Every baby is the start of a new story, but the story begins earlier than the birth. It begins, for most expectant mothers, with a visit to their healthcare provider.

For Jessica Baucco Wallin and Amanda Machado, their babies’ stories began at PeaceHealth Medical Group Women’s Health clinic.

“I’m an anxious person about my healthcare,” said Jessica, “I had previous high-risk pregnancies.”

Jessica and her husband, Eric, have two children. Jonas is 10, and Holden is six. Both were born at PeaceHealth Ketchikan Medical Center.

“The people at Women’s Health were always there, ready to calm my fears,” said Jessica. “They took the time to answer my most basic questions.”

“Education is one of the first steps for women at high-risk to help weed out fears from facts. We reassure mothers-to-be that they and their baby will get the best care medically, of course, but also let them know they will be treated with kindness and compassion.”

Amanda Machado and her husband, Ravi Jethani, are Maya’s parents. Maya is six, and they consider her a bit of a miracle.

“My main experience with Women’s Health was for pregnancy,” Amanda said. Amanda was pregnant four times. “It’s the little things that helped when I miscarried. It was difficult, I was devastated, but I had very good care. The nurses stayed with me and talked to me. When I was pregnant with Maya, the staff was very caring and would take my calls all the time.”

“A miscarriage can be such a deeply felt loss,” said Dr. Zink, who cared for both Jessica and Amanda. “It’s not uncommon for women to experience grief and sadness. It’s important that they know they’re not alone,” he said.

Dr. Zink explained that miscarriages are more common than most people expect. Some estimates are that between 15 and 20 percent of pregnancies end with miscarriage. “We reassure women who miscarry that it’s not their fault,” said Dr. Zink.

Amanda was in labor for a day and a half with Maya. “When I was in the maternity ward, it was like a different planet,” she recalled. “I felt like royalty! It was amazing how well I was taken care of. I can’t imagine giving birth anywhere else.”

Are you planning to start your next chapter? Make an appointment with PeaceHealth Medical Group Women’s Health by calling 907-228-7688.
Bringing Prince of Wales Residents to Ketchikan for Mammography Screenings

Prince of Wales Island residents are eligible for round-trip ferry vouchers when coming to PeaceHealth Ketchikan Medical Center for mammography screening this fall. The Diagnostic Imaging department at PeaceHealth Ketchikan has a 3-D mammography unit providing top-of-the-line screening.

Scott Smith, director of support services at PeaceHealth Ketchikan, sought to identify a way to help patients access this important screening. Scott secured a grant from PeaceHealth Ketchikan Medical Center Foundation to offer IFA ferry vouchers to residents of Prince of Wales Island who schedule mammograms with PeaceHealth Ketchikan now through the end of the year. Special clinic hours have been set up to coincide with ferry arrival and departure times and includes select weekend screening hours.

Appointments for mammograms can be made without a physician referral. However, whenever possible, we encourage patients to consult with their provider prior to scheduling a screening.

Patients may contact Diagnostic Imaging to schedule a mammogram, and Prince of Wales residents should connect with the PeaceHealth Prince of Wales Clinic in Craig to pick up a ferry voucher.

Diagnostic Imaging: 907-228-7644
PeaceHealth Prince of Wales Clinic: 907-826-3257

To keep our Hometown Healthy, we want to hear from you!

Questions or comments about your bill:
- 1-877-202-3597 (English-language support)
- 1-844-746-4737 (Support in all other languages)

Patient care comments and concerns:
- 1-844-749-8817
peacehealth.org/comment

PeaceHealth Progress

For nearly a century, it has been the privilege of PeaceHealth Ketchikan Medical Center to serve the people in our community. Over the decades, we have strived to maintain our hometown’s health by enhancing our services in response to community needs. Below are just a few of the things we have been working on.

Recognition:
PeaceHealth Ketchikan recently received the Pathway to Excellence® designation by the ANCC. It is both the first in Alaska and the first within PeaceHealth to earn such a designation.

Additionally, PeaceHealth Ketchikan has been rated one of the best hospitals in Alaska by the Centers for Medicare & Medicaid Services. We are one of seven hospitals in the state to earn this rating.

Billing Process Updates:
Since launching a billing taskforce in August 2017, we have been working diligently on improving our processes. We made progress in the following areas:

- Automated more of our billing processes
- Wrote off past-due accounts older than two years
- Streamlined our billing cycle
- Enhanced our refund process
- Expanded our financial aid eligibility
- Added a financial assistance application to all bills
- Made access to aid easier and more efficient

NES Health Agreement Expands In-network Coverage:
PeaceHealth Ketchikan Medical Center collaborated with our emergency physician provider, National Emergency Services (NES), to expanded in-network plan coverage.

Like many hospital facilities across the country, PeaceHealth Ketchikan utilizes independent contractor physicians in the Emergency Department to provide the most comprehensive emergency care.

NES physicians are now in-network providers for the following health plans:
Premera BCBS • Three Rivers Provider Network • Multiplan including Aetna, Meritain, Cigna and United Healthcare.*

*Insurance plans vary. Please contact your provider for more complete coverage information.
PeaceHealth Ketchikan Welcomes New Providers

PeaceHealth Medical Group is excited to welcome three new, full-time physicians into our Primary Care and Pediatric clinics.

Dr. Joshua Brinkeroff - Primary Care - 907-228-8140
Dr. Brinkerhoff graduated from the University of Utah School of Medicine in Salt Lake City, Utah and Ball Memorial Family Medicine Residency in Muncie, Indiana. He was in family practice at Fillmore Community Medical Center in Fillmore, Utah for eight years when the opportunity to move to Ketchikan arose. He is experienced in all aspects of family medicine from pediatrics to geriatric medicine as well as urgent care. “We’ve always been interested in living in Alaska,” Dr. Brinkerhoff said. “My family is very excited to make Ketchikan our home.”

Dr. Charlie Jose - Primary Care - 907-228-8140
Dr. Jose most recently was chief resident at Family Medicine Residency of Western Montana at the University of Montana. Dr. Jose earned his Master of Public Health from Boston University School of Public Health and his medical degree from the University of Nevada, Reno, School of Medicine.

Dr. Jose was drawn to Ketchikan “because I love the outdoors, and I also wanted to practice in an area with a strong Filipino population to serve my culture and community.” Dr. Jose is fluent in Tagalog and is seeing both Tagalog and English-speaking patients.

Dr. Tim Horton - Pediatrics - 907-225-4463
Dr. Tim, as he prefers to be called, has been a pediatrician for 25 years. He graduated from Johns Hopkins University, went to medical school at Columbia University and completed his residency at Children's Hospital of Los Angeles. He most recently was a pediatrician and hospitalist at Meadows Regional Medical Center in Vidalia, Georgia. Dr. Tim has made medical mission trips to Zimbabwe, Kenya, Haiti, Mexico, and the Dominican Republic.

Cares Crisis Line
In our community we see suicide prevention as an immediate and necessary effort. One new resource, funded in part by a donation from PeaceHealth, is the Ketchikan CARES Crisis line providing 24/7, free counseling support to people in distress. You are not alone. If you or a loved one is in crisis and aren’t sure where to turn, give the CARES Crisis Line a call. For those in immediate danger to themselves or others, call 9-1-1.
CHECKUP CHALLENGE

It’s so important to check every box when it comes to managing your health, and keeping yourself safe from COVID-19 doesn’t mean your other healthcare needs have to wait. That’s why we’re launching a special Checkup Challenge — to encourage every member of our PeaceHealth community to schedule a checkup and ensure every aspect of their health is covered.

Join us in this Checkup Challenge by scheduling an in-person or video visit for you and your family today.

Call the clinic to speak with a scheduling assistant.

Primary Care: 907-228-8140
Pediatrics: 907-225-4463

Prioritizing your health today can save you time, money and hospital visits in the future. By scheduling just one appointment, you can check off a variety of care-related items that you may have delayed as a result of COVID-19. This includes getting a physical, bloodwork, vaccines, immunizations and diagnoses for any new or nagging ailments, injuries or illnesses.

Our Numbers at a Glance

PeaceHealth Ketchikan Medical Center continues to provide our community with the care it needs across every stage of life.

68 active medical providers (MD, DO, NP, PA) + 428 caregivers (full-time, part-time, relief and temporary) providing:

- 37,065 annual outpatient clinic visits;
- 7,160 Emergency Department visits;
- 1,397 surgeries;
- 1,086 inpatient admissions; and
- 143 births.

Caring for all members of our community by providing:

- $3,359,780 in patient financial assistance
- $6,839,490 in total community benefit