**HCP Name-I’SOT dba Canby Family Practice Clinic**

**HCP #-10618**

**Location- 670 County Rd 83, Canby, CA 96015**

**County- Modoc County (all rural)**

**WC Docket No. 02-60 – DA No. 19-116**

I’SOT Inc. DBA Canby Family Practice Clinic received a denial regarding HCP No. 10618, Request for Waiver filed May 24, 2017. I’SOT Inc. dba is filing an Application for Review by the full commission regarding DA No. 19-116, released February 28, 2019.

The Canby Family Practice Clinic is appealing to the entire FCC commission to reverse your denial of our appeal for USAC funding for the fiscal 2016-2017 year. Our liability without the support of the USAC funding for broadband and phone service is approximately $153,000. Our small rural clinic has no way to pay this bill.

The Canby Family Practice Clinic is a free-standing Rural Health Clinic that has offered services in frontier Modoc County, in the far northeastern corner of California since 1987. Our population is very sparse less that 3 person per square mile in over 4000 square miles. Our Clinic offers primary care medical, dental and integrative behavioral health services. We serve about 2000 unduplicated patients and have about 7500 visits per year. Our patients drive long distances for our services in this remote area.

We face many challenges in high desert plateau region and one of the greatest challenges is provider and staff recruitment and retention. Over two years we have been recruiting for a physician without success. We have shared physicians and FNP’s from other practices to help keep the Clinic going. Our staff have lived without raises and volunteers have helped to fill the gaps to enable the Clinic to continue providing services in this underserved area. However, when our IT administrator for the past 10 years relocated for family health issues our new employee did not understand the process of filing the USAC paperwork the filing deadline was missed. Our Clinic is eligible for the USAC funding and without it we would not have the Board Band services needed for our electronic health records, e-prescribing and telemedicine services. We have 2 tele-med carts, not only for our patients but for provider consults. We also are starting up a regional HIE between hospitals and other providers we refer our patients to.

When we discovered our mistake and that we missed the filing deadline, we were in despair, knowing that the Clinic did not have the cash flow to pay for the Broadband service without USAC support.

We have made organizational changes so we will not miss the filing deadline in the future. We have also received competitive bids after our 3 year contract with Integra/Allstream and currently have a much lower monthly charge for 100 Mb connections instead of 40Mps.

Our patients have depended on us to provide health cares services and we would like to continue to care for them. However, we need help to cover this big liability we did not anticipate.

Our budget is about $1,300,000 annually and our Clinic runs on a very narrow margin. We are appealing to the FCC commission to give us a waiver for our failure to do the proper paperwork timely since we did provide the much needed service to our community.

Please re-consider our request. We welcome an opportunity to come to present our request to the commission in person and answer any questions. Our small Clinic needs some relief from this administrative burden that could cause us to stop providing services. We do not know what to do except to plead for your understanding of our desperation.

Thank- you very much for your consideration.

Jim Linden

**Jim Linden, IT Administrator**

Canby Family Practice Clinic

[www.canbyclinic.org](http://www.canbyclinic.org)