

## **NORTHLAKES COMMUNITY CLINIC**

There is a relative newcomer to our healthcare community, NorthLakes Community Clinic. They are a Federally Qualified Health Center (FQHC), providing a wide range of outpatient primary care services, including medical, dental, and mental health care. They focus on Medicaid beneficiaries and uninsured or underinsured folks who often have significant challenges accessing the care they need. NorthLakes has provided pediatric dental services in Eau Claire for the past two years. Last fall, they added mental health counseling.

NorthLakes has existed for 15 years, with 17 clinics in small rural communities across northern Wisconsin. They planned to expand slowly in the Chippewa Valley, working with partners over time to check out the needs to ensure they both duplicate and compete with other providers in the area. FQHCs exist to fill healthcare gaps and improve access for underserved populations. However, those slow-growth plans have changed due to the immediate needs of our communities.

CEO Reba Rice, who lives in Altoona, said, "We're excited to work with the community to do our small part to fill the needs. It's going to take a lot of us doing whatever we can. There is much concern, fear, and anger in the community right now, which makes sense. And, there are also many positive opportunities and resources right here."

The services NorthLakes hopes to have up and running by May of 2024 include primary medical, pediatric, and general dentistry, mental health counseling, and full-spectrum outpatient recovery (including individual and group therapy and medication-assisted treatment). They are actively recruiting providers and staff.

Anyone interested in employment opportunities or wanting to be updated on their plans can visit their website landing page expressly set up for this situation. [NorthLakes Responds to HSHS and Prevea Closings in Western Wisconsin – NorthLakes Community Clinic \(nlccwi.org\)](https://www.nlccwi.org)

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Check out our Friends of NorthLakes Facebook page!

## **THE REMEDY**

Dear Community Members,

I hope this memo finds you well during what undoubtedly must be a challenging time for the Chippewa Valley Communities. We are writing to express our deepest condolences regarding the pending closure of HSHS and Prevea Health and the impact it will have on the patients, their families, and the residents of your communities. The closure of such a vital institution brings forth a wave of uncertainties, especially in terms of healthcare access, and we want to assure you that we are committed to providing ongoing support.

Considering this unfortunate situation, we are pleased to introduce The Remedy Mental Health, a Wisconsin and Minnesota based mental health clinic committed to meeting patients where they are with forward-thinking treatments that offer a better quality of life. We understand the importance of mental health services and the impact that disruptions in care can have on individuals and their loved ones. While we are not able to fill the void of all the critical services impacted by the departure of HSHS and Prevea Health, we are uniquely positioned to maintain and enhance outpatient mental health and substance use disorder services. We are pleased to announce that we have **successfully hired 95% of the employees of Prevea Behavioral Health outpatient clinics**. This will provide for a seamless transition of care without any disruption to patients.

Our team consists of highly skilled and compassionate professionals, including experts in psychiatry with specializations in addiction, interventional, perinatal, hospital-based and outpatient psychiatry. This diverse skill set ensures that we can address a wide range of mental health needs and offer comprehensive care tailored to the unique circumstances of everyone. Specifically, our team has a proven track record in inpatient psychiatry, providing compassionate and effective care to individuals requiring hospitalization. Our consult-liaison psychiatry expertise allows for seamless collaboration with medical, emergency, and surgical specialties, ensuring integrated care for patients with complex medical conditions. Additionally, our passion for addiction psychiatry enables us to address the unique challenges associated with substance use disorders.

The Remedy Mental Health goes above and beyond and sets itself apart as we also can provide cutting-edge interventional psychiatric treatments including transcranial magnetic stimulation (TMS) and Ketamine/Spravato services. Additionally, we can provide electroconvulsive therapy (ECT) if needed. At Remedy Mental Health, we believe in providing comprehensive and personalized care to address the unique challenges that individuals may face. Our expansive clinic is equipped to cater to a spectrum of mental health concerns, ensuring that each patient receives the attention and support they require for their well-being.

Moreover, we understand the broader impact of the hospital closure on the community, including potential job losses. The Remedy Mental Health is committed to working collaboratively with the community to alleviate these concerns. We aim to create a supportive environment for both patients and residents, fostering a sense of continuity in care and stability in employment.

We are here to assist and support you during this transition, and we look forward to the opportunity to contribute positively to the mental health and well-being of the Chippewa Valley Communities. Please see the attached guide that provides further information on our clinic and how we can help meet the needs of your communities.

Thank you for your time, and we extend our heartfelt condolences to all those affected by the closure of HSHS and Prevea Health services.

Sincerely,

Daniel Golden, CRNA  
CEO

Daniel Montville, MD  
Medical Director

Glen Rebman, DO, MA  
CMO

## **PIVOTAL HEALTH**

Urgent healthcare, delivered right to your doorstep. That's the innovative vision behind Pivotal Health, a Wisconsin-based startup that's transforming healthcare access and affordability.

Since launching in 2021, Pivotal Health has provided over 10,000 on-demand home visits across metro Wisconsin, bringing urgent care, primary care and preventative health directly to patients. Their network of providers travel to you, at the time you choose, sparing you those dreaded waits in a crowded clinic or hospital ER.

Through an intuitive tech platform, Pivotal Health makes every part of the healthcare experience remarkably seamless - from insurance coverage verification and transparent pricing, to automated scheduling, payment, clinician charting and follow-up care. Patients benefit from convenience and lower costs, with visits a fraction of the price of an ER trip. Providers benefit from streamlined workflows that enable a new care delivery model.

Now, Pivotal Health is actively looking to expand their innovative model for urgent care and primary care to the Chippewa Valley region. They have providers in the area ready to start seeing patients in March. Pivotal Health is fully in network with all major and regional health insurers including UnitedHealth care, BlueCross BlueShield, Network Health, Medicare, and more.

They're in talks with stakeholders about financing growth, and meeting with employers about a direct-to-business offering that radically lowers company healthcare costs. At its core, Pivotal Health aims to make quality care more accessible and affordable using smart technology. That innovative vision is transforming Wisconsin's healthcare landscape for the better.

Some notes:

- Pivotal Health has an innovative model for clinician house calls for urgent care and primary care for patients of all ages - easier for consumers and for our providers.
- We've done over 10,000 visits across 3 WI metro areas since starting our operations in late 2021.
- We have a team of providers in the Eau Claire area that want to work for us and bring our model to the region. We can start seeing patients in less than a month - March 2024.
- We will serve Eau Claire County, Chippewa County, and Dunn County initially.
- We are looking for \$1 million of investment and/or debt for our expansion costs.
- We are also looking for employers that are interested in signing up for our Direct Care model. We already have a few employers with over 300 employees ready to sign up.

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