



FOR IMMEDIATE RELEASE

Monday, February 17, 2020

Contact: Jen Anderson, 517.827.0473, janderson@mpca.net

Muskegon Family Care Still Providing Patient Care

Health Center to Close on March 31, 2020

Muskegon Heights, Mich. – Despite reporting on Feb. 14 that suggested Muskegon Family Care (MFC) had “suddenly closed,” the health center will continue to serve patients through March 31, 2020.

“Our focus today and for the next several weeks will be on helping our patients find a new health care home to ensure continuity of care,” said Kathy Hayes, MFC board president. “We are grateful for the support other health care partners have offered in caring for community members.”

Last Friday, confusion regarding the health center’s closure arose after MFC made the difficult decision to terminate employees due to complicated financial troubles. “We regret the worry this caused our patients, and we sincerely apologize for the misunderstanding,” said Mitze Alexander, MFC interim chief executive officer. “However, these terminations were necessary to sustain services while MFC takes steps to responsibly wind down operations and help patients transition to other providers.”

MFC remains open and will continue to provide medical, dental, behavioral, and pharmacy services for patients during normally scheduled hours of operation until the end of March. During this time, MFC staff and clinicians will be helping patients transition their care, including providing referrals to other potential providers and ensuring patients have prescriptions refilled. Patients who want to transfer their health records to another provider should come into the health center to authorize that records transfer.

“MFC appreciates your patience and understanding, especially during longer than usual wait times in the coming days,” Hayes said. “Staff will be working diligently to answer the high volume of calls and questions being received from patients, community members, and partners.”

###

Muskegon Family Care is a Federally Qualified Health Center serving more patients in Muskegon County. Its mission is to improve the overall health and wellness of our community by promoting the physical, emotional, and spiritual well-being of families through comprehensive health care and other supportive services.

MFC is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). Muskegon Family Care receives a portion of its funding through the Department of Health and Human Services/Health resources & Services Administration.