



The Importance of a Health Care Home

By Lori Wright, CEO, Family Healthcare

Trying a new experience enlightens our understanding of the fascinating world in which we live. Shopping around before choosing a product will reward us with the best value for our investment. However, when it comes to health care, the best results happen when we can find one place to comfortably call "home." A health care home provides a high-quality, patient-centered primary care environment where medical, behavioral, and dental health professionals work in an integrated way and are constant, full partners in the health care journey of each individual patient. Serving Washington and Iron counties since 2002, Family Healthcare is currently the nonprofit primary health care home for 15,581 individual patients during 50,960 unique patient visits per year.

Manuela's story illustrates the benefits of having a health care home.

My adult daughter Daisy and I have been patients at Family Healthcare for eleven years. Our experiences

there have been very positive. I have so many good stories about the care we have received. They always have a solution for us, no matter how big the challenge. For example, I had vision problems and needed expensive surgery, and Daisy, who has cerebral palsy, needed leg braces. Our team at Family Healthcare helped me get the sight-restoring surgery I needed, performed by volunteer specialists and medical personnel in Salt Lake City. Daisy was able to get leg braces at a price we could afford.

Recently, when I was having trouble getting a pre-surgery COVID-19 test in St. George, our doctor stepped in to



Manuela and Daisy.

help. Always going the extra mile, he took the time to come out to my car to make sure I had the paperwork I needed so that my surgery appointment would go well.

I want to share our experiences so that others can get the health care help they need. My message is that you don't have to feel afraid that you don't have enough money or that you don't speak English well enough. Family Healthcare always has a way to help you, and the compassionate staff speak Spanish. You can trust them to try everything they can to help. Without them, my surgery would not have been possible. —Manuela

Family Healthcare is much more than a safety net.

In addition to being recognized by the National Committee for Quality Assurance (NCQA) for high-quality, patient-centered primary care delivery, Family Healthcare also removes the barriers that uninsured and low-income



About the Author

Lori Wright is the CEO of Family Healthcare. With more than twenty-five years of experience in community health, she is passionate about developing equity, where everyone is able to access high quality integrated primary health care. Family Healthcare's mission is Making Lives Better, and as CEO, Lori's efforts are focused on improving the overall health of patients and the communities that Family Healthcare serves.

Lori serves on a variety of committees across the state and throughout Washington and Iron Counties, including the St. George Area Chamber Board of Governors, Dixie Tech Pharmacy Tech Advisory Committee, and Association of Community Health Center's Board. She also serves as co-chair of the AUCH Health Center Control Network. She is a Certified Medical Practice Executive by the American College of Medical Practice Executives and has received a BS in Community/Public Health and a Master of Public Administration from the Marriott School of Management

patients face in accessing a continuing primary health care home. Annually, more than \$5 million in discounted or no-charge care is donated to help patients who are facing economic hardship. And a sliding scale fee structure ensures that patients receive the care they need at a cost they can afford. It's a hand up, not a handout, that offers patients the pride and dignity that comes with knowing they

are contributing to their own health and well-being.

Later this spring, a new Family Healthcare clinic will open at 2276 Riverside Drive in St. George, Utah, so that everyone in our community can continue to grow healthy and strong together. With an on-site pharmacy offering deeply discounted prescriptions, more area residents than ever before will have access to the

health care home they need, regardless of their circumstances.

Family Healthcare is a registered 501(C)(3) nonprofit organization serving the good people of Washington and Iron counties and is accepting donations to help with construction of the new clinic and care costs for those with the greatest need. Visit familyhc.org/donate to learn more.

Growing Healthy and Strong Together

We urgently need community support for the new Family Healthcare Riverside Drive Clinic

There are many ways to give:

- Give online at familyhc.org/donate.
- Scan the QR code.
- Call Jane in the Family Healthcare development department at 435-251-0866.

Donations of any amount will be put to good use for the health of our community. A \$50 donation includes an inscribed brick on the pathway to health at the new clinic, while sponsorship of a treatment room includes a donor recognition plaque.

Donations are tax-deductible under section 501 (c)(3) of the IRS code. Tax ID #35-2163112



Your gift is a sacred trust. We promise to honor your generosity and use your donation in the most effective ways possible.



Southwest Utah Community Health Center, doing business as Family Healthcare, is a registered nonprofit organization. Information concerning Family Healthcare, including financial information and charitable purposes, may be obtained without costs from Family Healthcare, 25 N. 100 E., Ste 102, St. George, Utah, 84770. Family Healthcare is committed to donor privacy and does not rent or sell our mailing lists.