August 30, 2011

Community Partners,

We recently had changes occur that have impacted our Mobile Medical Unit's ability to provide service to our homeless population in an expeditious manner as we did in the past. In addition to acquiring a new MMU Van, which required time and preparation to put on the road, we also have implemented a brand new electronic case management and medical record system (EMR). As many of you know, any EMR system is quite extensive and takes a great deal of time to learn and get "up to speed." We are currently in that learning phase. Over time, speed will pick up, but due to the large amount of information that now gets entered while the client/patient is on the van, the number of clients we are able to see has been quite reduced.

In an effort to serve as many as possible, we are asking your cooperation in explaining the situation to clients you refer to MMU, and if you send a list of clients to be seen, please use the attached template to **provide information at least 24 hours prior to the date** that the MMU will be at your site. We will be working on mainly "appointments," scheduling one person for every 60 minutes. Hopefully, this will still allow time to see a few walk ups, but there is no guarantee of seeing everyone who comes to the van each day. This is not our preference, but to control the flow and avoid angry confrontations (which have occurred too frequently recently), please help us by not setting expectations too high for clients. Similar to other doctor's offices, planning ahead is of the utmost importance.

For those who would prefer to not have to wait for the MMU van's availability, I have attached a list of our other PCHP Medial homes where they can enroll for Primary Care. Please make clients aware that once enrolled with a medical home for their primary care, they must only go to that site. They cannot go to both the van and elsewhere. You may want to assist by providing a statement that that the client has been receiving services at your site which will serve as proof of residency should other documents not be available. If you would like someone to come talk with your staff about the medical homes eligibility process, please let me know and we will make arrangements for a staff member to do so.

We will continue to work on the schedule and our ability to increase numbers of clients seen, but appreciate your understanding and cooperation while we become accustomed to our new system. If you would like to discuss any topics related to this information, please contact me at the number below.

Thank you for all you do for our community and especially the homeless population.

Respectfully,

Geni Trauscht
Team Leader, MMU
727-582-7553