

Department: Health Department

Program Contact: Matt Hoffman

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:
Program Description

The Health Center welcomes all county persons, regardless of insurance status, ability to pay, or documentation status. Our health center prioritizes culturally and linguistically appropriate care, supporting patients in a way that works for them. Over 60% of our patients identify as people of color, and more than 38% require interpretation with 59% of our patients indicating they are best served in a language other than English. This includes more than 100 different languages. 84% of our patients have Medicaid, 3% have no insurance, and 95% of our clients live below 200% of the Federal Poverty Level (FPL). All programs within the Health Center are committed to improving health outcomes, reducing health disparities and ensuring affordable, quality access to healthcare.

The health center laboratories and the Health Information Management program support the delivery of care to clients of Health Department services including Primary Care, Student Health Centers, Sexually Transmitted Disease Clinic, Communicable Diseases Services, Dental, and Corrections Health. The primary care clinic labs handle approximately 250,000 specimens per year. Medical Records fulfills approximately 13,000 medical records requests per year. Manages external laboratory contracts, prepares for emergencies (including bioterrorism), and assists with the surveillance of emerging infections. Access to laboratory testing assists in the diagnosis, treatment, and monitoring of clients receiving healthcare in Health Department facilities.

Health Information Management program manages health (medical/dental) records systems to ensure comprehensive clinical documentation and compliance with all applicable licensing, regulatory and accreditation standards. The manager of Health Information fulfills the role of the Health Department's Privacy Official as required by HIPAA (Health Insurance Portability and Accountability Act). Health Information Management ensures proper documentation of health care services and provides direction, monitoring, and reporting of federally required HIPAA compliance activities.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of records request completed.	12,874	13,000	12,500	13,000
Outcome	Lab proficiency assessments completed.	133	127	135	150

Performance Measures Descriptions

Performance measure 1 - Medical Records fulfills approximately 13,000 medical records requests per year.

Performance measure 2 - Laboratory personnel between primary care clinics and student health centers complete approximately 135 proficiency tests collectively per year to satisfy CLIA regulations.

Legal / Contractual Obligation

Federal and state mandates in addition to the Bureau of Primary Health Care 330 Grant require maintenance of health records, including medical, dental, and pharmacy, as well as the provision of laboratory services. The electronic health record (EHR) and practice management contractual obligations are per the contractual agreement with the Health Department and OCHIN. The laboratory program is accredited by the Joint Commission and maintain CLIA (Clinical Laboratory Improvement Amendments) certificates to allow for point of care testing in Multnomah County clinics.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$0	\$2,914,287	\$0	\$3,228,322
Contractual Services	\$0	\$54,500	\$0	\$2,700
Materials & Supplies	\$0	\$784,606	\$0	\$193,032
Internal Services	\$0	\$1,249,397	\$0	\$1,294,510
Total GF/non-GF	\$0	\$5,002,790	\$0	\$4,718,564
Program Total:	\$5,002,790		\$4,718,564	
Program FTE	0.00	22.17	0.00	23.80

Program Revenues				
Beginning Working Capital	\$0	\$330,828	\$0	\$334,426
Service Charges	\$0	\$4,671,962	\$0	\$4,384,138
Total Revenue	\$0	\$5,002,790	\$0	\$4,718,564

Explanation of Revenues

This program generates \$506,201 in indirect revenues.

Revenue generated from laboratory services are included in the medical visit revenue posted to the health clinics and is used to offset the cost of services not collected from clients.

HD FQHC Clinical Lab Mcaid Mcare \$2,501,569

HD FQHC FQHC: Medical APM ICS Medical Records \$1,882,569

HD FQHC PCPM Funding - School Based Health Center \$334,426

Significant Program Changes

Last Year this program was: FY 2025: 40032 FQHC-Lab and Medical Records

Contractual Services for the lab had been over budgeted in FY 2025 and has decreased to accurately reflect actual cost.