

For immediate release – November 13, 2013

## **Presence Saint Joseph Hospital and ONE Northside announce improvements at local primary care clinic**

CHICAGO – Presence Saint Joseph Hospital and community leaders from ONE Northside are pleased to announce changes and improvements being made at the Labouré Clinic in Lakeview to better accommodate the health needs of uninsured residents on the north side of Chicago. Labouré Clinic is an outpatient, primary care clinic located on the Presence Saint Joseph Hospital campus.

“We are very encouraged by the changes Presence Saint Joseph Hospital is making at their Labouré Clinic. We believe this is an important point of access to primary care in our community and it’s important that the people for whom the services are intended are able to receive them,” said Erin Ryan, former President of Lakeview Action Coalition.

Presence Saint Joseph Hospital is a member of ONE Northside (the merged organization of Lakeview Action Coalition and Organization of the NorthEast). After hearing concerns from uninsured community members about accessing care at Labouré Clinic, ONE Northside met with Dr. Roberta Luskin-Hawk, President and CEO, and other administrators including Maria Chicchelly, Director, Behavioral Health/Ambulatory Services, to discuss solutions to these issues.

“We are pleased to continue working with ONE Northside to promote access to care. As a result of ongoing efforts with ONE Northside and input from our many community stakeholders, we have continued to make improvements to help community members utilize the full range of medical services and financial assistance options offered by Labouré Clinic. We hope these changes make a positive impact for the community,” said Chicchelly.

After a series of meetings between ONE Northside community leaders and the hospital’s administration, the following changes have been made at the Clinic.

- ONE Northside provided feedback on the Presence Health system of presumptive eligibility which allows a person to be presumed eligible for free care and fast-tracked through the application process if they meet certain criteria, such as being homeless or using certain government assistance programs like SNAP (Supplemental Nutrition Assistance Program) or WIC (Women Infant Children). The Clinic is now able to accept the LINK card, as long as the account is active, as adequate proof of eligibility for financial assistance.
- The phone staff and front desk staff have received additional training to help a person who is uninsured identify if they qualify for free care at the beginning of their interaction with the Clinic.
- The Clinic is issuing wallet cards that tell a patient when their eligibility for charity care expires so that a patient can reapply and not experience any lapse in eligibility.
- The Clinic is posting signage in the waiting room and patient exam rooms to inform patients that the Clinic can connect them with resources to fill prescriptions, since this is often a barrier in a patient completing his/her treatment plan.

The Labouré Clinic has a bilingual Financial Counselor that is a Certified Application Counselor (CAC) trained to help individuals understand, apply, and enroll in health coverage through the Health Exchange Marketplace. Additional information is available at <https://presencehealth.org/patients-and-visitors/health-insurance-marketplace>.

The Labouré Clinic is located on the campus of Presence Saint Joseph Hospital at 2900 N. Lake Shore Drive, Chicago, IL 60657. For more information call 773-665-3080.