August 4, 2017

Dear Patient,

This letter contains important information about improvements in your primary care clinic.

Over the past year we have been working behind the scenes to bring about numerous improvements in the Senior Care and UMED Clinics to better serve you. We are happy to announce that we have merged Senior Care and UMED to make one comprehensive adult primary care clinic, serving ages 18 and older. We will continue to serve the senior population and accept Medicare, Medicaid, Private Insurance and uninsured patients. This will allow our patients and families better access to care.

One of our biggest efforts was to transform our traditional medical clinics into a Patient Centered Medical Home (PCMH). A PCMH puts you, the patient and family at the center of the health care system. Within the PCMH we are able to provide improved and timely access to your care team members. Part of this transition was to build care teams that are able to better address your needs even beyond the medical problems.

CARE TEAMS:

- **Physicians, Nurse Practitioners & Physician Assistants**
  Our care teams include a Physician, Nurse Practitioner (NP) or a Physician Assistant (PA). Both the Physician and the NP or PA take care of their own patients. The NP and PA also work with the Physician’s patients as needed, which allows for greater access should you need a same day or next day appointment. The NP’s and PA’s collaborate with the Physicians as needed to ensure the highest quality of care.

- **Social Workers & Health Navigators**
  Our clinics will continue utilizing social workers to help assist with community resources and transportation arrangements. They are coordinating care and arranging family meetings to discuss barriers to care and how to overcome them. Health Navigators work closely with social workers and assist patients in following up on referrals and durable medical equipment.

- **Registered Nurse (RN) Case Managers**
  Our RN Case Managers will reach out to our patients after hospital discharges or emergency room visits to aid follow up as planned at the time of discharge. Case Managers are also involved in chronic care management and making sure that our patients are up-to-date on their age appropriate screenings.
Clinical Pharmacist
A clinical pharmacist joined our team last year and has been an excellent resource for our patients and providers alike. The pharmacist is located within the clinic, assists with medication reconciliation and at the request of your provider may assist with patient medication management and education.

Integrated Behavioral Health
The newest addition to our team is Behavioral Health. A psychiatric nurse practitioner is available to diagnose and manage psychiatric disorders including medication management with a referral from your provider. We have a psychologist starting in April of 2017 to provide therapy for our patients who need it.

The expansions of our care teams have been limited by our current office space and we have needed to utilize different offices throughout the Providence Hospital Campus. We would like to apologize for the inconvenience this may cause. We understand that this is far from ideal and we have been working on a more permanent solution. Below is a list of all our providers and their tentative locations as of June 5, 2017.

Tower B
Suite 314
(907) 212-3420
Dr. Salamon
Cynthia McGinty, NP
Wenc Fru, PA
Kathy Chastain, NP

Tower B
Suite 304
(907) 212-3420
Dr. Funk
Amy Paul, PharmD

Tower C
Suite 436
(907) 212-2273
Dr. Pope
Collie Leamy, PA

Tower C
Suite 520
(907) 212-2273
Dr. Kim
Megan Engler, PA
Jon Lundy, PhD

In addition to expanding our Care Teams we will implement Advanced Access Scheduling beginning May 1st. What this means is that you will have greater access to your provider and Care Team members with the availability of same day and next day appointments to schedule urgent or chronic care visits. You will no longer need to schedule appointments many months in advance, but we will be able to accommodate your need for an appointment the same day or next day. We hope this greater access will enhance your experience in our clinic.

We appreciate your understanding and patience while we improve the care we provide you and your family. We welcome your feedback and look forward to continuing to be a part of your health care journey.

Sincerely,

Szilvia Salamon
Szilvia Salamon, MD
Medical Director