2012 Utilization Highlights by Clinic Type

- 63 Milwaukee County Safety Net Clinics (including FQHCs) reported 729,129 total patient visits by 168,045 unique patients.*

- The nine clinic locations operated by four Federally Qualified Health Centers (FQHCs) reported 352,658 visits by 79,801 unique patients.* The FQHCs provide medical, dental, behavioral health, family planning and HIV/STD services. All FQHC visits and patients numbers reflect just FQHCs and are not replicated below.

- There were 30 non-FQHC medical clinic locations in the county, that reported 108,228 visits by 26,020 unique patients.

- There were five non-FQHC dental clinic locations that reported 96,639 visits by 22,762 unique patients.*

- There were nine non-FQHC behavioral health clinic locations that reported 85,711 visits by 3,664 unique patients.

- There were six non-FQHC family planning clinic locations, that reported 61,499 visits by 32,108 unduplicated patients.

- There were four non-FQHC HIV/STD clinic locations reported 24,394 visits by 3,690 unique patients.*

* Unique patients are patients unique to that clinic. These patients may have visited more than one clinic in the year.
Other highlights:

- **Walk-ins:** 46 sites (73%) accepted established clients walk-ins, and 35 (65%) accepted new client walk-ins.

- **Payer mix:** 38 clinics (60%) billed 3rd party payers; 31 clinics (49%) used a sliding fee scale and 24 (38%) were completely free to patients.

- **Ages served:** 28 clinics (48%) served all ages, 20 clinics (34%) served patients 18 and over, eight clinics (14%) served patients 12 and over, and two clinics (3%) served pediatric patients exclusively.

- **Hours of service:** 19 (30%) clinics were open under 20 hours a week and 39 (62%) were open over 30 hours a week. 19 (30%) clinics were open on Saturdays; no clinics were open on Sundays.

- **Staff Hours:** In an average month, 47 clinics reported 37,882 hours of staff time.

- **Language Services:** 36 Clinics (57%) offer services in Spanish, 13 (20%) offer services in Hmong. Thirty-five (55%) use a language line with on-call translation services.

- **Ancillary Services:** 36 clinics (57%) provide ancillary services such as lab or radiology.

- **Insurance Enrollment:** 27 clinics (43%) provide assistance with insurance enrollments.

- **Women’s Health Services:** 18 clinics (29%) report providing women’s health services.

- **Specialty Services:** 15 clinics (23%) provide specialty services including cardiology, dermatology, gynecology, neurology and pulmonary.

- **Pharmacy on Site:** 13 clinics (21%) have a pharmacy on site.

- **Medical Home:**
  - 52 clinics (83%) maintain medical records for patients
  - 27 clinics (44%) provide on-call services
  - 22 clinics (35%) offer case management services

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The Safety Net Clinic 2014 Referral Directory was released in April 2014 and includes referral information about clinics that serve under and uninsured patients in Milwaukee County. It is available online on the Milwaukee Health Care Partnership website, [www.mkehcp.org](http://www.mkehcp.org) and on the IMPACT website, [www.impactinc.org](http://www.impactinc.org), which also features an interactive map of clinics that accept referrals.