



**Los Angeles Sports Arena
September 27-30, 2012**

CLINIC RESULTS

1. INTRODUCTION

The 2012 Care Harbor/LA free clinic took place on September 27-30 at the Los Angeles Sports Arena. More than sixty healthcare organizations, schools, hospitals, and foundations took part - providing volunteers, donations of equipment and supplies, and financial support. The clinic served the at-risk, uninsured and underinsured populations of Los Angeles County and beyond. Patients received free medical, dental, vision and wellness care, and follow-up care was provided by more than fifty participating community clinics with representatives on site to make appointments.

All patients were registered as they entered the clinic and a HIPAA compliant electronic health record was established for each individual. Data from these EHRs provide much of the information for this report. Additional event data was also provided by organizations participating at the clinic, including the Los Angeles County Department of Public Health, Geffen School of Medicine at UCLA, Southside Coalition of Community Health Centers, Epinex Laboratories and others.

2. METHODS

Patients carried a paper version of their EHRs as they moved through the clinic. As medical, dental and vision services were performed, clinicians entered data on the form manually. These data were then keyed into the electronic version of the form at computer stations throughout the event.. The entire EHR form was then scanned, including clinician notes, signatures and attachments, when patients exited the event. The EHR's are stored on a secure, HIPAA compliant internet site provided by Salesforce.

Nursing students and supervisors at Infotech Career College, under a HIPAA Business Associate Agreement, have entered data drawn from all of these encrypted patient files into a searchable database of clinic results. The record sample was 100%, except in the case of a small number of service or data fields where incomplete entries were found - these are noted in the report. Infotech has also compiled data from written event logs, schedules and provider records as a further resource for this report. Participating agencies have also supplied us with their event records.

We are currently exploring systems to automate this entire process and make all clinic data available at our future events on a real time basis, so that detailed reports can be delivered at or immediately following the event.

3. CLINIC PROFILE

The 2012 Care Harbor/LA free clinic provided medical, dental and vision care, prevention education and resources, and follow-up care for those who needed it.

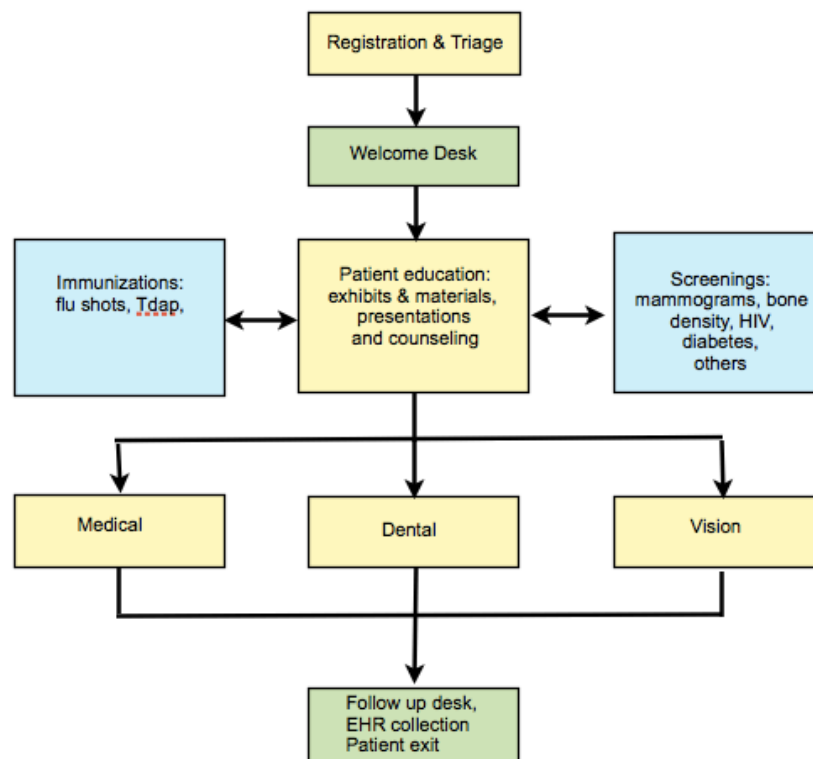
Medical resources included a 50 station medical triage, 40 exam rooms, an additional 20 sub-specialty rooms including cardiology, podiatry, women’s health and others, dispensary, medical lab, immunizations, and off-site support including blood and medical pathology labs.

Dental resources included a 10 chair dental triage, 100 dental chairs and operatories, an endodontic mobile unit, denture lab, porcelain crown milling equipment, Xrays and sterilization, a preventive dentistry section, and an off-site dental pathology lab.

Vision resources included 18 vision lanes with phoropters, two mobile units, slit lamps, lensometers and other equipment, an off-site optical lab, and a separate section providing eye health screenings by ophthalmologists for patients who did not need vision tests.

Prevention resources were provided by 38 participating organizations, with educational exhibits and theater-style presentations. Subject areas included smoking cessation, nutrition, emergency preparedness, CPR, the ACA and health reform, and others. CAA’s provided enrollment assistance to those qualifying for low cost or no-cost health insurance plans.

Follow-up was provided by 14 community clinic organizations representing more than 50 clinics, with representatives on site at the event to make follow-up appointments for patients.



4. CLINIC RESOURCES

Medical

- Exams and evaluations (family practice & specialties)
- Women's health
- Mental health
- Dispensary
- Medical lab

Dental

- Cleanings
- Fillings
- Extractions
- Periodontics
- Root canals & crowns
- Denture repairs
- Acrylic partial dentures

Vision

- Eye exams
- Refractions
- Prescription glasses (single vision & bifocals)
- Readers

Immunizations

- Flu shots
- Tdap vaccine

Screenings

- Hypertension
- Glucose
- Hemoglobin
- Cholesterol
- Mammograms
- Pap smears
- Bone density
- HIV/AIDS

Off-site Services

- Follow-up clinics
- Paps lab
- Blood lab (draws on site)
- Optical labs (prescription lenses)
- Dental pathology lab
- Mammogram readers

5. PATIENT DEMOGRAPHICS

Total Patients Admitted 3,758

Thursday, 9/27	1,053
Friday, 9/28	908
Saturday, 9/29	930
Sunday, 9/30	867

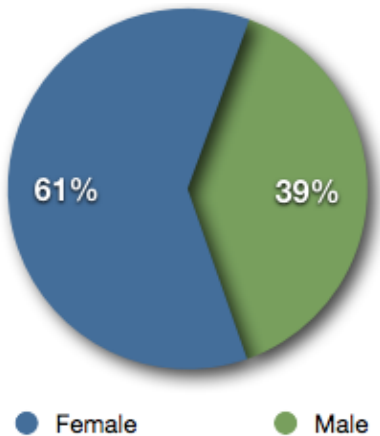
Follow-up Care Provided 1,066

Thursday, 9/27	169
Friday, 9/28	246
Saturday, 9/29	378
Sunday, 9/30	234

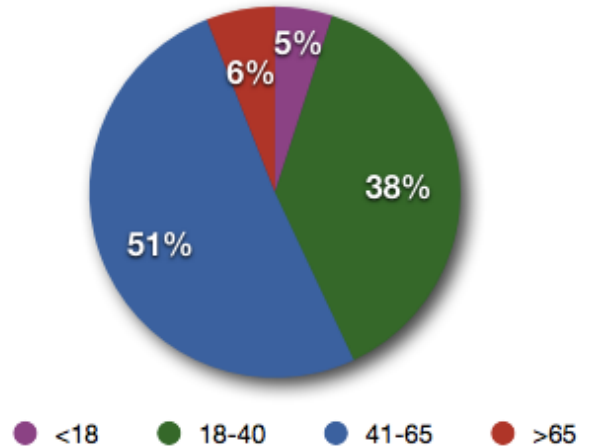
38 additional patients received follow-up including surgeries at USC and UCLA, and one received surgery at Olive View Medical Center.

Patients Admitted to Clinic

Patient Gender



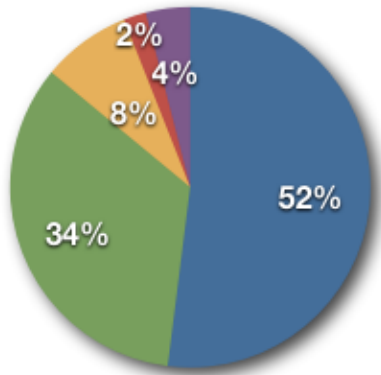
Patient Age



Date	Female	Male
9/27	641	412
9/28	549	359
9/29	573	357
9/30	528	339

Under 18	188
18-40	1,428
41-65	1,917
Over 65	225

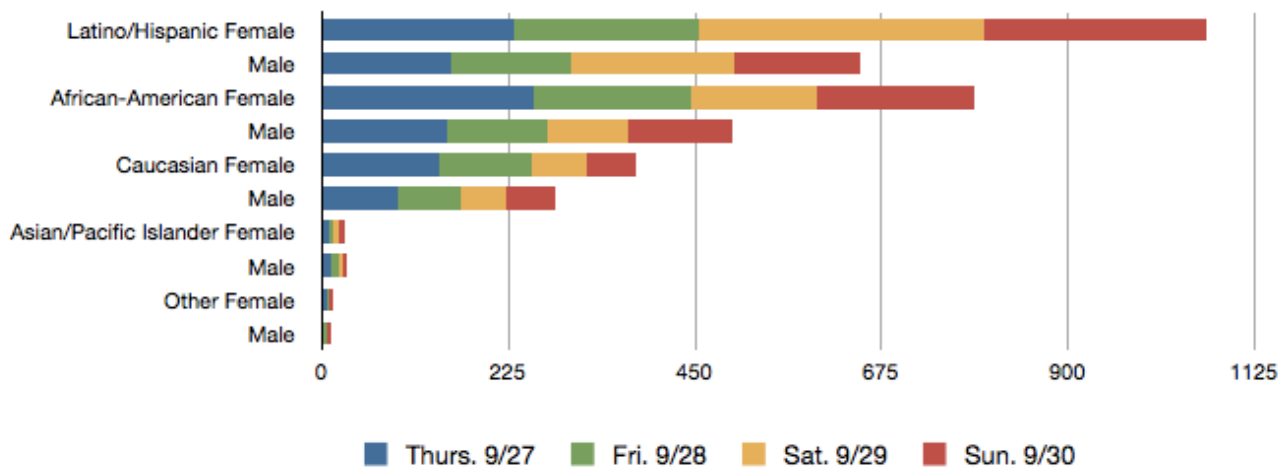
Patient Ethnicity



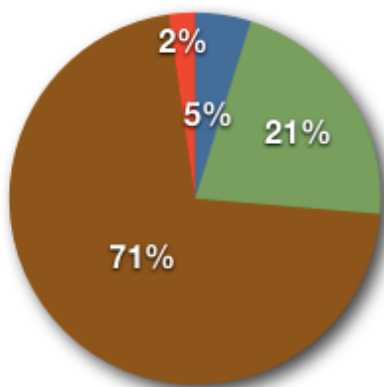
Latino/Hispanic	1,954
African American	1,278
Caucasian	301
Asian Pacific Islander	75
Other	150

- Latino/Hispanic ● African American ● Caucasian
- Asian/Pacific Islander ● Other

Patient Ethnicity/Gender



Patient Marital Status



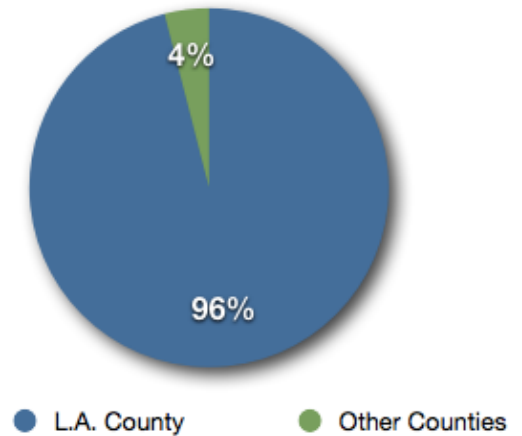
- Divorced ● Married ● Single ● Widowed

Married	798
Female	471
Male	327
Single	2,654
Female	1,609
Male	1,045
Divorced	181
Female	106
Male	75
Widowed	85
Female	74
Male	11
Other	32
Female	22
Male	10
No Entry	8
Female	4
Male	4

Patient Geographic Distribution

From L.A. County **3,461**
 From other counties **133**

164 records were not included because zip codes lacked a digit or had an extra digit.



L.A. County patients by zip code

Over 200 **100 - 200**
50 - 100 **25 - 50**

Zip	Patients	Zip	Patients	Zip	Patients	Zip	Patients	Zip	Patients	Zip	Patients
90001	67	90048	2	90260	6	90670	5	91201	2	91505	5
90002	55	90049	2	90262	46	90703	2	91202	2	91506	4
90003	116	90050	3	90266	1	90706	14	91203	1	91602	2
90004	25	90051	3	90270	9	90707	1	91204	3	91604	3
90005	19	90055	1	90272	1	90710	2	91205	4	91605	10
90006	64	90056	13	90274	1	90711	1	91206	2	91606	14
90007	110	90057	36	90275	2	90712	3	91207	1	91607	3
90008	67	90058	7	90277	1	90713	1	91302	1	91615	1
90009	4	90059	27	90278	4	90715	2	91303	3	91702	1
90010	1	90060	1	90280	25	90716	1	91304	3	91706	9
90011	187	90061	42	90291	4	90717	6	91306	2	91710	2
90012	6	90062	97	90293	2	90723	11	91307	1	91711	1
90013	34	90063	20	90294	1	90731	20	91311	4	91722	3
90014	17	90064	5	90301	26	90732	3	91315	1	91723	2
90015	31	90065	6	90302	35	90733	1	91321	1	91724	1
90018	108	90066	11	90303	27	90744	19	91324	4	91731	2
90019	58	90067	1	90304	24	90745	29	91325	3	91732	12
90020	8	90068	1	90305	10	90746	16	91326	2	91733	3
90021	12	90069	3	90306	5	90755	3	91331	8	91734	1
90022	26	90073	1	90307	1	90801	2	91335	4	91744	5
90023	18	90078	2	90309	1	90802	20	91340	5	91745	5
90024	2	90083	2	90310	2	90804	29	91342	3	91746	5
90025	4	90180	1	90401	7	90805	22	91343	4	91748	2
90026	51	90201	37	90403	1	90806	19	91344	2	91754	3
90027	9	90210	1	90404	11	90807	4	91351	1	91765	1
90028	17	90211	1	90405	5	90808	1	91352	2	91766	8
90029	32	90212	2	90460	1	90809	2	91354	2	91767	6
90031	1	90220	18	90501	8	90810	13	91362	1	91768	2
90032	11	90221	32	90502	2	90813	33	91365	1	91770	7
90033	25	90222	15	90503	3	90814	4	91367	5	91773	1
90034	25	90224	1	90504	4	90815	1	91372	1	91776	1
90035	9	90230	8	90505	2	91001	2	91381	1	91780	2
90036	9	90232	1	90601	1	91007	1	91387	5	91789	2
90037	294	90233	1	90602	3	91010	2	91401	2	91790	2
90038	6	90240	6	90603	7	91011	4	91402	8	91791	6
90039	5	90241	9	90604	1	91016	7	91403	3	91792	4
90040	5	90242	8	90605	10	91020	1	91405	14	91801	4
90041	7	90245	6	90606	2	91042	4	91406	2	93535	1
90042	28	90247	20	90630	2	91101	3	91408	1	93550	5
90043	70	90248	3	90631	1	91102	1	91411	6	93552	1
90044	171	90249	11	90638	5	91103	2	91423	8	93584	1
90045	7	90250	69	90640	11	91104	3	91436	2	93535	1
90046	3	90251	4	90650	3	91107	2	91499	1		
90047	104	90255	39	90660	19	91109	2	91503	1		

6. CHIEF COMPLAINTS

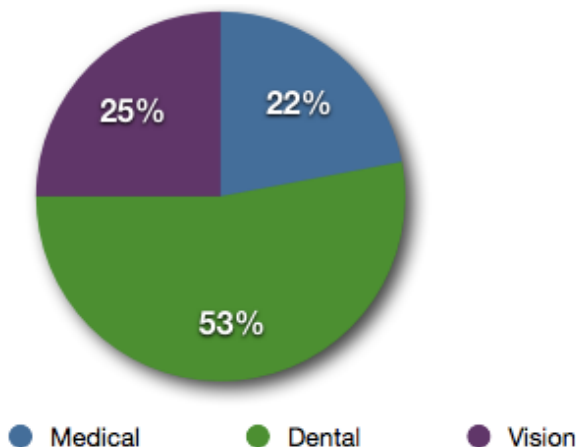
Following registration, all patients passed through triage where vital signs and medical histories were taken at 50 nursing stations. Patients identified their chief complaint and chose the primary service they wished to receive. They had the option of one of three major service areas - medical, dental or vision - with the understanding that, capacity permitting, they might receive a second service later in the day.

If patients presented urgent medical symptoms such as hypertension during the triage process, they were sent to the medical area for evaluation before proceeding to their chosen service. Three EMT crews and two ambulances remained on site during all clinic operating hours to handle any medical emergencies.

Regardless of their chief complaint, all patients had the opportunity to take advantage of extensive prevention and education resources, immunizations and screenings as they waited for their chosen service. Patients received numbers for service that eliminated internal lines and freed them to spend their waiting hours in the prevention and education areas until their numbers were called.

Non-dental patients had the opportunity to visit a preventive dentistry section to receive an oral hygiene kit, fluoride varnish treatment and hygienist consultation. Non-vision patients had the opportunity to visit an eye health section for an ophthalmological exam. (A patient was diagnosed at this station with a macula-on retinal detachment and taken to L.A. County Hospital at USC to undergo successful emergency surgery that same night.)

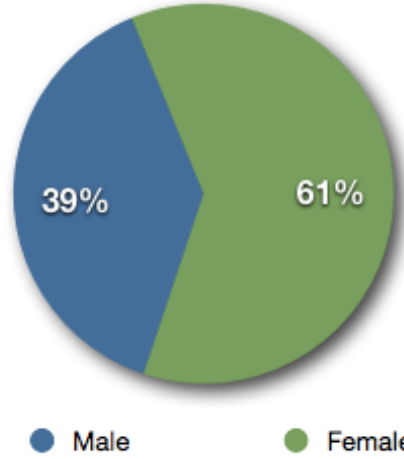
Percentage of patients choosing service



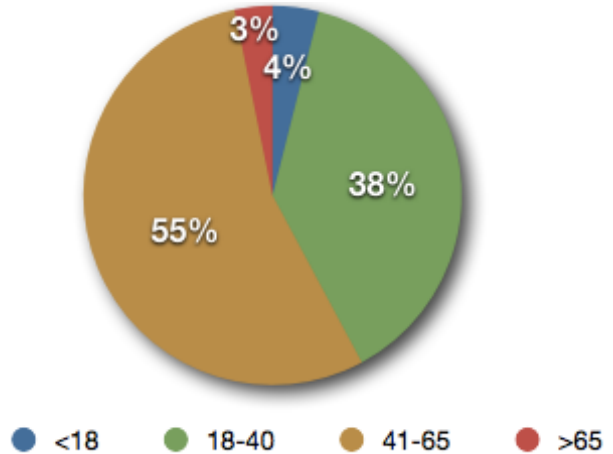
Note: Percentages represent the number of patients choosing a primary service according to their chief complaint. The number of clinic services provided is greater than the total number of patients because many patients received multiple services in addition to their primary service.

CHIEF COMPLAINT: MEDICAL

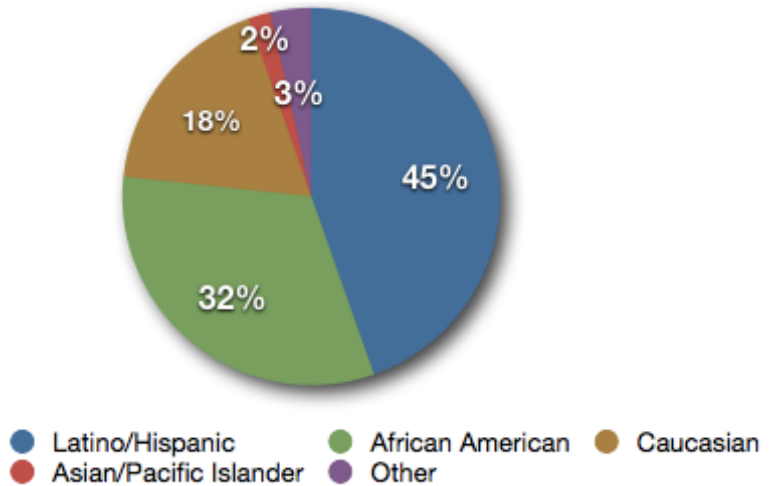
Gender of those choosing medical as their primary service



Age of those choosing medical as their primary service

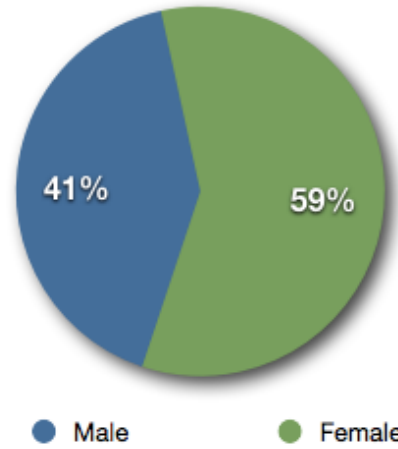


Ethnicity of those choosing medical as their primary service

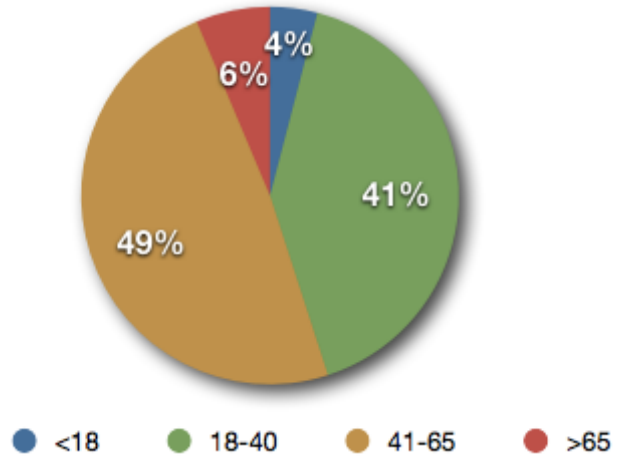


CHIEF COMPLAINT: DENTAL

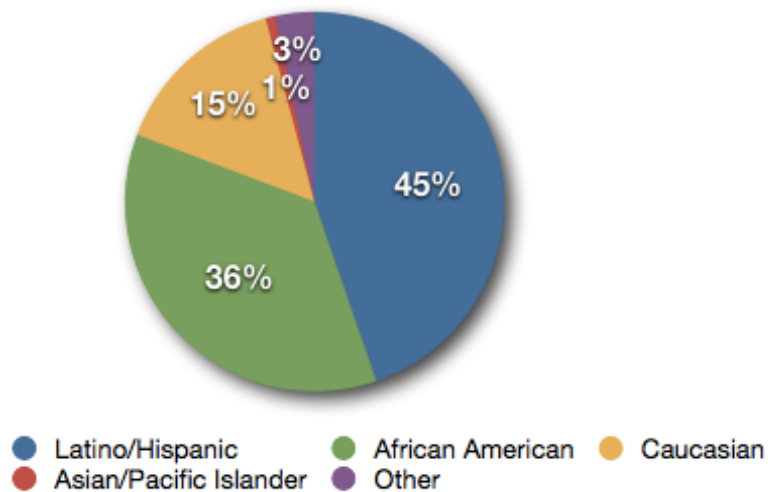
Gender of those choosing dental as their primary service



Age of those choosing dental as their primary service

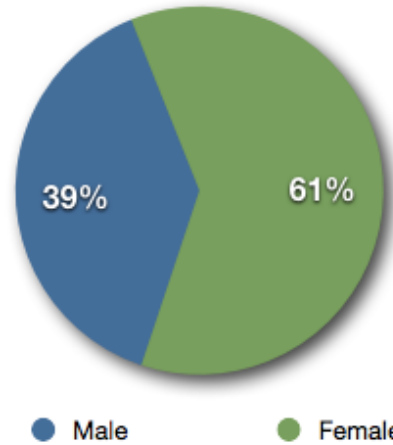


Ethnicity of those choosing dental as their primary service

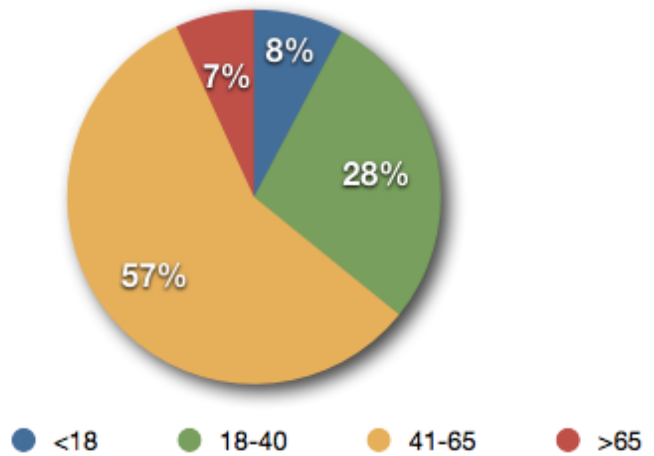


CHIEF COMPLAINT: VISION

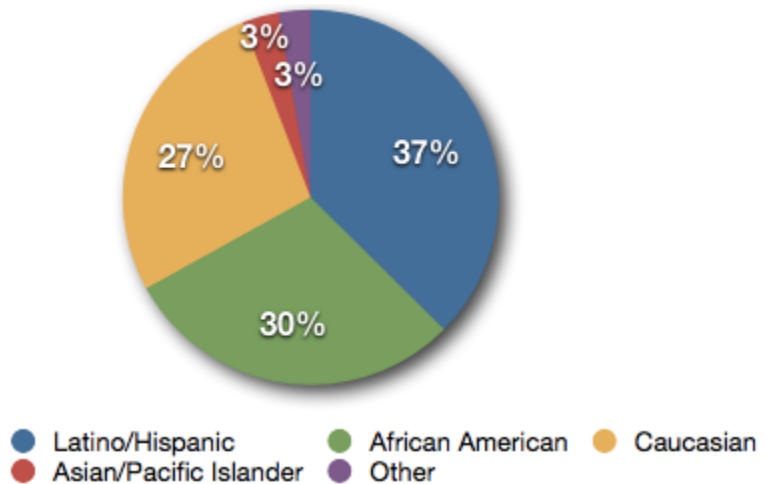
Gender of those choosing vision as their primary service.



Age of those choosing vision as their primary service.



Ethnicity of those choosing vision as their primary service.



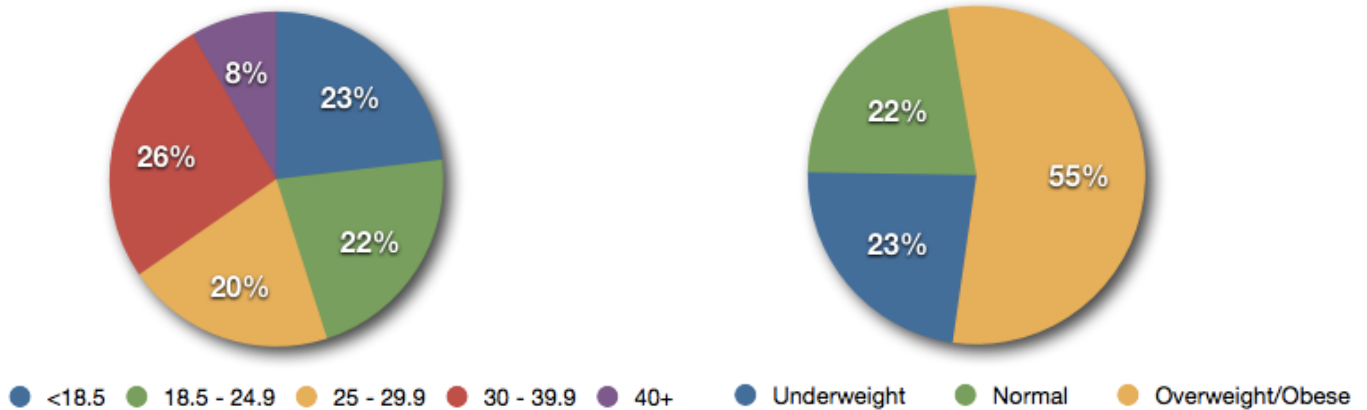
TRIAGE RESULTS: OBESITY AND HYPERTENSION

Height, weight and blood pressure were recorded during the triage process. BMI data indicates that more than half of the patients were overweight or obese and a significant number were underweight.

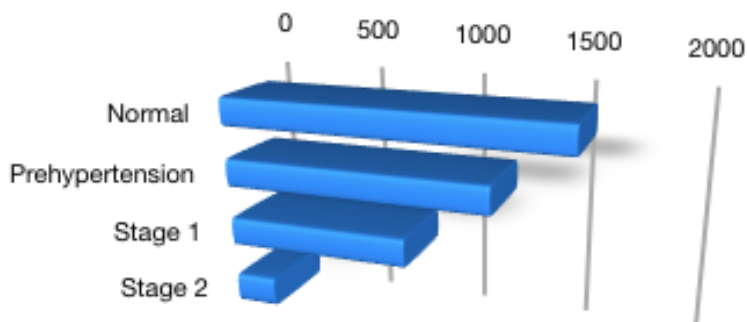
Body Mass Index

Based on a sample of 1,746 patient records (adults with EHRs containing precise height and weight data), these are the results based on National Institutes of Health BMI guidelines.

BMI Distribution				
<18.5	18.5 - 24.9	25 - 29.9	30 - 39.9	40+
Underweight	Normal	Overweight	Obese	Extreme
404	383	354	459	146



Hypertension



Patients with elevated blood pressure, including prehypertension (32%), stage 1 hypertension (22%) and stage 2 hypertension (5%), outnumbered those with normal blood pressure (41%).

Normal BP	1,541 patients
Prehypertension	1,203 patients
Stage 1 hypertension	827 patients
Stage 2 hypertension	187 patients

7. SERVICES RECEIVED

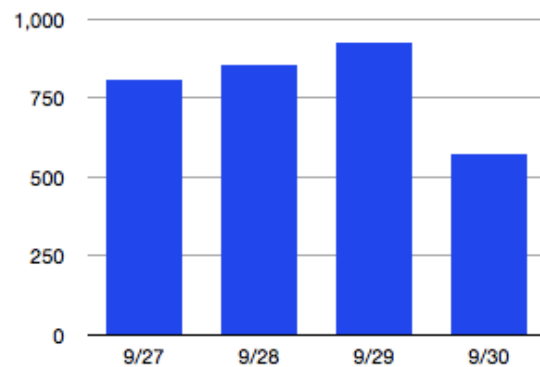
Patient services included medical, dental, vision and preventive care received by a patient on site. The total number of services received is higher than the total number of patients because many patients received multiple services. Some patients, for example, received dental and medical, or vision and women’s health. The total figure does not include initial triage exams, which all patients receive, education and prevention counseling and resources, prescription fulfillment on site, or follow-up care.

TOTAL PATIENT SERVICES 15,238

MEDICAL SERVICES 6,612

Includes:

Medical exams	3,157
Mammograms (<i>1 positive</i>)	325
Paps	284
<i>Normal</i>	178
<i>Abnormal</i>	23
<i>Infection</i>	62
<i>Inflammation</i>	1
<i>Unreadable</i>	20 (<i>to be retested</i>)
Bone scans (<i>data pending</i>)	
Immunizations	1,219
<i>Flu shots</i>	804
<i>Tdap vaccine</i>	415
Blood Panels	745
<i>Lipid panel, hsCRP, A1c, Glycated Albumin - 23% were pre-diabetic or diabetic as defined by ADA reference values, 40% had a high level of CRP, predictive of heart attack, stroke, and/or peripheral artery disease.</i>	
HIV Screenings (<i>all negative</i>)	882



Medical Patient Volume

In addition to the medical services provided, the clinic operated an on-site dispensary. Pharmacists filled prescriptions written by clinicians at the event (this total is not included in the medical services total).

Patients receiving medications 766

Medical Services By Specialty

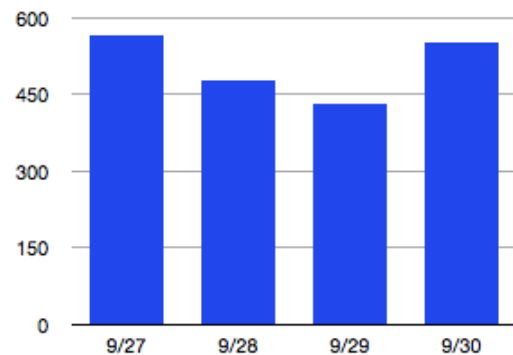
	9/27	9/28	9/29	9/30	Totals
General Medicine	348	418	409	111	1286
Cardiology	32	30	31	23	116
Dermatology	66	30	40	69	205
Women's Health	109	86	84	94	373
Podiatry	90	111	104	43	348
Urology	8	2	NA	6	16
Neurology	19	NA	NA	NA	19
GI	NA	NA	NA	12	12
Head & Neck	NA	NA	NA	14	14
Nephrology	21	NA	NA	NA	21
Pulmonology	NA	4	NA	NA	4
Rheumatology	NA	3	3	NA	6
Sleep Medicine	NA	NA	4	NA	4
Psychiatry	3	17	17	2	39
Acupuncture	16	19	17	NA	52
Chiropractic	96	135	214	197	642
Totals	808	855	923	571	3157

DENTAL SERVICES

5,394

Includes:

Xrays	1,100
Cleaning/perio	702
Fillings	994
Extractions	343
Endontic	66
Porcelain crowns	40
Partial dentures	104
Denture repair	45
Preventive Dentistry	2,000



Dental Patient Volume

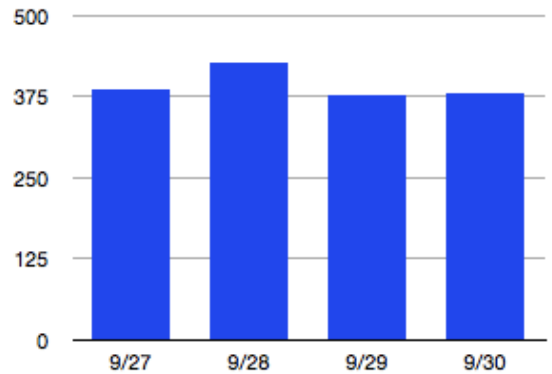
(Does not include preventive dentistry)

The preventive dentistry station was available to dental and non-dental patients. It provided consultation with a hygienist, a fluoride varnish treatment, an educational video presentation, and a take-home oral hygiene kit. It operated at its capacity of 500 patients per day.

VISION SERVICES 3,232

Includes:

Vision exams	248
Vision exams with Rx glasses	1,323
Readers dispensed	850
Eye Health exams	800
Surgeries (at UCLA & USC)	11



Vision Patient Volume

(Does not include Eye Health Station)

Eye health screenings were available to non-vision patients at a separate station staffed by some 40 ophthalmologists during the course of the event. (A detached retina was diagnosed at the station and successful emergency surgery was performed at USC on the same day.)

Prescription eyeglasses - single vision and bifocals - were made at two off-site optical labs (VSP and K-Mars) and professionally fitted by opticians at a venue near the Sports Arena following the event. This system ensures precise fulfillment of prescriptions, including bifocals and more complex corrections.

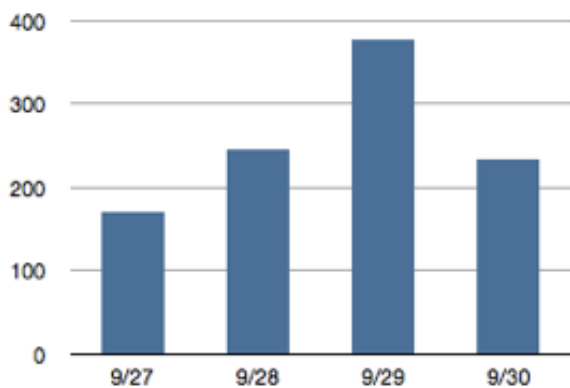
8. FOLLOW-UP CARE

Patients Given Follow-up	1,066
Local clinics	1,027
Eye surgeries (UCLA)	11
Other vision (USC)	27
Abdominal surgery (OVMC)	1

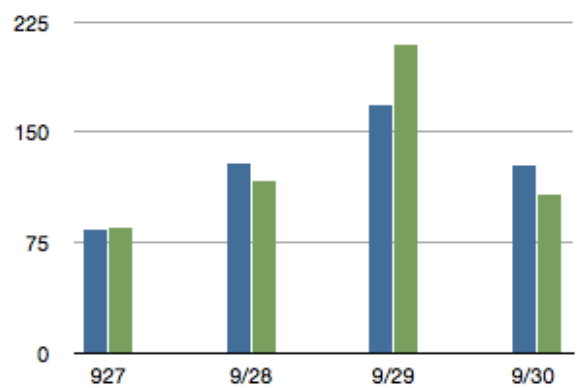
Clinicians at the event determined whether a patient required additional care and marked the patient EHR accordingly. EHR's were scanned at event checkout, and patients identified as needing follow up were directed to a follow up desk staffed by representatives of the 14 community clinic systems that participated, representing some 50 individual clinics. Clinic representatives made follow-up appointments for patients before they left the Arena, and the EHR was forwarded to the receiving clinic. Patients were referred based on clinic location, capability and capacity.

In addition to the community clinics, Jules Stein Eye Institute accepted 11 patients needing eye surgery and USC performed a successful emergency surgery and received 27 other vision patients at the Doheny Eye Institute. Olive View Medical Center performed an emergency abdominal surgery.

Of the 1,027 patients connected to local community clinics, 508 received an appointment before they left the Care Harbor event. 519 received follow-up information and consultation from a clinic representative but did not make an appointment before leaving.



Daily follow-up volume



■ Appointments ■ Information

Appointments vs. information

Follow up distribution by clinic

Clinic	Appointments	Information
Alta Med Valley View	1	0
Alta Med Orange County	0	1
Alta Med Boyle Heights	7	8
Alta Med Commerce	1	4
Alta Med Montebello	2	3
Alta Med El Monte	11	10
Alta Med Bell	3	8
Alta Med Pico Rivera	9	6
Alta Med LA	5	6
Alta Med West Covina	3	4
Alta Med Whittier	1	0
Central City	6	11
Eisner	11	30
Harbor	19	18
JWCH Bellflower	3	0
JWCH Bell Gardens	3	0
JWCH CHC	5	1
JWCH Lynwood	4	9
JWCH Norwalk	6	3
JWCH PATH	1	0
Northeast Valley	1	17
Queenscare Breeze	7	0
Queenscare East LA	10	6
Queenscare Eagle Rock	3	2
Queenscare Echo Park	13	10
Queenscare Hollywood	20	8
Saban Beverly	34	45
Saban Hollywood	16	12
Saban Melrose	6	19
South Bay Inglewood	7	8
South Bay Gardena	2	4
South Bay Redondo	3	3
South Central	23	37
St. John's Magnolia	16	28
St. John's Williams	92	70
St. John's Compton	42	28
St. John's Dominguez	0	1
St. John's Hyde Park	8	7
St. John's Lincoln	6	4
THE Western	43	47
THE Lennox	11	15
UMMA	38	20
Watts	6	6
TOTALS	508	519

Jules Stein Eye Institute, Doheny Eye Institute and Olive View Medical Center also accepted Care Harbor follow-up patients.

9. PREVENTION

Thirty-eight organizations and agencies participated in the prevention and health education areas of the event. Exhibits, booths and counseling stations were available to all patients on the main Arena floor. In addition, two pipe and drape “theaters” were set up for educational presentations on topics important to the patient population. The Care Harbor clinic was a major opportunity to help the most vulnerable in the community to lead healthier lives.

Patients entering the event were greeted at a welcome desk where they received a numbered ticket for their chosen service (dental, vision or medical). Waiting times could be hours and until their number group was displayed on a large video screen, they were free to visit all of the educational exhibits and resources available to them. Almost all patients took advantage of this opportunity. Patient visits to the educational exhibits were not tracked (they will be in future events) so only limited quantitative data is available.

Prevention and education stations provided interactive exhibits, resources and counseling. Topics included:

- Affordable Care Act and its personal impacts
- Low cost and no cost insurance enrollment, with individual CAA counseling
- Hands only CPR training
- Smoking cessation counseling (*562 nicotine replacement kits distributed*)
- Nutrition (low fat soul food and Mexican recipe cookbooks distributed)
- Cardiac health
- Aging related issues and support programs
- Emergency preparedness (*1,250 emergency preparedness kits distributed*)
- Bedbug prevention
- Mental health private counseling, screenings, referrals and support programs
- Alternative secondary education counseling
- Substance abuse counseling and assistance programs
- Landlord-tenant rights, disability rights, and other legal guidance
- Consumer fraud protection, debt reduction counseling
- Job leads and placements for unemployed attendees
- Information on safe sex and STD prevention
- BMI, waist circumference and exercise counseling
- Parenting
- Information on human trafficking and protective actions
- Help in applying for Cal-Fresh, Medi-Cal and other assistance programs
- Meditation instruction
- Housing assistance
- Available money saving programs for phone, utility and other expenses
- Immigration issues

Prevention: Participating Organizations

L.A. Care Health Plan
American Heart Association
L.A. County Dept. of Public Health
L.A. DPH - Division of HIV/STP Programs
Office of Supervisor Mark Ridley-Thomas
International Institute of Los Angeles
L.A. County Dept. of Public Social Services
Youth Opportunity Movement
Clearpoint Credit Counseling
Planned Parenthood
American Heart Association
L.A. County Dept. of Mental Health
County of Los Angeles Registrar
City of Los Angeles Dept. of Aging
Los Angeles Police Department
Network for a Health Community
Health Care Options
EyeCareAmerica

American Red Cross
WE Connect
Goodwill Industries
First 5 L.A.
California Endowment
Vertex Pharmaceuticals
Housing Rights Center
The Art Institutes
CA Department of Corporations
Bet Tzedek Legal Services
L.A. Food Bank - CalFresh
Repoz Lounj
PACE
Coalition of Mental Health Professionals
Shambhala Meditation Center
California Dept. of Corrections
L.A. Dental Hygienist's Society

10. VALUE OF CARE

Value of care does not include logistical costs, administrative costs, follow-up care, prevention education and resources or some tests including urinalyses, EKG's, glucose and others where data is still being reported. It includes only those healthcare services noted below. Conservative cost estimates are drawn from the sources listed in each section.

TOTAL VALUE OF CARE \$2,114,906.00

Medical Value of Care \$702,994.20

Description	Unit Cost	Services	Total
Triage and medical history	\$25.00	3,758	\$93,950.00
Primary care visit	\$70.00	1,286	\$90,020.00
Specialist visit	\$125.00	790	\$98,750.00
Podiatry treatment	\$80.00	348	\$27,840.00
Psychiatric consultation	\$125.00	39	\$4,875.00
Acupuncture treatment	\$60.00	52	\$3,120.00
Chiropractic treatment	\$50.00	642	\$32,100.00
Mammogram	\$105.00	325	\$34,125.00
Pap smear	\$65.00	284	\$18,460.00
Blood panel*	\$267.16	745	\$199,034.20
Dispensary	\$15.00	766	\$11,490.00
Flu shots	\$30.00	804	\$24,120.00
Tdap vaccines	\$40.00	415	\$16,600.00
HIV tests	\$55.00	882	\$48,510.00
		Total	\$702,994.20

*Blood panel includes
 lipid panel - \$73.68
 hsCRP - \$57.24
 A1c - \$53.36
 Glycated Alb. \$82.88

Sources: Blue Cross/Blue Shield, State Employee Health Plan, Epinex Diagnostics, International Federation of Health Plans, Deloitte Consulting (for Kaiser Permanente).

Dental Value of Care**\$778,256.80**

Description	Unit Cost	Services	Total
Dental triage/evaluation	\$66.81	2,025	\$135,290.25
Xray (bite wings)	\$47.23	1,100	\$51,953.00
Perio/prophylaxis	\$97.31	702	\$68,311.62
Amalgam one surface	\$132.30	397	\$52,523.10
Amalgam two surfaces	\$161.82	96	\$15,534.72
Amalgam ≥ three surfaces	\$193.00	55	\$10,615.00
Composite one surface	\$163.15	348	\$56,776.20
Composite two surfaces	\$197.79	46	\$9,098.34
Composite ≥ three surfaces	\$231.36	52	\$12,030.72
Extraction	\$115.02	343	\$39,451.86
Surgical extraction	\$266.58	48	\$12,795.84
Root canal	\$909.80	66	\$60,046.80
Porcelain crown	\$1,047.26	40	\$41,890.40
Acrylic partial dentures	\$1,165.70	104	\$121,232.80
Denture repair	\$197.47	45	\$8,886.15
Fluoride varnish treatment	\$40.91	2,000	\$81,820.00
		Total	\$778,256.80

Source: American Dental Association Survey of Dental Fees; Pacific Region General Practitioners. Mean cost for services.

Vision Value of Care**\$633,655.00**

Description	Unit Cost	Services	Total
Vision exams	\$75.00	248	\$18,600.00
Vision exams & prescription glasses	\$385.00	1,323	\$509,355.00
Readers dispensed	\$2.00	850	\$1,700.00
Cataract surgeries (UCLA)	\$3,200.00	10	\$32,000.00
Retina attachment surgery (USC)	\$12,000.00	1	\$12,000.00
EyeCheck ophthalmological exam	\$75.00	800	\$60,000.00
		Total	\$633,655.00

Source: Volunteer Optometric Services to Humanity (VOSH) average cost data.

11. SPONSORS AND PARTNERS

The Care Harbor event was made possible by the following sponsors and healthcare partners who provided funding, resources and personnel.

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Children's Hospital of Los Angeles

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Olive View Medical Center

Septodont