

# Provider Relations



## Greetings!

San Francisco Health Plan honors providers for their dedication and outstanding service to the delivery of healthcare. Award recipients received a recognition plaque from San Francisco Health Plan to display at their practice sites. The following is a list of award recipients for 2013:

### Healthy San Francisco, Excellence in Service to

**St. Anthony's Medical Clinic**

For demonstrated efficiency in enrollment process of Healthy San Francisco Participants

### Excellence in Healthcare Operations to

**UCSF / SFGH Clinical Practice Group**

For demonstrated improvement in all of the required Practice Improvement Program {PIP} data quality indicators

### Excellence in Ancillary Services to

**ITC Medical**

Superior Service by an Ancillary Provider

### Commitment to Health Improvement to

**SF DPH Community Operated Primary Care Clinics**

For improving colorectal cancer screening through a team-based approach, in collaboration with the American Cancer Society

### Excellence in leadership to

**Shoumei Yan at Maxine Hall Health Center**

for demonstrated leadership in expanding the role of the MA during clinic visits, to ensure smooth flow and excellent service

**Judy Guan at Chinatown Public Health Center**

for demonstrated leadership in taking a systems approach to improve clinic operations

**Roxana Salinas at Castro Mission Health Center**

for demonstrated leadership in improving patient satisfaction as part of a team

**Ricardo Ballin, RN at Family Health Center**

for demonstrated leadership in implementing LEAN as a tool for improving service and satisfaction

**Liliana Dominguez at Community Health Programs for Youth (CHPY)**

for demonstrated leadership in helping the team understand and use performance metrics

## Please see below for important updates from San Francisco Health Plan:

**A new and improved Prior Authorization Request Form has developed for your use.** You can find it, along with other helpful forms and information, on our website [http://www.sfhp.org/providers/provider\\_resources/download\\_forms.aspx?show=1](http://www.sfhp.org/providers/provider_resources/download_forms.aspx?show=1)

**Please see this message from CDC about the Tdap VIS.** The Tdap vaccine information statement has recently been updated and is now available. <http://www.cdc.gov/vaccines/pubs/vis/default.htm> This VIS contains information about Tdap only; for patients receiving Td, continue using the 1/24/12 Td/Tdap VIS until a VIS dedicated exclusively to Td (currently in development) is available. **Changes to the updated VIS relate primarily to recent changes in ACIP recommendations regarding use of Tdap during pregnancy.** A separate "Provider Information" document is available at the same web address. This is a quick reference, summarizing relevant information from ACIP recommendations, which can be useful when discussing the vaccine with patients.

**Attention Perinatal Providers** See attached updated Perinatal Oral Health Referral Form + List of SF Dental Clinics that will accept perinatal patients who have Medi-Cal. If you are a SFDPH CHN provider, this document is posted on the CHN intranet's Perinatal Site on the Dental/Oral Health page. Quick link to the Perinatal Site: <http://insidechnsf.chnsf.org/practiceguidelines/BreastFeeding/PerinatalPage.htm>

---

## Health Improvement Update

### Why Patients No-Show

A qualitative research study of the reasons why patients no show to appointments reveals surprising findings. The top three reasons for no-showing patients cite are:

- 1) Fear of getting bad news about their health (65%)
- 2) Feeling the health care system does not respect their time, opinions, and feelings (44%)
- 3) Thinking that the clinic doesn't care whether they keep their appointment or not because they're so busy (41%)

Addressing these issues through conversations with patients, marketing materials, and patient experience improvement could help reduce appointment no-show rates.

You can read the full article here: <http://www.annfam.org/content/2/6/541.full>

---

## Save the Date!

### Upcoming Events

**Seeking Pregnant Women for MAMAS Study Comparison Group (@ UCSF)** This study is seeking participants to join the Comparison Group: women in the first 1/2 of pregnancy (12 to 24 weeks gestation), overweight, and low to mid-income. Participants will be asked to complete questionnaires and a body measurement, to provide prenatal care and delivery information, and will be **PAID up to \$150** for completing all parts of the study. If you or someone you know might be interested in participating, please contact MAMAS Study at (415) 476-9800 or [mamas@ucsf.edu](mailto:mamas@ucsf.edu).

**San Francisco Asthma Network Forum (June 7 8am-4:30pm @ SF Kaiser Medical Center)** Using Spirometry to Improve Asthma and COPD

Management in the Primary Care Setting. Contact Gloria Thornton [gloria.thornton@wellpoint.com](mailto:gloria.thornton@wellpoint.com) to register or for more information.

**Ordering Electric Breast Pumps for Low-Income Patients in SF (June 12 8-10am @ SFGH Learning Center)** Free training offered—please forward attached flyer to staff who are involved in the process of assessing the postpartum, lactating patient/ordering an electric breast pump.

---

Should you have any other concerns or need assistance with Provider Relations or Medical Management issues, please do not hesitate to contact myself by any means below or **Kelly Pfeifer, MD**, Chief Medical Officer, at [kpfeifer@sfp.org](mailto:kpfeifer@sfp.org).

**Thank you for your commitment to community health, and your ongoing partnership with San Francisco Health Plan.**

Sincerely,

Min R. Matson

Director, Provider Network Development, San Francisco Health Plan

(415) 615-5146

[mmatson@sfp.org](mailto:mmatson@sfp.org)

# San Francisco Asthma Network Forum:

## Using Spirometry to Improve Asthma and COPD Management in the Primary Care Setting

### Date:

Friday, June 7, 2013

8:00 am - 4:30 pm

Continental breakfast and lunch included

### Location:

Kaiser Permanente Medical Center

2238 Geary Boulevard

Diamond Room, Third Floor

San Francisco, CA 94118



A program for physicians seeing children and/or adults, clinic/practice staff, and community partners working together to provide comprehensive care.

### Program Presenters:

- **James Stout, MD, MPH**, University of Washington
- **George Su, MD**, University of California San Francisco
- **Partners** from St. Anthony Foundation's Free Medical Clinic and San Francisco Department of Public Health's Caleb Clark Potrero Hill Health Center

## REGISTRATION

Contact Gloria Thornton to register or for more information:  
[gloria.thornton@wellpoint.com](mailto:gloria.thornton@wellpoint.com)

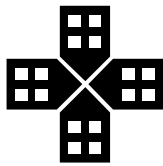
- There is no charge for this program.
- Register early as space is limited.
- CME pending

Sponsored by:



SAN FRANCISCO  
**Asthma Task Force**





San Francisco General Hospital and Trauma Center

Community Health Network

PRE/ PERINATAL ORAL HEALTH REFERRAL

NAME

DOB

MRN

PCP

Patient ID / Addressograph

Date: Language: Referral to Dental Clinic: Reason for referral: Weeks gestation (at time of referral): Estimated delivery date: Patient Phone #

- This patient is cleared for routine evaluation and dental care, which may include but not be limited to: Dental x-rays as needed for diagnosis, Oral health examination, Dental prophylaxis, Scaling and root planing, Restoration of untreated caries, Extraction, Standard local anesthetic, Analgesics, Antibiotics

Significant Medical Conditions: NONE or YES (e.g., heart condition, liver disease, kidney disease, etc.)

Known Allergies: NONE or YES Drug(s)/Reactions(s):

Current Medications: NONE or Prenatal Vitamins, Iron, Calcium, OTHERS (PCP to attach updated list of active Rx with referral)

Any Precautions: NONE or SPECIFY (List if any comments or instructions):

Perinatal Care Provider (PCP)(print name): CHN #: Phone/ pager: PCP Fax #: PCP Clinic:

Perinatal Care Provider: 1. Clerk or patient to call Dental Clinic for appointment 2. Fax referral form to Dentist/Dental Clinic. 3. Give copy of referral form to patient to bring to dentist. 4. Place one copy in patient's chart. Dental Clinics: Silver Ave, Chinatown, Potrero Hill, Southeast, SMHC, Native American, UOP, UCSF

Dentist: Please fax back information (to PCP Fax # above) after initial dental visit: Exam Date: Needs additional treatment visits for: Comments:

<p><b>Chinatown Dental Clinic</b> 1490 Mason Street (at Broadway) <b>Phone:</b> (415) 364-7636</p> <p><b>Neighborhood:</b> Chinatown</p> <p><b>Public Transit:</b> Bus lines: 30X, 45, 41, 12 (exit Folsom and Pacific) <b>Notes:</b> From bus #12: walk one block north, to Mason and Broadway.</p>	<p><b>Native American Dental Clinic</b> 160 Capp Street (between 16<sup>th</sup> St. and 17<sup>th</sup> St.) <b>Phone:</b> (415) 621-8056</p> <p><b>Neighborhood:</b> Mission</p> <p><b>Public Transit:</b> 16<sup>th</sup> St. Mission BART, Bus lines: 49, 43, 14 (exit Mission and 16<sup>th</sup>) <b>Notes:</b> From BART - walk east on 16<sup>th</sup> one block to Capp, turn right onto Capp. From Mission/16<sup>th</sup> bus stop: head south on Mission toward 17<sup>th</sup>, turn left at 17<sup>th</sup>, then left at Capp.</p>
<p><b>Potrero Hill Dental Clinic</b> 1050 Wisconsin Street (at Connecticut) <b>Phone:</b> (415) 648-7609</p> <p><b>Neighborhood:</b> Potrero Hill</p> <p><b>Public Transit:</b> Bus lines: 48, 53, 19 (Exit Coral and Wisconsin). <b>Notes:</b> From bus stop - walk half block north on Wisconsin.</p>	<p><b>Silver Avenue Dental Clinic</b> 1525 Silver Avenue (at San Bruno) <b>Phone:</b> (415) 657-1730</p> <p><b>Neighborhood:</b> Portola</p> <p><b>Public Transit:</b> Bus lines: 8AX, 8BX, 8X, 9 or 44 (exit Silver Ave. and San Bruno) <b>Notes:</b> Clinic is directly across from bus stop.</p>
<p><b>South of Market Health Center (SMHC)</b> 229 7<sup>th</sup> Street (at Howard) <b>Phone:</b> (415) 503-6033</p> <p><b>Neighborhood:</b> Civic Center/SOMA</p> <p><b>Public Transit:</b> Bus lines: 5, 6, 9, 9L, 12, 14, 19, 21, 47, 71, 71L Civic Center BART, light rail J, K, L, M, N, S, T <b>Notes:</b> From BART/Light Rail station: turn right onto 7<sup>th</sup> St., walk 2.5 blocks south to just past Howard.</p>	<p><b>Southeast Dental Clinic</b> 2401 Keith Street (at Armstrong) <b>Phone:</b> (415) 671-7066</p> <p><b>Neighborhood:</b> Bayview</p> <p><b>Public Transit:</b> K or T light rail lines (Exit 3<sup>rd</sup> and Carroll) bus lines: 23 or 44 (Exit Keith and Palau) <b>Notes:</b> From Light Rail stop: walk one block east to Keith, turn left/north, go one block; From bus: walk 8 blocks south on Keith.</p>
<p><b>University of the Pacific Dental Clinic</b> 2155 Webster Street, (at Sacramento) Level C- Main Clinic floor <b>Phone:</b> (415) 929-6678 or (415) 929-6675</p> <p><b>Neighborhood:</b> Pacific Heights</p> <p><b>Public Transit:</b> Bus line: 1 (Exit Webster and Sacramento) <b>Notes:</b> Bus #1 stops directly in front of clinic.</p>	<p><b>UCSF Dental Center</b> Predoctoral Clinic (Student Dental Clinic) 707 Parnassus Ave (at Fifth Ave.) First Floor Registration <b>Phone:</b> (415) 476-1891 (<i>Press #3, for Student Clinic, then Press #1 to make an appointment</i>)</p> <p><b>Neighborhood:</b> Inner Sunset</p> <p><b>Public Transit:</b> Bus lines: N- Judah, 6, 43, 66,</p>

**Need Better Directions? Call 311.** 如需要更詳細的指示，請致電 311  
**¿Necesita instrucciones adicionales de como llegar? Llame 311.**