



2009

ANNUAL REPORT

Storytelling



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Dear Friends,

We are excited to share another exciting new chapter to our story. At the heart of PCC's story are the remarkable patients who receive our services and the amazing staff who continue to provide exceptional health care. Our strong commitment to serving those in need of quality health care has encouraged us to expand and improve the services we offer in the community.

PCC's growth has allowed us to form new collaborations with key community partners. Our partnership with U.S. Assistant Surgeon General James Galloway and his Building a Healthier Chicago initiative has allowed PCC to reach out further in the community to meet the health challenges our patients face.

In addition to reaching out in the community, PCC's Global Health Initiative Project has allowed our providers and staff to travel to Haiti and Malawi in order to help others in desperate need of medical care and training. Through the compassion and initiative of PCC providers and staff, we strive to create change far beyond our clinic walls.

Overall, PCC is extremely proud of our accomplishments this past year. With the opening of our new state-of-the-art PCC Austin Family Health Center, we have made it possible to dramatically increase the number of patients we are able to serve. Furthermore, with the addition of PCC's new Electronic Medical Records system, we have taken the necessary steps to reduce our impact on the environment, while increasing patient safety and ensuring our services are more efficient and effective.

As the PCC story continues to unfold with the help from our dedicated staff and generous donors, we would like to thank you for your continued commitment and support.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Urso".

Robert J. Urso
President & Chief Executive Officer

A handwritten signature in black ink, appearing to read "Ron Austin".

Ron Austin
Chairman of the Board of Directors



Sharing the PCC Story

The PCC story began in 1980 as the Parent and Child Center, which consisted of a three-room clinic of West Suburban Hospital that offered prenatal, postpartum, and infant care for underserved women and children living in the Austin community.

In 1992, PCC was incorporated as an independent, 501(c)(3) nonprofit organization and attained status as a Federally Qualified Health Center in 1994. Since then, PCC has grown to encompass nine health centers that offer comprehensive care and support services to the west side communities of Chicago and the near west suburbs.

Currently, PCC's 275 staff members care for over 35,000 patients annually. The pages in this annual report continue to reflect some of their stories. These stories represent the patients, staff members, healthcare providers, and community members that continue to make PCC a strong organization.

At PCC, our mission is to improve health outcomes for medically underserved communities by providing high quality, affordable and accessible primary health care and support services. We are committed to serving the needs of men, women and children in all stages of life, while we continue to specialize in the delivery of comprehensive maternal and child health services to address this unmet need in our community.

La Rinda



Helping to “Build a Healthier Chicago”

First Lady Michelle Obama has spoken out about the obesity epidemic in America. “Right now, nearly one third of children in America are overweight or obese,” she warned. “None of us wants this kind of future for our kids or our country.”

In Chicago, among underserved populations, the number of people who are overweight and obese is even higher. Through our AmeriCorps team, PCC is taking action to combat the problem and promote healthy futures among children. PCC is a stakeholder in Building a Healthier Chicago (BHC), a coalition of public and private institutions. Through this collaboration, PCC AmeriCorps has remained at the forefront of community-based efforts to fight obesity in Chicago.

PCC’s AmeriCorps program provides effective direct services and prevention strategies, such as promoting breastfeeding and educating children in local schools and community centers about healthy

habits like nutrition and exercise. As an active BHC stakeholder, PCC is able to actively collaborate with other programs and strategies throughout the city.

James Galloway, M.D., Assistant U.S. Surgeon General and the Director of Building a Healthier Chicago, has been a champion of PCC’s involvement in the community collaboration, even recognizing the AmeriCorps team with an “Award for Excellence in Health Promotion” at the BHC’s recent second annual conference.

Furthermore, PCC’s AmeriCorps team has been a driving force behind the BHC’s “Building a Healthier Austin” initiative, which focuses on the unique barriers to health faced by the Austin community. Recently, PCC AmeriCorps spearheaded the “All AmeriCorps in Austin” event at Loretto Hospital, providing an opportunity for the Austin-based groups to participate in a collective discussion about their work in the community.

LaRinda’s Story

Mother, Patient, AmeriCorps Breastfeeding Peer Counselor

LaRinda McKelvy became a patient at PCC in 2007 when she discovered she was going to be a mother. LaRinda received prenatal care at PCC’s Austin Family Health Center and gave birth to a healthy baby boy named Logan in August 2008.

LaRinda always knew she was going to breastfeed her son. “I knew it was healthier for the baby,” says LaRinda. “That’s why I chose to do it.” Still, as a new mother LaRinda felt she needed more breastfeeding support. “I had advice, but I still was confused, and frustrated,” she remembers.

Inspired by her experience, LaRinda wanted to help alleviate other mother’s frustrations relating to breastfeeding. LaRinda’s doctor told her about the PCC AmeriCorps program, which recruits mothers who have experience breastfeeding to serve as Breastfeeding Peer Counselors. “If my peers see someone who breastfed and was successful, then maybe they would be open to hearing about it,” she says. In 2009, LaRinda became a PCC Breastfeeding Peer Counselor. She also facilitates a support group for new mothers called “The Perfect Gift,” and enrolls mothers in an intensive support program to help them reach their individualized breastfeeding goals.

LaRinda continues to be passionate about the service she does and wants to expand her role as a health educator in the community. “There are days when I think, Oh wow! I know this is making a difference!” she says. LaRinda is amazed at how fast Logan is growing up. Logan, who is now 1 year old, is very energetic and outgoing. “It seems just like yesterday I gave birth to him,” says LaRinda.



Providing Care Regardless of Borders

For many of PCC's providers, compassion and commitment extend beyond borders for patients in need. Many of these doctors independently travel to practice medicine in international settings. Amongst these providers, conversations led to a plan, and the PCC Global Health Initiative was born.

PCC's providers chose to collaborate with a health clinic in the country of Malawi. Located in southeastern Africa, Malawi is beleaguered by high rates of malaria, malnutrition, and HIV.

Dr. Blanca Baldoceca, Medical Director of PCC's South Family Health Center, recently visited the clinic for three weeks to help provide healthcare for patients and training for Malawian medical staff.

Blanca found the experience overwhelming, as well as fulfilling. "We saw a lot of really sick kids," Blanca recalls. "They really needed the help."

Blanca, who also serves as the Coordinator of PCC's Global Health Initiatives Program, considers the cultural exchange of information between American and Malawian healthcare providers to be enlightening for both sides. "There is great potential to learn- to have a conversation about what works well there, and what we do well," she reflects.

In addition to providing excellent opportunities for global learning, PCC recognizes that the initiative will serve as a strong recruitment and retention tool for providers. PCC has already developed a Global Health track for PCC fellows. "Fellows come to our program because they are interested in international health, and we have an outlet for that," explains Dr. Antoinette Lullo, MCH Fellowship Co-Director.

"We work with an underserved population, and we can bring some of the same experiences we have here to the work we do internationally," says Dr. Baldoceca.

Joining the "Green" Movement with EMR

With the concept of "going green" spreading globally, research points to the potential environmental benefits of adopting Electronic Medical Records (EMR) systems at health centers.

PCC is at the forefront of the community health "green" movement, blazing the trail for integration of Electronic Medical Records. Developing an EMR system at our sites is just one more step PCC is taking towards a more eco-friendly system of healthcare, protecting the environment by reducing the need for paper records, and decreasing the amount and cost of waste removal.

PCC's EMR system will allow our sites to reap medical and financial benefits. EMR provides instant access to patient records at crucial moments, giving physicians accurate access to patients' complete medical histories at the touch of a button. In 2009, PCC began the EMR implementation process and successfully launched the state-of-the-art system at our new Austin Family Health Center. PCC's goal is to have full integration of EMR at all sites by the end of 2011.

Providers are thrilled about the change. "We are now really able to communicate quickly and easily together and complete administrative tasks on a timely basis. Documentation is much easier, and printing prescriptions is nice," says Dr. Audrey Wen, Family Physician at PCC's Austin Family Health Center. "These are all things that really make a difference on a day-to-day basis."





Our healthcare services include:

- Pediatric and adolescent healthcare that includes well-child exams, immunizations, school and sports physicals, and lead screenings
- Women's healthcare that includes prenatal care and delivery, pap smears, and breast cancer screenings
- Adult healthcare
- Senior healthcare
- Diagnosis and treatment of illness
- Disease screening and prevention
- Family planning
- Management of chronic illnesses such as asthma, diabetes, and high blood pressure
- HIV testing, counseling, and primary care

Our support services include:

- Behavioral healthcare
- Linkage and referral to community programs and services
- Linkage to substance abuse services
- Family support services
- Free books for young children through our Reach Out and Read Program
- Free prenatal education classes
- Financial counseling
- Transportation assistance for those in need
- Medication assistance for those who qualify
- In-patient care at West Suburban Medical Center, Gottlieb Memorial Hospital, and Norwegian American Hospital
- Ultrasound at West Suburban Medical Center, Gottlieb Memorial Hospital, and Norwegian American Hospital
- Health education and outreach services
- Group education classes
- Assistance with WIC forms

Katherine



Integrating Behavioral Healthcare into Primary Care

According to the U.S Department of Health & Human Services' Healthy People 2010, "Attention to mental state in primary care can promote early detection and intervention for mental health problems." At PCC, expanding patient access by integrating behavioral health services into primary care is essential to what PCC's Behavioral Health program provides the community.

Since 2007, PCC's Integrated Behavioral Health model has helped to fill the gaps of mental health care in the communities we serve; connecting social workers, psychologists, psychiatrists, and case managers with primary care doctors to make care more complete for our patients.

According to Katherine Suberlak, PCC's Director of Behavioral Health Services, primary care doctors can provide a unique point of access for patients who are facing behavioral health issues. Within PCC's framework, patients can come see their primary care doctor, and as they share personal experiences with a person they trust, mental health professionals can step in to

offer expertise and service that is tailored to the patients needs. "I think it is an ideal model for a community health center," Katherine says. "It's such comprehensive care."

In partnership with Thrive Counseling Center and the Adler School of Professional Psychology, PCC's Behavioral Health program provides such services as psychiatric mental health treatment, marriage and family counseling, and addiction/substance abuse treatment.

In addition, PCC has partnered with Norwegian American Hospital to staff a mobile pediatric "Care-A-Van" unit, which visits local Chicago Public Schools to provide physicals and developmental screens for children and adolescents.

With PCC's Behavioral Health program, our model of integrated care continues to evolve to meet the needs of patients and doctors alike, while serving as a beacon of care for the community.

Katherine's Story

Wife, Licensed Clinical Social Worker

As a child, Katherine Suberlak would often join her family on outreach trips. For Katherine, traveling abroad to help others was inspirational. "We got to go around the United States, Mexico and Brazil," she recalls. "We returned to the same sites several times and I liked seeing the growth that occurred through these relationships. Assisting other people was very appealing to me, so I knew I was going to pursue social work" Katherine says.

Katherine's lifelong interest to provide outreach to underserved populations guided her to PCC as an AmeriCorps member in 2004 after receiving her bachelor's degree. Katherine worked with the PCC AmeriCorps team to provide health outreach to several of Chicago's medically underserved communities.

In 2005, Katherine completed her year of service and enrolled in the University of Chicago's School of Social Service Administration. While working towards her Master's degree, her experiences in the field solidified her interest to provide social work services within a community health care setting. After graduating, Katherine accepted a position in PCC's Behavioral Health Program and was very instrumental in helping to implement the Integrated Behavioral Health model to better suit the needs of PCC patients. Currently, Katherine serves as the Director of PCC's Behavioral Health Program.

Having seen patients experience difficulty accessing mental health care, Katherine knows that finding help can be a challenge for many. Katherine shares her personal experience about a sibling with severe and persistent mental illness (SPMI), stating "My brother has struggled with accessing care for years, even with abundant resources; I've witnessed how the stigma of mental illness can prevent someone from engaging in care." These experiences continue to motivate Katherine in her vision to expand behavioral health services within primary care setting. "It's rewarding when you see people get the care they need and reach their potential," she confides.

Katherine was married in 2009 and she enjoys living and working in Chicago. In addition, she enjoys being an advocate for patients in the community which continues to be a rewarding venture for her.

Planning for Our Future

The need for accessible and affordable healthcare services in the communities served by PCC South Family Health Center has continued to grow over the past few years.

Last year, the Health Resources and Services Administration of the U.S. Department of Health and Human Services announced the award of a Facility Investment Program grant of \$4 million to PCC in order to fully renovate and equip the new South Family Health Center. The grant was made through health care provisions of the American Recovery and Reinvestment Act of 2009, the federal stimulus bill passed last year in wake of the economic downturn. Overall, this grant funding allows PCC to relieve overcrowding, expand services to underserved populations, and promote economic recovery.

The new 18,550 square-foot, PCC South Family Health Center will allow us to expand our medical capacity and provide more than 20,000 patient visits annually. The new facility will increase

community access to primary care services that are currently insufficient, expand behavioral health services that are currently limited, and introduce new oral health care services that are virtually nonexistent.

This project will promote economic recovery by creating construction opportunities in the surrounding communities and by increasing clinic staff. This project also invests in environmental protection by using innovative green design features. These innovative green technologies include high-efficiency HVAC systems, new windows with high-performance glazing, a white roof to reduce urban heat island effect, reuse of 95% of current building materials, use of rapidly renewable resources, and technology for water use reduction.

The new facility will be complete by the end of June 2011.

Continuing to Fill the Gaps of Unequal Healthcare

PCC continues to serve many communities that suffer from severe poverty, lack of access to medical care and have high rates of uninsured individuals and families. As a result of these factors, health care inequalities continue to increase throughout these communities.

Within the communities served by PCC many patients are unemployed or uninsured. For instance, more than 80 percent of PCC's patients live at or below 200 percent of the Federal Poverty Level and more than 70 percent of our patients are uninsured or covered by Medicaid.

As a community-based health care organization, PCC truly understands the need for accessible and affordable health care; therefore patients are able to receive medical care at PCC regardless of their ability to pay for services. PCC offers

a sliding fee scale for patients who do not have insurance and payment for services is based on income and family size.

In addition to easing the financial burden on these patients, PCC remains dedicated to reducing the health inequalities in the communities served by PCC. We continue to strive for enhanced quality of care, as well as improve health outcomes among underserved populations.



A Story of New Beginnings in Austin

This remarkable story began three years ago, when PCC had a vision that would meet the overwhelming need for high quality, comprehensive health care services in the Austin community of Chicago.

In 2009, PCC's vision became a reality with the construction being complete for the new, state-of-the-art PCC Austin Family Health Center (AFHC). The new 18,300 square foot PCC Austin facility includes a large reception and waiting area, 15 exams rooms, and space for behavioral health counseling, nutrition classes and health education. In the future, this facility will also include a pharmacy and provide dental services. The new AFHC will allow PCC to expand its medical capacity by 150% and provide more than 32,000 patient visits annually.

The new PCC Austin Family Health Center is one of the most environmentally friendly community health centers in the country. The facility is expected to meet requirements for a "gold" level LEED (Leadership in Energy and Environmental Design) certification from the U.S. Green Building Council.

PCC was very fortunate to have received a great deal of support from many different directions. This new facility is a prime example of collaboration between the public and private sectors. "It's an example of how government can partner with a not-for-profit organization to make a real difference in an underserved community, despite difficult economic times," says Robert Urso, PCC's President & CEO. This is a story that truly exemplifies how a vision can become a reality when support is received from the community and beyond.



State Senator Don Harmon, U.S. Senator Richard Durbin, State Treasurer Alexi Giannoulias, Mayor Richard M. Daley, PCC President & CEO Robert Urso, Alderman Ed Smith, State Representative Deborah Graham, and Cook County Commissioner Earlean Collins at the PCC Austin Grand Opening Ceremony.



The New PCC Austin Family Health Center

Green Design Features:

- Green roof
- Ground source heat pumps
- Large expanses of glass
- Solar hot water heating
- Energy-efficient light fixtures
- Extensive use of recycled/recyclable materials
- Convenience to public transportation
- Bike racks and carpool dedicated parking spaces

Josefa



Strengthening Strategic Partnerships in the Community

Without the strategic partnerships PCC continues to strengthen in the community, our mission to improve health outcomes for the medically underserved would not be possible. PCC's strategic partnerships include Adler School of Professional Psychology, Erie Family Health Center, Gottlieb Memorial Hospital, Northwestern University's Department of Family and Community Medicine, Norwegian American Hospital, and West Suburban Medical Center.

In addition, PCC has been very fortunate to collaborate with Thrive Counseling Center in order to expand on our integrated behavioral health care model. Together as partners, PCC and Thrive have worked to ensure behavioral healthcare services are more accessible to patients in the community.

During the past two years, Thrive's professional staff members have completed over 2,500 patient visits and consultations at PCC. Thrive has also provided professional development to PCC's medical and behavioral health staff, thus enhancing the quality of services for our patients.

In 2009, PCC was the proud recipient of the "Friends of Thrive Counseling Center Award" in honor of our leadership role providing integrated behavioral health care services with Thrive. PCC is extremely proud to celebrate our shared vision and three-year partnership with Thrive Counseling Center.

Overall, PCC truly values the relationships we have established with all of our strategic partnerships in carrying out our mission of service within the community.

Josefa's Story

Mother, Patient

Josefa Moreno became a patient at PCC four years ago during her pregnancy with her son, Uriel. A few years later, Josefa gave birth to her daughter, Yaritza. Josefa's experiences at PCC allowed her to form a trusting relationship with her PCC doctor.

When Josefa started to experience stress that seemed too difficult to deal with alone, she felt comfortable talking to her doctor. Her doctor recognized the opportunity for Josefa to receive treatment through PCC's behavioral health services and encouraged Josefa to talk to Katherine Suberlak, a licensed clinical social worker at PCC.

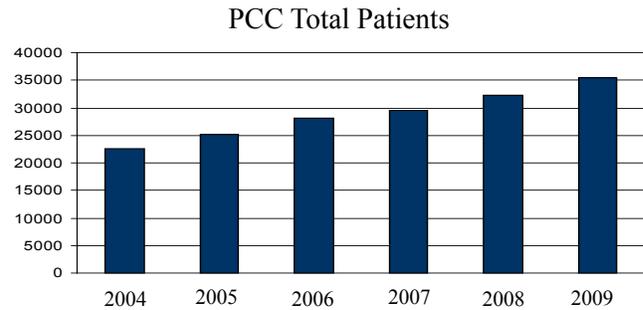
After receiving behavioral health services at PCC for six months, Josefa has found support and discovered strategies to improve her emotional health. "I learned to open up and say what I think and what I feel, instead of letting it build up," she confides. Josefa has experienced tremendous personal growth as a result of the counseling services she has received at PCC.

"It's helping me a lot," she says. "I learned how to care for myself instead of worrying what other people think about me." Josefa acknowledges that she has seen a major improvement in her health and self-esteem since receiving medical care and behavioral health care at PCC.

Josefa looks to the future with a renewed confidence in herself. "Now I feel like a good mother, a proud mother- and I didn't back then," says Josefa. Josefa continues to take strides towards the happiness and health of Yaritza and Uriel, and the rest of her family.

Telling the PCC Story in Numbers

Over the past six years, PCC has encountered a steady increase of patients and visits to our clinics. In 2009, PCC served 35,482 patients totaling 115,172 patient visits, and delivered 1,592 babies.



About PCC Patients

Race/Ethnicity

African American: 51%
Hispanic/Latino: 26%
Caucasian: 7%
Other/Unreported: 16%

Payor Mix

Medicaid: 61%
Private Insurance: 19%
Uninsured: 17%
Medicare: 3%

Age

0-15 years: 39%
16-24 years: 15%
25-64 years: 43%
65 years & over: 3%

Gender

Female: 69%
Male: 31%

FISCAL YEAR 2009 FUNDERS & DONORS

\$100,000 and above

Health Resources and Services Administration/
Bureau of Primary Health Care

Health Resources and Services Administration/
American Recovery & Reinvestment Act

Illinois Children's Healthcare Foundation

Illinois Department of Human Services

Illinois Department of Public Health

Chicago Community Trust

Illinois Clean Energy Community Foundation

\$50,000-\$99,999

Access Community Health Network

Lloyd A. Fry Foundation

Grant Healthcare Foundation

VNA Foundation (Visiting Nurses Association)

PCC's Employee Capital Campaign

\$10,000-\$49,999

City of Chicago

Michael Reese Health Trust

Polk Bros. Foundation

Northern Trust Corporation

Village of Oak Park

Washington Square Health Foundation

W.P. and H.B. White Foundation

Field Foundation of Illinois
Prince Charitable Trusts

Up to \$10,000

Park National Bank

Rotary Club of Oak Park

Global Insight Solutions, Inc.

Dabrowski Maintenance

Ungaretti & Harris

Mesirow Financial

onShore Networks, LLC

American Chartered Bank

Mark Glazer

Susan Feibus

Thomas Fahey

Charles & Mary Louise Morrison

Thomas & Betty Luning

The Meyers Fund

Hill, Taylor LCC

Shiela Kelly

Linda Miller

John & Jean Frana

John Mancini

Ron Austin

DONATIONS TO PCC ARE PAYABLE TO PCC COMMUNITY WELLNESS CENTER AND CAN BE MAILED TO: PCC COMMUNITY WELLNESS CENTER C/O: DEVELOPMENT DEPARTMENT, 14 WEST LAKE STREET, OAK PARK, IL 60302.

THE PCC WEB SITE, WWW.PCCWELLNESS.ORG, ALSO INCLUDES AN OPTION FOR INDIVIDUALS TO MAKE SECURE ONLINE DONATIONS.

FOR MORE INFORMATION ABOUT DONOR OPPORTUNITIES, CALL 708.524.7687.

PCC Community Wellness Center Comparative Financials*

* This data was compiled by an external accounting firm.

PCC Community Wellness Center Comparative Financials for the Fiscal Years Ended June 30, 2008 and 2009

	2009	2008
ASSETS		
Cash and cash equivalents	\$4,414,859	\$4,951,032
Investments	\$1,024,627	\$951,301
Accounts receivable, net	\$867,926	\$1,032,745
Grants and other receivables	\$939,016	\$550,114
Prepaid expenses	\$53,811	\$38,931
Property and equipment, net	\$4,374,950	\$2,287,501
Deposits	\$2,370	\$2,182
Total Assets	\$11,677,559	\$9,813,806
LIABILITIES		
Accounts payable	\$301,545	\$327,421
Accrued payroll and payroll taxes	\$1,473,267	\$918,617
Deferred revenue	\$154,798	\$87,115
Notes payable	\$1,143,451	\$993,967
Total Liabilities	\$3,073,061	\$2,327,120
NET ASSETS		
Unrestricted	\$8,604,498	\$7,373,575
Temporarily restricted	-	\$113,111
Total Net Assets	\$8,604,498	\$7,486,686
Total Liabilities & Net Assets	\$11,677,559	\$9,813,806



PCC Community Wellness Center Comparative Financials for the Fiscal Years Ended June 30, 2008 and 2009

	2009	2008
REVENUE and SUPPORT		
Patient services, net	\$14,720,044	\$12,486,246
Grant revenue	\$4,994,830	\$4,512,106
Contributions	\$12,499	\$40,688
Interest income	\$45,449	\$137,736
Settlement income	-	\$100,000
Donated land	-	\$340,000
Contributed services	\$40,000	-
Other income	\$10,818	\$32,942
Total Revenue and Support	\$19,823,640	\$17,649,718
EXPENSES		
<i>Program Services</i>		
Medical	\$15,109,770	\$13,013,316
Grant and contracts	\$496,777	\$299,094
<i>Support Services</i>		
Management and general	\$3,055,432	\$2,622,042
Fundraising	\$43,849	\$4,786
Total Expenses	\$18,705,828	\$15,939,238
Change in net assets	\$1,117,812	\$1,710,480
Net assets at beginning of the year	\$7,486,686	\$5,776,206
Net assets at end of year	\$8,604,498	\$7,486,686





ADMINISTRATIVE OFFICES

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FAX: 708.383.9911

PCC LAKE STREET FAMILY HEALTH CENTER

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OAK PARK, ILLINOIS 60302
708.383.0113

PCC AUSTIN FAMILY HEALTH CENTER

5425 WEST LAKE STREET
CHICAGO, ILLINOIS 60644
773.378.3347

PCC SALUD FAMILY HEALTH CENTER

5359 WEST FULLERTON AVENUE
CHICAGO, ILLINOIS 60639
773.836.2785

PCC WEST TOWN FAMILY HEALTH CENTER

1044 N. MOZART AVENUE, SUITE 203
CHICAGO, ILLINOIS 60622
773.292.8300

PCC SOUTH FAMILY HEALTH CENTER

6030 WEST ROOSEVELT ROAD
OAK PARK, ILLINOIS 60304
708.386.0845

PCC ERIE COURT HEALTH CENTER

1 ERIE COURT, SUITE 6040
OAK PARK, ILLINOIS 60302
708.386.1301

PCC NORTH AVENUE FAMILY HEALTH CENTER

675 W. NORTH AVENUE, SUITE 202
MELROSE PARK, ILLINOIS 60160
708.406.3040

PCC WALK-IN WELLNESS CENTER

1044 N. FRANCISCO AVENUE
CHICAGO, ILLINOIS 60622
773.292.8348

PCC CLINIC AT INTERFAITH HOUSE

3456 W. FRANKLIN BOULEVARD
CHICAGO, ILLINOIS 60624
773.533.6013

www.pccwellness.org