



MedStar Health

MedStar Montgomery Medical Center

Ensuring Access to Care

MedStar Montgomery Medical Center is dedicated to ensuring the good health of all area residents, especially those who face barriers to care. One of the ways we help those in need get essential healthcare services is through Emergency Department/Primary Care Connect (ED/PC Connect).

The goal of ED/PC Connect is to navigate uninsured, low-income individuals to safety-net clinics providing primary care services. The program works by removing the barriers to care that many of these individuals face—which range from cost to the inability to speak English to fear.

Patients who come to our ED for services and lack a primary care provider meet with one of two bilingual health navigators who have the training and cultural knowledge to assist them. The navigators work closely with patients to connect them to appropriate providers.

Since the project started in 2009, hundreds of patients have been identified and referred to the Proyecto Salud Clinic on our campus and other area clinics. These patients are now receiving the high-quality, coordinated care they need—including preventive services—on a regular basis.

Letter From the President

I am honored to present you with MedStar Montgomery Medical Center's 2015 Report to the Community, which highlights the work we are doing to improve the health of our community.

As a not-for-profit hospital, we are committed to making sure all area residents have access to the care they need, when they need it. While there are still health disparities in our region that need to be addressed, the good news is that we are making a difference.

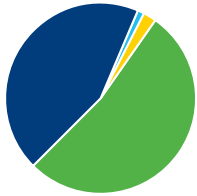
I thank all of you for your contributions to this important work.

Sincerely,

Thomas J. Senker, FACHE
President

"Patients without insurance often turn to the ED for care. ED/PC Connect ensures they get the ongoing care they need."

- Gina Cook, Marketing and
Communications Manager



Community Services*	\$3,175,637
Health Professions Education	\$77,385
Research	\$171,669
Charity Care**	\$3,800,571
TOTAL	\$7,225,262

*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations

**Includes Medicaid assessments

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One Patient's Journey to Better Health

In November of 2015, Esther Mora arrived at the emergency department at MedStar Montgomery Medical Center suffering from severe abdominal pain and dizziness.

"The pain was so strong," she says. "Going to emergency seemed to be the best option."

Mora, who speaks limited English and has no health insurance, had been having health issues for a while. "I didn't know what was wrong since I didn't have a regular doctor and hadn't had a checkup in a very long time," she explains.

At the ED, she was diagnosed with a digestive condition and high blood pressure. She was also introduced to Connie Martinez, a bilingual health navigator with ED/PC Connect, a MedStar Montgomery Medical Center program that connects, uninsured, low-income individuals to safety-net clinics providing primary care services.

"I didn't know that hospitals did this," Mora says. "Connie told me about programs available for people who have no health insurance and helped me fill out paperwork to obtain follow-up care."

Today, Mora is a regular at the Proyecto Salud Clinic on the hospital's campus.

"My health has improved now that I know what I have and am being treated for it. The staff is caring, and I appreciate being reminded about the importance of staying healthy to prevent future problems."

