

ABOUT NORTH EAST MEDICAL SERVICES (NEMS)

Overview

North East Medical Services ([NEMS](#)) is one of the largest community health centers in the United States targeting the medically underserved Asian population. Based in San Francisco, the non-profit community health center offers comprehensive health care services to a variety of patients, a majority of whom are uninsured or low-income.

NEMS offers culturally-sensitive health care services in several languages and dialects, including Cantonese, Mandarin, Vietnamese, Burmese, Korean, Hindi, and Spanish.

NEMS operates 10 clinics, including seven clinics in San Francisco, one clinic in Daly City, and two clinics in San Jose:

- **SF Chinatown/North Beach:** 1520 Stockton Street, San Francisco, opened in 1978
- **SF Visitacion Valley:** 82 Leland Avenue, San Francisco, opened in 2000
- **SF Portola:** 2574 San Bruno Avenue, San Francisco, opened in 2009
- **SF Sunset:** 2308 Taraval Street, San Francisco, opened in 2004
- **SF Sunset:** 1450 Noriega Street, San Francisco, opened in 2010
- **SF Sunset:** 1400 Noriega Street, San Francisco, opened in 2012
- **SF Richmond:** 1033 Clement Street, San Francisco, opened in 2012
- **Daly City:** 211 Eastmoor Avenue, Daly City, opened in 2011
- **San Jose:** 1715 Lundy Avenue, San Jose, opened in 2008
- **San Jose:** 1870 Lundy Avenue, San Jose, opened in 2013



NEMS also operates three service centers in San Francisco to assist patients with insurance eligibility and enrollment.

Who We Serve

NEMS provides linguistically and culturally competent medical, dental, and ancillary health care services to all members of the San Francisco Bay Area community, especially low-income, uninsured or underinsured, immigrant, and monolingual Asian populations. NEMS accepts patients with Medi-Cal, Medicare, Healthy Kids, and other public and private insurance plans; and health programs such as Healthy San Francisco and San Mateo County ACE Program. NEMS also offers a sliding fee scale to uninsured patients. No one is denied access to services due to inability to pay.

NEMS' service area population is comprised of one-third of San Francisco's residents, 48% of whom are Asian. Amongst NEMS members, 91% are Asian, 26% are uninsured, 54% participate in Medi-Cal, 49% have incomes below the Federal Poverty Level, and 15% are over the age of 65. NEMS' culturally sensitive and multilingual staff excel at serving patients who speak little or no English, who make up 83% of all patients served.

History

NEMS was founded in 1968 and began serving patients in 1971 in response to the lack of adequate health care services for uninsured and underprivileged Asians in San Francisco, taking part in a nationwide movement to establish community-based health centers. Over the last 45 years, NEMS has grown from a small primary care clinic to a large, comprehensive health care organization with nine clinics across the San Francisco Bay Area. NEMS has received federal funding to serve the underserved since 1970 and became a federally qualified health center (FQHC) in 1992, upon the program's inception.

NEMS has been a major provider for the Healthy San Francisco universal health access program, serving over 25% of all program participants at our peak. Since 2013, NEMS has assisted 34,000 individuals through outreach and enrollment for Health Care Reform, including the enrollment of over 18,000 people into expanded Medi-Cal and Covered California.

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Services

NEMS has over 60 providers who offer a range of medical specialties, including Internal Medicine, Pediatrics, Obstetrics & Gynecology, Family Practice, Cardiology, Ear Nose Throat, Radiology, Ophthalmology, and Gastroenterology. NEMS also has two dental clinics, two optometry clinics, and five pharmacies at various locations. Ancillary services such as behavioral health counseling, laboratory, radiology, health education, nutrition, and social services further strengthen the quality of care that patients receive. The unique multilingual and culturally sensitive direct-service staff allows NEMS to adequately address patient needs and create a safe, familiar health care environment for patients. Health education programs addressing preventive health care as it relates to the needs of the community are available at the clinic, online at www.nems.org, and through various broadcast and print media in English, Chinese, and other languages.

Key Statistics

In 2014, NEMS provided care to 62,035 patients and 289,369 patient visits. Since its doors first opened in 1971, more than 300,000 people have received comprehensive primary and preventive health care services at a NEMS clinic.



Current Projects

In addition to expanding our services and clinics, NEMS is participating in several projects to improve health care delivery, coordination, and outcomes. Activities include new 2015 campaigns to: 1) increase cervical cancer screenings for women; 2) promote tobacco cessation among smokers; and 3) expand and integrate behavioral health into the medical setting. NEMS also partners with U.C. Berkeley School of Public Health and California Pacific Medical Center (CPMC) on the Joint Venture Health childhood developmental and behavioral health services. NEMS continues to offer free Hepatitis B screening and vaccination days as part of the San Francisco, San Mateo, and Santa Clara Hep B Free Campaigns. Our Population Management Team has implemented patient health coaching for conditions including diabetes and hypertension. Non-clinical activities include promoting civic engagement and voter registration among patients and staff; and providing all staff with ongoing Customer Service training as part of the “I AM NEMS” campaign.

Grants, Recognition, and Other Achievements

As of August 2014, NEMS has achieved Level 3 Patient Centered Medical Homes (PCMH) recognition at nine of ten clinic sites. NEMS is proud to be a grant recipient of the following organizations: DHHS/HRSA/BPHC; Blue Shield of California Foundation; California HealthCare Foundation; Delta Dental Community Care Foundation; Dignity Health; Kaiser Permanente; Safeway Foundation; and The California Wellness Foundation. A full list of funders is available on our website at: <http://www.nems.org/aboutSupportCurrent.html>

Board of Directors

As a federally qualified health center, NEMS has a 10-member Board of Directors, a majority of whom are health center consumers (patients). The consumer majority representation on the Board ensures that NEMS is faithfully serving and meeting the needs of the community. Board members provide guidance and work with senior leadership to identify strategic goals for the organization. A long-term strategic plan was developed by the Board in 2011 and reaffirmed in 2014 to strengthen our financial infrastructure, operations and human capital.

Affiliations

National Association of Community Health Centers ([NACHC](#)) | Association of Asian Pacific Community Health Organizations ([AAPCHO](#)) | California Primary Care Association ([CPCA](#)) | San Francisco Community Clinic Consortium ([SFCCC](#)) | Community Health Partnership of Santa Clara County ([CHP-SCC](#)) | [NICOS](#) Chinese Health Coalition