



# ASIAN HEALTH SERVICES

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OAKLAND, CA  
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3630

## CEO & PRESIDENT'S Message

This is a historic year for Asian Health Services (AHS) as it marks our 50 years of service and advocacy. The past five decades have been filled with unforgettable moments in time, from challenges such as pandemics to victories and accomplishments such as the Affordable Care Act and our clinic expansions in medical, dental and behavioral health services. Through it all, AHS has always centered our work on our patients and community. As we look ahead to at least another 50 more years, we are so fortunate to have an incredible team of 500+ providers and staff, as well as dedicated board members and community supporters.

2024 is an important year for determining our future. We urge all eligible voters to cast your vote as there is so much at stake. Vote for yourself, your family, and your community's health and well-being.

One important issue on the ballot is Prop 35, which would secure dedicated funding to help hospitals, clinics (like AHS) and doctors' offices stay open and support care for 15 million Californians on Medi-Cal.

It will secure essential funding to expand access to health care without raising your taxes. We urge you to vote yes on Prop 35 this November for a healthier California. There are many other issues on this ballot. It is also important to select our future leaders at the local, state and national level. We will be sharing a voter guide in different languages to provide you more information to inform your vote. No matter what you decide to vote on, make sure you vote!

We are also re-convening our patient general meeting on October 30th in Oakland! This important townhall allows AHS to connect with our patients, share with you what we are doing, and to hear from you directly.

At the general meeting, we will share some exciting news about our upcoming expansions. Please see more information on how you can participate in our general meeting.

We are honored to have served this community for the past 50 years, and we look forward to continuing for many more years to come. Thank you for entrusting us with your health care, and so much more.



Julia Liou, **CEO**



Thu Quach, **President**

### Patient Post-Visit Survey







AHS has launched a "Patient Post-Visit Survey"! This survey consists of six short questions designed to capture your immediate impressions and experiences from your visit. Your feedback is invaluable in helping us improve our services and provide the best care possible. Please take a moment to complete the survey before you leave.



ASIAN HEALTH SERVICES

### After Visit feedback

Site: \_\_\_\_\_  
Date of Visit: \_\_\_\_\_

	 Poor	 Fair	 Good	 Great
1. Please rate your overall satisfaction with your visit today.	1	2	3	4
Please share any comments about your visit – was there anything that we did well or could improve?				



# FALL 2024 NEWSLETTER



Asian Health Services ACCESS promotes well-being through community outreach, media campaigns, and mental health consultations at 510-735-3939. Our holistic approach emphasizes the connection between self-care, relationships, and mental health for overall wellness.



### Please see the information below:

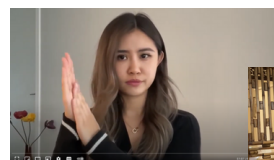
A description of AHS ACCESS, YouTube video links, and the Agency's LinkTree.

If you require any additional information or assistance, please let us know.

Linktree: [linktr.ee/ahsaccess](https://linktr.ee/ahsaccess)

Scan the QR code below to gain access to 3 of our helpful videos (in English, Mandarin, Cantonese, Vietnamese)

1. **Self-Care:** *Self-soothing technique - Havening technique*
2. **Relationships:** *Through the Social-looking Glass*
3. **Mental Health:** *Warning signs of Mental Health needs*



## 2024 Flu Shot Clinics

Call 510-986-6828 to make an appointment or scan the QR code below



### Adult Flu Shot Clinic Location & Times\*

**At least 19+ years old, cannot pregnant.**

Bring your membership card and photo ID.

**Frank Kiang Medical Center (QR code #1)**

250 E 18th Street, Oakland, CA

10/12/24 & 11/16/24 (Saturday: 9AM-1PM)

**Rolland & Kathryn Lowe Medical Center (QR code #2)**

835 Webster Street, Oakland, CA

10/19/24 & 11/2/24 (Saturday: 9AM-1PM)

**Chenming & Margaret Hu Medical Center (QR code #3)**

818 Webster Street, 3rd Floor, Oakland, CA

12/07/24 (Saturday: 9AM-1PM)

**Asian Resource Center**

317 9th Street, Suite 101, Oakland, CA

12/10/24 & 12/17/24 (Tuesday: 9AM-12PM)



#1



#2



#3

### Pediatric Flu Shot Clinic Location & Times\*

**ONLY Asian Health Services patients** ages 6m - 18 years old. Accompanied by parent/legal guardian. Bring the **child's** AHS membership card **and** insurance card.

**Chenming & Margaret Hu Medical Center (QR code #A)**

818 Webster Street, 3rd Floor, Oakland, CA

10/26/2024 & 11/09/2024, 12/07/2024

(Saturday: 9AM-1PM)



#A

**Patients with any of the following symptoms should consult their medical provider before receiving the flu vaccine:**

*Fever/ Chills, cough, sore throat, difficulty breathing, new muscle, pain all over your body, new loss of taste/smell, congestion or runny nose, nausea/vomiting, diarrhea*

Clinic Dates/Times are subject to cancellation based on availability of flu vaccine. Thank you.



## Protecting Patient Privacy

At Asian Health Services, protecting your personal health information (name, date of birth, phone number) is important to us. During your visit, different staff may ask you to confirm this information to ensure privacy and accuracy in delivering documents (letters, lab results, referrals, etc.). While it may seem repetitive, this practice safeguards your privacy by ensuring your information is shared only with you.



## Practice using your Smartphone:

Through AHS Technology Cohorts, you'll learn basic smartphone functions to enhance your daily life and healthcare, like connecting to Wi-Fi, adding contacts, and using Google Translate. To join the next cohort, call (510) 735-3222.

## Be Prepared for Any Disaster

***With just a few easy steps, you can ensure that you and your loved ones are safe in case of an emergency.***

1. **Sign up for disaster alerts:** Go to [CalAlerts.org](https://www.calalerts.org) to receive updates / Download MyShake app / Call or text 211 for evacuation routes and emergency shelters
2. **Make a plan!** Create a contact list (family, friends, etc.), and a local resource directory (fire department, police, power, gas, etc.) and plan your evacuation route
3. **Pack a GO BAG** with items you would need if you must quickly evacuate your home.
4. **Make a STAY BOX** if you must stay in your home without power or water. (Scan the QR code for a detailed packing checklist)
5. **Help others be prepared** by starting conversations with people in your neighborhood

(Please Scan the QR code for more information for more information)



### **Take steps to stay safe during extreme heat:**

Stay hydrated, wear sunscreen and stay in the shade, wear loose, lightweight clothing, avoid exercising during the hottest times of the day, stay in air-conditioned spaces, and look out for people who are 65+, heat is especially dangerous for them

(Go to [ListosCalifornia.org/resources](https://www.listocalifornia.org/resources) for more tips on staying cool)

## MyChart Patient Portal



In November 2023, Asian Health Services launched the MyChart patient portal, receiving positive feedback from patients. *MyChart gives you online access to your medical record for non-urgent appointments, test results, and medication refills.* It's easy to use and puts you in control of your healthcare.

### **If you haven't signed up yet, here's how to get started:**

- If you're new to MyChart, ask one of our staff members for an activation code during your next clinic visit. Alternatively, you can sign up online using your email address.
- Once you have your activation code, visit the MyChart website or download the app to create your account. Follow the prompts to enter your activation code and complete the registration process.
- Now you're ready to explore all that MyChart has to offer!

Familiarize yourself with its features and functionalities to take a proactive approach to managing your health and stay connected with your healthcare team. Start exploring MyChart today and experience the benefits of streamlined healthcare management firsthand!

It's more than just a patient portal – it's your gateway to convenient and accessible healthcare.





**On November 5, 2024, you can support Asian Health Services to protect and expand access to health care!**

Please Vote **YES** on Proposition 35 – Protect Access to Healthcare Act of 2024. Prop 35 will secure ongoing revenue for critical health care services by extending an existing tax on health insurance companies — without raising taxes on individuals — and dedicating these funds to protect and expand access to care for all Californians including Asian Health Services and our patients.



## 2024 GENERAL ELECTION – VOTING FOR OUR HEALTH

Voting matters for the health and well-being of our community! On November 5th, 2024, U.S. citizens 18 and older are eligible to vote. This election will decide who governs our city, county, state, and nation, including our next President.

### What do elections affect?

Voting for officials like city council members, county supervisors, and the governor influences issues like school funding, affordable housing, mental health, and healthcare.

Asian Americans have grown significantly, and we have voting power. In 2020, during the presidential election, Asian Americans had the largest increase in voter turn-out, by 15% or about 2 million eligible voters, compared to 2016. This population can have an impact if all eligible voters vote in the election.

### For the November 5th, 2024 General Election:

- Vote-by-mail ballots will be sent by October 7th.
- The last day to register is October 21st.
- The deadline to request a replacement ballot is October 29th.



### Qualifications to Register to Vote

#### To register to vote in California, you must be:

- A United States citizen and a resident of California (for information on voters in the military or overseas, please scan QR code #1)
- 18 years old or older on Election Day
- Registered where you currently live
- Not currently serving a state or federal prison term for a felony ([QR code #2](#)).
- Not found mentally incompetent to vote by a court ([QR code #3](#)).

#### California Online Voter Registration: ([QR code #4](#)).



#1



#2



#3



#4

Online Voter Registration provides 9 languages: English, Chinese, Hindi, Japanese, Khmer, Korean, Spanish, Tagalog, Thai, and Vietnamese.

#### To register online you will need:

- Your California driver's license or California Identification card number
- The last four digits of your social security number
- Your date of birth.

#### Have Questions or Want to Report Fraud?

Call the Secretary of State's Voter Hotline at [800-345-VOTE\(8683\)](tel:800345VOTE) or <https://www.sos.ca.gov/elections/voting-resources/county-elections-offices>.

### ASIAN HEALTH SERVICES PATIENT GENERAL MEETING 2024

October 30th, 2024: 9:00 AM to 12:00 Noon  
Oakland Asian Cultural Center (388 9th St Ste 290, Oakland, CA 94607)  
If you are interested in joining, please call (510)735-3222

