



City of Des Moines

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For Immediate Release

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The City of Des Moines has awarded \$10,500 from the City's Human Services Budget to support HealthPoint.

HealthPoint's Midway clinic located at 26401 Pacific Highway South welcomes everyone in the community. Services include preventive and primary medical, dental, OB/GYN, behavioral health, naturopathic care, social support linkage and case management, insurance enrollment assistance, nutrition counseling, acupuncture, and educational group visits to promote health and well-being. Even the pharmacy, which offers a discount program, is on site.

HealthPoint knows that people have complex lives in addition to their health care needs. To fully understand and meet those needs, HealthPoint offers social support to help patients with things such as insurance enrollment, finding food resources, assisting with housing applications, and much more.

HealthPoint offered the following information on a recent patient:

Mr. Jones, a 60-year-old retired construction worker, was living well until he was in a serious car accident in 2017. After the car accident, Mr. Jones suffered from traumatic brain injury and was left with a seizure disorder and memory issues. He became depressed and socially isolated. He had been to the ER three times in the last six months and had missed most of his specialty and primary care appointments. His HealthPoint doctor connected him to one of the support staff at HealthPoint for some extra help.

The staff at HealthPoint spent time talking with Mr. Jones and building his trust. They wanted to know why he had missed so many appointments, and found that it was largely because of his memory problems and social isolation. "Our intervention for Mr. Jones was simple but effective", said Magda Herrera De Leon, Business Director for HealthPoint's Midway clinic. "We created a table with photos of all 11 of his specialists, each with an easy-to-understand description of what symptoms they treated. After each specialist's picture, we listed the phone number and when he was supposed to follow up next. We also referred him to a class on better self-management of his chronic disease, so that he could meet people in the community and develop a support system," she continued. "Since that intervention, Mr. Jones has not been to the ER nor has he missed a specialty appointment. Mr. Jones simply needed a little support to become more engaged and activated in his own care."

HealthPoint was recently recognized with a 2019 Health Center Quality Leader Award from the federal Health Resources and Services Administration for top performance in clinical outcomes. HealthPoint is open during regular business hours as well as evenings and Saturdays. If you have any questions about HealthPoint or the work they do, please feel free to contact them directly at (206) 870-3590 or visit their website at www.healthpointchc.org.

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The Waterland City