



Rotary



The Joshua Tree



May 12, 2020

REBUILDING A MEDICAL GROUP

As our Rotary Club continues to meet via Zoom and keeping with the theme of how Coronavirus has affected our businesses, this week we heard from **Susannah Meehan**, who has been the Director of Clinical Operations at Heritage Victor Valley Medical Group for the past 12 years. In her position, she handles the areas of patient care, planning and protocol for the medical group.



Heritage saw the signs early and began to get things ready since March, when early word of the Pandemic hit. One of their first tasks was prepping as many of the workers to work their daily functions at home, and to set up a fever clinic for their members. Although they haven't been overrun, at one time they had about 17 patients in one day who were checked out for COVID-19.

One of their first challenges was to find something to do for all of their workers who were now at home. The answer was connecting with Heritage Health Coaches and begin to make daily wellness calls to their high-risk patients. With these members, they would explain what the health orders meant, the symptoms to watch out for and let them know where they could get tested.

After the staff went through calls to the high-risk patients, they moved onto all patient members of Heritage, which is a whopping 20,000 individuals! So far, they have made over 7,000 phone calls and have received an overwhelming positive response from their members.

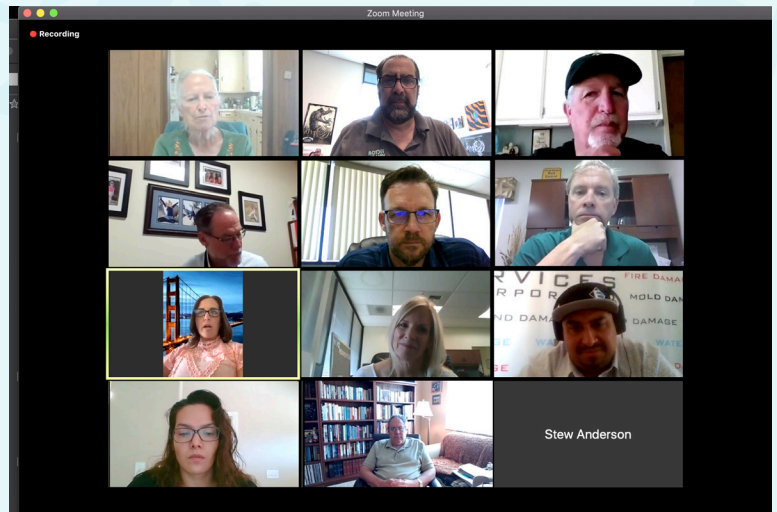
Over a year ago, Heritage began a food pantry with donations from employees as well as the community. During this pandemic, they have sent out many bags of groceries to

seniors. One day a senior called and was concerned that they could not find any cleaning supplies, and with that one call, led to Heritage developing a partnership with Arm & Hammer who donated two truckloads of products for their seniors!

As with St. Mary Medical Center, a tent has been set up outside their Urgent Care facilities for screening for all patients before they are allowed to enter. Due to this, combined with the cancellation of elective surgeries, things slowed down, but now they are extremely busy because people waited too long to come in for their urgent care

needs. Elective surgeries have slowly started again, mainly focusing on cardiac issues, plus knee and hip surgeries.

As things progress, so will the face of how medical groups like Heritage work with patients and the community. The good news is that Heritage Victor Valley Medical Group are prepared to handle any changes that they face.





VICTORVILLE ROTARY CLUB OFFICERS

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Joshua Tree Editor	Chris Ackerman

The Victorville Rotary Club meets every Tuesday for fellowship at 11:30 a.m. and meeting at 12:00 noon at the Green Tree Golf Course Clubhouse, 14144 Green Tree Blvd., Victorville

Make-up Days and Locations

MONDAY:	San Bernardino East, Imperial Palace, noon
TUESDAY:	Rancho Cucamonga Sunrise, 7:15 a.m. Empire Lakes Golf Course Rancho Cucamonga, 12:00 p.m., Etiwanda Gardens
WEDNESDAY:	High Desert/Hesperia Club meets 7:00 a.m., Denny's, 14165 Main St., Hesperia San Bernardino Crossroads, Hilton, noon, Barstow, Rositas, 540 Main St, 12:00 p.m.
THURSDAY:	Apple Valley, Rusty Bull, AV, 1st, 2nd and 4th Thurs Ontario, 12:15 p.m., Doubletree Hotel San Bernardino, Denny's at I-15, 7 a.m. Redlands, Masonic Temple, noon
FRIDAY:	San Bernardino North, Elks Lodge, 12:05 p.m.

Read B4K Success Story



The mother of this young man was concerned about his difficulty in making sounds and approached our liaison **Colleen Calderon**, and through Read B4K this Kindergarten student has started on the program and the mother is extremely happy with the results. Thanks to all who help make Read B4K a success!

Upcoming Rotary Programs

- May 19:** David North, Bank of George
Topic: Paycheck Protection Program - A Mess from Good Intentions (Page)
- May 26:** **OPEN** (Please Contact Mike Page)

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