

**Department:** Health Department

**Program Contact:** Christy Ward

**Program Offer Type:** Support

**Program Offer Stage:** As Requested

**Related Programs:**
**Program Characteristics:** In Target

**Executive Summary**

The Primary Care and Dental Access and Referral (PCARD) Program is the gateway for more than 20,000 new patients assigned to Multnomah County Health Department’s (MCHD) Primary Care and Dental System, and for 1,300 established uninsured patients referred into community specialty care. MCHD Information and Referral and Languages Services provide written translation, oral and sign language interpretation throughout the department’s programs and services.

**Program Summary**

PCARD is the point of entry for scheduling new clients for both the Primary Care and dental clinics. PCARD also facilitates access to specialty referrals and charity care for uninsured patients in collaboration with Project Access. PCARD provides appointments and referrals in collaboration with County and other community organizations, ensuring consistent patient information and tracking. PCARD also provides information and referral for MCHD medical, dental and social services and key community service partners. MCHD Language Services provides interpretation in over 50 languages and sign language for all MCHD services and programs and for established patients who access specialty care in the community.

Comprehensive written translation for clinical and non-clinical programs and services is also provided. MCHD Language Services is the central coordinator for thousands of patient/client interpretation requests and translations each year for multiple programs/services. This key service ensures that patients and clients successfully move through the Department's Refugee and Screening Program, and those who have limited English proficiency, receive culturally competent interpretation.

**Performance Measures**

<b>Measure Type</b>	<b>Primary Measure</b>	<b>FY13 Actual</b>	<b>FY14 Purchased</b>	<b>FY14 Estimate</b>	<b>FY15 Offer</b>
Output	# of new patients who receive appointments	19,000	20,114	20,160	20,000
Outcome	# of uninsured patients who receive specialty care	1,000	1,336	960	1,000

**Performance Measures Descriptions**

Output: Number of new patients who receive a new patient appointment (medical and dental).

Outcome: Number of uninsured patients who receive specialty care referrals, this measures the success of efforts to connect uninsured clients to community charity care.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$769,096	\$153,810	\$584,959	\$240,629
Contractual Services	\$88,400	\$0	\$88,400	\$0
Materials & Supplies	\$1,795	\$22,407	\$19,296	\$674
Internal Services	\$47,452	\$88,783	\$139,326	\$23,697
<b>Total GF/non-GF</b>	<b>\$906,743</b>	<b>\$265,000</b>	<b>\$831,981</b>	<b>\$265,000</b>
<b>Program Total:</b>	<b>\$1,171,743</b>		<b>\$1,096,981</b>	
<b>Program FTE</b>	9.50	1.00	7.60	2.00

Program Revenues				
Indirect for Dept. Admin	\$16,993	\$0	\$18,050	\$0
Intergovernmental	\$0	\$265,000	\$0	\$265,000
<b>Total Revenue</b>	<b>\$16,993</b>	<b>\$265,000</b>	<b>\$18,050</b>	<b>\$265,000</b>

Explanation of Revenues

Primary Care and Dental Access and Referral is funded with county general fund and is also supported with revenue from the Bureau of Primary Health Care.

County General Fund: \$831,981  
 Federal Primary Care grant: \$265,000

Significant Program Changes

Last Year this program was: 40033 Primary Care and Dental Access and Referral