

Section B:

Introduction

Rural Health Clinic of Loreauville is owned and operated by Brock Romero, FNP as an Independent Rural Health Clinic in Iberia Parish, Louisiana.

Mission Statement

It is the intent of the healthcare providers, staff and administration of Rural Health Clinic of Loreauville to make available and provide exceptional medical care to the citizens of the community.

Serving as an Independent Rural Health Clinic, our goal at Rural Health Clinic of Loreauville is to institute and utilize a sufficient facility to provide optimal primary medical care by offering a variety of healthcare services for persons in need and to minimize the patient's needs to access care outside of the clinic.

Philosophy Statement

The Independent Rural Health Clinic aims to provide healthcare of the highest quality to all patients while practicing disease prevention and health maintenance. We pledge to serve all persons of need in the community and surrounding areas and provide healthcare education to those persons, especially those who have limited access to adequate medical care. We will endeavor to help our patients navigate the continuum of care outside our clinic as well when required for modalities such as in-patient hospitalization, specialized care, physical therapy, home health, hospice, pharmacy, durable medical equipment, and/or certain diagnostic testing. During the post-transition period, we will follow the patient's progression of treatment to ensure they are receiving optimal care.

We will strive to remove barriers to access healthcare in the community by collaborating with local community leaders and organizations to ensure all persons within the community are aware of our services, hours, location and availability. We will work with other helping organizations to provide healthcare services to vulnerable populations, such as women, children and seniors. We will also recognize and appreciate diverse heritage and belief systems and will provide healthcare services that is congruent to these practices. By putting the needs of the patients first, we will gain a mutual trust and compassion for each other that will ultimately improve their health and quality of care.

Services

The services shall be provided within the scope of a licensed and certified free-standing rural health clinic that specializes in Family Practice. Those services shall include, but not be limited to the evaluation and management of acute illnesses, chronic diseases, and minor trauma; not to exceed the scope of the duly licensed individual provider delivering the service. All providers shall work under the direction of a duly licensed medical doctor.

The Rural Health Clinic provides the following services:

A. Periodic Medical Screenings for Adults

Using AHRQ standards, we have developed periodic medical screenings for adults based upon gender, age, and behavioral risk factors. These periodic medical screenings will address both adults at risk and not at risk for specific diseases and traumas. Working with the patient's insurer or other payment method; we will ensure the patient maximizes their ability to have periodic medical screenings and testing that will be financially covered by their insurance. We will encourage our patients to readily access our clinic for preventative healthcare and upon each visit to our clinic, our health record will provide results based upon AHRQ standards for what the adult needs to be screened for. These routine medical screenings are essential to the community's overall well-being.

B. Education

We will periodically hold staff meetings and seminars on-site and within the community regarding health promotion and health-related issues. We will collaborate with all community members to provide health education to the entire population. Such seminars will possibly include topics on diabetes management, heart health, stress reduction, senior health, and diet and exercise programs. We will also work with non-profit organizations such as the American Cancer Society and American Heart Association to provide health information to the entire population. We have found engaging patients off-site, whether it be in their local place of worship, school, or in their workplace, builds a rapport with patients who might not otherwise access care at the clinic. Providing basic medical screening as well as medical information into the community enables us to encourage our patients to think practically and proactively about their healthcare, all the while generating encounters for our clinic.

C. Behavioral Healthcare Integration

One major barrier to access behavioral healthcare is the stigma associated with behavioral health clinics and providers. We have found that patients will access care more readily when we remove the stigma associated with behavioral healthcare and de-mystify the process of seeing a provider. Most patients imagine couches and dimly lit rooms; however, we will endeavor to ensure the process of seeing a behavioral health provider is just as easy, simple, and routine as seeing a medical provider. Our behavioral health providers use brief, strategic, encounters to maximize therapeutic efficacy in the medical clinic setting and omit the patient's reservations about being seen for psychological care as they feel they will be comfortable in their normal clinical environment.

D. Diagnostic Testing

Our clinics will provide an array of diagnostic testing including routine laboratory testing, vision, and hearing screening, and other CLIA waived diagnostic testing. The clinic understands that no labs are to be drawn unless a provider is present. We will migrate our patients for imagining such as X-Ray, EKG, CT, and MRI to providers at the patient's choosing. Portable X-Ray, Ultrasound, CT, and MRI are available for those patients who are unable to access the facilities due to being homebound, such as those who are receiving home health services. The clinic provides the following laboratory tests on site:

- Stick or tablet chemical urine examination or both
- Hemoglobin or hematocrit
- Blood sugar
- Occult blood stool specimen's examination
- Pregnancy tests
- Primary culturing for transmittal to a certified lab

E. **Procedures**

When medically necessary, we will perform minor procedures on-site to mitigate trauma or relieve disease processes. Such procedures might include, but are not limited to: incision and drainage, minor to moderate laceration repair, suture removal, wound debridement and care, lesion destruction, cerumen removal, foreign body removal, culture for sensitivity, and minor cauterization. We will also have advanced life-support drugs and supplies to stabilize patients in critical distress until EMS arrives at our clinic.

F. **Information Technology**

Beginning on day one, our clinic will use a Health Record and Practice Management System.

Environment

The layout and design of the physical plant was designed as a clinic. It is a traditional clinic floor plan with a waiting room, patient restroom, reception, exam rooms, lab area, and provider's office. Patients wait until called and then are directed to the examination room, clinical area for triage, or consultative area for service.

The clinic encompasses adequate light, and the environment remains comfortable by central heating, ventilation, and air conditioning. The sturdy construction of the physical plant and concomitant flooring and ceiling choices reduce noise and add warmth to the environment.

Patient care is conducted in closed exam rooms to enhance patient privacy and ensure confidentiality of care.

The modular construction has a pleasantly muted paint color to provide additional aesthetic value to patients who are anxious or discontented. Upon these walls are directional signs which clearly communicate patient and locations of interest within the physical plant, as well as emergency exit routes. Lighted exit signs are hung above all exits.

Functional Requirements

As a free-standing rural health clinic, the clinic will be engaged in providing primary care for children and adults. Because this will be the only clinic in a large radius, there is great demand for medical care. We expect to have 30-40 patient encounters per day.

Patients will mainly ingress through the main entryway, sign-in at the reception area, and then sit in the waiting-room until called for service. Upon call for service, the patient will enter through the doors to the service area, where he or she will most likely sit in a triage area while vital signs, appropriate histories and other pertinent information is obtained, then escorted to an exam room where the patient will meet with the provider for service. Upon completion of service, the patient will egress from the service space, to the reception area, and then out through the main entryway.

Deliveries and couriers will mainly ingress through the main entryway and be directed by staff to the appropriate location, mainly the reception area, to make final delivery.

Staff will mainly ingress and egress through the side entryway at the reception area. Staff will mainly remain in their space, either administrative or clinical throughout the day delivering patient care services. We will engage local, state, and federal politico-regulatory bodies and individuals to enhance access to care through creative partnerships. While working in compliance with local, state, and federal guidelines we will work to develop Regional Health Information Networks (RHIOs) to exchange health information and foster coordinated care. Furthermore, we will work to obtain funding for strategic partnerships where medical schools, allied health schools, and professional schools for healthcare providers can rotate students and residents through our clinics, enhancing access to specialty care.