

# 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, and Spanish.

NEMS currently operates five clinics in San Francisco, one clinic in Daly City, and one clinic in San Jose:



*NEMS' main clinic in San Francisco's Chinatown.*

- **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 – Noriega Street:** 1450 Noriega Street, San Francisco, opened in 2010
- **SF Sunset – Taraval Street:** 2308 Taraval Street, San Francisco, originally opened in 2004, reopened in 2011
- **San Jose:** 1715 Lundy Avenue, San Jose, opened in 2008
- **Daly City:** 211 Eastmoor Avenue, Daly City, opened in 2011

## 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 Families, Healthy Kids, and other public and private insurance plans. NEMS also offers a sliding fee scale to uninsured patients, and is a major provider for the city's *Healthy San Francisco* health access program. 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, 92% are Asian, 58% are uninsured, 54% 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 86% 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 40 years, NEMS has grown from a small primary care clinic to a large, comprehensive health care organization with seven 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.

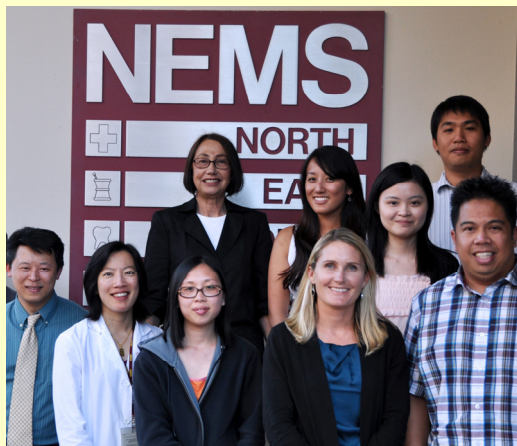
NEMS is a major provider for the *Healthy San Francisco* universal health access program, serving over 25% of all program participants. To meet the growing demands for its services, NEMS opened an additional clinic in Visitacion Valley in 2000, followed by the opening of clinics in the Sunset District in 2004 and 2010, the city of San Jose in 2008, the Portola district in 2009, and Daly City in 2011.

## Services

NEMS has over 50 physicians 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 three 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](http://www.nems.org), and through various broadcast and print media in English, Chinese, and other languages.

## Key Statistics

In 2011, NEMS provided care to 54,150 patients and 250,287 patient visits. Since its doors first opened in 1971, more than 250,000 people have received comprehensive primary and preventive health care services at a NEMS clinic.



*NEMS' Electronic Health Records (EHR) Core Team includes clinical champions, EHR applications specialists, business analysts, medical records and IT support experts.*

## Current Projects

NEMS completed implementation of the NextGen electronic practice management (EPM) and electronic dental records (EDR) systems in 2009, and electronic medical records (EMR) in 2011. Leveraging our experience and systems infrastructure, in 2010 NEMS co-founded Community Access HCCN, a health center-controlled network, to help expand the adoption of electronic health records (EHR) in San Francisco.

NEMS continues to collaborate with other organizations to improve our chronic disease care. Projects include the "Preventing Heart Attacks and Strokes Everyday" (PHASE), San Francisco Health Plan's Practice Improvement Program and Strength in Numbers Program, and free Hepatitis B screening and vaccination days as part of the San Francisco Hep B Free Campaign. Starting in 2012, we will prepare our clinics for NCQA accreditation as a Patient Centered Medical Home through CMS' Advanced Primary Care Practice Demonstration.

## Grants and Other Achievements

NEMS is proud to be a grant recipient of the following organizations: DHHS/HRSA/BPHC; Blue Shield of California Foundation; Bothin Foundation; California HealthCare Foundation; California Wellness Foundation; Kaiser Permanente; Marin Community Foundation (Mardelle Buss Fund); the San Francisco Bay Area Affiliate of Susan G. Komen for the Cure; and UCSF. 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 an 11-member Board of Directors, a majority of who 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 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