges, root canals, removable partial and full dentures, urgent visits (same day appointments), to prenatal oral health care.

Ravenswood’s Chief Dental Officer, Yogita Thakur, DDS, MS, has been leading RFD since July 2010 and has witnessed how RFD has served as a critical access point to comprehensive oral health care services for low-income children, families, and individuals. “Our dental clinic has helped improve the oral health of many in our service area and has tirelessly worked to eliminate oral health disparities,” shares Dr. Thakur. RFD has grown from seeing 1,461 patients in 2010 to over 6,900 patients in 2019.
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.

MayView: A Member of Ravenswood Family Health Network

After several years of contemplation, the Boards of Directors of Ravenswood Family Health Center and MayView Community Health Center mutually resolved that Ravenswood would take over the operations of MayView’s three health centers in Palo Alto, Mountain View, and Sunnyvale. As of April 1, 2020, MayView Community Health Center (MayView) is a member of Ravenswood Family Health Network. Ravenswood will continue to operate its East Palo Alto sites as well as MayView’s three sites to maintain access to care to communities in both San Mateo County and Santa Clara County.

We greatly value and respect the wealth of expertise and dedication of MayView’s staff to the patients they serve. Our goal is to build a strong and robust future together with the primary goal of continuing to provide high-quality care. Our combined organization is expected to serve 27,000 patients with approximately 100,000 patient encounters a year with the potential for growth in 2021 with the gradual implementation of dental services.

We remain dedicated to our mission and our founding community of East Palo Alto, as well as serving our expanded service area with equal fervor, quality, and excellence in care delivery.

One Stop Shop For All Your Health Needs

Since 2018, Sonia has received a variety of services at Ravenswood Family Health Network. She first learned about Ravenswood when she was searching for a bi-lingual dentist who could speak English and Spanish. During her search, she came across Ravenswood’s website and contacted Ravenswood Family Dentistry. Ravenwood’s staff helped Sonia enroll as a patient and soon after Sonia had her first dental appointment! She found Ravenswood’s dental clinic to be the perfect fit for her and her family!

At one of her dental appointments, Sonia’s dentist, shared with her the other services Ravenswood offered, such as family medicine and women’s health services. Soon after learning this, Sonia made a medical appointment with Ravenswood because she had been trying to have another child for the last three years and was close to giving up. At Sonia’s medical appointment, she was able to consult with her doctor, Dr. Diana Mokaya, regarding infertility. Her doctor connected her and her husband to the appropriate services and resources. Finally, at her last appointment with Dr. Mokaya, she learned that she was pregnant!

During Sonia’s first prenatal screening, Dr. Mokaya referred Sonia to counseling and CenteringPregnancy®, which provides group prenatal care. During CenteringPregnancy, pregnant women who are due around the same time receive prenatal education and exams from trained doctors and clinic staff. Pregnant women also have the opportunity to learn from each other and create a support network during their pregnancy.

Sonia feels extremely supported by the other pregnant women in her cohort, CenteringPregnancy staff, and her CenteringPregnancy facilitator and doctor, Dr. Mokaya. “I can confide in the other women in my cohort—they are like a second family to me,” Sonia excitedly shares. She also feels so comfortable and confident in Dr. Mokaya’s care that she requested Dr. Mokaya to be her baby’s doctor!

“I have never been part of a program like this, and I would not change it for anything else,” Sonia enthusiastically shares. After Sonia gives birth, Sonia is excited to join CenteringParenting®, which provides pediatric care and parenting education in a group-care model during the child’s first two years of life, and continue using all the services Ravenswood has to offer!
Ravenswood offers pediatric care and parenting education in a group format for parents and their children ages 0-2 through CenteringParenting®. During CenteringParenting sessions, doctors conduct well-child exams to assess whether children are meeting developmental milestones. CenteringParenting also helps parents establish their newborn’s care, guides mothers through postpartum care, provides important parenting education, and much more.

CenteringParenting® is the perfect program for parents, especially first-time parents, who want to learn more about parenting skills and their child’s development. First-time parents receive all the guidance and support through experienced doctors and staff, and have the opportunity to meet and learn from other parents as well. “This program provides access to care for postpartum women who are experiencing a common circumstance, such as their first baby, dealing with postpartum, or welcoming a new member into the family,” shares Pediatric Physician Assistant, Doriel Nishioka. Each parent receives a newborn workbook where they can address these types of circumstances, take note of their child’s health, and check in on their own health too throughout the program.

“The strategies shared in CenteringParenting for building self-efficacy amongst parents, preparing for visits ahead, taking ownership of their child’s growth measurements, and focusing on self-care for parents benefits parents in their care of older children as well,” shares Dr. Davis, one of the doctors who facilitates CenteringParenting. Whether you are a first-time parent or you are having your third baby—every parent learns something new about their baby and themselves through CenteringParenting!

#GivingTuesdayNow is the global day of giving and unity in response to the COVID-19 crisis and is set to take place on May 5, 2020.

Given the socioeconomic challenges that our patients face, our patients are disproportionately impacted by COVID-19. Please consider donating to Ravenswood during this time of crisis and uncertainty so that we can continue to respond to the growing health care needs of our patients.

We remain open to serve our communities.

**GIVING TUESDAY NOW**

**A GLOBAL GIVING MOVEMENT**

**MAY 5, 2020**

Donate online at: https://bit.ly/RFHCCCOVID19

Mail check to:
Ravenswood Family Health Network
1885 Bay Road, East Palo Alto, CA 94303

Ravenswood Family Health Network is a tax exempt 501(c)(3) nonprofit agency

Questions? Contact the Development Team at Development@RavenswoodFHC.org

WWW.RAVENSWOODFHC.ORG