



NHA: Quality Care Within Reach



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Neighborhood Health Association (NHA) has provided vital medical care to people at facilities rooted right in their Toledo neighborhoods for nearly 50 years. Our mission is simple: Everyone deserves quality health care—no matter their ability to pay.

It all began in 1969 with the creation of NHA's Cordelia Martin Health Center. The center was founded by a group of concerned citizens who grew discouraged by the lack of medical attention given to their fellow neighbors. Their collective mobilization quickly formed into a tangible concept: The Cordelia Martin Health Center—a facility where neighbors could have all their medical needs met.

Today, NHA is 14 community health centers strong, providing compassionate medical care for neighbors across Northwest Ohio. We are a network of award-winning health care facilities designed to meet the health care needs of adults and children facing medical and socioeconomic challenges. Our patient centered medical home care model ensures safe, comprehensive, coordinated and accessible care for every individual patient's needs. All of our clinics are located squarely within the neighborhoods of those we seek to serve, ensuring greater access and lessening the barriers to care.

Here is a glance at the specialized care and programs available to NHA patients.



Adult Medicine

NHA operates five community health centers that specialize in adult primary care. The sites include: **Cordelia Martin Health Center, Holland Health Care, Nexus Health Care, Navarre Park Family Health Center, and South Side Community Health Center.**

Services are:

- Routine check-ups/wellness exams
- Chronic disease management (diabetes, asthma, allergies, sickle cell disease)
- Physicals
- Cardiology
- General surgery
- Podiatry
- Immunizations
- Laboratory services
- Community Health Workers care coordination
- Pharmacy & prescription assistance
- Translation services
- Transportation
- Hearing screening & hearing aid assistance

Just for Kids

Four of NHA's community health centers offer comprehensive pediatric care. These sites include: **Daisy Smith Pediatrics at Cordelia Martin, Pediatrics at Nexus Health Care, Navarre Park Family Health Center, and NHA Pediatrics.**

Services provided are:

- Well-child check examinations
- Vaccinations (measles, mumps, chicken pox)
- Physical examinations/sports physicals
- Treatment of childhood chronic diseases (asthma, allergies, childhood diabetes)
- Treatments for accidents and injuries
- Vision & hearing screenings
- Women, Infants & Children (WIC) program
- Community Health Workers care coordination

Welcoming Women's Care

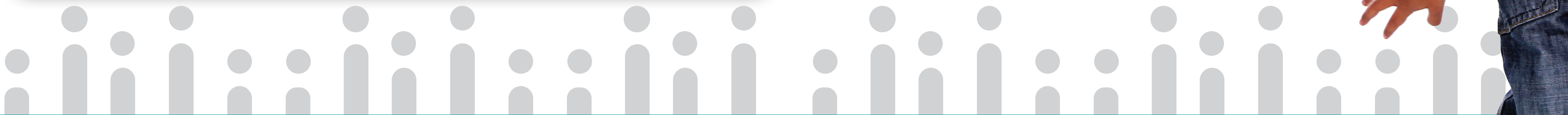
Huron Street Women's Outreach Center, Nexus Health Care and the Women, Infant & Children (WIC) program are dedicated to helping women live their best, healthiest lives.

Reducing Infant Mortality & Morbidity

Our center on **Huron Street** in North Toledo is home base for NHA's **Perinatal Outreach Program**, which aims to reduce infant mortality rates in the African American community. In the U.S., black babies die twice as often as white babies. According to 2015 data from the U.S. Dept. of Health and Human Services, that number is three times higher than their white counterparts in the state of Ohio. A *Toledo Blade* report from Nov. 2016 states that the Lucas County mortality rate for white babies seems to be falling, while the same rate continues to rise for black babies. In addressing this

"The mere existence of NHA is a great example of how ordinary people can change the lives of others by simply joining the power of their voices to address an issue. This organization and its almost 50-year history are the result of one community caring about access to quality health care for everyone. It's an incredible illustration of the strength of our humanity."

—Doni Miller, CEO



matter, our certified Community Health Workers assist more than 100 families each year with life-changing resources, including access to safety items such as car seats and cribs, and assistance obtaining GEDs or high school diplomas. Additional resources provided with assistance from the Hospital Council of NW Ohio allow for a broader and more effective reach into the communities most affected by this issue. NHA is aggressively expanding its efforts to address this most pressing health crisis.

“As NHA community health workers, we are your links to having a successful pregnancy and healthy baby.”
—Chantel Boyd, Certified Community Health Worker

Other services through the **Perinatal Outreach Program** include:

- Assistance with keeping medical appointments
- WIC enrollment
- Education on how babies develop and grow
- Home visits up to year after the baby is born
- Support with food, shelter, alcohol use, tobacco use, domestic violence, mental health services, and necessity items like diapers and wipes

Healthy Women at Any Age

Women at any stage in their reproductive health—from adolescent women to post-menopausal women—are put at ease in our new **Nexus Health Care** facility. NHA proudly employs gynecologists/obstetricians, midwives and Certified Nurse Practitioners to assist our female patients. Provided services are:

- Gynecological care
- Prenatal care
- Free pregnancy tests
- Blood pressure & sugar checks
- Health education
- Treatment for urinary tract infections, pre-menstrual syndrome, menopause, & STDs
- Adolescent gynecology
- Breast examinations
- Family planning

Women, Infants & Children Program

The WIC program seeks to improve the health of at-risk pregnant mothers. Participants receive nutrition education, breastfeeding support, referrals for health care, immunization screenings, and supplemental food staples like milk, juice, eggs, fruits, and vegetables. NHA offers WIC services at our **East Toledo location (117 E. Main St.), Cordelia Martin** and **NHA Pediatrics**.

Services for Unhoused Individuals

NHA's **Mildred Bayer Clinic for the Homeless** is the only facility of its kind in Northwest Ohio. The health center ensures that our patients living in shelters, on the street, or in doubling-up situations receive excellent care with as little stress as possible. Patients enter the facility at the entrance at Jefferson and 15th, where a covered patio with benches provides a more comfortable waiting space if it's raining or snowing before the clinic opens. The facility offers:

- Primary care
- HIV testing/counseling
- Pregnancy tests
- Vision services
- Prescription assistance
- Dental care
- Pharmacy services
- Laboratory
- Specialty referrals
- Hearing screening & hearing aid assistance

To eliminate the hurdles this patient population often faces, all services are provided at no cost to our patients at **Mildred Bayer**.

• **Transportation for medically-related appointments:** Reliable transportation is one of the biggest hindrances to healthcare. Unhoused individuals are offered complimentary van service from their temporary residence to the clinic and back, or to any other NHA facilities they are utilizing.

• **Showers:** Many patients of this clinic are living in shelters, under bridges, in abandoned buildings, and on the streets—locations where it is not always possible to maintain those personal hygiene habits that are critical to personal dignity. Mildred Bayer provides shower facilities for those wishing to use them. Additionally, patients are offered any travel-sized personal items they may need, including soap, shampoo, feminine hygiene products, deodorant, toothbrushes, and toothpaste to take with them.

• **Clothing Pantry:** Most often, patients seen in our **Mildred Bayer Clinic** are without seasonally-appropriate or clean clothes. In response to this need, our clinic maintains a clothing pantry, fully stocked with such items as coats, shoes, underclothing and personal hygiene items. If our patients prefer, our staff will wash their original clothes in our commercial washer and dryer while the patient is receiving care.

Dental Services

Good oral health is just as important as physical health, and many times, a tooth or gum issue could be the sign of a more serious health condition. NHA offers a full range of dental care at **Cordelia Martin, Mildred Bayer** and **Nexus**. Dental services for adults and children include:

- Teeth cleanings
- Fillings
- Regular check-ups
- X-rays
- Tartar removal



Integrated Mental Health & Primary Care

The impact of untended mental health needs on physical health is the most underestimated factor in the management of one's health care. A person's mental health condition can overshadow chronic conditions such as hypertension, diabetes, obesity, and heart disease. In an effort to address this issue, NHA has partnered with the **Zepf Community Mental Health Center** to provide integrated primary and mental health care to patients with mental health concerns. This rarely-used paradigm is designed to ensure the solid and consistent exchange of treatment information between mental health and primary care providers, thereby maximizing the opportunity for patients to achieve positive treatment outcomes. This is the only facility of its type in Northwest Ohio.

Integrated Substance Abuse Treatment & Primary Care

Similarly to the partnership with Zepf, NHA and **A Renewed Mind** have joined forces to establish a comprehensive Medically-Assisted Treatment (MAT) program for people struggling with opioid addiction at **The Access Center**. This center, located on Toledo's east side, also provides support for family members and friends of our patients. This innovative approach to care makes use of the newest technology and best practices in the management of the issues confronted by this population. The program is the one of its kind in Northwest Ohio, and is proving quite successful in its approach.

Resources for Seniors

NHA partners with the Area Office on Aging to manage two community centers, the **J. Frank Troy Senior Center** and **Mayores Senior Center**. Both facilities offer engaging activities for seniors and opportunities to build friendships. Programming includes events and outings for participants, games like Bingo and cards, and scheduled shopping excursions with complimentary shuttle service.

Health care services for seniors include:

- Primary care
- Physical examinations
- Flu shots
- Pneumovax for seniors 65+ years old
- Treatment for arthritis, diabetes, respiratory illnesses, and urinary tract infections

“You cannot provide quality care without ensuring that the experience of patients is one steeped in dignity; one which imparts a strong sense of self-reliance and empowerment when it comes to the management of their health care and their lives. These tenets are therefore central to both our mission and our care delivery system. That NHA provides a high quality of care to its patients is both well documented and measurable. Our patients allow us to help them change the course of their lives and for this we are both proud and grateful.” — Doni Miller, CEO

“We use a combination of medically-assisted treatment and supportive therapy to help people reach sobriety. It's a truly integrated approach to medicine, as we also see patients for their primary care, mental health, physical health, and substance abuse needs.”

- Dr. Cuneyd Tolek, MD

Nexus: Innovation in Neighborhood Health Care

NHA has had tremendous growth since those beginning days at Cordelia Martin. Our newest community health center, Nexus Health Care, a state-of-the-art medical facility, opened in the heart of Toledo's UpTown District in October of 2016.

As its name implies, Nexus is dedicated to being at the center of our patients' lives, helping each person who enters our doors connect with the care they deserve. As the newest member to the NHA family, this 43,000-square-foot facility features elements that go above-and-beyond traditional health care. These services are available to all NHA patients.

Full-Service Pharmacy

Affordability is one of the biggest setbacks for patients using prescription medications. However, with support from the **federal 340B Program**, we are able to offer our patients a substantial savings on their generic prescriptions. Low-cost medication isn't affective unless you know how and when to take it. Our pharmacists are here to counsel and talk to patients about their medications.

On-Site Job Training

From the outside, **Nourish Café** appears to be an inviting place to grab a quick bite to eat. It happens to be so much more than that. At this café, we're not only nourishing the bodies of our customers, we're providing a distinctive program designed to teach skills necessary to sustain employment.

Financial stress is a major deterrent to achieving successful medical outcomes. The challenges typical to the lives of our patients are often prohibitive to maintaining the type of employment that enhances the economic quality of their lives. This innovative training program—atypical to Community Health Centers—will teach those skills essential to productive job retention, thereby reducing the financial stress experienced by many of our patients. In reducing this type of stress, we increase the chances for better health.

Evening and Weekend Appointments

Life is hectic, and not everyone has the ability to make a doctor's appointment during regular work hours. In order to ensure our services are available across a wide spectrum of needs, our **Harry F. Brown After Hours Care** provides care after regular weekday clinic hours, on weekends and holidays. This clinic is not an emergency room, but rather a location for non-emergent care during alternative hours.

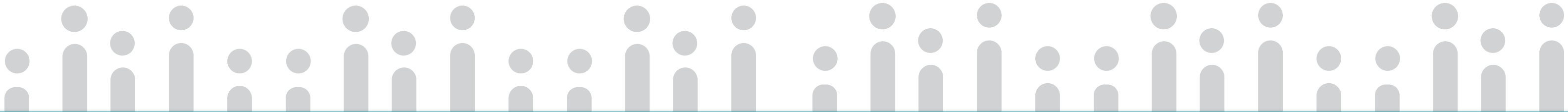
Free Financial Assistance

One of the most innovative service lines is one offered in partnership with the **Toledo Urban Federal Credit Union (TUFCU)**. The TUFCU is a community improvement credit union with the mission of serving community residents considered to be “high financial risks.” Many of our patients have a strong and persistent relationship with predatory lenders. The credit union specializes in extricating people from these loans, helps to establish credit worthiness, and provides credit counseling. Having this service immediately available to patients enhances the possibility that they will make use of this important resource.

To learn more about our locations, services, and programs, please visit www.nhainc.org, or visit us on **Facebook**, **Twitter** and **Instagram** by searching for **NHAToledo**.

“We answer any questions patients have about their medicine, such as when to take them, any possible side effects, and overall guidance on how to administer the medication.”

—Joel Levitan, NHA Pharmacist



ADULT MEDICINE**Cordelia Martin Health Center**

615 Division St.
Toledo, OH 43604
419.255.7883

Holland Health Care

225 S. Irwin Rd.
Holland, OH 43528
567.703.8985

Nexus Health Care

1415 Jefferson Ave.
Toledo, OH 43604
419.214.5700

Navarre Park Family**Health Center**

1020 Varland Ave.
Toledo, OH 43605
419.696.1515

South Side Community**Health Center**

732 South Ave.
Toledo, OH 43609
419.241.6106

PEDIATRICS**Daisy Smith Pediatrics**

615 Division St.
Toledo, OH 43604
419.255.7883

Navarre Park Family**Health Center**

1020 Varland Ave.
Toledo, OH 43605
419.696.1515

Nexus Health Care

1415 Jefferson Ave.
Toledo, OH 43604
419.214.5700

NHA Pediatrics

One Aurora Gonzalez Dr.
Toledo, Ohio 43609
419.241.4230

HEALTHCARE FOR WOMEN**Huron Street Women's
Outreach Center**

923 N. Huron St.
Toledo, Ohio 43604
419.242.6028

Nexus Health Care

1415 Jefferson Ave.
Toledo, OH 43604
419.214.5700

**HEALTHCARE FOR
THE UNHOUSED****Mildred Bayer Clinic
for the Homeless**

1415 Jefferson Ave.
Toledo, Ohio 43604
419.241.1554

SENIOR CENTERS**Mayores Senior Center**

Two Aurora Gonzales Drive
Toledo, Ohio 43609
419.242.1144

J. Troy Senior Center

545 Indiana Ave., Suite A
Toledo, OH 43604
419.255.6206

DENTAL CLINICS**Cordelia Martin****Health Center**

615 Division St.
Toledo, OH 43604
419.255.7883

**Mildred Bayer Clinic
for the Homeless**

1415 Jefferson Ave.
Toledo, Ohio 43604
419.241.1554

Nexus Health Care

1415 Jefferson Ave.
Toledo, OH 43604
419.214.5700

PHARMACY

Nexus Health Care
1415 Jefferson Ave.
Toledo, OH 43604
419.214.5700 x6280

**INTEGRATED MENTAL HEALTH
& PRIMARY CARE****Zepf Center**

905 Nebraska Ave.
Toledo, OH 43607
419.255.4050

**INTEGRATED SUBSTANCE ABUSE
TREATMENT & PRIMARY CARE****The Access Center**

117 Main St.
Toledo, OH 43605
419.691.1322

PATIENT JOB TRAINING**Nourish Café at****Nexus Health Care**

1415 Jefferson Ave.
Toledo, OH 43604
419.214.5700



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