



ANNUAL REPORT

FISCAL YEARS 2019 & 2020

The mission of PCC is to improve health outcomes for the medically underserved community through the provision of high quality, affordable, and accessible primary health care and support services. Anchored with family medicine, we are committed to serving the needs of all people in all stages of life.

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Our Health Centers

PCC operates 13 community health centers throughout Chicago's West and Northwest Sides and near west suburbs. Most of our sites are family health centers, offering a full range of services for all ages. We also operate a medical clinic inside a respite shelter for people who are homeless, a school-based health center in Belmont-Cragin, a community farm in Austin, and northern Illinois' only freestanding birth center, in Berwyn.

Our Services

Under a family medicine model, PCC provides a full spectrum of health care and support services throughout the life cycle.

In addition to standard medical and preventive care, our comprehensive approach includes family planning, social services and behavioral health care, substance use disorders treatment, oral health care, diabetes education and counseling, disease screening, immunizations, WIC screening, health education, case management, home health visits, midwifery care, breastfeeding counseling, and transportation services.

Our Communities

PCC primarily serves the Chicago communities of Austin, Belmont-Cragin, Dunning, East Garfield Park, Hermosa, Humboldt Park, Logan Square, Montclare, New City, North Lawndale, Portage Park, West Garfield Park, West Town, and the near west suburbs of Berwyn, Cicero, Maywood, Melrose Park, and Oak Park. According to the U.S. Health Resources and Services Administration, many of PCC's service areas are classified as Medically Underserved Areas where residents lack adequate access to primary care and preventive services.

Our Commitment to Quality

PCC strives to meet the standards set by the leading health care organizations to ensure optimal operations. Since 2008, PCC has successfully achieved accreditation from The Joint Commission, the premier accrediting body in the nation. Since 2014, The Joint Commission has certified PCC as a Primary Care Medical Home. PCC's Behavioral Health Program became certified by The Joint Commission in June 2018. Eight PCC sites are designated by the National Committee for Quality Assurance as Patient-Centered Medical Homes (PCMH). Each designation demonstrates PCC's commitment to patient-centered care. In addition, the Birth Center at PCC is accredited by the Commission for the Accreditation of Birth Centers.



Letter from Chairperson & President and CEO

Since 1980, PCC Community Wellness Center has been there for patients and communities during the most critical and challenging times. The COVID-19 pandemic has proven to be an extremely challenging and unprecedented time in recent decades. It has deeply affected our communities and has dramatically changed the health care landscape. Our actions during this time have been essential in keeping our communities and employees as safe and healthy as possible.

To help ensure the safety of our patients and staff amidst the pandemic, we rethought the way we deliver care and deployed 150 employees to work from home. To flatten the curve, PCC provided essential services such as medical care, mental health care, and substance use disorders treatment through the use of telehealth technology. We established two drive-up testing sites, providing 10,592 COVID-19 tests to date, and created a COVID-19 hotline for both patients and non-patients, which has provided 19,664 calls for questions about COVID-19 so far. Though we resumed routine in-office patient visits on July 1, 2020, we will continue to provide vital resources such as telemedicine, COVID-19 testing, and the COVID-19 hotline.

In commitment to our employees in 2020, we helped safeguard our staff from the unprecedented effects of the pandemic. We assumed new fiscal measures to ensure that no one lost their jobs due to the public health emergency and provided a raise to all employees in April. To ensure that employees would not be impacted financially, we also implemented supplemental paid time off (PTO) for employees who tested positive for COVID-19 and did not have accrued PTO. We are grateful for the swift development of the COVID-19 vaccine and are prepared to administer it to our staff and patients who choose to participate. Though the Centers for Disease Control and Prevention indicates that the vaccine will not be widely available during 2021, PCC received funding from the CARES Act, which will allow us to respond effectively to the pandemic.

At PCC, we also recognize that racism is a public health crisis. Racial and ethnic health disparities faced by the majority of our patients are compounded by the effects of COVID-19. As we care for our patient population, PCC has been working with our Core Culture Committee to transform PCC into a model FQHC that openly addresses racial inequities within our organization and in the communities we serve. To ensure an inclusive and equitable workplace, PCC contracted with The Exeter Group, a consulting firm, to conduct a diversity, equity, and inclusion assessment, and a series of implicit bias and racism training sessions for PCC's key stakeholders in 2021.

In our commitment to quality, PCC developed a major Quality Improvement (QI) initiative to infuse performance improvement activities throughout the organization. PCC signed an agreement with the Institute for Healthcare Improvement (IHI), which launched a 12-month training program for PCC's leadership in 2020. As we adapt current QI projects to the IHI methodology, we are eager to see major organizational change.

During the last two fiscal years, we successfully opened our 12th and 13th health centers, PCC Parkside Family Health Center and PCC at Healthcare Alternative Systems, Inc., which enhanced our capacity to care for thousands of additional patients. We appointed two new chiefs, Toni Bush as Chief Operating Officer and Sara Hogue as PCC's first Chief Performance Improvement Officer. We also hosted our 9th Annual Fundraising Gala "Sweet Home Chicago," which was held at the Fairmont Chicago, Millennium Park to support the PCC Foundation during Fiscal Year 2019.

With that, we are extremely grateful for our donors and partners who have helped position us for continued service within the community. We sincerely thank our staff for their dedication to our patients and the organization as 2020 has been an extremely difficult year. We are very thankful for every employee, donor, and partner who has helped PCC fulfill our mission to the communities we serve during this unprecedented time.

Sincerely,

Carolyn Fitzpatrick, MD
Chairperson

Robert J. Urso
President and CEO



PCC's COVID-19 Response



Staff and Patient Safety

To best respond to the COVID-19 pandemic, PCC established a Core Leadership Response Team consisting of Robert J. Urso, President and CEO, Dr. Paul Luning, Chief Medical Officer, and Toni Bush, Chief Operating Officer. In March, they began implementing new organizational measures to protect the health of patients and staff.

To minimize the spread of the virus, PCC deployed 150 staff members to work from home. We postponed non-essential scheduled appointments and designated sites that primarily focused either on “well visits” or “sick visits” until

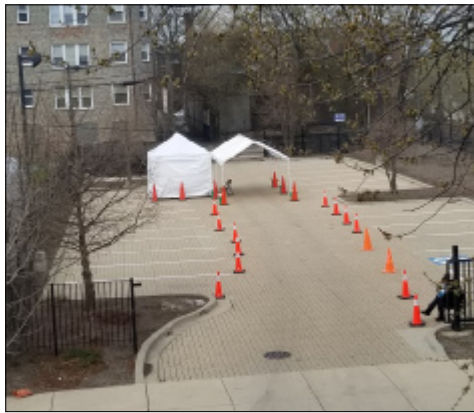
June, 2020. We closed five health centers temporarily. At our open sites, patients could call in to make an appointment for essential services. We triaged staff based on chronic conditions to ensure that staff who were most vulnerable were no longer working in the clinics and where possible, allowed staff to work remotely. We timed the scheduling of patient visits to increase social distancing and screened patients for COVID-19 symptoms as they entered our clinics. Staff working directly with patients were required to wear masks and protective eyewear. We have since established additional protocols as we resumed routine patient visits in our clinics.



Telehealth

Notably, PCC has rethought the way we deliver care. We began primarily providing essential services through telehealth technology. While we have increased in-clinic visits, we continue to direct patients primarily to telehealth services,

provided via telephone or videoconferencing. Many of our medical providers and all of our behavioral health staff are providing care remotely. In June, PCC was awarded funding from the Federal Communications Commission to replace our existing phone system to improve our telehealth infrastructure.



COVID-19 Testing and Hotline

In March, 2020 PCC began providing COVID-19 testing in our clinics for the following: symptomatic staff needed in patient care areas within seven days; PCC patients who were employed as first responders or health care workers; homeless individuals or others in congregate living facilities; and high-risk patients. Recognizing the need to expand testing, PCC established two drive-up sites at PCC Salud and PCC Austin Family Health Centers. We are providing testing for patients and non-patients and for symptomatic and

asymptomatic individuals. So far, we have tested over 10,000 individuals.

Additionally, PCC created a COVID-19 hotline (773-295-3347) for patients to call with questions about recognizing symptoms, reducing the rate of infection, and triage advice about whether to be seen. The hotline is located at PCC South Family Health Center, where staff assists both patients and non-patients. Since March, we have received over 19,000 phone calls.



Commitment to Staff

In March, 2020 unemployment claims in Illinois surged due to COVID-19, surpassing 10 times the rate of unemployment claims that were made in 2019. In the midst of this, PCC remained committed to the financial wellbeing of our employees. Despite the crisis, PCC provided a 2% cost of living raise that had been planned before the pandemic. PCC also offered COVID-19 hazard pay, which provided

an additional hourly bonus for staff working in the clinics.

PCC extended virtual support services for all employees to help alleviate the stress of COVID-19. PCC's Behavioral Health Consultants provided support sessions twice a week. This created space for staff to come together virtually to share their feelings, practice mindfulness exercises, and learn self-care strategies.

COVID-19 Vaccines

In December 2020, PCC began distributing the Pfizer and Moderna COVID-19 vaccines to staff. By February 2021, all PCC staff had received the chance to get vaccinated.

PCC has also begun vaccinating

patients. We are currently following the Phase 1a, 1b, 1c, and 2 definitions as recommended by the Illinois Department of Public Health and our local health departments. As the State of Illinois moves into each phase, we are committed to being a COVID-19 vaccine provider for patients and the community.

Pressing On

This past year has been challenging for all of us, but we remain committed to our mission. During the early stages of the crisis, PCC's patient volume decreased significantly (by 30%); however, we have since increased patient visits to about 90% of our typical volume. PCC is extremely grateful for significant funding from the U.S. Department of

Health and Human Services — Health Resources and Services Administration (HRSA), the State of Illinois, the City of Chicago, and various foundations that have helped us to respond to the pandemic. We will continue to address this public health emergency while providing essential primary and preventive health care services to medically underserved populations.

Expansion of Centers and Services



PCC Parkside Family Health Center

PCC opened its 12th health center, PCC Parkside Family Health Center on March 4, 2019. Located at 115 N. Parkside Avenue in the heart of the Austin community, this center expands affordable health care access to more residents on Chicago’s West Side.



PCC was awarded \$1,768,211 by the U.S. Health Resources and Services Administration (HRSA) to open PCC Parkside after Circle Family HealthCare Network closed in 2018.

Many of PCC Parkside’s patients were former Circle patients who would have otherwise

been left without a medical home.

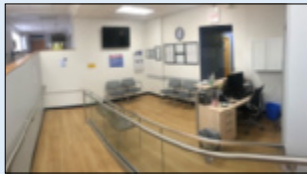
The 6,000 square-foot, renovated clinic features 12 medical exam rooms, two behavioral health offices, lab, reception area, patient waiting area, restrooms, and ample office space. It offers medical care, mental health care, substance use services, and support services to patients of all ages.

“PCC already had a strong presence in the Austin community, and we see this clinic as an opportunity to deepen our commitment to the residents of Austin,” said Robert J. Urso, President and CEO.



PCC at Healthcare Alternative Systems, Inc.

On September 14, 2020, PCC opened its 13th Health Center, PCC at Healthcare Alternative Systems, Inc. It is located at 4534 S. Western Avenue in Chicago.



As our first site on Chicago’s South Side, the clinic extends care to the communities of Brighton Park and New City. The clinic runs in

partnership with Healthcare Alternative Systems, Inc. (H.A.S.). They provide behavioral health services to PCC patients, while PCC provides comprehensive primary care services, including access to a psychiatric nurse practitioner.

H.A.S. was founded in 1974 to meet the need for bilingual, culturally sensitive behavioral health services in Chicago.

Peer Support Services

In 2019, PCC was able to increase patient and community engagement in integrated substance use treatment at PCC’s Chemical Dependency Clinic by implementing peer recovery support services.

With funding from the CVS Health Foundation and the National Association of Community Health Centers, PCC was able to hire two Peer Recovery Support Specialists (PRSS). With a history of opioid use themselves, they provide emotional support, care coordination, patient education, and referrals to community resources, all while navigating the road to recovery alongside the patient. The PRSS also refers Emergency Room patients for walk-in services, Medicated-Assisted Treatment, and engagement with a medical home.

Also in 2019, PCC received funding from the Illinois Department of Human Services to train

two PRSSs in doula care for our high-risk pregnant patients that are recovering from substance use. PCC’s Peer Doulas accompany patients with a substance use disorder through pregnancy, birth, and up to 12 months postpartum, while supporting patients in their recovery and other medical needs. Peer Doulas combine recovery support with traditional doula services.

PCC provided a unique opportunity for Tatiana Tobias, Peer Recovery Support Doula. She started her journey with us as a patient. After living through 15 years of addiction, Tatiana is in recovery, thanks to the care she received at PCC’s Chemical Dependency Clinic. Now sober for more than two years, Tatiana was recruited to join the PCC staff first as a PRSS, and now as a Peer Recovery Support Doula, where she uses her lived experience to help support and inspire other PCC patients who are actively struggling with addiction.



Tatiana Tobias
Peer Recovery Support Doula

“I finally got the help I needed from PCC and am grateful to now be working here in a position where I can give back to other patients by sharing my story.”



VeggieRx Program

In partnership with Windy City Harvest, PCC implemented an innovative VeggieRx Program at PCC Austin Family Health Center in June 2019 with the goal of addressing diabetic management and the social determinants of health.

The VeggieRx Program provided participants with bags of produce, vouchers (“Produce Perks”) that are redeemable for additional produce at on-site farm stands, nutrition lessons, and cooking demonstrations with food samples. PCC provided integrated diabetic groups facilitated by a PCC medical provider, nurse, and social worker, as well as dental

screenings and on-site diabetic retinopathy screenings as needed. During this 23-week pilot, 293 veggie boxes were distributed to 101 patients living with diabetes.

Because of the pilot’s success, PCC continued the program in 2020 at PCC Austin Family Health Center, where 1,155 veggie boxes were distributed to 69 diabetic patients.

The program also expanded to target Spanish-speaking diabetic patients at PCC Salud Family Health Center, where 244 veggie boxes were distributed to 73 patients. Due to COVID-19, the program delivered boxes and performed outreach telephonically. Boxes were also available for pick-up on select dates and times.

Performance Improvement



PCC maintains a strong Performance Improvement (PI) Program that evaluates programs and services while ensuring adherence to quality standards. The PI team performs quarterly assessments of service utilization, service quality, and patient health status and outcomes. When objectives are not met, the team conducts a thorough assessment of operational systems, staff training and performance, physical barriers, and documentation tools. Such reflection is critical to directing resources to where they will have the greatest impact.

In 2019, PCC restructured the PI Department. Sara Hogue, MSW transitioned from Director of PI to the newly created role of Chief Performance Improvement Officer (CPIO). Sara has nearly a decade’s worth of experience in highly relevant PI areas such as research, program evaluation, data analysis, quality assurance, and performance management. In this position, Sara leads initiatives to help develop new capacity and capabilities in quality improvement across all PCC sites.

For example, in May 2020, Sara and her team developed a COVID-19 Activity Dashboard as a means to keep staff informed. It is distributed monthly and includes COVID-19 hotline activity, care coordination outreach data, telehealth encounters, patient testing data, and staff testing data. The dashboard is reviewed with key medical leaders and is a useful organizational tool.

As the department expands its research and data efforts, a Research and Data Manager was added to

the team. This position supports research initiatives by serving as a liaison between various departments and assisting with the creation of project management tools to enhance the organization of information and ensure consistency.

The PI Department also completed the Annual Reporting Process to maintain the National Committee for Quality Assurance’s (NCQA) PCMH (Patient Centered Medical Home) recognition for our continuity sites, which were awarded recognition status in July 2020.

PCC also received PCMH certification for the entire organization though the Joint Commission in early February 2020. Maintaining PCMH status indicates that PCC has met rigorous standards that demonstrate patients are at the heart of our model of care. As reported by the NCQA, research has shown that patient-centered medical homes foster strong relationships between patients and their care teams and ultimately leads to improved quality, higher levels of patient satisfaction, and reduced health care costs.

Lastly, PCC is in the process of a major quality improvement initiative to infuse PI activities throughout the organization. PCC signed an agreement with the Institute for Healthcare Improvement (IHI) to begin a 12-month training program. In November 2020, leadership and key staff began training sessions twice a month with the IHI team. These sessions provide content on quality tools and techniques, as well as space to adapt current QI projects to the IHI methodology. PCC is eager to embark on shifting the organizational culture to further emphasize and embrace the principles of quality improvement.



Sara Hogue, MSW
Chief Performance Improvement Officer



PCC thanks
Our generous supporters

Fiscal Year 2020

July 1, 2019 - June 30, 2020

\$100,000 +

Department of Health and Human Services,
Health Resources and Services
Administration (HRSA)
Illinois Department of Human Services
Office on Women’s Health
Public Health Institute of Metropolitan
Chicago
The Crown Family
The PCC Foundation
United Way of Metropolitan Chicago
Westlake Health Foundation

\$50,000 – \$99,999

Cook County Health and
Hospitals Systems

Illinois Breast & Cervical Cancer Program
Lloyd A. Fry Foundation
Michael Reese Health Trust
Northwestern University

\$10,000 – \$49,999

Community Mental Health Board of Oak
Park Township
Donley Foundation
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Illinois Primary Healthcare Foundation
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The Boulevard of Chicago
University of Chicago
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\$1,000 – \$9,999

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Dr. Scholl Foundation
John and Jean Frana
Kirkland & Ellis LLP
Emma and Eric Worringer

In-Kind Donations

Henry Schein Cares Foundation
Park Women’s Guild
Illinois Chapter, American
Academy of Pediatrics (ICAAP)

2019 Fundraising Gala Donors

\$10,000 +

Barry and Kimberly Fields
West Suburban Medical
Center

\$1,000 – \$9,999

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Iris Kanapaux
Kelly Kanapaux
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Tennis & Fitness Centre
Karen Kraker Urso
Lynne Williams
Zanies

We have carefully reviewed the names of those listed in this report. If your name has been misspelled, incorrectly listed, or omitted in the report, please accept our sincere apology and contact our administrative office so that we may correct it.

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H80CS00276: Health Center Program for a total grant amount of \$8,513,469. Eighty percent of operational expenses were financed with nongovernmental sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

2019 AT A GLANCE

Total Patients: 49,626

Medication Assisted Treatment: 3,122

Medical Visits: 154,963

Sports Medicine Visits: 1,976

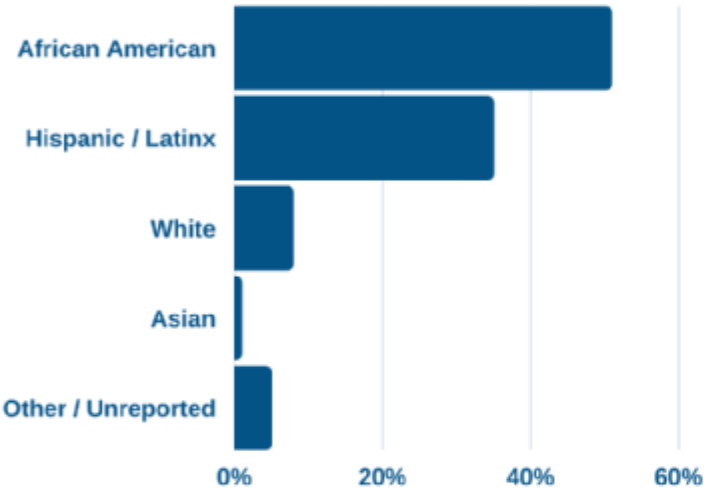
Behavioral Health Visits: 25,375

Ultrasound Visits: 1,352

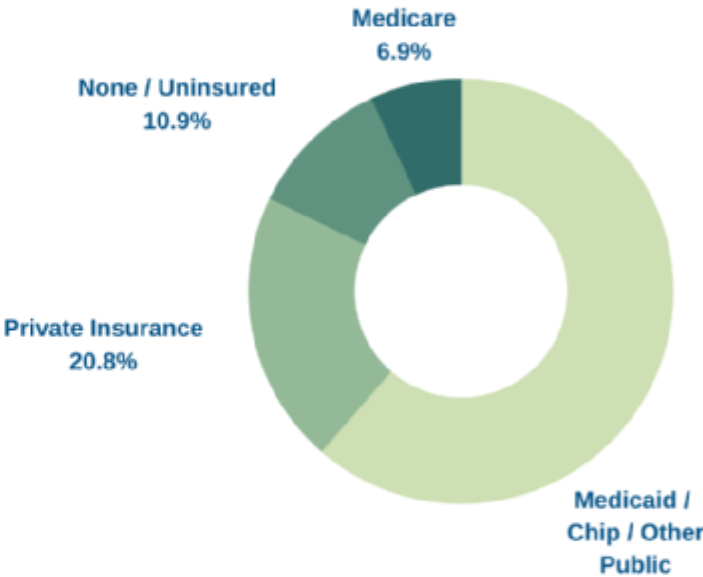
Dental Visits: 5,242

Births at the Birth Center at PCC: 60

RACE & ETHNICITY



INSURANCE



COMMUNITIES



Percentage of patients in service area
75%

Financial Statement

ASSETS	Fiscal Year 2020	Fiscal Year 2019
Cash	\$22,410,029	\$16,734,452
Certificates of deposit	\$4,773,288	\$4,800,000
Assets limited to use	\$395,240	\$450,934
Accounts receivable, net	\$526,581	\$1,268,038
Accrued interest receivable	\$10,224	\$39,850
Grants and other receivables	\$3,305,926	\$1,901,454
Prepaid expenses	\$500,421	\$516,789
Total current assets	\$31,921,709	\$25,711,517
Long-term note receivable	\$3,233,189	\$3,233,189
Investment in Accountable Care Entity	\$37,500	\$87,500
Property and equipment, net	\$14,814,019	\$15,585,124
Total assets	\$50,006,417	\$44,617,330
LIABILITIES AND NET ASSETS		
Accounts payable	\$732,505	\$1,004,565
Accrued payroll and payroll taxes	\$1,021,780	\$513,573
Accrued vacation	\$1,523,816	\$1,266,169
Deferred revenue	\$961,302	\$69,985
Notes payable, current portion	\$3,790,955	\$33,455
Total current liabilities	\$8,030,358	\$2,887,747
Notes payable, long-term portion, net	\$7,097,493	\$6,585,972
Total liabilities	\$14,602,859	\$9,473,719
NET ASSETS		
Without donor restrictions	\$35,403,558	\$35,143,611
With donor restrictions	\$0	\$0
Total net assets	\$354,035,58	\$35,143,611
Total liabilities and net assets	\$50,006,417	\$44,617,330
SUPPORT AND REVENUE		
Patient services, net	\$23,445,246	\$24,084,547
Grant revenue	\$10,164,329	\$8,990,037
Contributions	\$18,608	\$121,970
Interest income	\$216,264	\$315,874
Other income	\$9,568,380	\$8,405,731
Total support and revenue	\$43,412,827	\$41,918,159
EXPENSES		
Medical	\$37,412,667	\$32,300,645
Grants and contracts	\$105,439	\$103,549
Management and general	\$5,576,605	\$5,454,965
Fundraising	\$58,169	\$49,458
Total expenses	\$43,152,880	\$37,908,617
Change in net assets	\$259,947	\$4,009,542
Net assets, beginning of year	\$35,143,611	\$31,134,069
Net assets, end of year	\$35,403,558	\$35,143,611

This data was compiled by an external accounting firm

PCC is parent to the PCC Foundation; therefore, the PCC Foundation’s financial statements are included as part of PCC’s consolidated financial statements. The Foundation has \$12,882,000 in assets, of which \$9,600,000 is in cash and certificates of deposit. In addition, the Foundation had a net income of \$136,700 for the use of funding grants to the Center. The PCC Foundation provided \$830,000 in grant support to the Center in conjunction with its mission to award grants to the Center based on need.



PCC Austin Family Health Center

5425 W. Lake Street, Chicago, 60644
Phone: 773-378-3347 Fax: 773-378-4028

PCC Clinic at The Boulevard

3456 West Franklin Boulevard, Chicago, IL 60624
Phone: 773-533-6013

PCC at Healthcare Alternative Systems, Inc.

4534 S. Western Ave, Chicago, 60609
Phone: 773-584-4175 Fax: 773-584-4176

PCC Community Wellness Center At Steinmetz

3030 N. Mobile Avenue, Chicago, 60634
Phone: 773-622-5679 Fax: 773-622-5814

**PCC Community Wellness Center
At West Suburban**

1 Erie Court, Suite 7140, Oak Park, 60302
Phone: 773-537-0020 Fax: 773-537-0029

PCC Dr. Tong Health Center

1 Erie Court, Suite 6040, Oak Park, 60302
Phone: 708-386-1301 Fax: 708-386-3053

PCC Lake Street Family Health Center

14 Lake Street, Oak Park, 60302
Phone: 708-383-0113 Fax: 708-383-9911

PCC Melrose Park Family Health Center

1111 Superior Street, Suite 101, Melrose Park, 60160
Phone: 708-406-3040 Fax: 708-406-3059

PCC Parkside Family Health Center

115 N. Parkside Avenue, Chicago, 60644
Phone: 773-295-3060 Fax: 773-295-3065

PCC Salud Family Health Center

5359 W. Fullerton Avenue, Chicago, 60639
Phone: 773-836-2785 Fax: 773-836-7381

PCC South Family Health Center

6201 Roosevelt Road, Berwyn, 60402
Phone: 708-386-0845 Fax: 708-386-8472

PCC Walk-In Wellness Center

At West Suburban Medical Center

3 Erie Court, Suite 1300, Oak Park, 60302
Phone: 708-406-3929 Fax: 708-406-3935

PCC West Town Family Health Center

2434 W. Division St., Chicago, IL 60622
Phone: 773-584-4178 Fax: 773-584-4176



www.pccwellness.org

Find us on 

Administrative Offices

14 Lake Street
Oak Park, IL 60302
Phone: 708-383-0113 Fax: 708-383-9911