



東北醫療中心

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 Asian languages and dialects, including Cantonese, Mandarin, Vietnamese, Burmese, and Korean.

NEMS currently operates four clinics throughout San Francisco and one clinic in San Jose:

- Chinatown/North Beach: 1520 Stockton Street, San Francisco, opened in 1978
- Visitacion Valley: 82 Leland Avenue, San Francisco, opened in 2000
- Sunset: 2308 Taraval Street, San Francisco, opened in 2004 (moving to 1450 Noriega Street in May 2010)
- San Jose: 1715 Lundy Avenue, San Jose, opened in 2008
- Portola: 2574 San Bruno Avenue, San Francisco, opened in 2009

Plans are under way to expand our Taraval Clinic to a larger sit on Noriega Street in San Francisco.

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, 95% are Asian, 58% are uninsured, 57% have incomes below the Federal Poverty Level, and 16% 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 91% of all patients served.

History

NEMS was created in 1968 and opened its doors 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 39 years, NEMS has grown from a small primary care clinic to a large, comprehensive health care organization, serving an estimated 200,000 people since its creation. NEMS became a federally qualified health center (FQHC) in 1992.

In 1999, NEMS formed a managed care Management Services Organization (MSO) to provide medical services for Medi-Cal, Healthy Families and Healthy Kids patients from the San Francisco Health Plan, and has since become the largest enroller of clients into the Healthy Families Program in California. To meet the growing demands for its services, NEMS opened an additional clinic in Visitacion Valley in 2001, followed by the opening of clinics in the Sunset District in 2004 and the City of San Jose in 2008. In December 2009, NEMS opened its fifth clinic location on San Bruno Avenue in San Francisco.



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Services

NEMS has over 30 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 a Dental Clinic at its main clinic on Stockton Street and Optometry Clinics at the Stockton and San Bruno Avenue clinics. Ancillary services such as mental health, nutrition, pharmacy, laboratory and social services additionally 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 weekly radio broadcasts on local Chinese media.

Key Statistics

In 2009, NEMS provided care to 43,641 patients and 209,223 patient visits. Since its doors first opened in 1971, nearly 200,000 people have received comprehensive primary and preventive health care services at a NEMS clinic. With plans currently under way to expand its satellite clinics in the Visitacion Valley/Portola and Sunset neighborhoods of San Francisco, the projected number of users will increase to over 45,000 people and the number of encounters will approach 220,000 by 2014.

Current Projects

In addition to expanding its services and clinics through funding from the American Recovery and Reinvestment Act (ARRA), NEMS is currently implementing electronic health records (EHR) at all clinic sites, ushering in a new era of health care enhanced by technology. NEMS is also participating in projects to optimize access to care and clinic flow through the use of technology and improved business practices and processes through the San Francisco Health Plan. NEMS has been awarded several grants from Kaiser Permanente for quality improvement; the Blue Shield of California Foundation for core infrastructure projects; and from the McKesson Foundation, California HealthCare Foundation, California Wellness Foundation, and Healthy Vision 2010 for chronic disease management and ongoing health care services. NEMS is also a major provider for the new *Healthy San Francisco* program, serving roughly 25% of all program participants.

Board of Directors

As a federally qualified health center, NEMS has a 13-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 2009 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

Please visit the NEMS Website: www.nems.org