

Frequently Asked Questions

1. What is the Southside Healthy Community Organization (SSHCO)?

The SSHCO is a non-profit organization funded by state health transformation dollars and created to improve the health of residents on Chicago's South Side. Thirteen healthcare partners – hospital systems, safety net hospitals and clinics – have come together to provide better access to health care and services that build health equity and support healthy lives in 15 zip codes on the South Side of Chicago.

2. What services does SSHCO provide?

The SSHCO is focused on:

- Increasing the presence of healthcare professionals such as doctors, nurses, and specialists within the community, building access and reducing waiting times.
- Recruiting and training numerous care coordinators to assist patients in accessing resources, scheduling doctor appointments, and managing health conditions like high blood pressure, diabetes and more.
- Facilitating seamless care coordination among our thirteen provider organizations through a shared technological platform, enhancing overall healthcare delivery.
- Contracting with key resources that build health and wellness like nutritious food, employment, housing, and transportation to and from medical appointments.

3. Who is eligible for SSHCO services?

Residents on Chicago's South Side who either have no insurance or are covered by Medicaid from the following zip codes: 60609, 60615, 60616, 60617, 60619, 60620, 60621, 60628, 60629, 60632, 60636, 60637, 60643, 60649, and 60653.

4. How do I get connected to these services?

There are a few simple ways. One, through our website at www.southsidehealthycommunity.com and click the Sign up for Services tab. A care coordinator will then get back to you within 48 hours. You can also get signed up for SSHCO services through nurses or doctors at our 13 health clinics and hospitals, or through community health workers and nurse care coordinators at all of our provider locations.

5. Are there any costs associated with SSHCO services?

SSHCO doesn't charge anything to provide care coordination and care management services to eligible patients, nor to connect patients to services they need to lead healthier lives like stable housing, nutritious food, transportation to and from medical appointments and more.

6. Is there a phone number I can call to learn more?

We don't currently have a phone number because we don't yet have the staff dedicated to answering that phone and directing people to care and services. We hope to change that soon but, in the meantime, go to our website to learn more: www.southsidehealthycommunity.com

7. Where is the SSHCO located?

Our administrative offices are currently in the ambulatory care center of St. Bernard Hospital, but our community health workers and nurse care coordinators are employed at our partner locations across the South Side of Chicago at St. Bernard, Advocate Health Care, UChicago Medicine, Sinai Chicago, Roseland Community Hospital, South Shore Hospital, Jackson Park Hospital, Beloved Community Family Wellness Center, Near North Health, Christian Community Health Center, Friend Health, Chicago Family Health Center and TCA Health.

8. Does the SSHCO provide services for new or undocumented migrants?

We have not addressed Chicago's immigrant population and we don't have anything at this time in place to accommodate those needs. Our focus remains on the patient population in our 15-zipcode areas on Chicago's South Side.

9. Can the SSHCO help me find housing? Food? Ways to get to the doctor?

Yes. We have provided significant funding to a number of community-based programs that provide stable housing, nutritious food, transportation to and from medical appointments, and job assistance and training because we know those issues have a direct impact on health and wellness. This is part of our work in building health equity and helping to ensure stronger, healthier communities across Chicago's South Side.

10. Who should a nonprofit contact about collaborating with the South Side Healthy Community Organization?

We are grateful for the interest in this work and in partnering with the SSHCO. If community-based organizations have services they can offer, please contact us through the contact page on our website: www.southsidehealthycommunity.com We are building a resource list of programs and services that promote well-being or tackle specific health needs to share with the South Side community.

