

NEWS RELEASE
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HIGHLANDHOSPITAL

A member of Alameda Health System

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New Same Day Clinic Boosts Quality of Service, Reduces Costs, Wait Times for Patients and Families

New Clinic Open Monday through Friday in Highland Care Pavilion

OAKLAND, CA (July 1, 2013) – Highland Hospital officials are expecting a boost in patient satisfaction as a result of anticipated reductions in wait times since the recent opening of the Same Day Clinic in the new Highland Care Pavilion. The new clinic, which occupies 4,340 square feet, including 11 separate examination rooms, is designed to provide prompt care for patients with serious but non-life threatening conditions. Previously, many of these patients would have been seen at the Highland Hospital Emergency Department (ED), a trauma center that handles approximately 90 percent of all major incidents in the East Bay region.

“Our goal as a patient and family-centered system of care is to improve patients’ access to our health care services. Out of 90,000 visits to Highland’s ED in 2012, approximately half were identified as being more quickly and economically addressed in the Same Day Clinic setting,” Vice President of Ambulatory Care Services, Benita McLarin said. **“As a result, the new clinic is expected to sharply reduce patient costs and wait times as an extension to primary and specialty care for community members with immediate health needs.”**

The Same Day Clinic is open Monday through Friday from 8:30 a.m. to 5:00 p.m. Patients can make appointments by calling the Ambulatory Call Center at 510-437-8500 beginning at 6:00 a.m. each day. No drop-ins are accepted.

The Highland Care Pavilion completes Phase One of the \$668 million, seven-year Acute Tower Replacement Project. In addition to the Same Day Clinic, the three-story, nearly 80,000-square-foot Highland Care Pavilion is also home to 10 specialty clinics and a new cafe.

For more information about the Same Day Clinic, Highland Care Pavilion, or Highland Hospital in general, please visit www.highlandhospitalahs.org. For more information about Alameda Health System (AHS), please visit www.alamedahealthsystem.org.

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About Alameda Health System (AHS)

Alameda Health System (AHS), a major public health care provider headquartered in Oakland, California, is recognized as a world-class patient and family centered system of care. Its mission – caring, healing, teaching and serving all – sums up the AHS core objectives to promote wellness and eliminate disparities within the diverse communities it serves in Alameda County. As a regional and national leader in health care safety and excellence, AHS aims to optimize the health of all Alameda County residents by multiplying access points to its best-in-class care.

AHS creates positive patient experiences. Service and community engagement are a priority, and the system offers programs that deliver value to individuals across all patient populations regardless of their social or economic status. Quality, financial strength and development of the workforce are also system hallmarks that ensure continual improvement to every aspect of our reach in the community.

A major economic force in Alameda County, AHS employs 3,200 people, including over 500 physicians at six facilities. These include Highland Hospital, a major regional trauma center and teaching hospital, John George Psychiatric Hospital, an acute and emergency care facility in San Leandro, California; Fairmont Hospital, an acute rehabilitation hospital and skilled nursing facility, also in San Leandro; and four ambulatory wellness centers in Oakland, Newark and Hayward, California.