

Award: Elsie Field Health Care Provider
Recipient: Promise Healthcare
Presenters: Jen Tayabji

Good evening! Again, my name is Jen Tayabji and I am a Community Organizer here at Champaign County Health Care Consumers.

I must confess that I am a Board member of Promise Healthcare and a patient at their dental center. But as a staff member at CCHCC, I have witnessed how much of a vital resource Promise Healthcare has become to our community.

I am honored to present the Elsie Field Health Care Provider Award to Promise Healthcare, which governs and operates the Frances Nelson Health Center and the SmileHealthy Dental Center and Programs.

The Elsie Field Health Care Provider Award honors an individual or organization that has made a distinctive positive impact within the health care system, especially in ensuring access to quality health care for all. The award also recognizes Promise Healthcare's dedication to providing Champaign County residents with uncompromised health care that they need, regardless of their ability to pay. CCHCC's Board of Directors unanimously selected Promise Healthcare for its dedication and service to meeting the health care needs of low-income residents in our community.

Last April, CCHCC honored the Promise Healthcare Transition Board for its tireless work to bring Frances Nelson back to local governance in 2012. It has now been over a year since Promise Healthcare has operated Frances Nelson and we have witnessed some amazing transformations.

Frances Nelson is open to new patients! There are appointments available and regardless if you have been to Frances Nelson, you can set up an appointment. They even offers same-day appointments.

The phones are getting answered! We all know how frustrating it is talking to a machine or waiting for someone to return a call when it's urgent. Promise Healthcare's staff undertook the daunting task of updating and restructuring their phone system so that you can now call and speak with a live person! This means that patients in need can speak to a staff member who can schedule the appointment they need, help them get prescription refills, or answer their questions.

Frances Nelson also helps connect their patients to other services that they need. In October, the staff at Frances Nelson rose to the occasion to help get our community

covered. The staff help patients apply for, and enroll in, new health insurance options made available as part of the Affordable Care Act. Their enrollment staff went above and beyond to ensure that their patients knew about new affordable insurance options, like expanded Medicaid, and walked them through the process of applying. The front staff has also made sure that as patients wait for insurance to begin, they can still get be seen by a provider. With the four-month backlog in processing Illinois Medicaid applications, this is critical in keeping continuity of care.

The thing for me that captures how truly wonderful Promise Healthcare has been in the last year is when I hear patients talk about how, for the first time in their life, they finally have a medical home. And they do! Frances Nelson is providing more than just urgent care for the immediate concerns a patient may have when they come through the door. They are providing support for patients with chronic health issues, like high blood pressure, by getting them in to see a nutritionist so that they can plan healthier meals.

Frances Nelson offers a wide range of affordable health care services, such as primary care, well child clinics, mental health services, women's health and prenatal care, immunization, prescription management, and health education. The Dental Center offers a wide range of services as well. If you think about it, on top of providing great service, they are the only health care facility in our community that serves as both a medical and dental home.

On behalf of the staff and Board at Champaign County Health Care Consumers, it is my deepest honor to present Promise Healthcare with the Elsie Field Health Care Provider Award.