Castro-Mission Health Center
Remodel and Temporary Move
Frequently Asked Questions

What's happening?
Castro-Mission Health Center, a primary care clinic in the San Francisco Health Network, will undergo a clinic remodel and temporary move on **July 9, 2019 through 2020**. Castro-Mission will temporarily move to 995 Potrero Ave., Building 80, 1st floor, on the Zuckerberg San Francisco General campus. The clinic renovation at 3850 17th St. will make the building safer in case of an earthquake. The clinic will have 12 new exam rooms and 4 new consultation rooms. Patient rooms will move to the 2nd floor to better use the clinic space. Updates will be made to the common areas, restrooms, and staff areas.

When is construction? How long will the temporary clinic be at ZSFG?
Construction is expected to take at least 14 months. Construction will start in late 2019 and be complete in 2020. Before construction starts, Castro-Mission Health Center will move on July 9, 2019 to the temporary clinic on the ZSFG hospital campus. **For the move**, the clinic will close on Friday (July 5) and Monday (July 8). All dates and details are subject to change.

Information as of June 2019. All construction dates and details are subject to change.
Why is the clinic temporarily relocating, and where?
During the remodel, the clinic will temporarily move because the building will undergo major construction that will cause disturbances (noise, vibrations, and space restraints) and interfere with patient care. The clinic will be relocating to Building 80 (1st floor), on the Zuckerberg San Francisco General (ZSFG) hospital campus at 995 Potrero Ave. (The space was previously used by the Adult Urgent Care Center. That clinic relocated to Building 5, 1st floor, unit 1E, on the hospital campus.)

How do I get to the temporary clinic?
The ZSFG hospital campus is in the Mission District. The temporary clinic will be at 995 Potrero Ave., Building 80, 1st floor. Muni buses serving ZSFG are: 9 (San Bruno), 10 (Townsend), 33 (Ashbury / 18th), 48 (Quintara / 24th St.), and 90 (San Bruno Owl). ZSFG provides free shuttle service to and from the 24th Street Mission BART. UCSF shuttles also stop at ZSFG. For shuttle information and directions for public parking, visit Patient and Visitor Information at zsfgcare.org.

How will the project improve patient care?
The 2nd floor will have most of the exam rooms. The number of patient rooms will more than double. The new layout will allow for team-based care to better serve all our patients’ needs. The renovations will add 12 exam rooms and 4 consultation rooms – for a total of 24 exam rooms and 10 consultation rooms. The exam rooms will be larger, ranging in size from 110-120 square feet (compared to 70-110 square feet). The restrooms also will be upgraded to improve accessibility for people with disabilities.

I’m a current patient. Should I make any updates to my medical records, or insurance, to receive care at the temporary clinic?
No. You do not have to change your insurance. We will have your health records.

Do I need an appointment for the temporary clinic?

What health services will be available at the temporary clinic?
We are finalizing details for the temporary clinic. We plan to provide many of the same health services that are currently available in the clinic.

Will the temporary clinic have different hours?
No. The temporary clinic will have the same hours of operation.

Will Castro-Mission doctors and staff be temporarily relocating?
Yes. The clinic’s doctors, nurses, managers, and other staff will be relocating to the temporary clinic. After construction, the staff will return to the permanent clinic.

Information as of June 2019. All construction dates and details are subject to change.
I’m a neighborhood of the clinic. How will construction impact me?
Noise disruptions are expected in the beginning of the project during the structural construction, which will be 6-8 months. Construction will occur between the hours of 7 a.m. – 5 p.m. Monday – Friday, according to the project contract. All construction will adhere to the city’s rules and regulations (Police Code Article 29, Sections 2907 and 2908). For construction questions or issues, please contact Maricella Miranda, San Francisco Department of Public Health Capital Projects, at 628-206-5784 or sfphconstruction@sfdph.org.

Will the exterior of the clinic building look differently after the update?
Concrete shear walls will be added to the exterior to strengthen the building in case of an earthquake. The new shear walls will be installed and treated to match the pattern of the existing building façade. The project designs have been approved by the Planning Department, Historic Preservation Commission, and Civic Design Review.

What is the landscaping plan for the remodel?
Attractive and low-maintenance plants and trees will be added for the clinic remodel. Some trees that are unhealthy and over-mature will be removed. Eight eucalyptus trees and one palm tree will be removed. Three windmill palms and three Mexican fan palms will be added. Ten trees will remain on the clinic site, and four on 17th Street. In April 2019, the San Francisco Arts Commission Civic Design Review Board approved the landscaping and remodel plans following three reviews of the plans.

Will there be street impacts be on 17th Street during construction?
Neighbors can expect some street impacts around the clinic during construction from large vehicle traffic. Most of the construction staging will be done on the property. More details about the construction plans will be available once finalized.

What is the security plan for the construction site on 17th Street?
The clinic site will be locked and secure after construction hours. The San Francisco Sheriff’s Department will be patrolling the site during construction. If you see suspicious activity at the site during construction, please call your local police or 911.

I still have questions. How can I get more information?
If you have questions about the remodel or temporary move, contact Maricella Miranda, Capital Projects for the Department of Public Health, at 415-206-7193 or sfphconstruction@sfdph.org. If you have questions about health care, contact Castro-Mission Health Center at 415-934-7700. For the latest project information, visit [http://bit.ly/CMHCremodel](http://bit.ly/CMHCremodel).

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