

Stories of those we serve



A YOUNG MAN who was a paramedic started having abdominal pain. At the time, he was working as a teacher for various nursing and EMT classes, but his job didn't include health insurance. He turned to Contra Costa Regional Medical Center for care and he was diagnosed with cancer. Fortunately, he was able to undergo lifesaving chemotherapy treatment there and is now living a healthier life.

A TECHNOLOGY EXECUTIVE with diabetes lost his job, his wife and his health coverage. He suffered from severe depression. Unable to find employment in his field, he tried several part-time jobs that he was overqualified for, including as a gas station attendant. He was unable to keep these jobs because he was unable to stand on his feet for long periods because of foot pain from his diabetic neuropathy. Despair over the divorce and losing his job and his health insurance drove him to attempt suicide. After the attempt, he started mental health care at CCRMC and now is seen in our family practice clinic. Though he is still looking for employment, he now has health care and his diabetes is under control.

A 30-YEAR-OLD MAN lost his job of five years and his insurance. He has Crohn's disease, a serious, chronic digestive illness, and was getting medical care when he had insurance. His monthly intravenous infusions for his disease were interrupted because of his lack of insurance. As a result, he had a flare up and had to be admitted to CCRMC for treatment. Now he is being followed in our GI clinic and family practice clinic, has Medi-Cal, is able to get infusions of specific therapy monthly and is doing well medically.

*"These nurses, these doctors and the technicians (at CCRMC) were very positive. It made things tolerable...and they lowered (my) level of fear."
—a patient*

The woman called later to express her gratitude to the Case Manager who helped her obtain an appointment.

ONE OF OUR SPANISH-SPEAKING only clients in the Healthcare Coverage Initiative (HCI- a federal program to insure low-income residents) completed a risk assessment questionnaire sent by our Contra Costa Health Plan and identified the following issues: "Spine & heart problems," "I forget to take my medicine," "I need someone to go to appointments with me," "Sometimes I have enough food to eat," "I am depressed and forgetful." Our Health Plan's bilingual Care Management Associate coordinated a mental health referral, scheduled primary care provider appointments for both patient and his wife, and provided community food resource information. A Nurse Case Manager reviewed medications with both the patient and wife and sent a medication list and completed assessment to his provider. The patient now makes all of his scheduled appointments.

A WOMAN being interviewed for enrollment in the Healthcare Coverage Initiative described her worries about being unemployed, possibly being evicted, and having high blood pressure and depression. Our staff provided her with community resource information about employment and housing assistance, alcohol counseling and the Mental Health Access Line. A Case Manager also helped her schedule a follow up appointment with her primary care provider.