



West County
Health Centers

Caring for our Communities

a california *health* center

UPDATE: July 18, 2018

Russian River Health Center Fire - Frequently Asked Questions

Is the Russian River Health Center open?

YES, all Russian River Health Center patients are being seen in the large medical modular building on the site of the old Russian River Health Center at the corner of Church & 3rd Street in Guerneville.

Will we rebuild?

YES, absolutely. Russian River Health Center has been a vital source of medical care in this community for more than 40 years and we plan to rebuild a new permanent facility in the next two to three years at a new location in Guerneville.

Does this impact my medical care?

West County Health Centers will continue to take care of your medical needs. The Russian River Health Center Team has access to all of your medical records. You will continue to be able to see your usual provider, most appointments will be at our large medical modular building on the site of the old Russian River Health Center in Guerneville at 16319 Third Street.

Refills - If you need help with a refill, please follow the usual protocol and call your pharmacy. They will still be able to send us your refill request through our electronic system and our medical providers will respond.

Refills that require a paper prescription will be available to pick up at the large medical modular RRHC building.

Labs - We will continue to manage new lab orders through our electronic health record and can send the orders to any lab in Sebastopol or Santa Rosa.

Appointments - If you need to make an appointment, call the usual phone number (707) 869-2849, and we will schedule the appointment in Guerneville at our large medical modular building on the site of the old Russian River Health Center in Guerneville at 16319 Third Street.

Other Inquiries - We are managing all medical records requests, referrals and other inquiries in the usual manner. Please call if you have any questions.

Administrative Office • P.O. Box 1449, Guerneville, CA 95446 • phone (707) 869-5977 • fax (707) 869-5983 • www.wchealth.org



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Are my medical records secure?

Yes, your electronic health record is in a secure location in a data center that we have access to all of the time.

Was the arsonist who burned down the original RRHC building ever apprehended?

No, not to our knowledge. A number of security measures have been put in place and continued to protect the health and safety of our patients, staff, or anyone occupying our facilities and to deter any type of vandalism or destruction of property.

Does West County Health Centers have insurance?

Yes, West County Health Centers has insurance for the Russian River Health Center building as well as Business Interruption Insurance. All of our equipment will be replaced and the process of demolition followed by rebuilding began as soon as the fire investigation and the detailed insurance inventory was completed.

How can I help?

Donations for the Capital Campaign to build the New Russian River Health & Wellness Center are being accepted online at www.wchealth.org by clicking on the “DONATE NOW” button. Or visit our “Capital Campaign” page here <http://www.wchealth.org/news/capital-campaign>

West County Health Centers has launched a Capital Campaign to help rebuild the New Russian River Health & Wellness Center and get us back to full operation. We are incredibly grateful for all the generous donations, to date we have raised \$3.1 million (39% of goal) towards our campaign goal of \$7.9 million.

Where can I get more information?

We regularly update information on our website www.wchealth.org.

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*Russian River Health Center • Occidental Area Health Center • Sebastopol Community Health Center • Gravenstein Community Health Center
Forestville Teen Clinic • Russian River Dental Clinic • Mental Health Services • Forestville Wellness Center*