



Changing lives
Building communities
Creating opportunities

Welcome to the Old Town Clinic!

Thank you for choosing the Old Town Clinic – it is our pleasure to welcome you as a new patient.

The Old Town Clinic's goal is to provide our patients and clients with comprehensive primary care that is high-quality, on-demand and affordable. As part of Central City Concern, we can also help our patients gain access to other Central City Concern resources and other programs. We hope that our doorway is the first step to a healthier life.

One unique aspect of our clinic is that we offer a patient-centered primary care home – this means that as a patient, you have access to the many services within our clinic that go beyond general medical care.

We offer team-based care – instead of receiving care from one primary care provider, all of our patients are assigned to a 'care team' - a team of professionals that work together to make sure that your needs as a patient are met.

Each care team has at least one of the following:

- **Primary Care Providers (PCPs):** Doctors, Physician Assistants or licensed naturopaths – all doctors on their care team work together to give their patients the best care possible.
- **Behavioral Health Clinician:** Provides services that focus on a patient's mental well being.
- **Acupuncturist:** Old Town Clinic offers complementary medicine – each team has an acupuncturist.
- **Panel Manager:** Provides information and resources to the patients under a Provider's supervision.
- **Medical Assistant:** Assists the Primary Care Providers by rooming patients, taking vitals, and completing lab work.
- **Phone Medical Assistant:** Answers medical questions and concerns that the patient may have.
- **Health Assistant:** Calls patients about important tests, labs and a variety of other healthcare needs.
- **Occupational Therapist:** Provides group and individual services that support the wellness of our patients (nutrition classes, exercise classes, education on techniques for relaxation, etc).
- **Registered Nurse (RN):** Provides assessments and health education for patients on their care team.
- **Referral Coordinator:** Assists patients in connecting with resources within and outside of Central City Concern.
- **Medical Records Personnel:** Manages all patient records and routes them to the correct Care Team.
- **Front Desk Staff:** Greets and checks in patients for their appointments.
- **Scheduler:** Schedules appointments for patients.

We encourage you to get to know everyone on your care team – as we are all working to provide you with high quality healthcare and the best service. Once again, welcome and please do not hesitate to ask any member of the Old Town Clinic Team any questions you may have!

Sincerely,

Old Town Clinic Staff

Bridges

Aim Statement

The Burnside Bridges team provides pathways to comprehensive health by improving patients' confidence and active participation in healthy living. This is achieved not only by anticipating patient needs, equipping them with tools for healthful living, and including them as active members of the care team, but also by working as a team to deliver coordinated and thoughtful care that eliminates waste and redundancy, and enhances trust and stability amongst all team members and patients.

Columns

Aim Statement

The Lovejoy Columns team leads an integrated and holistic approach to healthcare by incorporating mind, body, and spirit. We provide compassionate, non-judgmental, and respectful care that empowers our patients to be active participants in their health. Our team is equipped to serve a diverse population with the full range of medical and psychological factors. Each of our team members serve an integral role in delivering highly coordinated, flexible, and accessible care to every patient on our panel.

Fountains

Aim Statement

The Skidmore Fountain Team proudly and creatively combines its skills and knowledge to provide the highest level of patient care possible. Through a seamless path of care, we aim to meet our patients' immediate and long term needs. Also, we simultaneously increase clinic efficiency and decrease stress in the workplace and for our patients. As a team we collectively are fully equipped to provide compassionate care to each patient that we serve.

Pioneers

Aim Statement

The Park Block Pioneers team pledges to combine skills, awareness and ingenuity to provide top quality care for our patients. We will communicate, be flexible and work together intentionally to manage the healthcare needs of our entire panel. We will anticipate and plan for individual patient needs in an efficient manner.

Old Town Clinic

CCC Mission Statement

Providing comprehensive solutions to ending homelessness and achieving self-sufficiency.

Clinic Hours

Monday:	7:30 AM - 9:00 PM
Tuesday:	7:30 AM - 9:00 PM
Wednesday:	9:00 AM - 9:00 PM
Thursday:	7:30 AM - 9:00 PM
Friday:	7:30 AM - 9:00 PM
Saturday (medical appointments only)	1:00PM - 5:00 PM

Urgent Care

Monday – Friday 5:00PM – 9:00PM
Saturdays 1:00PM – 5:00PM

Please contact our office at:

Main line: (503) 228-4533

Pharmacy direct: (503) 944-4465

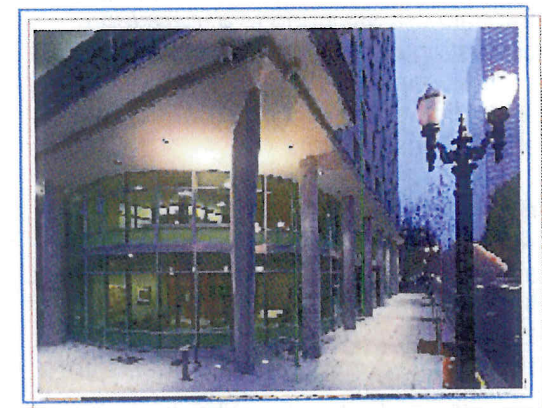


Old Town Clinic

CATCH:

Collaborative Approach To Complete Health

A Comprehensive Overview of the Old Town Clinic's Model of Health Care Service



What is CATCH?

“CATCH” stands for “Collaborative Approach to Complete Health”, the Old Town Clinic’s phrase to describe our newly integrated team-based approach to health care.

The Old Town Clinic offers a **patient-centered primary care home** - this means that as a patient, you have access to many other services within our clinic beyond general medical care. We are here to help organize your care - this means that no matter where else you may need to go for services (to the hospital, a specialist), we will always be your home and there to help.

The Old Town Clinic is **team-based**. In the standard model of primary health care, a patient is under the care of a single primary provider. With **CATCH**, patients are assigned to a ‘*care team*’ consisting of many different types of professionals. Each team member adds different skills and knowledge to support your health.

By working as a team, we are able to work together more efficiently as staff and with our patients, and we are able to build more personal relationships, ensuring that a patient is not simply a chart with a number, but a person with individual health care needs.

How Does CATCH Work?

The CATCH approach is built on 5 pillars:

Care is team-based: Patients meet with staff members on their assigned “health care team” instead of a single primary care provider.

Care is “Customer-Driven”: We emphasize building personal relationships with our patients. We also work to provide a “medical home” environment where patients can get their health care needs met under one roof.

Panel Management plays a key role: Panel managers are assigned to oversee the functionality of their team and act as a main contact for patients.

Increased access to staff: Through direct access we work to eliminate barriers of communication between clinic and patient.

Integrated Behavioral Health Care: Medical and mental / emotional wellbeing are emphasized, with resources and treatment options for both located within our clinic.

Who is On My Team?

At the OTC, each team has at least one of the following:

PCPs: Primary Care Providers (typically MD’s, PA’s or licensed naturopaths).

Panel Manager: Panel Managers ensure that clinical standards and clinical needs of patients on their team are met.

Health Assistant: Help to balance the workload for the panel managers and manage patient-to-clinic relationships.

Medical Assistant: Medical Assistants act as a direct support to the PCP’s, medical records and panel managers.

Medical Records Personnel: Medical records clerks handle all patient charts and route them to the proper team / provider.

Behavioral Health Clinician: Old Town Clinic focuses on both a patient’s physical and mental wellbeing. Each team has a licensed mental health professional on staff.

Scheduler: Schedulers greet patients and make appointments, working to make sure that patients are able to see a provider on their care team.

Acupuncturist: Old Town Clinic also offers complementary medicine -- each team has an acupuncturist.

Referral Coordinator: Referral coordinators help patients connect with resources within and outside of CCC.