



# United Family Medicine

A COMMUNITY CLINIC

## **Who We Are**

The mission of United Family Medicine is to serve and to teach. We strive to improve the health and well-being of our community by providing access to comprehensive primary care for all persons seeking care, regardless of ability to pay. As a Federally Qualified Health Center (FQHC) we seek to serve the underserved population. We offer a sliding fee scale, provide comprehensive medical, dental and behavioral health services, have an ongoing quality assurance program, and have a governing Board of Directors comprised of members of the community. As a teaching clinic, we help sustain the future of community-oriented primary care by offering diverse and wide-ranging educational experiences for family medicine residents.

In 2014, UFM received a Health and Human Services (HHS) award for exceeding national clinical quality benchmarks. United Family Medicine was one of only 57 Federally Qualified Health Centers nationwide awarded the designation of National Quality Leader. The designation is awarded to clinics that exceed national benchmarks for chronic disease management, preventive care and perinatal/prenatal care, demonstrating the critical role that health centers play in promoting higher quality health care nationwide.

Continuing an 80-year mission, United Family Medicine strives to meet the needs of the medically uninsured, underinsured and underserved residents in and around Saint Paul, Minnesota, though UFM serves people of all income levels. The providers and staff at UFM believe that healthy communities are built not only on the kind of medical care and services offered at our clinic, but also on the neighborhood vibrancy and commitment to future generations that we value and foster. According to our most recent patient satisfaction survey, we are proud to report that 97% of our patients say they would recommend us to their peers.

## **Our History**

Since the 1930's, when Wilder Clinic (our first predecessor organization) offered free and low-cost health care at Miller Hospital, we have continued to care for underserved individuals and families. In 1971 we became Helping Hand Health Center and for several years we served as an Allina clinic. In 2003, our organization incorporated and became an independent 501(c)(3) non-profit organization. In 2004 we became an FQHC Look Alike clinic. In June 2012 we were awarded the status of full FQHC/Community Health Center by the U.S. Department of Health & Human Services.

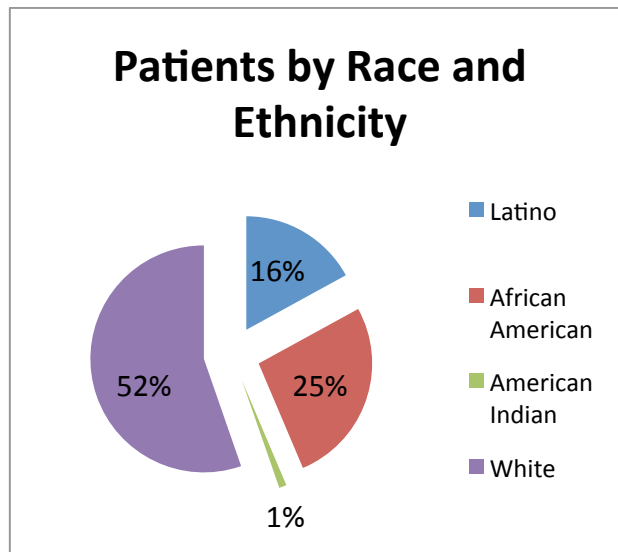
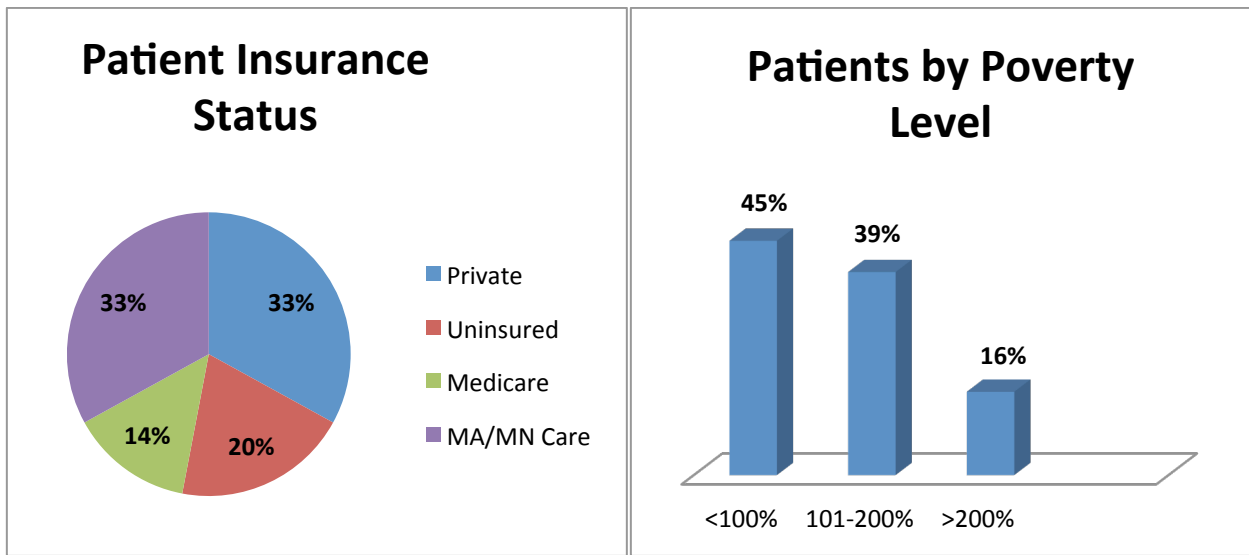
## **What We Do**

- We serve as a health care home within culturally and economically diverse neighborhoods. A health care home indicates a cultivated partnership between the patient, family, and primary provider in cooperation with specialists and with support from the community. The patient/family is the focal point of this model, and the medical home is built around the patient needs.
- We have a sliding fee scale based on income and family size. Recipients who typically meet the criteria for sliding fee discounts are people who are employed but have no insurance, are unemployed, earn too much to qualify for public programs but cannot afford COBRA, have no access to private insurance or have a fixed income. We accept MA, Medicare, and more than 400 insurance carriers, allowing us to serve as a medical home for patients through all phases and life transitions. In 2014, UFM served 15,000 medical patients through 57,000 patient visits.
- Our diverse and culturally competent staff create an environment that fosters the ability to provide culturally proficient services to our diverse patient population from all over Saint Paul and Ramsey County. This includes the availability of translator/interpreter services to help meet the needs of our non-English speaking patients.
- We serve as the primary ambulatory training site for the United Family Medicine Residency Program. Sponsored by United Hospital and Allina, the community-oriented primary care focus of the program offers medical residents quality experiences and prepares much needed primary care physicians to go on and serve in the broader community and across Minnesota.
- We have successfully graduated 113 Residents. Of those 113 graduates, 79% are practicing in Minnesota. Within Minnesota, 28% are practicing urban underserved medicine and 27% are practicing rural medicine. Additionally, UFM serves as a training site for Nurse Practitioners, Physician Assistants and medical students.
- We are able to provide 24 hour care including hospital care due to our partnership with the Family Medicine Residency. We also provide nursing home, transitional care unit care and home visits for our elderly patient populations.
- In 2011, we opened a new clinic located near the South end of West 7th Street in Sibley Plaza. This satellite clinic is open Monday through Friday and primarily serves the many residents of Sibley Manor which includes patients from Central and South America, Somalia, Russia, Southeast Asia and beyond. We anticipate doubling our service delivery capacity at this site as part of the re-development of Sibley Plaza in 2015-16.
- In January 2013, we began providing on-site dental services to our clinic patients. Since that time, Dr. Phuong-Giang Pham DDS and her team have seen more than 2500

patients. UFM's dental program strives to improve oral health for all our patients with the ultimate goal of improving the oral and physical health of the community.

- We continually strive to connect underserved individuals and families in the community who have traditionally lacked access to adequate care with resources that promote healthy lifestyles and preventative care. We are pleased to be able to serve patients, regardless of their ability to pay, and continue to fulfill our mission of reducing barriers to care and creating access for all through partnerships and community support.

## By the Numbers



**Visit Us:**

We are conveniently located in the historic West 7th neighborhood, at the intersection of Randolph Avenue and West 7th street in the beautiful silver LEED certified Peter J. King Family Health Center. We are on a major bus line and offer free, onsite parking. You can find complete directions by clicking on: [Visit Us](#) for complete, detailed directions.

**For more information, please call 651-241-1000**  
**United Family Medicine, 1026 West 7<sup>th</sup> Street, Saint Paul, MN 55102**  
[www.unitedfamilymedicine.org](http://www.unitedfamilymedicine.org)

**To support our work visit:**  
<https://givemn.org/organization/United-Family-Medicine>