

AN INVESTMENT IN PRIORITIES

Issue Paper:

Access to Health Care in South Hampton Roads

May 2007

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Virginia Beach Foundation

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ACCESS TO HEALTH CARE

The Robert Wood Johnson Foundation estimates that 13.6% of Virginia's population is uninsured. This compares to a national rate of 15.9%. For South Hampton Roads, that translates into nearly 160,000 persons without health insurance.

The lack of health insurance limits access to health care. Those without insurance take one of three paths when they need health care: First, they use community based facilities that accept those without insurance. Second, they avoid using health care until a critical condition forces them to use an emergency room. Third, they use the emergency room inappropriately for non-emergent conditions because they do not have a medical home.

This document looks at the local service delivery system providing health care to those with limited means. There are five types of facilities responding to this need:

1. Federally Qualified Community Health Centers
2. Free Clinics
3. Hospital-based clinics
4. Health Departments
5. Community Services Boards

There are two Community Health Centers in this region. The Portsmouth Community Health Center has its main location in Portsmouth—its dental clinic is housed there. Its second location is in Norfolk and is called the Park Place Medical Center. This facility also houses the Health Care for the Homeless program. The second Community Health Center is the Peninsula Institute for Community Health headquartered in Newport News. They have a location in Suffolk: Main Street Physicians. Community Health Centers are federally funded and also rely on community funding and clients with insurance to cover their operating costs. The medical staff is paid and clients have a medical home with consistent care. Community Health Centers are very appropriate for dealing with persons with chronic illnesses.

There are two free clinics in the region. One is Chesapeake Care, the other is Beach Health Clinic. The medical staff at these facilities is voluntary and therefore a patient will not necessarily see the same practitioner on successive visits. These clinics are appropriate for working with patients with acute illnesses.

There are three hospital-based clinics for low-income persons: Bon Secours DePaul Clinic in Norfolk, Bon Secours Maryview Medical Clinic in Portsmouth and Sentara Ambulatory Care Center in Norfolk.

Each city has a local health department, some with multiple locations. Each provides a variety of services, but the services are not consistent across jurisdictional lines. Each jurisdiction also has a Community Services Board (CSB) that provides services to people with mental illness, substance abuse issues or mental retardation. CSBs

are complemented by several non-profits that provide counseling services. These include Child and Family Services of Eastern Virginia, Catholic Charities, Jewish Family Services, and Tidewater Pastoral Counseling.

Pharmacy Care of Hampton Roads is a regional effort based at the Peninsula Institute for Community Health. It serves health care providers by providing prescriptions to patients with chronic illnesses. The prescriptions are available within days for up to four months, while qualified patients are awaiting free drugs through the pharmaceutical companies. The Community Health Centers and Senior Services of Southeastern Virginia are participating in this effort.

Dental care is offered at many public health departments and the community health centers. The American Red Cross in Norfolk has a dental clinic for tooth extractions and Old Dominion University offers some dental hygiene services. There remains an acute shortage of dental services for low-income persons.

Even with this network of services, barriers remain for those trying to access them. They include:

1. Facility barriers: location, lack of transportation, limited hours of operation
2. Cost (co-pays are often required)
3. Lack of care coordination
4. Limited access to specialty care
5. Awareness of availability of services
6. Inability to access follow-up care, especially prescriptions
7. Lack of system capacity

There is a relatively new organization, Access Partnership (www.accesspartners.org), that is looking at all issues surrounding access to health care in Hampton Roads, including the Peninsula. Its efforts have resulted in new federal grants to expand capacity in the region. Other efforts to continue expanding access to primary care and specialty care are ongoing.

Members of the military receive health care through the Department of Defense program called TRICARE, which offers three plans. Active duty personnel are automatically enrolled in TRICARE Prime. This plan allows members to see doctors and nurses at Military Treatment Facilities at no charge. The facilities are located throughout Hampton Roads and include Portsmouth Naval Hospital. TRICARE Standard allows members to pick their own civilian doctors and pay a 20% copay per visit. TRICARE Extra is the same but requires a 15% copay. Active duty family members and military retirees may enroll in any of the three plans. There are about 85,000 active duty personnel and 40,000 retirees in Hampton Roads.

Health Care Provider Directory

Chesapeake			
Agency	Program(s)	Type	Population
Chesapeake Care Cathy Lewis, MPH, CHES, Executive Director 2145 S. Military Hwy Chesapeake, VA 23320 Ph: 545-5700 www.chesapeakecare.org	Primary medical care Dental Podiatry Cardiology Endocrinology Dermatology Rheumatology Nephrology Ophthalmology Pulmonology Diabetic Clinic Gynecology clinic Pediatric clinic	Free clinic	Chesapeake, Norfolk, Portsmouth and Virginia Beach residents. Individuals who cannot afford health care and do not qualify for other assistance programs or have health insurance. (Free)
Chesapeake Community Services Board Candace B. Waller 224 Great Bridge Blvd. Chesapeake, VA 23320 Ph: 547-9334	Mental Health Services Mental Retardation Services Substance Abuse Services	Community Services Board	Chesapeake residents
Chesapeake Health Department Dr. Nancy Welch, Health Director 748 N. Battlefield Blvd. Chesapeake, VA 23320-4941 Ph: 382-8600 <u>Other location:</u> South Norfolk (Chesapeake) Ph: 382-2600	Family Planning Immunizations Sexually Transmitted Disease Clinic Adult Medical Clinic Breast and Cervical Cancer Program Pregnancy Testing	Health Department	Chesapeake residents. (Sliding scale)

Norfolk

Agency	Program(s)	Type	Population
<p>American Red Cross Dental Clinic Shirley Bisciglia, Director, Dental Programs Ph: 446-7756 611 West Brambleton Avenue Norfolk, VA 23510</p> <p><u>Clinic location:</u> Park Place Multiservice Center 606 West 29th Street Norfolk, VA 23508</p>	Dental services	Dental Clinic	Residents of Norfolk age 18 or older at or below 125% of the federal poverty level. Clients may not have an existing patient relationship with a dentist.
<p>Bon Secours DePaul Clinic Yvonne Price 150 Kinsley Lane Norfolk, VA 23505 Ph: 889-5210</p>	Primary Care Obstetrics/Gynecology	Hospital Clinic	Uninsured adult residents of Norfolk
<p>Children's Hospital of the King's Daughters Elizabeth Lilley 601 Children's Lane Norfolk, VA Ph: 668-7400</p>	General Pediatrics Specialty clinics are available by referral	Hospital Clinic	Children 0 -18
<p>EVMS C3ID Clinic Brenda Walden 825 Fairfax Ave., Norfolk, VA 23507 Ph: 446-8999</p>	Primary and specialty care for HIV infected mothers and children. Available NIH-funded AIDS clinical trials as well as trials with new drugs provided by pharmaceutical companies.	Medical school clinic	HIV+ and other infectious disease clients
<p>Norfolk Community Services Board George Pratt 248 W. Bute Street Norfolk, VA 23510-1404 441-5300</p> <p><u>Other locations:</u> 3755 Virginia Beach Blvd. Norfolk, VA 23502</p> <p>6401 Tidewater Dr. Norfolk, VA 23509</p>	Mental Health Services Mental Retardation Services Substance Abuse Services	Community Services Board	Norfolk residents

Norfolk (cont.)

Agency	Program(s)	Type	Population
<p>Norfolk Community Services Board (cont.)</p> <p><u>Other locations:</u> 7460 Tidewater Dr. Norfolk, VA 23505</p>			
<p>Norfolk Health Department Dr. Valerie Stallings, Health Director 830 Southampton Ave. Suite 200 Norfolk, VA 23510 Ph: 683-2780</p>	<p>Dental services Family Planning Clinic General Medicine Clinic HIV testing/counseling Immunization Clinic Pediatric Clinic Sexually Transmitted Diseases Clinic Tuberculosis Screening Clinic Breast and cervical cancer Prenatal care Baby care Pregnancy testing</p>	<p>Health Department</p>	<p>Norfolk residents</p>
<p>Park Place Medical Center Barbara Willis 3415 Granby Street Norfolk, VA 23504 Ph: 533-9108</p>	<p>Primary Care</p>	<p>Community Health Center</p>	<p>Residents of Norfolk and Portsmouth of all age groups. (Sliding scale)</p>
<p>Sentara Ambulatory Care Center Evelyn Green-Gunter 130 Colley Ave. Norfolk, VA 23510 Ph: 388-3881</p>	<p>Primary Care</p>	<p>Hospital Clinic</p>	<p>Norfolk residents; no walk-ins.</p>

Portsmouth

Agency	Program(s)	Type	Population
Beazley Dental Center Barbara Willis Portsmouth Community Health Center 664 Lincoln St. Portsmouth, VA 23704 Ph: 259-3258	Dental exams, dental cleanings, fluoride treatments, dental sealant, dental fillings, dental extractions, other treatment as indicated by the attending dentist School Dental Program – Preventative and restorative Dental Care in the “Beazley Smile Mobile”, dental screening, health fair participation, classroom education	Community Health Center	Portsmouth residents. Accepts most insurance plans, including Medicaid and Medicaid’s HMO. Children enrolled in the school lunch program are automatically eligible for services. (Sliding scale for uninsured patients)
Maryview Foundation Healthcare Center Liz Harris 3600 High St. Portsmouth, VA 23707 Ph: 215-3100	Healthcare Center	Hospital Clinic	Indigent and uninsured residents of Portsmouth.
Portsmouth Community Health Center Barbara Willis 664 Lincoln St. Portsmouth, VA 23704 Ph: 397-0042 www.portshealth.org	Primary Care Specialty Services – Pediatrics and OB/GYN	Community Health Center	All age groups and all residents of Hampton Roads who are uninsured or have Medicaid or Medicare. (Sliding scale fee system)
Portsmouth Health Department Demetria Lindsay, Health Director 1701 High St., 1 st floor Portsmouth, VA 23704 Ph: 393-8585	Family Planning Well Child Sexually Transmitted Diseases Immunizations School Physicals Lead Screening HIV/AIDS medical care Tuberculosis screening Pregnancy testing	Health Department	Portsmouth residents (Sliding scale; certain services are free; certain services have flat rate)

Portsmouth (cont.)

Agency	Program(s)	Type	Population
<p>Portsmouth Department of Behavioral Healthcare Services William Park, Director 600 Dinwiddie Street, Suite 200, Portsmouth, VA 23704 Ph: 393-8618</p> <p><u>Other locations:</u> 505 Washington Street Suite 410 Portsmouth, VA 23704</p> <p>Opportunity House 505 Jamestown Ave. Portsmouth, VA 23704</p> <p>300 Port Centre Parkway Suite 103 Portsmouth, VA 23704</p>	<p>Mental Health Services Mental Retardation Services Substance Abuse Services</p>	<p>Community Services Board</p>	<p>Portsmouth residents</p>

Virginia Beach

Agency	Program(s)	Type	Population
Beach Health Clinic Susan Hellstrom, Executive Director 3396 Holland Road, Suite 102 Virginia Beach, VA 23452 Ph: 428-5601 www.beachhealthclinic.org	Family Practice Internal Medicine/Pediatrics Specialty Clinics for hypertension, diabetes, asthma, podiatry, neurology, cardiology, breast/cervical cancer screening and medication assistance	Free Clinic	Uninsured residents of Virginia Beach who live at or below 200% of the federal poverty level. Financial information is required for verification. (Free)
Virginia Beach Health Department Venita Newby-Owens, Health Director 4452 Corporation Lane Virginia Beach VA 23462 Ph: 518-2700	Dental services Family planning Immunizations Maternity Pediatrics Pregnancy	Health Department	Low-income Virginia Beach residents. (Sliding scale; certain services are free; certain services have flat rate)
Virginia Beach Department of Human Services MH/SA and MR Divisions Terry Jenkins Administration 3432 Virginia Beach Blvd. Virginia Beach, VA 23452 Ph: 437-3200 <u>Other locations:</u> Adult Outpatient Services 297 Independence Blvd Pembroke 6 Ste. 126 Virginia Beach, VA 23462 Case Management 287 Independence Blvd. Pembroke 3, Suite 201 Virginia Beach, VA 23462 Adult Outpatient Services, Case Management Day Treatment Magic Hollow 1 3143 Magic Hollow Blvd., Suite 200 Virginia Beach, VA 23453 The Harbour, Senior Adult Services 3160 Magic Hollow Blvd. Virginia Beach, VA 23453	Mental Health Services Mental Retardation Services Substance Abuse Services	Community Services Board	Virginia Beach residents

Virginia Beach (cont.)

Agency	Program(s)	Type	Population
Virginia Beach Department of Human Services MH/SA and MR Divisions (cont.) <u>Other locations:</u> Recovery Center 409 Birdneck Circle Virginia Beach, VA 23451			

Western Tidewater

Agency	Program(s)	Type	Population
<p>Main Street Physicians Dr. Syed Kalamuddin 157 N. Main Street, Suite A Suffolk, VA 23434-4507 Ph: 925-1866 http://www.pich.org/</p>	<p>Family Practice Pediatrics Internal Medicine Obstetrics</p>	<p>Community Health Center</p>	<p>Residents of Hampton Roads</p>
<p>Suffolk Health Department (Western Tidewater Health District) Dr. Lisa McCoy, Health Director 1217 North Main St. Suffolk, VA 23439 Ph: 686-4901</p>	<p>Teen prenatal program Age 0-5 care for first-time mothers Baby Care – high risk pregnancies and infants Child well checks - children Immunizations Prenatal Obstetrics Family Planning STD/HIV Testing and Treatment Dental services (Isle of Wight and Southampton County only)</p>	<p>Health Department</p>	<p>Residents of the Western Tidewater Health District: Suffolk, Isle of Wight, Southampton and Franklin. (Most programs charge on a sliding scale.)</p>
<p>Western Tidewater Community Services Board Administration and Finance Demetrios Peratsakis, Executive Director 5268 Godwin Blvd. Suffolk, VA 23434 Ph: 255-7100</p> <p><u>Other locations:</u> Mental Health Child & Family 1218 Holland Road, Suffolk, VA 23434 Ph: 925-1540</p> <p>Elevare-Courtland 22229 Main Street, Courtland VA Ph: 653-0257</p> <p>Mental Health Center-Franklin 200 Second Avenue Franklin, VA 23851 Ph: 562-2208</p>	<p>Mental Health Services Mental Retardation Services Substance Abuse Services</p>	<p>Community Services Board</p>	<p>Residents of Suffolk, Franklin, Southampton, and the Isle of Wight</p>

Western Tidewater (cont.)

Agency	Program(s)	Type	Population
<p>Western Tidewater Community Services Board (cont.)</p> <p><u>Other locations:</u></p> <p>Mental Health Center-Smithfield 1801 South Church Street, Ste. 6 Smithfield, VA 23430 Ph: 357-7458</p> <p>Tidewater House 2465 Pruden Boulevard Suffolk, VA 23434 Ph: 925-1627</p> <p>Mental Health Center-Suffolk 157 North Main Street, Suite D Suffolk, VA 23434 Ph: 925-2484</p> <p>Mental Health Center-Franklin 1329 Armory Drive Franklin, VA 23851 Ph: 562-2208</p> <p>Mental Health Center-Smithfield 1801 South Church Street, Smithfield, VA 23430 Ph: 357-7458</p> <p>Mental Health Child & Family 1218 Holland Road Suffolk, VA 23434 Ph: 925-1540</p> <p>Case Management Services 2480 Pruden Blvd. Suffolk, VA 23434</p>			