

Point Roberts Hospital District

Meeting Minutes
Wednesday April 1, 2026

Call to Order and Roll Call:

The meeting was called to order by Commissioner, Noel Newbolt at 7:00 pm

Commissioners: Noel Newbolt (1, Chair), Alyssa Clark (2, Vice Chair), Vic Riley (3)
Staff Present: Superintendent, Auditing Officer & Administrative Clerk: Farrah Carsten MD, Provider: Sean Bozorgzadeh (Absent) Practice Manager: Alexandra Wiley

Guests/Public Present: Erin Kelly – APB/Daffodil Press, Shannon Riley, Allison Calder, Pia Clark

Public Comment: None at this time.

Approval of Prior Minutes:

Approval of minutes from previous PRPHD Regular Meeting (March 4, 2026).

Motion: To approve minutes as presented. Motion carried.

Financial Report:

Farrah Carsten provided copies and presented the financial report.

Table with 3 columns: Accounts, March, February. Rows include General Fund, Reserve Fund, and Capital Fund with corresponding dollar amounts.

Current month payables = \$16,221.73 / Payroll is \$2,708

Bills presented for approval as follows:

- 04/03/26 – SuperTrack Urgent Care PLLC (April 2026) = \$16,000
03/28/26 – Whatcom County Fire District #5 utilities = \$135.72
03/31/26 – Bellingham Business Machines= \$24.08
04/01/26 – Farrah Carsten reimbursement (USPS stamps & Whidbey) = \$61.93

Payroll:

- Farrah Carsten – Superintendent, Auditing Officer & Admin Clerk = \$1,785
Kimberly Kimmerer – Cleaner = \$440
Noel Newbolt – Commissioner 1 = \$161
Alyssa Clarke – Commissioner 2 = \$161
Vic Riley – Commissioner 3 = \$161

**Motion:** To approve warrants and payroll for prior months' expenditures as presented. **Motion carried.**

**Updates:**

**Resolution: Amending Secretary Job Title 2026-04**

**Motion:** To amend the Secretary job title to Administrative Clerk. **Motion carried.**

**State Audit (due May 30, 2026):** Farrah has completed 90% of the audit and has contacted the state auditor's office after finding discrepancies in the past reported numbers on Schedule 22. If she goes by what was previously reported it will be wrong however if she does it correctly it will trigger the auditor to ask questions. She is hoping to get clarification on this before she proceeds.

**WIX storage pricing plans:** Because Farrah doesn't prefer to use a district owned laptop, she listed out the pricing for WIX to have unlimited storage for all the district files which would cost \$800 annually versus getting a 5TB external hard drive for under \$200. That way there's always a backup and Vic suggested getting two extra drives for redundancy. The board approved the purchase.

**Discussion:**

**Financials:** Vic went over more of the finances and shared a screen with a pie chart reflecting how the clinic is funded and a spreadsheet showing all of the tax receipts since 2006. It costs approximately ½ million dollars annually to operate the clinic, the district provides less than \$200k of that and it's been the same number since 2019 without adjusting for inflation. Patient revenues cover a little more than \$200k which is \$400k out of the ½ million, with SuperTrack making up for the rest of that when they should be able to make a reasonable profit.

Vic started with 2010 as a baseline because that's when the numbers stabilized. The district started doing a little better than inflation about 2017-2018 but when inflation took off in 2022 by up to 8% the costs outpaced the income. The districts operations are typically \$70k a year and if the clinic was subsidized properly in 2019 due to inflation the gap would be \$50k shorting us by \$25k meaning the district would have to reduce costs or increase income. The district has always been banking the money that never dropped below \$375k last year. Vic elaborated that there is maybe a short-term opportunity to help the clinic but there isn't income that keeps up with the costs long term. The grant money given over the past few years was provided to Vic by Farrah and is very unstable.

**Marketing & outreach:** In regards to increasing visibility of the clinic, Vic presented some suggestions and ideas that he spoke to Farrah about in regards to updating the website to make it more optimized for the Clinic versus the Hospital District, being that the URL is pointrobertsclinic.com. He also mentioned that it's hard to find much information on the providers even on the SuperTrack website and we need more information. It would also be useful to put notices at the top of the home page for current clinic status, such as for provider absences, hours changes, and other news. Noel also suggested getting a monthly column going with the APB.

**Stakeholders workshop:** Realtors, insurance, local residents, partner organizations (labs, pharmacies), and referral networks, the broader community, including employers and the local economy. Potential future patients, specialists who receive referrals, affiliated healthcare facilities, Senior Services, Community Outreach programs. non-profit and social service organizations, hospice, mental health and substance abuse programs.

**Taxpayers:** Vic mentioned there's almost 100% overlap between patients and voters. The patients are primarily from the U.S. because the Canadians have healthcare in their country but there are a lot of taxpayers who are neither voters or patients because so many Canadians own property in Point Roberts. The revenue from the taxes puts the district in a good position because there are more taxpayers than there are patients so the proportion funding that can go to the clinic from taxpayer revenues is a lot higher than it would be in most communities. On the other hand, the bad position is that because there are so few people overall there isn't critical mass to support the clinic at a high level of service.

***Allison suggested that end of April to beginning of May the first lump sum of property taxes will be deposited into the general fund by the county. The excess funds should be transferred into the investment account while decisions are being made so that the district can earn interest in the meantime which could be \$300-\$400 a month.***

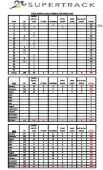
Whatcom County is a stakeholder in what the district does, that's why there are audits. Then at our level, there's the district on one hand, the provider on the other hand, including suppliers like office equipment, Whidbey Telecom, etc. and the district employees. Also, the provider employees, the provider's prospective employees. When Dr. Bozorgzadeh was making the case for a multi-year contract in 2024, one of the points made was that if he's trying to hire somebody and he can only offer them less than a one-year contract, it's not a very attractive opportunity. People need to be able to plan and prospective employees are certainly one of those classes of people. Some of those stakeholders are who Vic feels we need to identify. Vic also believes there is a very good case to be made for going to the public and asking for a levy increase. Local businesses and property sellers would benefit from it because having a clinic in Point Roberts is a good selling point.

Vic explained that he is trying to figure out how to make the case to the community on a levy increase and suggested the Taxpayer's Association and possibly the Chamber of Commerce to coordinate with and get feedback from. Everyone expressed concerns about the support of the community based on the current inflation trends with groceries, gas, etc. Vic suggested to do the math, create the spreadsheets and have some town halls, get input from the community and if it is something the district feels is feasible then at the beginning of next year to get it on the ballot for 2027.

Noel mentioned there are different organizations that have set up a foundation that gives grants (possibly to the Parks Department), people would donate then receive a tax benefit. The discussion continued about having a golf tournament or other events which would be a fundraiser, holding a clinic open house to make it more visible and have Dr. Bozorgzadeh available to talk with people while handing out brochures. Farrah mentioned about the Fire Department having a table set up at the community center in the summer and how the hospital district with SuperTrack should have a presence there as well. Allison clarified the Guardians event happens twice a year at the community center and the next one will be held July 4<sup>th</sup>.

There was more dialogue about the community being more willing to support something within the community. Shannon Riley added that if clinic visibility is increased resulting in more patients, would SuperTrack be able to absorb the excess and another issue to address would be making clear expectations to the community of provider and RN presence at the clinic versus not knowing if a provider will be present or who a patient would be speaking to if they called the clinic.

### Clinic Medical Director Update:



**Clinic numbers:** 147 total visits for March (183 last year)

**Billing:** SuperTrack has contracted with an organization affiliated with the software they use and this organization is renegotiating contracts with the insurance payors and clarifying what will happen between Medicare, primary care and urgent care. The contracts determine the distinction however this company believes they can work with the renegotiated contracts to have exceptions for the Point Roberts Clinic and the primary care patients. As far as co-pays are concerned, there will be a lot of billing statements that are being sent out to clean up old patient accounts. Alex is hoping to be up and running by end of April with people at the billing agency answering the phones to help patients and SuperTrack will have a clearer picture of what they can and cannot do. SuperTrack is having 1-hour meetings twice a week with this company to redefine their roles and the billing agency's roles so that when patients call in the staff can transfer the call to the appropriate contact if they are unable to answer the question. For the meantime patients can call the Lakeway clinic if an issue can't be solved at the Point Roberts clinic. Alex can also always be reached via email:

[awiley@supertrackurgentcare.com](mailto:awiley@supertrackurgentcare.com)

Vic asked if Alex could draft an FAQ type format for the APB as far as chronic conditions are concerned (diabetes, thyroid issues, etc.) where the providers can work with specialists on the mainland to manage complex conditions of local residents so that they don't have to head to the mainland for routine treatments.

### Follow Up items:

- ***Farrah to revamp the website and create a pamphlet to hand out***
- ***Farrah to purchase two 5TB external drives for backups***
- ***Alex to send Farrah updated bios on the providers and the RN***
- ***Alex to draft an FAQ for APB***
- ***Noel to get in touch with APB/ Daffodil Press about a monthly column***

Other:

**Next Regular Meeting: Wednesday May 6, 2026 @ 7:00 pm in person at the Community Center and via ZOOM**

Meeting adjourned by Noel Newbolt: 8:08 p.m.

***Minutes approved verbally at the following month's meeting:***

**Noel Newbolt, Commissioner 1, Chair  
Alyssa Clark, Commissioner 2, Vice Chair  
Vic Riley, Commissioner 3**