



**With Your Help
Our Care Teams Are Changing Lives.**



Meet Joel, VIP of his RFHC care team.

Joel was hospitalized six times in his first year of life.

Formula was seeping into his lungs causing severe respiratory issues.

He relied on a tube inserted through his mouth and into his lungs to help him breathe.

Stress caused his dad to miss work and his sister to struggle in school.

Day and night his **mom, Ida**, was by his side.



**Joel's 17-months old now.
His smile is famous at
RFHC Pediatric department.**

He's quick to laugh, and is beginning to walk and talk. These are treasured moments for the RFHC doctors and health professionals that help Joel stay healthy. *Meet his care team...*



Pediatrician, Care Team Member

Dr. Sharon DiPierro worked closely with Ida to teach her how to identify and treat Joel's asthma attacks at home before they get worse. Now, when Joel has trouble breathing, his mom knows what to do to keep him out of the hospital. It's been 6 months and counting since his last hospital stay.

“As a kid, I wanted to put Band-Aids on people and make crying kids feel better. I never grew out of that phase.”

- 4,671 kids received care from RFHC care teams last fiscal year.
- Over 12,000 kids and adults received care at RFHC last fiscal year.

A close-up portrait of a woman with long brown hair, smiling warmly. She is wearing a blue scrub top. The background is a clinical setting with medical equipment and colorful posters on the wall.

Health Coach, *Care Team Member*

Araseli Magana coached Ida on how to manage Joel's medications and reduce asthma triggers at home. She spoke to Ida in Spanish, which helped establish trust. Araseli also coaches parents like Ida on making nutritious choices at home, so their kids grow up healthy and ready to learn in school.

“ I like when my patients come in and say, 'Araseli, give me my shots!' Sure, the kids know it will hurt. But, they trust me to do what's best for them. ”

- 62% of patients are best served in a language other than English.
- 95% of patients are ethnic minorities



Dentist, Care Team Member

Dr. Yogita Thakur assessed Joel's risk for getting cavities in early childhood, which could disrupt his growth and development. She coached mom on good oral hygiene and eating habits such as avoiding surgery beverages. Dr. Thakur encourages parents to take care of their teeth, too, because the bacteria that cause cavities are contagious!

“ In middle school, I volunteered alongside a special needs teacher. This sparked my lifelong passion for helping children like Joel overcome their challenges. ”

- One (1) dentist for every 81,521 patients in our area before RFHC opened its clinic in 2010.
- 4,563 kids and adults received care at RFHC's dental clinic last fiscal year.



Certified Enrollment Counselor, *Care Team Member*

Shamesha Reese worked with Ida to enroll and register her family as patients at RFHC. She made sure that Joel's insurance was up-to-date so he could continue receiving the specialty care he needs. Shamesha was also able to renew Ida's health insurance through San Mateo county, so she can see a doctor, too.

“I'm from the community— my clients just open up to me. They're always grateful when I can help sign them up for insurance coverage.”

- 49% of our patients are uninsured and 51% are enrolled in public health insurance programs.
- 86% of our patients live in poverty, supporting a family of four on less than \$24,000 a year.





Mom, Care Team Member

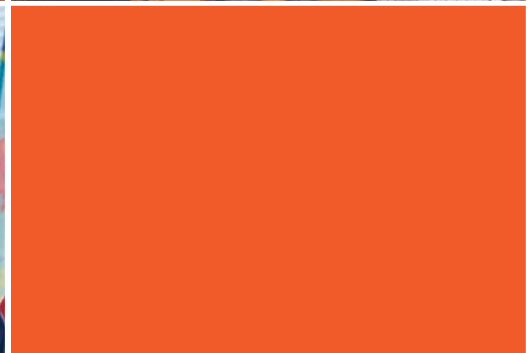
Ida Alvarez took her care team's recommendations and ran with them. She quickly learned the difference between a common cold and severe flare up. Now, she knows when to give Joel medicine to calm his asthma and when to bring him to RFHC for additional care.

“I want Joel to be somebody who's well educated and has a career. I want what all mothers want for their kids—a better life.”

- An estimated 5,600 emergency room visits are avoided every year thanks to our care teams, saving hospitals and taxpayers millions annually.



Joel's Care Team







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