



Health Care That Changes Lives

Bringing care closer to home for thousands of families



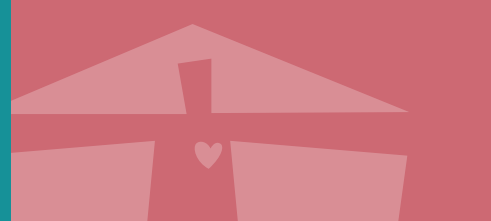
A Member of Ravenswood Family Health Network



SPRING 2026



Celebrating 25 Years of Empowering Communities



Give the Gift of Care



LETTER FROM CEO

DEAR COMMUNITY,

This spring, Ravenswood Family Health Network continues to evolve to meet the growing and changing needs of our patients all while staying grounded in the same commitment that has guided us for more than two decades: providing compassionate, high-quality care to every individual and family we serve.

Across our clinics, we are strengthening how we deliver care so that patients can access services more efficiently and receive the support they need at the right time. From expanding preventive care to introducing new tools that support our providers, we are improving access and the patient experience.

We are especially proud of the ways our teams are working together to close care gaps and ensure patients stay on track with essential screenings and follow-up care. Whether it's supporting families through pediatric services, improving workflows to maximize time with providers, or expanding access to dental care in Redwood City, every effort reflects our commitment to whole-person, patient-centered care.

At Ravenswood, health care is more than a service—it is a partnership. The progress we've made would not be possible without the support of the partners who share our commitment to improving community health. We thank our partners who made the opening of our new dental clinic possible: Sequoia Healthcare District, Health Plan of San Mateo, Bothin Foundation, Delta Dental Community Care Foundation, and Dignity Health Sequoia Hospital.

Thank you to all other partners who have helped us improve our way of providing care! By continuing to invest in innovation, coordination, and community-based care, we are helping our patients build healthier futures for themselves and their families.

Thank you for being part of this work and for helping us expand access to care across our community.

With gratitude,



Gralyn Jacques, MBA
Chief Executive Officer

Across our clinics, we are strengthening how we deliver care so that patients can access services more efficiently and receive the support they need at the right time.

ABOUT US

Ravenswood Family Health Network, which was established in 2001, is a non-profit, federally qualified health center that serves majority low-income patients from San Mateo and Santa Clara Counties. We are committed to addressing the health needs of our communities, and provide integrated primary and preventive health care using a whole-person, patient-centered approach. Each patient at Ravenswood has a dedicated care team working closely to help them achieve the best health outcomes possible.

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NEWSLETTER

Editor: Lourdes Sanchez
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Evelyn's Pediatric Story

Above: Alex (left), Pediatric Supervisor prepares Evelyn (center) for her exam. Below: Dr. Raney (left) shares a book with baby Evelyn (right).

Evelyn has been a patient of Ravenswood since birth. Her first visit was at just five days old, when her family brought her for her first pediatric appointment with Dr. Raney, her primary care provider.

Unfortunately, Evelyn experienced significant illness as an infant. During the first few months of her life, Evelyn was hospitalized multiple times for severe vomiting and diarrhea. Occasionally after consuming formula, she would experience persistent projectile vomiting, which caused significant concern for her parents, who would take her to the emergency room.

The first time she developed these symptoms, she was so dehydrated that she ended up in the Intensive Care Unit (ICU), and required nutrition through an IV as she recovered. Soon after discharge, these symptoms returned, and her parents brought her back to the emergency department, and she again was admitted to the hospital. By the time she was just over three months old, this pattern had happened three times.

In between each trip to the hospital, Dr. Raney followed up with Evelyn and her parents. Together, they discussed the condition and processed the trauma of having such a young infant struggle with such a severe, repetitive, and—until the third admission—unexplained illness.

At her third hospital visit, the doctors diagnosed her with Food Protein-Induced Enterocolitis Syndrome (FPIES), a type of food allergy that causes serious gastrointestinal symptoms. “I felt much more comfortable once the diagnosis of FPIES was made, and was able to communicate this with her family,” said Dr. Raney. “My role was to help explain the lab results and decision-making to them and ultimately reassure them once we had a diagnosis that fit the clinical picture.”

Dr. Raney saw Evelyn for her post-discharge visit and recommended dietary changes, including eliminating milk, cheese, and yogurt, while continuing breastfeeding. She also reinforced the importance of only giving her hypoallergenic formula. With these changes, the cycle was broken, and Evelyn did not go back to the hospital with vomiting.



Evelyn continued her care with gastroenterology, allergy, and immunology specialists, while also seeing Dr. Raney for her well-child visits to ensure healthy growth and development. Every step of the way, Dr. Raney was there to monitor her progress, coordinate care, and support her health.

Evelyn's family is deeply grateful for the compassionate care Ravenswood provided to help their daughter grow up healthy and happy.



Supporting Healthy Futures: *The Role of Our Pediatric Health Coach*

At Ravenswood, caring for children is about ensuring every child has the support they need to have a healthy and happy development. Our Pediatric Health Coach plays a critical new role in making that possible.

By regularly reviewing our care gap list, the Pediatric Health Coach identifies children who are overdue for important preventive services such as well-child visits, screenings, and immunizations. Through proactive outreach, families receive reminders, guidance, and support to help them stay on track with their child's care.

This work is especially important as early detection can make a lasting difference. Recent updates to our Well-Child Care standards, including earlier screening timelines for a child's hearing and vision, allow us

At Ravenswood, care is a partnership – our team works closely with families to support children's health and development at every stage.

to identify potential concerns sooner and connect children to specialty care more quickly when needed.

Beyond coordination, the Pediatric Health Coach serves as a trusted resource for families. Looking ahead, we are expanding this role to provide more direct education and support in key areas such as nutrition, asthma management, and ADHD care. By equipping families with knowledge and tools, we help them feel confident in managing their child's health in partnership with us.

Together, these efforts strengthen continuity of care, improve health outcomes, and ensure every child has a strong, healthy foundation for the future.



Adrian (right), Family Nurse Practitioner, explains the importance of colorectal screening and how patients can complete it at home.

Early Detection Saves Lives

Colorectal cancer remains one of the leading causes of cancer-related deaths in the United States (Cedars-Sinai, 2023).

At Ravenswood Family Health Network, we are working on increasing screening rates and reducing preventable deaths through early detection. Our Health Care Coordinators are identifying patients ages 45–75 who are overdue for screening and may not have upcoming appointments. Patients are contacted directly, provided with culturally and linguistically appropriate education, and offered convenient at-home fecal immunochemical test kits.

By making screening more accessible and easier to complete, we are helping patients take an important step toward early detection. This initiative aims to reduce care gaps, address cancer disparities in our community, and prevent late diagnoses.

Ultimately, it means more families can detect cancer early—when it’s most treatable.



Dylan, Family Nurse Practitioner, works with a patient to arrange an at-home screening kit and support early detection efforts.

DID YOU KNOW?

- >90% survival when colorectal cancer is caught early
- There’s a 15% survival when colorectal cancer is caught late
- <50% of Latino adults are screened

Bringing AI into the Exam Room



Dr. Tse uses Abridge to assist with clinical documentation, allowing more time to focus on patient care.

Our care team is embracing new technology to enhance the patient experience. In late 2025, we implemented AI-powered scribing tools through Abridge thanks to pilot funding from Health Plan of San Mateo.

This technology is assisting providers by documenting clinical notes in real

time during patient visits. We currently have 10 providers using this scribing tool. By reducing time spent on manual documentation, our providers can focus more on what matters most—listening to patients, answering questions, and delivering personalized care. AI scribing also helps improve efficiency across the care team, allowing providers to complete accurate documentation more quickly and spend less time after visits finishing notes.

As we continue integrating this tool into our workflow, our goal is simple, which is strengthening the connection between patients and providers while improving the quality and efficiency of care.

More time face-to-face means stronger relationships and better care.

“Abridge not only makes my care more efficient by saving time, I believe it’s also more accurate – allowing the patient themselves to directly tell their story without relying on providers’ memories as heavily.”

Dr. Jeremiah Davis,
Associate Medical Director
of Pediatrics



Redesigning the Start of Care

Nurse Jasmine (left) meets with Floribeta (right) for an initial health assessment—helping connect patients to the care they need from the very first visit.

The way patients begin their care journey with us is being redesigned through the introduction of an enhanced process for Initial Health Assessments (IHA), which was made possible through pilot funding from Health Plan of San Mateo. An IHA is a patient's first comprehensive visit, where we learn about their health history, current needs, and preventive care. It serves as the first step in helping a patient get connected to the right care, at the right time. Ultimately, patients can begin care with clarity, confidence, and support.

With this new approach, nurses now lead the intake and data collection process prior to the provider visit. This allows providers to dedicate their full appointments to addressing patient concerns, answering questions, and developing personalized care plans. This shift not only improves efficiency, but also helps reduce provider burnout and enhances the overall patient experience.

By streamlining workflows and strengthening team-based care, patients can move more quickly into follow-up appointments and ongoing treatment.

Through this pilot, Ravenswood is enhancing efficiency while ensuring patients receive timely, comprehensive, and patient-centered care from their very first visit.

By streamlining workflows and strengthening team-based care, patients can move more quickly into follow-up appointments and ongoing treatment.

A New Chapter in Expanding Access to Dental Care



and Dignity Health Sequoia Hospital, this \$6.5 million project reflects a shared commitment to improving community health.

In 2025, Sequoia Healthcare District provided a lease to office space that was renovated into our new dental clinic. The dental clinic is 5,186-square-foot clinic featuring eleven modern dental chairs. The clinic space was thoughtfully designed to create a welcoming, patient-centered environment. Once fully operational, the clinic will serve approximately 4,600 patients each year, offering a full range of services, from routine cleanings and preventive care to oral surgery and specialized treatments.

For many families in Redwood City, this clinic represents something meaningful: access. Families who once traveled to East Palo Alto for dental care can now receive care closer to home. This expansion represents Ravenswood's continued commitment to building healthier communities one smile at a time.

On April 6, Ravenswood Family Health Network proudly opened the doors to our new Redwood City Dental Clinic. This new site brings accessible oral health care closer to the communities we serve.

“This dental clinic is a result of trust by our community partners in Ravenswood’s commitment to the community’s oral health,” says Dr. Yogita Thakur, our Chief Dental Officer. Made possible through a transformational investment from Sequoia Healthcare District, along with support from Health Plan of San Mateo, Bothin Foundation, Delta Dental Community Care Foundation,

What Makes This Clinic Unique?

- On-site Panorex X-ray room, which creates panoramic x-rays of the jaws and facial structures
- Separate lactation room for nursing employees to pump and store breast milk
- Accommodates special needs children and adults, including access to general anesthesia dental procedures at Stanford Ambulatory Surgery Center and Stanford Children’s Health
- On-site enrollment support for Medi-Cal, Covered California, SMC ACE, and other health programs

Above: Christopher (right) receives an X-ray at our new Redwood City Dental Clinic. Below: Funders, partners, and government officials celebrated the opening of our Redwood City Dental.



“Our Redwood City dental clinic is a result of trust by our community partners in Ravenswood’s commitment to the community’s oral health.”

Dr. Yogita Thakur
Chief Dental Officer



JOIN US THIS SPRING SEASON!

Ways to give:

- **Online:** www.ravenswoodfhn.org/donate
- **By Check:**
Attn: Finance Department
 Ravenswood Family Health Network
 1885 Bay Road
 East Palo Alto, CA 94303
- **By Stock or Securities:**
 Contact development@ravenswoodfhn.org
- **Give through your Donor Advised Fund (DAF):**
 Recommend a grant to Ravenswood Family Health Network today.
 Email development@ravenswoodfhn.org for assistance



Ravenswood Family Health Network is a tax exempt 501(c)(3) nonprofit agency

Questions? Contact the Development Team at Development@RavenswoodFHN.org

RAVENSWOOD LOCATIONS

Ravenswood Family Health Center
 1885 Bay Road
 East Palo Alto, CA 94303

Ravenswood Family Dentistry
 1807 Bay Road
 East Palo Alto, CA 94303

Center for Health Promotion
 Eligibility & Enrollment
 1842 Bay Road
 East Palo Alto, CA 94303

RAVENSWOOD SERVICES

- **Primary Medical Care**
 - Prenatal Care
 - Pediatric & Adolescent Medicine
 - Adult Medicine
 - Women's Health
 - Optometry
 - Screenings & Immunizations
 - Pharmacy
 - General X-ray
 - Ultrasound
 - Mammography
 - Chiropractic Care
 - Podiatry
 - Lactation Counseling
 - Laboratory Services
 - Referrals to Specialty Care
- **Integrated Behavioral Health & Social Services**
 - Adult and Pediatric Short-Term Counseling
 - Domestic Violence Counseling
 - Grief Counseling
 - Crisis Intervention
 - Psychiatry Consultation
 - Enhanced Case Management Field Services
 - Health Care for the Homeless
 - Medically Assisted Therapy for Alcohol/ Substance Use Disorder
- **Center for Health Promotion**
 - Chronic Disease Management
 - Health Coaching
 - Health Coverage Enrollment
- **Ravenswood Family Dentistry**
 - Pediatric & Adult Dental Care
 - Preventive Care
 - Restorative & Periodontal Care
 - Prosthodontic Crowns, Bridges & Dentures
 - Oral Surgery under General Anesthesia
 - Emergency Dental Services
 - Oral Health Education
 - Special Needs Pediatric Dental Care
 - Preventive Dental Care in 20+ San Mateo County Pre-Schools and Other Sites

MAYVIEW LOCATIONS

MayView Sunnyvale
 785 Morse Avenue
 Sunnyvale, CA 94085

MayView Mountain View
 900 Miramonte Avenue, 2nd Floor
 Mountain View, CA 94040

MayView Palo Alto
 270 Grant Avenue
 Palo Alto, CA 94306

MAYVIEW SERVICES

- Prenatal Care
- Pediatric & Adolescent Medicine
- Adult Medicine
- Women's Health
- Screenings & Immunizations
- Optometry
- Dental (via mobile clinic)
- Integrated Behavioral Health & Social Services
- Chiropractic Care
- Podiatry
- Chronic Disease Management
- Health Education
- Laboratory Services
- Lactation Counseling
- Health Coverage Enrollment