Bringing Whole Person Health to Portland & Multnomah County Multnomah County Health Department | Community Health Center Ryan Linskey, Shared Services Operations Manager | Kendra Allen, Mobile Clinic Program Supervisor

Multnomah Mobile Health

Multnomah County's Community Health Center is Oregon's largest FQHC, treating more than 55,000 patients each year at 18 clinic locations offering primary care, dental, pharmacy, behavioral health, lab, and student health services.

In 2024, the Health Center launched a mobile health van that offers medical, dental and lab services at rotating locations in Multnomah County.

Mobile Health Services

- Treatment of injuries and illnesses (wound care)
- Diagnosis and management of chronic diseases
- Physical exams
- Reproductive health
- Vaccines
- Pregnancy testing
- Routine lab tests
- Dental check-ups and cleanings
- Behavioral health referrals
- Community Health Worker referrals
- Limited prescription drug dispensing

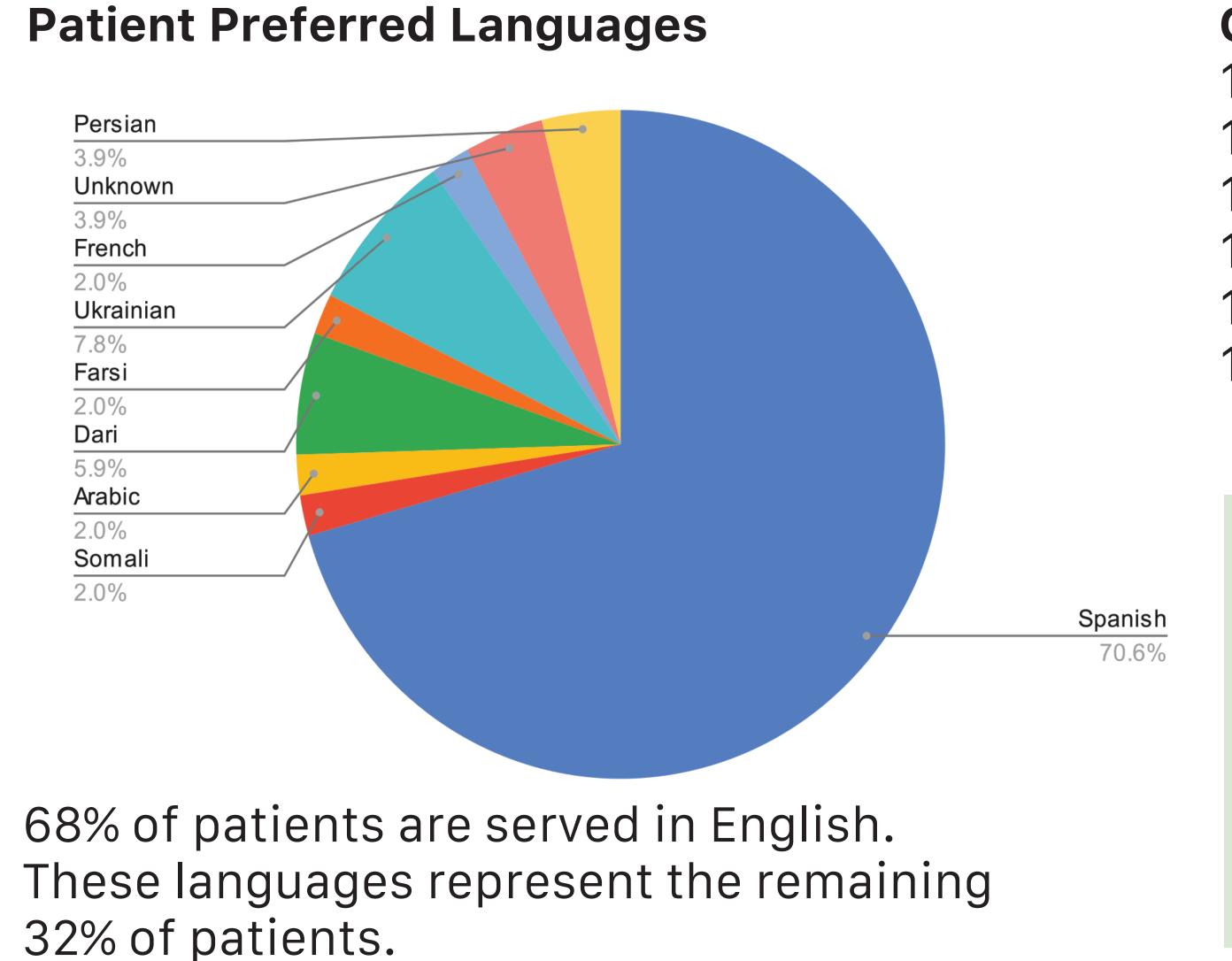
Other Services

- Interpretation
- Access to Eligibility for
- Insurance enrollment
- Referrals to specialty care



Relevance to Mobile Health Providers

Our mobile clinic provides integrated primary care, dental, laboratory, and pharmacy services. Patients can receive comprehensive physical examinations and dental checkups in a single visit. Our on-site pharmacy dispenses common medications, including antibiotics, ibuprofen, and other select prescriptions. If a required medication is unavailable, we provide a prescription for convenient pickup at a retail pharmacy.

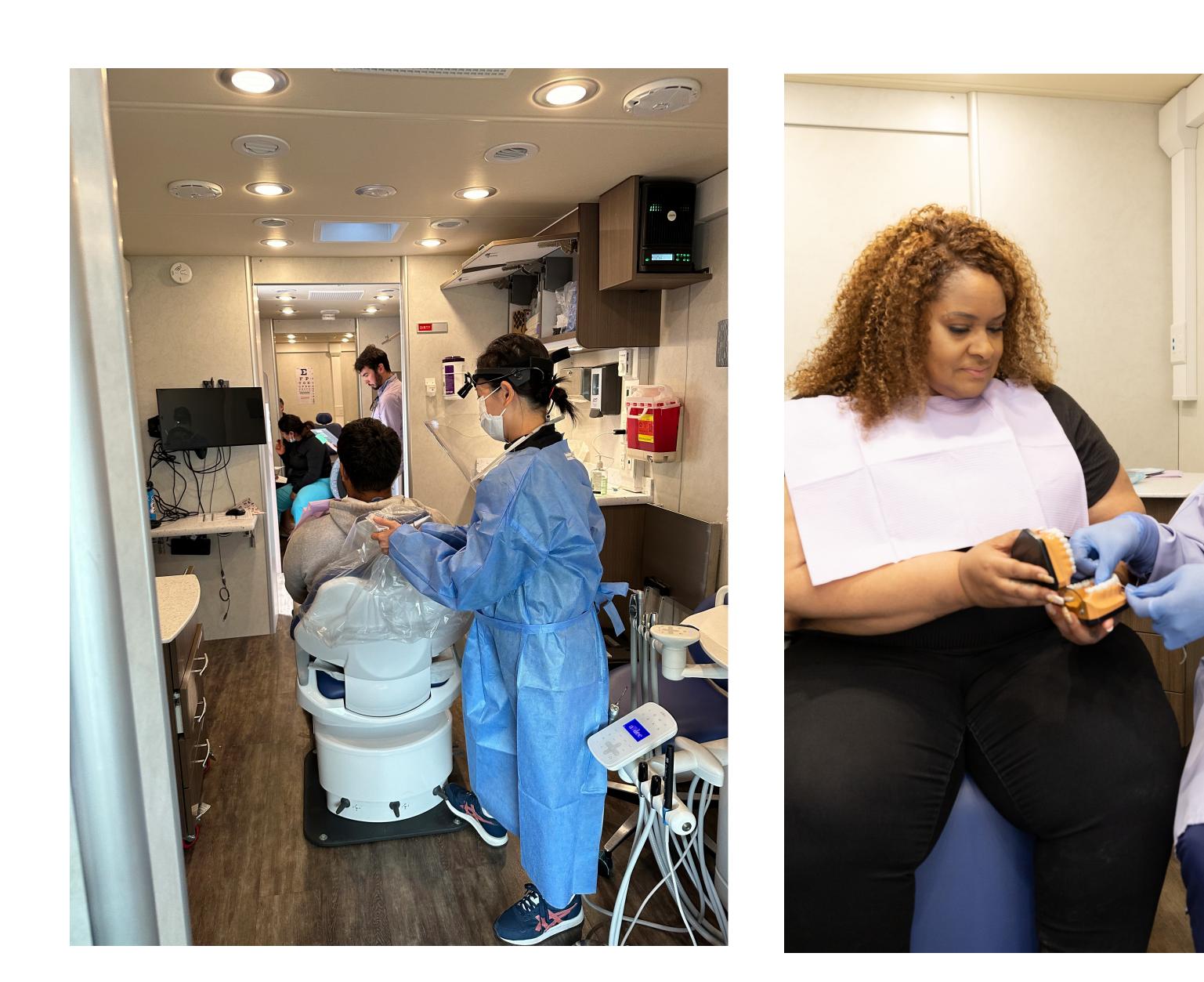


Compact Team, Maximum Impact

- 1 Provider
- 1-2 MAs
- 1 Case manager
- 1 Supervisor
- 1 Dental Hygienist
- 1 Program manager

"Thank you for actually listening to me and for taking the time to look at what I had going on. I've let my health go downhill because I've felt like doctors don't listen to me. Thank you for caring." - Behavioral Health Resource Center client





One Stop Shop for Whole Person Health

Patient A presents with an abcess on her leg. In the process of receiving treatment for her wound, she receives a comprehensive medical visit where the provider inquires about her health history and any other symptoms she is experiencing. The patient mentions that her teeth hurt, and she is given a referral to the other side of the mobile clinic for a teeth cleaning that same morning. She is prescribed and given antibiotics on the spot for her leg wound.

Patient B visits the mobile health clinic twice a month at the partner organization where he receives social services. During his first visit, he explained that he is an immigrant without documentation and he was afraid to see a doctor. He had not received medical treatment for more than 10 years. Each year, he became more anxious about seeking treatment due to fear of judgment for not getting care when he needed it. He felt more comfortable coming into the mobile clinic because it was in a familiar space and he saw other members of his community getting treatment there. He has received support for health insurance eligibility, a comprehensive medical exam, lab work, dental cleaning, vaccinations, ibuprofen for back pain, and referral to a dermatologist.

Patient C explains that she has tried to make a dental appointment at numerous clinics in her area but has been told that there are no openings, or that her Oregon Health Plan insurance is not accepted. During her dental cleaning, she asks about getting a flu shot. After her dental visit she sees the primary care RN and receives a flu shot and Covid booster.

"The mobile health clinic has been a lifeline for our community's most vulnerable members, delivering compassionate care directly to those in need. Its impact goes beyond providing medical services; it's about restoring trust and dignity to individuals who have been marginalized or traumatized by traditional healthcare settings. With each visit, we witness profound transformations as people regain their confidence in seeking medical help and take steps towards healing, both physically and emotionally. The mobile clinic serves as a beacon of hope, ensuring that vital healthcare services reach those who need them most, wherever they may be." - Rose Haven Director



Policies and Procedures

Our mobile clinic program utilizes innovative strategies to ensure safe, efficient, and client-centered care. We prioritize comprehensive safety and well-being for patients with a focus on innovation and quality of our care environment.

Co-Pilot Enhanced RV Driving

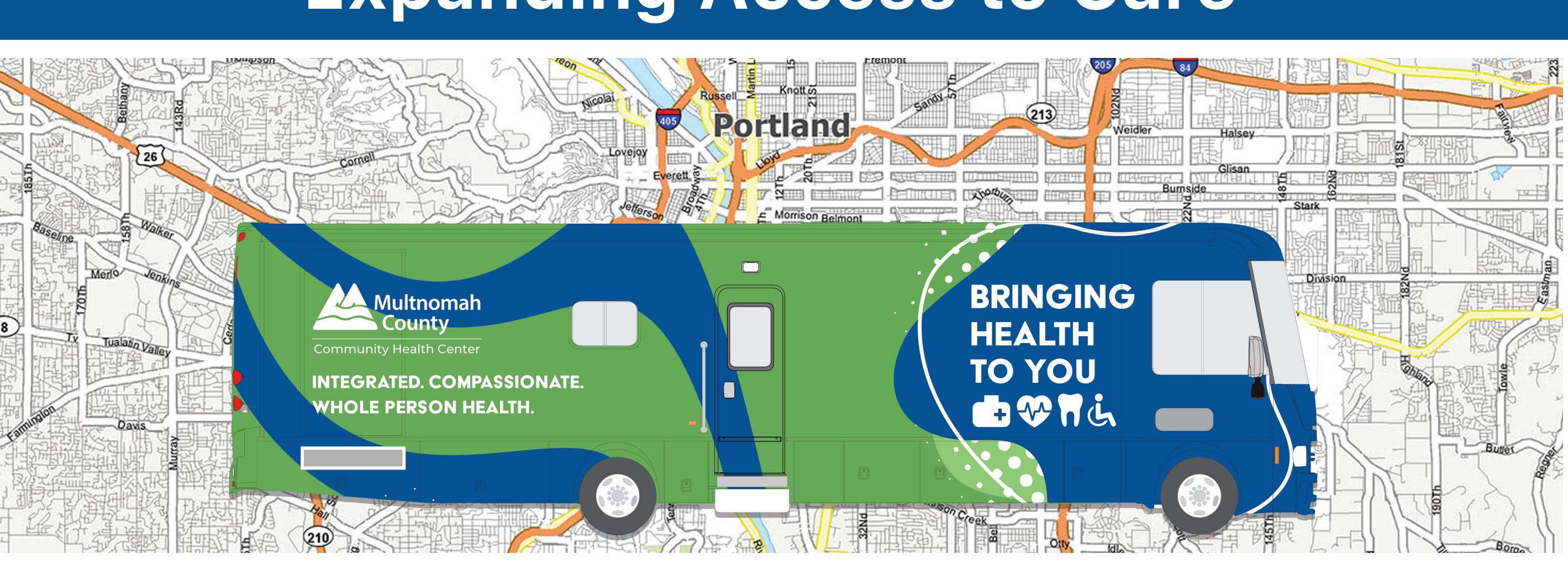
- Specialized RV driver training
- Mandatory driver/co-pilot system
- Co-pilot assists with navigation, parking, and maneuvers

Emergency Response Kit

- Glovebox kit with clear instructions
- Steps for post-accident procedures
- Emergency contact list

Multi-Tier Maintenance System

- Daily, weekly, monthly, annual checklist
- Mechanical systems: engine, generator, oil
- House systems: HVAC, water quality



Our mobile clinic program serves immigrants, refugees, asylum seekers, people who are experiencing houselessness, and low-income communities. While our community health centers are designed to provide healthcare to these patient populations, there are many life circumstances that can present additional barriers to accessing healthcare. These barriers include the lack of access to transportation, language barriers, educational barriers and financial barriers. Cultural and societal beliefs may influence someone's understanding of who has the right to access healthcare, and previous negative experiences or fear of judgment can also delay someone from seeking out health care when they need it.

When we come directly to the community we are able to clear up misconceptions, remove various barriers to care, and show that their health is just as important as anyone else's. We educate the community on their rights to access health insurance, health care, and provide services to all regardless of their ability to pay.

Patient-Focused Security

- Security guards vetted for patient care experience
- De-escalation training
- Exterior safety & customer service focus

Environment of Care Safety Protocols

- Hazardous material response plans
- Respiratory safety measures
- Emergency response & equipment upkeep
- Specialized cleaning procedures

Strong Partnerships, Increased Impact

- Non-profits, homeless shelters, day centers, and
- transitional housing locations
- Connections to wraparound support services like housing, food stamps, bus tickets and more.

Expanding Access to Care