

**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 new patients assigned to Multnomah County Health Department's (MCHD) Primary Care and Dental System, and for 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, 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**

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	# of new patients who receive appointments	20,528	27,160	22,236	24,000
Outcome	# of uninsured patients who receive specialty care	700	400	300	400

**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
<b>Program Expenses</b>	<b>2015</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>
Personnel	\$588,124	\$240,629	\$1,484,986	\$267,051
Contractual Services	\$88,400	\$0	\$20,000	\$90,000
Materials & Supplies	\$19,296	\$674	\$20,112	\$806
Internal Services	\$139,326	\$23,697	\$112,516	\$317,719
<b>Total GF/non-GF</b>	<b>\$835,146</b>	<b>\$265,000</b>	<b>\$1,637,614</b>	<b>\$675,576</b>
<b>Program Total:</b>	<b>\$1,100,146</b>		<b>\$2,313,190</b>	
<b>Program FTE</b>	7.60	2.00	20.80	4.00

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$18,050	\$0	\$103,813	\$0
Intergovernmental	\$0	\$265,000	\$0	\$675,576
Service Charges	\$0	\$0	\$1,051,170	\$0
<b>Total Revenue</b>	<b>\$18,050</b>	<b>\$265,000</b>	<b>\$1,154,983</b>	<b>\$675,576</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.

Alternative Payment Method (APM): \$1,051,170  
 Federal Primary Care grant: \$675,576

**Significant Program Changes**

Last Year this program was: FY 2015: 40033 Primary Care and Dental Access and Referral