AN INVESTMENT IN PRIORITIES

Issue Paper:

Access to Health Care
in South Hampton Roads

May 2007

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The Beazley Foundation
Community Action Coalition of Virginia
The Norfolk Foundation
The Parsons Foundation
The Planning Council
Portsmouth Community Foundation
Portsmouth General Hospital Foundation
Sentara Health Foundation
United Way of South Hampton Roads
Virginia Beach Foundation

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Norfolk, VA

For more information, visit www.theplanningcouncil.org.
ACCESS TO HEALTH CARE

The Robert Wood Johnson Foundation estimates that 13.6% of Virginia’s population is uninsured. This compares to a national rate of 15.9%. For South Hampton Roads, that translates into nearly 160,000 persons without health insurance.

The lack of health insurance limits access to health care. Those without insurance take one of three paths when they need health care: First, they use community based facilities that accept those without insurance. Second, they avoid using health care until a critical condition forces them to use an emergency room. Third, they use the emergency room inappropriately for non-emergent conditions because they do not have a medical home.

This document looks at the local service delivery system providing health care to those with limited means. There are five types of facilities responding to this need:

1. Federally Qualified Community Health Centers
2. Free Clinics
3. Hospital-based clinics
4. Health Departments
5. Community Services Boards

There are two Community Health Centers in this region. The Portsmouth Community Health Center has its main location in Portsmouth—its dental clinic is housed there. Its second location is in Norfolk and is called the Park Place Medical Center. This facility also houses the Health Care for the Homeless program. The second Community Health Center is the Peninsula Institute for Community Health headquartered in Newport News. They have a location in Suffolk: Main Street Physicians. Community Health Centers are federally funded and also rely on community funding and clients with insurance to cover their operating costs. The medical staff is paid and clients have a medical home with consistent care. Community Health Centers are very appropriate for dealing with persons with chronic illnesses.

There are two free clinics in the region. One is Chesapeake Care, the other is Beach Health Clinic. The medical staff at these facilities is voluntary and therefore a patient will not necessarily see the same practitioner on successive visits. These clinics are appropriate for working with patients with acute illnesses.

There are three hospital-based clinics for low-income persons: Bon Secours DePaul Clinic in Norfolk, Bon Secours Maryview Medical Clinic in Portsmouth and Sentara Ambulatory Care Center in Norfolk.

Each city has a local health department, some with multiple locations. Each provides a variety of services, but the services are not consistent across jurisdictional lines. Each jurisdiction also has a Community Services Board (CSB) that provides services to people with mental illness, substance abuse issues or mental retardation. CSBs
are complemented by several non-profits that provide counseling services. These include Child and Family Services of Eastern Virginia, Catholic Charities, Jewish Family Services, and Tidewater Pastoral Counseling.

Pharmacy Care of Hampton Roads is a regional effort based at the Peninsula Institute for Community Health. It serves health care providers by providing prescriptions to patients with chronic illnesses. The prescriptions are available within days for up to four months, while qualified patients are awaiting free drugs through the pharmaceutical companies. The Community Health Centers and Senior Services of Southeastern Virginia are participating in this effort.

Dental care is offered at many public health departments and the community health centers. The American Red Cross in Norfolk has a dental clinic for tooth extractions and Old Dominion University offers some dental hygiene services. There remains an acute shortage of dental services for low-income persons.

Even with this network of services, barriers remain for those trying to access them. They include:
1. Facility barriers: location, lack of transportation, limited hours of operation
2. Cost (co-pays are often required)
3. Lack of care coordination
4. Limited access to specialty care
5. Awareness of availability of services
6. Inability to access follow-up care, especially prescriptions
7. Lack of system capacity

There is a relatively new organization, Access Partnership (www.accesspartners.org), that is looking at all issues surrounding access to health care in Hampton Roads, including the Peninsula. Its efforts have resulted in new federal grants to expand capacity in the region. Other efforts to continue expanding access to primary care and specialty care are ongoing.

Members of the military receive health care through the Department of Defense program called TRICARE, which offers three plans. Active duty personnel are automatically enrolled in TRICARE Prime. This plan allows members to see doctors and nurses at Military Treatment Facilities at no charge. The facilities are located throughout Hampton Roads and include Portsmouth Naval Hospital. TRICARE Standard allows members to pick their own civilian doctors and pay a 20% copay per visit. TRICARE Extra is the same but requires a 15% copay. Active duty family members and military retirees may enroll in any of the three plans. There are about 85,000 active duty personnel and 40,000 retirees in Hampton Roads.
## Health Care Provider Directory

### Chesapeake

<table>
<thead>
<tr>
<th>Agency</th>
<th>Program(s)</th>
<th>Type</th>
<th>Population</th>
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</thead>
<tbody>
<tr>
<td>Chesapeake Care</td>
<td>Primary medical care, Dental, Podiatry, Cardiology, Endocrinology, Dermatology, Rheumatology, Nephrology, Ophthalmology, Pulmonology, Diabetic Clinic, Gynecology clinic, Pediatric clinic</td>
<td>Free clinic</td>
<td>Chesapeake, Norfolk, Portsmouth and Virginia Beach residents. Individuals who cannot afford health care and do not qualify for other assistance programs or have health insurance. (Free)</td>
</tr>
<tr>
<td>Chesapeake Community Services Board</td>
<td>Mental Health Services, Mental Retardation Services, Substance Abuse Services</td>
<td>Community Services Board</td>
<td>Chesapeake residents</td>
</tr>
<tr>
<td>Chesapeake Health Department</td>
<td>Family Planning, Immunizations, Sexually Transmitted Disease Clinic, Adult Medical Clinic, Breast and Cervical Cancer Program, Pregnancy Testing</td>
<td>Health Department</td>
<td>Chesapeake residents. (Sliding scale)</td>
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Other location: South Norfolk (Chesapeake)
Ph: 382-2600
## Norfolk

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<th>Agency</th>
<th>Program(s)</th>
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<tbody>
<tr>
<td>American Red Cross Dental Clinic Shirley Bisciglia, Director, Dental Programs Ph: 446-7756 611 West Brambleton Avenue Norfolk, VA 23510</td>
<td>Dental services</td>
<td>Dental Clinic</td>
<td>Residents of Norfolk age 18 or older at or below 125% of the federal poverty level. Clients may not have an existing patient relationship with a dentist.</td>
</tr>
<tr>
<td>Bon Secours DePaul Clinic Yvonne Price 150 Kinsley Lane Norfolk, VA 23505 Ph: 889-5210</td>
<td>Primary Care Obstetrics/Gynecology</td>
<td>Hospital Clinic</td>
<td>Uninsured adult residents of Norfolk</td>
</tr>
<tr>
<td>Children’s Hospital of the King’s Daughters Elizabeth Lilley 601 Children’s Lane Norfolk, VA Ph: 668-7400</td>
<td>General Pediatrics Specialty clinics are available by referral</td>
<td>Hospital Clinic</td>
<td>Children 0-18</td>
</tr>
<tr>
<td>EVMS C3ID Clinic Brenda Walden 825 Fairfax Ave., Norfolk, VA 23507 Ph: 446-8999</td>
<td>Primary and specialty care for HIV infected mothers and children. Available NIH-funded AIDS clinical trials as well as trials with new drugs provided by pharmaceutical companies.</td>
<td>Medical school clinic</td>
<td>HIV+ and other infectious disease clients</td>
</tr>
<tr>
<td>Norfolk Community Services Board George Pratt 248 W. Bute Street Norfolk, VA 23510-1404 441-5300 Other locations: 3755 Virginia Beach Blvd. Norfolk, VA 23502 6401 Tidewater Dr. Norfolk, VA 23509</td>
<td>Mental Health Services Mental Retardation Services Substance Abuse Services</td>
<td>Community Services Board</td>
<td>Norfolk residents</td>
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## Norfolk (cont.)

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<th>Agency</th>
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<tr>
<td>Norfolk Community Services Board (cont.)</td>
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<tr>
<td>Other locations:</td>
<td>7460 Tidewater Dr. Norfolk, VA 23505</td>
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</tbody>
</table>
| Norfolk Health Department Dr. Valerie Stallings, Health Director | Dental services  
Family Planning Clinic  
General Medicine Clinic  
HIV testing/counseling  
Immunization Clinic  
Pediatric Clinic  
Sexually Transmitted Diseases Clinic  
Tuberculosis Screening Clinic  
Breast and cervical cancer  
Prenatal care  
Baby care  
Pregnancy testing | Health Department | Norfolk residents |
<p>| Park Place Medical Center Barbara Willis 3415 Granby Street Norfolk, VA 23504 Ph: 533-9108 | Primary Care | Community Health Center | Residents of Norfolk and Portsmouth of all age groups. (Sliding scale) |
| Sentara Ambulatory Care Center Evelyn Green-Gunter 130 Colley Ave. Norfolk, VA 23510 Ph: 388-3881 | Primary Care | Hospital Clinic | Norfolk residents; no walk-ins. |</p>
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<tr>
<td>Beazley Dental Center</td>
<td>Dental exams, dental cleanings, fluoride treatments, dental sealant, dental fillings, dental extractions, other treatment as indicated by the attending dentist</td>
<td>Community Health Center</td>
<td>Portsmouth residents. Accepts most insurance plans, including Medicaid and Medicaid’s HMO. Children enrolled in the school lunch program are automatically eligible for services. (Sliding scale for uninsured patients)</td>
</tr>
<tr>
<td>Barbara Willis/Portsmouth Community Health Center</td>
<td>School Dental Program – Preventative and restorative Dental Care in the “Beazley Smile Mobile”, dental screening, health fair participation, classroom education</td>
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<td>664 Lincoln St. Portsmouth, VA 23704 Ph: 259-3258</td>
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<tr>
<td>Maryview Foundation Healthcare Center</td>
<td>Healthcare Center</td>
<td>Hospital Clinic</td>
<td>Indigent and uninsured residents of Portsmouth.</td>
</tr>
<tr>
<td>Liz Harris/3600 High St. Portsmouth, VA 23707 Ph: 215-3100</td>
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<tr>
<td>Portsmouth Community Health Center</td>
<td>Primary Care Specialty Services – Pediatrics and OB/GYN</td>
<td>Community Health Center</td>
<td>All age groups and all residents of Hampton Roads who are uninsured or have Medicaid or Medicare. (Sliding scale fee system)</td>
</tr>
<tr>
<td>Barbara Willis/664 Lincoln St. Portsmouth, VA 23704 Ph: 397-0042</td>
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<tr>
<td>Portland State University</td>
<td>Family Planning Well Child Sexually Transmitted Diseases Immunizations School Physicals Lead Screening HIV/AIDS medical care Tuberculosis screening Pregnancy testing</td>
<td>Health Department</td>
<td>Portsmouth residents (Sliding scale; certain services are free; certain services have flat rate)</td>
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<tr>
<td><a href="http://www.portshealth.org">www.portshealth.org</a></td>
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<tr>
<td>Demetria Lindsay, Health Director</td>
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<tr>
<td>1701 High St., 1st floor Portsmouth, VA 23704 Ph: 393-8585</td>
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**Portsmouth (cont.)**

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<th>Agency</th>
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| Portsmouth Department of Behavioral Healthcare Services  
William Park, Director  
600 Dinwiddie Street, Suite 200,  
Portsmouth, VA 23704  
Ph: 393-8618  
**Other locations:**  
505 Washington Street  
Suite 410  
Portsmouth, VA 23704  
Opportunity House  
505 Jamestown Ave.  
Portsmouth, VA 23704  
300 Port Centre Parkway  
Suite 103  
Portsmouth, VA 23704 | Mental Health Services  
Mental Retardation Services  
Substance Abuse Services | Community Services Board | Portsmouth residents |
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<tr>
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| Beach Health Clinic  
S. Hellstrom, Executive Director  
3396 Holland Road, Suite 102  
Virginia Beach, VA 23452  
Ph: 428-5601  
[www.beachhealthclinic.org](http://www.beachhealthclinic.org) | Family Practice  
Internal Medicine/Pediatrics  
Specialty Clinics for hypertension, diabetes, asthma, podiatry, neurology, cardiology, breast/cervical cancer screening and medication assistance | Free Clinic | Uninsured residents of Virginia Beach who live at or below 200% of the federal poverty level. Financial information is required for verification. (Free) |
| Virginia Beach Health Department  
V. Newby-Owens, Health Director  
4452 Corporation Lane  
Virginia Beach VA 23462  
Ph: 518-2700 | Dental services  
Family planning  
Immunizations  
Maternity  
Pediatrics  
Pregnancy | Health Department | Low-income Virginia Beach residents. (Sliding scale; certain services are free; certain services have flat rate) |
| Virginia Beach Department of Human Services  
MH/SA and MR Divisions  
T. Jenkins  
Administration  
3432 Virginia Beach Blvd.  
Virginia Beach, VA 23452  
Ph: 437-3200 | Mental Health Services  
Mental Retardation Services  
Substance Abuse Services | Community Services Board | Virginia Beach residents |
| Other locations:  
Adult Outpatient Services  
297 Independence Blvd  
Pembroke 6 Ste. 126  
Virginia Beach, VA 23462 |  |  |  |
| Case Management  
287 Independence Blvd.  
Pembroke 3, Suite 201  
Virginia Beach, VA 23462 |  |  |  |
| Adult Outpatient Services, Case Management  
Day Treatment  
Magic Hollow 1  
3143 Magic Hollow Blvd., Suite 200  
Virginia Beach, VA 23453 |  |  |  |
| The Harbour, Senior Adult Services  
3160 Magic Hollow Blvd.  
Virginia Beach, VA 23453 |  |  |  |
Virginia Beach (cont.)

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<tr>
<td>Virginia Beach Department of Human Services MH/SA and MR Divisions (cont.)</td>
<td>Recovery Center</td>
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<tr>
<td>Other locations:</td>
<td>Recovery Center</td>
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<td></td>
<td>409 Birdneck Circle</td>
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<tr>
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<td>Virginia Beach, VA 23451</td>
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### Western Tidewater

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<tr>
<th>Agency</th>
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| Main Street Physicians  
Dr. Syed Kalamuddin  
157 N. Main Street, Suite A  
Suffolk, VA 23434-4507  
Ph: 925-1866  
http://www.pich.org/ | Family Practice  
Pediatrics  
Internal Medicine  
Obstetrics | Community Health Center | Residents of Hampton Roads |
| Suffolk Health Department  
(Western Tidewater Health District)  
Dr. Lisa McCoy, Health Director  
1217 North Main St.  
Suffolk, VA 23439  
Ph: 686-4901 | Teen prenatal program  
Age 0-5 care for first-time mothers  
Baby Care – high risk pregnancies and infants  
Child well checks - children  
Immunizations  
Prenatal  
Obstetrics  
Family Planning  
STD/HIV Testing and Treatment  
Dental services (Isle of Wight and Southampton County only) | Health Department | Residents of the Western Tidewater Health District: Suffolk, Isle of Wight, Southampton and Franklin. (Most programs charge on a sliding scale.) |
| Western Tidewater Community Services Board  
Administration and Finance  
Demetrios Peratsakis, Executive Director  
5268 Godwin Blvd.  
Suffolk, VA 23434  
Ph: 255-7100 | Mental Health Services  
Mental Retardation Services  
Substance Abuse Services | Community Services Board | Residents of Suffolk, Franklin, Southampton, and the Isle of Wight |
| Other locations:  
Mental Health Child & Family  
1218 Holland Road,  
Suffolk, VA 23434  
Ph: 925-1540 | | | |
| Elevare-Courtland  
22229 Main Street, Courtland VA  
Ph: 653-0257 | | | |
| Mental Health Center-Franklin  
200 Second Avenue  
Franklin, VA 23851  
Ph: 562-2208 | | | |
### Western Tidewater (cont.)

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<td>Western Tidewater Community Services Board (cont.)</td>
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**Other locations:**
- Mental Health Center-Smithfield  
  1801 South Church Street, Ste. 6  
  Smithfield, VA 23430  
  Ph: 357-7458

- Tidewater House  
  2465 Pruden Boulevard  
  Suffolk, VA 23434  
  Ph: 925-1627

- Mental Health Center-Suffolk  
  157 North Main Street, Suite D  
  Suffolk, VA 23434  
  Ph: 925-2484

- Mental Health Center-Franklin  
  1329 Armory Drive  
  Franklin, VA 23851  
  Ph: 562-2208

- Mental Health Center-Smithfield  
  1801 South Church Street,  
  Smithfield, VA 23430  
  Ph: 357-7458

- Mental Health Child & Family  
  1218 Holland Road  
  Suffolk, VA 23434  
  Ph: 925-1540

- Case Management Services  
  2480 Pruden Blvd.  
  Suffolk, VA 23434