



ACCESS

carroll

INTEGRATED HEALTH CARE

**An Integrated, Patient-Centered,
Health Care Home**



ACCESS carroll
INTEGRATED HEALTH CARE



- ▶ Private, nonprofit – 501(c)(3) – governing board
- ▶ Opened in 2005 to provide primary care for uninsured and low-income
- ▶ Private and Public Health Partnership
- ▶ Expanded in November 2012 as integrated medical, dental, and behavioral health
- ▶ Community-based
- ▶ Hybrid Staffing model – inkind, volunteer, paid
- ▶ Located in heart of county
- ▶ Addressing local health access needs

WHO WE ARE

To champion health and provide quality, integrated health care services for low-income residents of Carroll County, Maryland.

MISSION

We believe every individual should have access to health care that is coordinated, comprehensive, culturally sensitive, community based, accountable and high quality.

We also believe all individuals should have the right to health information, the opportunity to participate in their plan of care and the right to accept responsibility for their own care to the extent to which they are able.

VISION

Carroll Hospital

Carroll County Health Department

**The Partnership for a
Healthier Carroll County**

STRATEGIC PARTNERSHIPS

- Carroll County Residents
- Uninsured, Underinsured & Medicaid
- Target at-risk and low-income residents (200% FPL)



WHO WE SERVE

- ▶ 167,000 residents – “affluent” bedroom community
- ▶ <10% of population uninsured (March 2016)
- ▶ > 25,000 estimated low-income (200% FPL)
- ▶ High case management needs – social health
- ▶ High Dental Need - #1 “specialty” need until 2013
- ▶ High Substance Abuse/Behavioral Health Demands
 - 65% of patients have a behavioral health diagnosis
- ▶ Access Carroll is the only full-time safety-net provider targeting the at-risk population (no FQHCs)
 - Dental Care is offered on a sliding fee scale
 - We are only full time Medicaid provider for adults in county

NEED AND ACCESS - CARROLL COUNTY

- ▶ Full Time Office Hours
- ▶ 8:30 am – 8:00 pm (Mon-Thu)
- ▶ 8:30 am – 5:00 pm (Fri)
- ▶ Appointment Model

Appointment model ensures patients receive coordinated, efficient, and timely care with their health care provider.



HOURS OF OPERATION



Full time Dental Care began in July 2013 at new site. Access Carroll is only full time dental facility in county providing care for low-income residents of all ages and accepts Medicaid.

- ▶ Family Dental Care Services: Prevention, Diagnostics, Restorative, and Extractions
- ▶ Opened full time July 2013
- ▶ Monday thru Friday by Appointment
- ▶ Walk-in Emergencies
- ▶ Sliding Fee Scale & Accept Medicaid

- ▶ **FY 2016 – Second Year Operations**
 - 1,741 Individuals Served
 - 3,486 Dental Encounters
 - 2,299 Extractions
 - 2,884 Exams/X-Rays
 - 705 Denture Services

DENTAL CARE



- ▶ Integrated Model under one roof
- ▶ Vital Signs, including blood pressure, at intake (since inception)
- ▶ SBIRT (Screening, Brief Intervention, and Referral to Treatment) for substance dependency – FIRST dental office in State
- ▶ Medication Reconciliation and CRISP Pharmacy Interfacing
- ▶ Access Carroll Controlled Substance Policy – Ibuprofen and Tylenol treatment
- ▶ Emergency Department Opioid and Controlled Substance Policy
- ▶ Streamlined emergency department referral process – daily auto list and direct calls
- ▶ Integrated medical and behavioral teams
- ▶ Joint Commission Accreditation Initiation



DENTAL BEST PRACTICES



Partnership with University of Maryland Schools of Dentistry & Hygiene

Educational and Collaborative Relationship with University of Maryland School of Dentistry and Hygiene

- * Began July 2015 – voluntary site for 4th
- * Formalized externship site July 2016
- * Dean's Faculty (volunteers)
- * Calibration and Standardization

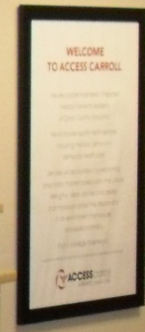
* Note: Volunteer dentists are welcome to serve as Dean's faculty and provide direct patient care!

**DENTAL SCHOOL PARTNERSHIP
UNIVERSITY OF MARYLAND**

- ▶ Primary Health Care – Acute and Chronic
- ▶ Behavioral Health Assessment and Treatment –
- ▶ Individual and Group Counseling
- ▶ Withdrawal Management – Detoxification
- ▶ Medication Assisted Treatment – Vivitrol and Suboxone
- ▶ Overdose Response Education - Naloxone
- ▶ Family Dental Care
- ▶ Medication Assistance – Medical Supplies
- ▶ Laboratory Testing
- ▶ Radiology Services
- ▶ Referrals to Specialists
- ▶ Medical Case Management – Care Navigation
- ▶ Peer Assisted Support
- ▶ Public Assistance Application Support
- ▶ Patient Education
- ▶ Community Resource Information
- ▶ Insurance Navigation and Health Exchange Enrollment

INTEGRATED SERVICES

WELCOME













SIBALTA
ONE TIME
ONLY!!!
USE COMPUTER
NUMBER FOR FREE
30 DAY SUPPLY
BEFORE GIVING
SAMPLES ON
SHELF

Complete Delivery System

Arixtra
ibandronate sodium injection
7.5 mg/9.8 mL





222 Ritter
by B&B Medical









BALTIMORE
RAVENS





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INTEGRATED HEALTH CARE





MEDICAL, DENTAL, AND BEHAVIORAL SERVICES



INTEGRATED HEALTH CARE

Integrated Care takes fragmented pieces of health and social care services and ties them together in a seamless and organized system of care delivery.

[Click this link to view a video about integrated healthcare.](#)

NEWS AND EVENTS

At Access Carroll, we always have great news and events happening. Whether that is staff in the spotlight or an upcoming fundraiser, we want to keep you updated.

Be sure to check back frequently to see the most up-to-date happenings at

VOLUNTEER

In addition to donations from our generous donors, Access Carroll depends on the services of hard working volunteers in order to keep its doors open and services operating.

Life's most urgent question is: What are you doing for others? ~Martin

- ▶ Main Patient Line: 410-871-1478
- ▶ Dental Office: 443-952-7508
- ▶ Fax: 410-871-3219
- ▶ Email: info@accesscarroll.org
- ▶ Website: www.accesscarroll.org
- ▶ Facebook – Access Carroll

Chief Dentist: Pegah Ghiasi, DDS

Dental Manager: Janneth Guevara

Executive Director: Tammy Black

CONTACT INFO

