



# Health Care Happenings

A Pueblo Community Health Center Update

3rd Quarter 2020

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*Vanessa Becerril, PA-C interacts with a patient over video during a recent telehealth visit*

## Moving Forward with Telehealth

The COVID-19 pandemic has brought unforeseen challenges, obstacles, and even opportunities to Pueblo Community Health Center (PCHC). The organization, with an eye on continuous and uninterrupted care for patients, has rolled with the punches and made quick decisions about how to accomplish that in uncertain times. In a matter of one week, PCHC adapted, and providers began to “see” their patients via telehealth visits.

Telehealth consists of providers offering visits over the phone, or with the addition of video, to continue to meet the needs of patients when in-person visits cannot occur. Telehealth with video has allowed face-to-face interaction while maintaining social distancing and privacy for patients.

With concerns about COVID-19 transmission since March, many patients have needed medical or behavioral health assistance but have not felt comfortable receiving in-person care. The behavioral health team has assisted many new patients via the remote option who have been struggling with COVID-19-related anxiety and stress. The opportunity to add telehealth visits has enabled patients to safely access much needed medical and behavioral interventions.

For PCHC, technology has been shown to improve the accessibility of quality health care in times of unforeseen challenges. While still too new to predict future impact, the use of telehealth may provide opportunities to make health care more efficient, better coordinated, and certainly closer to home. PCHC will continue offering visits and dedicating resources to telehealth so patients can continue experiencing high quality, trustworthy care they have come to expect.

## *Executive Leadership Team*

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Chief Medical Officer

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Chief Dental Officer

**Justin McCarthy**  
Chief Operations Officer

**Cindy Pratt**  
Chief Financial Officer

**Laura Kelly**  
Chief Development/  
Foundation Officer, Editor

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## Letter from the CEO

Dear Friends,

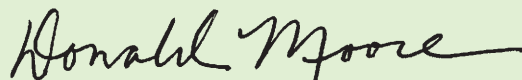
It should be no surprise for me to tell you that Pueblo Community Health Center adopted telehealth secondary to the onset of the COVID-19 pandemic. Just about all health care providers have shifted to telehealth in some form. Health care providers function in a system that is generally slow to change, however telehealth appeared rapidly. At PCHC we adopted it in less than a week.

I would say we adopted it effectively because we have been able to provide good access. Telehealth has been essential to meeting patient needs because a shortage of personal protective equipment has been a barrier to in person care. A survey asking about experiences with telehealth revealed that patients feel PCHC is providing them with care when they need it 98% of the time. Patients also reported that their caregivers are meeting their needs 95% of the time.

Early in the pandemic, telehealth was 75% of visit activity. Heading into the fall it is about 50% and will decrease further as we head into cold and flu season. Patients need a physical exam for certain conditions and needs, and much of the preventive health screening and services we provide must be delivered in-person, i.e., immunizations, cancer screening. Our OB and dental programs are nearly all in person care, whereas almost all mental health visits have been offered via telehealth.

Telehealth is not a panacea. Patients appreciate it for what it is: a convenient way to “see” their provider when they have a need. It will continue beyond the pandemic, and it will be used to good effect. However, we are hearing that patients are eager to return to in-person care and miss the interpersonal contact with caregivers they trust.

Thank you for supporting Pueblo Community Health Center.



Donald Moore, CEO  
Pueblo Community Health Center



## Giving to PCHC Changes Lives

For 37 years, PCHC has served the health care needs of the people of Pueblo and Huerfano Counties, regardless of a patient's ability to pay. If you choose to contribute, it enables us to continue to offer expanded services that include primary medical, dental, behavioral health, and pharmacy. If you want to help us perpetuate our mission, we invite you to make a contribution to Pueblo Community Health Center Foundation.

All funds raised will be allocated to our Foundation for the east side expansion, which breaks ground in October 2020. Any donation is appreciated and no gift is too small. Your support will make a difference in the lives of the people who trust their health needs to our providers.

If you would like to learn more about naming opportunities or planning for larger gifts, please contact Laura Kelly, Chief Development and Foundation Officer at (719) 543-8718 x 152 or email [lkelly@pueblochc.org](mailto:lkelly@pueblochc.org). Thank you for caring about those in need and investing in Pueblo's east side. Gifts over \$250 are eligible for EZ Tax credits.

## *Mission*

Since 1983, Pueblo Community Health Center has provided primary care to those in need

# Meet Dr. Riley

**Years with PCHC:** 23

**What you do at PCHC:** Physician

**Where are you from:** raised an Army Brat

**Where did you go to school?** College and medical school in Norfolk , Virginia

**Hobbies/Interests:** reading, watching sports, raising chickens

**Favorite food/restaurant:** I like all kinds of foods and restaurants

**Favorite movie:** too many

**Favorite music/band:** I listen to all kinds of music

**Favorite place to vacation:** Hawaii

**Most surprising talent:** handyman (woman)

**Most rewarding aspect of your job:** helping people



## Locations

**(719) 543-8711**

**Colorado Avenue Clinic**  
300 Colorado Avenue  
Pueblo, Colorado 81004

**Pharmacy & Administrative Services**  
(Patient Registration, Patient Accounts & Human Resources)  
110 East Routt Avenue  
Pueblo, Colorado 81004  
(719) 476-0214 (Pharmacy)

**Park Hill Clinic & Pharmacy**  
1302 East 5th Street  
Pueblo, Colorado 81001  
(719) 476-0220 (Pharmacy)

**O'Rourke Dental Clinic**  
2030 Lake Avenue  
Pueblo, Colorado 81004

**Avondale Clinic**  
328 Avondale Boulevard  
Avondale, Colorado 81022

**Grand Avenue Clinic**  
1008 North Grand Avenue  
Pueblo, Colorado 81003

**Centennial High School-Based Wellness Center**  
2525 Mountview Drive  
Pueblo, Colorado 81008

**Central High School-Based Wellness Center**  
216 East Orman Avenue  
Pueblo, Colorado 81004

**Chávez/Huerta K-12 Preparatory Academy School-Based Wellness Center**  
2727 West 18th Street  
Pueblo, Colorado 81003

**East High School-Based Wellness Center**  
9 MacNeil Road  
Pueblo, Colorado 81001

**Pueblo County High School-Based Wellness Center**  
1050 35th Lane  
Pueblo, Colorado 81006

**Risley International School-Based Wellness Center**  
625 Monument Avenue  
Pueblo, Colorado 81001

**Pueblo Community College The Student Health Clinic**  
900 West Orman Avenue, MT 118  
Pueblo, Colorado 81004

**Walsenburg OB Clinic**  
129 Kansas Avenue  
Walsenburg, Colorado 81089

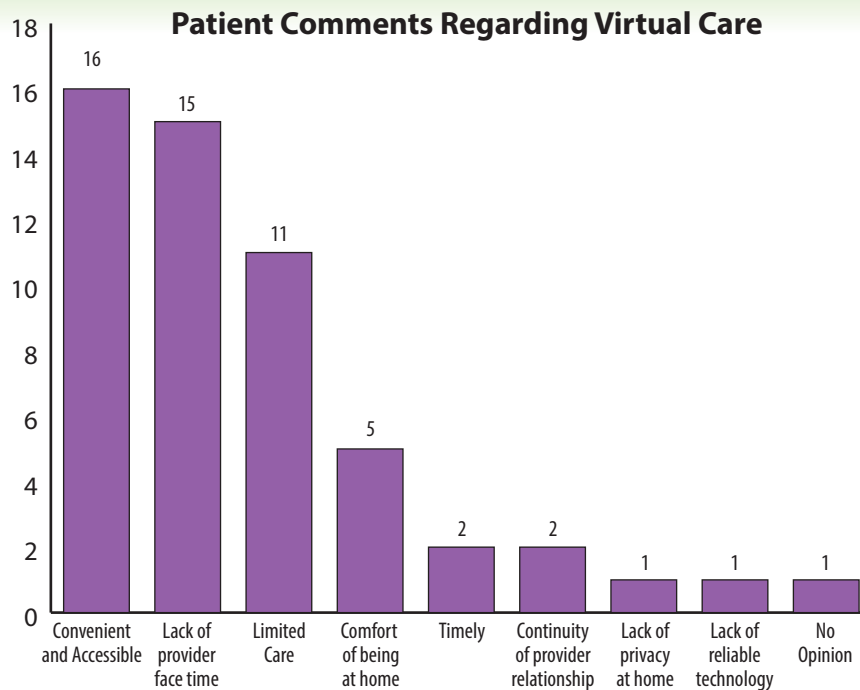
**Administration & Foundation**  
112 East Pitkin Avenue  
Pueblo, Colorado 81004



## Have patients liked adopting virtual care?



- **86%** said they are comfortable with phone visits
- **66%** said they would be comfortable with video visits
- **98%** of patients feel PCHC is meeting their needs through virtual care



Fifty-seven (57), two-minute phone interviews were conducted with patients who had a visit between April 1-30. The interviews were completed May 20-25.

## Vision

To be the primary health care provider of choice in Pueblo County by providing top quality care through accessibility, leadership and financial independence





# Pueblo Community Health Center

110 East Routt Ave.  
Pueblo, Colorado 81004

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*Please consider  
donating to help  
Pueblo's families  
in need of  
high quality,  
affordable  
health care.*

## Amount

- ☐ \$25 ☐ \$50 ☐ \$100  
☐ \$200 ☐ Other \_\_\_\_\_

- ☐ Please qualify my gift for the Colorado Enterprise  
Zone tax credit\*

Last 4 digits of SSN/Colorado Acct Number \_\_\_\_\_

- ☐ Check enclosed, payable to: PCHC Foundation • 110 E. Routt Ave. • Pueblo, CO 81004  
☐ Charge my credit or debit card:

Thank you for your support!

\*All sponsorships \$250+ are eligible for a  
25% Enterprise Zone tax credit.

**To receive this CO tax credit, make your  
check payable to Pueblo Community  
Health Center Foundation and include  
your state tax ID or the last four digits of  
your social security number.**

Card Number

Expires (mo/year)

Card Billing Address

Signature

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**Have you remembered us in your will or trust? Please contact us to learn more  
(719) 543-8718 x152 or [lkelly@pueblochc.org](mailto:lkelly@pueblochc.org).**

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