

Profile of Care

Patient: *Barbara, age 50*

Hometown: *Robbins, NC*

Medical History: *Barbara is recovering from a stroke. She is also a diabetic who suffers from Gastro-esophageal Reflux Disease (GERD), anxiety, high cholesterol, and high blood pressure.*

MFCC Care: *She started coming to the clinic in October 2006 and has seen our primary care provider, and several specialists including a cardiologist and neurologist. We estimate the value of the office visits to be worth \$3,586. This does not include the laboratory and radiology services provided by FirstHealth of the Carolinas.*

Barbara is also on numerous medications. We've purchased approximately \$187 in generic medications through the Patient Pharmacy Program and we enrolled her in the patient assistance programs offered by the pharmaceutical companies. So far, those programs have provided her with an additional \$4,680 worth of free medications.

MFCC Provided Over \$4 Million in Care and Services

Since opening its doors in April 2004, MFCC has provided over \$4 million in care and prescription medications to the limited-income, uninsured residents of Moore County.

The clinic's 1,456⁽¹⁾ registered patients have benefited from 6,500 office visits, hundreds of consults with specialists, dental care, mental health care, and laboratory, X-rays and other diagnostic tests. (See *Value of Services, Page 4.*)

Our patients look like the person in line with you at the grocery store, or in the pews at church. A patient is typically high-school educated, perhaps with some college experience and their ethnicity matches the makeup of our community.

Patients are Moore County residents earning salaries at or below 150 percent of the Federal Poverty Guideline. For a family of four the annual income would be about \$31,000⁽²⁾.

In many of these families the children are eligible for Medicaid, but their parents are not eligible for the same government assistance.

Forty percent of our patients are employed, but they either can't afford, or are not offered or eligible for health insurance. Sometimes they lack health insurance because they work at more than one part-time job when full-time employment

with benefits is not available.

Some of our patients are not employed. Some are waiting for disability and some are taking care of disabled relatives and living off that person's Social Security benefit.

Patients must meet eligibility requirements for our services, which include verification of income, Moore County residency, and the lack of any type of commercial health insurance, Medicaid, or Medicare⁽²⁾.

Once the patient's eligibility is established, their health situation is reviewed and they receive an examination by a medical provider.

The clinic offers its patients a variety high-quality primary and preventive medical care, mental health care, and prescription medications. In just three years, it has developed several specialty clinics including cardiology, orthopedics, ENT, physical therapy/back pain, ophthalmology, and dental.

Its Chronic Disease Management Program, Patient Pharmacy Program, and the new Patient Mentoring Program are examples of programs designed to help patients manage their chronic diseases so their quality of life improves and they can become more productive citizens.

These clinic programs have been enhanced by the generosity of our community. But ongoing funding

DIRECTOR'S CORNER

By Laura Tremper-Jones, R.N.C., M.S.N.

Executive Director



I am often asked to provide statistics about what we've accomplished at the clinic. Most commonly, people ask how many patients we've seen, how many physicians volunteer, and the value of the medications we dispense.

When I pull these numbers together for our grant applications or a report, I am amazed at the list of dedicated volunteers, the ever-growing value of the medications, and the worth of the laboratory tests and X-rays provided by FirstHealth of the Carolinas.

Indeed these statistics are important and provide a snap-shot of what we do at the clinic each day. However, for me to rattle off these numbers does not really give you the full picture.

The statistics don't communicate a patient's frustration when he has four prescriptions that he should have begun two months ago, but could not afford. The statistics don't tell you of the heartbreak we feel when a patient is suffering a health crisis because she was not been able to afford

to see a doctor for many years. The statistics don't tell you about the need so many of our patients have to just be cared for in a compassionate manner.

We attempt to tell the patient's stories in this newsletter and newspaper articles. There are also so many more stories about this community's dedication to the clinic's mission.

You may not be aware of the dedication of the dozens of volunteers who plan and organize our annual Dining in the Pines fundraiser – there excitement is palpable as the big event nears each year. And, you probably don't know about the devoted volunteer physician who has just seen more than 20 patients in his office and then comes to the clinic to examine 8 to 10 more before he heads home to his family.

There so many patients behind each statistic and so many stories. So when you look at our chart of the newest statistics (*See Value of Services, Page 4*), please remember the faces that are behind those numbers.

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for these programs is required. Many of the programs, which started from grants, are now reaching their funding time limits, which means more and more of the cost needs to be shared by our community.

In order to sustain its vital work, MFCC has established a budget of \$420,000 for 2008. We invite you to review our most recently audited financial statement and the 2008 proposed budget by visiting, www.moorefrecare.org. Please acquaint yourself with the operations of the clinic and see how your donations work for our patients.

As we begin the 2008 Annual Fund Campaign and once

again ask for your support, we hope that you will be as generous as possible, remembering that contributions are 100 percent tax-deductible and that all funds received stay in this community to help your neighbors.

We've also made it possible for you to contribute online by visiting www.justgive.org. If you would like more information on the clinic or charitable gift options, please visit our web site at www.moorefrecare.org or call 947-6550.

(1) Total registered patients as of September 2007.

(2) Please visit www.moorefrecare.org for information on eligibility requirements and the Federal Poverty Level guidelines.

3RD ANNUAL DINING IN THE PINES

The 3rd Annual Dining In the Pines fundraiser was held on October 24 and attracted a sell-out crowd of nearly 550 guests. The evening began with private dinner parties hosted throughout Moore County and then moved on to the Country Club of North Carolina for the "afterglow" of fun, cash bar, delectable desserts, a uniquely-themed raffle, live and silent auctions.

As of press time, the fundraising results were not available, but last year's event raised \$57,000 to benefit MFCC patients.

Corporate sponsors included: Terry Riney Agency, Southern Pines Women's Health Center, Aberdeen Exterminating Co, Inc., Autowerks, Kay Beran – Prudential, Gouger, O'Neal & Saunders, FirstBank Financial Services, Bill Reaves Construction Company, The Insurance Center, Bill Smith Ford/Lincoln Mercury, Jim Leach State Farm Insurance, Coldwell Banker United Realty, McDonald Brothers, The Neighborhood Dry Cleaners, Doctor's Vision Center, Breedon Construction Company, Martha Gentry's Home Selling Team, Dental Design Innovations, BB&T, Colony Shade & Custom Closets, Harris Printing Company, California Closets, Coastal Federal Credit Union, and Eastman Palmer & Davis Wealth Management.

MFCC extends a sincere thanks to all the hosts, guests, sponsors and the dedicated Dining In the Pines committee for this successful evening!

Healing & Caring

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Stuart A. Tuffnell

Our Mission

In the spirit of compassion and concern, the Moore Free Care Clinic provides high-quality primary, preventive and specialty health care to limited-income people in Moore County who are uninsured and can't afford access to health care.

Our Core Values

The Moore Free Care Clinic is committed to the belief that health care is a basic human need. Every individual must have access to basic health care if a community is to be truly healthy.

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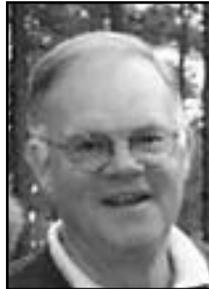
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OPINION

Exciting Year for the Clinic

By Stuart A. Tuffnell

President, Board of Directors



During the past year we've had many exciting things happen at MFCC – including a full year of service from Susan Craven, nurse practitioner and clinic director; Lisa Ritter, R.N., director of nursing; and Millie Lopez, patient assistance program coordinator. Their contributions were instrumental in allowing Executive Director Laura “TJ” Temper-Jones to concentrate on other essential programs such as accreditation, grant applications, and the implementation of Electronic Health Records.

We had the immense contribution of clinic co-founder, Mark Wethington, who sat in as executive director during TJ's short leave of absence.

Mark initiated our Patient Mentoring Program, which targets patients in the clinic's Chronic Disease Management Program. Each patient enrolled in the mentoring program is assigned a volunteer mentor who is trained to provide health education and encouragement. We believe this program will strengthen the patient's compliance in the Chronic Disease Management Program and give them a healthier lifestyle.

Mark also set-up the Moore Free Care Clinic Foundation which will provide substantial funding for clinic's future needs. More on this later.

MFCC is also one of a handful of free clinics in the state that now provides mental health screenings and care to its patients. Thanks to a recent partnership with the Sandhills Center for Mental Health, Developmental Disabilities, and Substance Abuse, the clinic's health care providers are working in tandem with physicians from the center to provide care. We thank the National Alliance on Mental Illness (NAMI) of Moore County for its work in fostering this partnership.

Lastly, but of immense importance, we have initiated an Electronic Health Record capability at the clinic. This will enable us to better manage patient's care and medical records. The administrative part of this program is in place with more phases to follow.

Uninsured Population Growing

By H. David Bruton, M.D.

Immediate Past Chair, Board of Directors

This past August the U.S. Census Bureau released some disturbing health insurance statistics. In North Carolina, 24.6 percent of individuals 18 to 64 years old, lacked health insurance. Remember, children are covered by Medicaid and Health Choice. The severely disabled and individuals 65 years old and older are covered by Medicare. Moore Free Care Clinic serves individuals 18 to 64 years old.

The number of uninsured is growing about 250 percent faster in North Carolina than it is in the entire U.S., which now has nearly 47 million uninsured.

North Carolina has over 1.5 million uninsured and ranks the fifth highest in the nation.

There are many reasons for this alarming trend. Probably the most important factors are the loss of employment-based health insurance coverage and rapidly rising costs.

When we organized MFCC we sincerely hoped was that universal health care coverage would put us out of business in a few years. Health care for all seems further away now than it did three years ago. A universal health care coverage plan which retains choice, creativity, and quality will require radical changes.

We are fortunate to live in a generous community where so many individuals and organizations involved in health care provide free and reduced-cost care.

Our wonderful donors allow MFCC to fill a special niche in the community's health care “safety net.”

NEWS & NOTES

Duplicates Can Be Prevented

MFCC has worked with its mail shop to alleviate the recent issue of duplicate mailings. We try our best not to send duplicates of our newsletter, but occasionally there are oversights. We appreciate your continued help. If you receive duplicates, please cut off the label and send it to the clinic so we can track the error in the database. If you'd prefer not to receive the newsletter, please drop us a note along with the label and we'll be happy to remove your name from our mailing list.

Moore Free Care Clinic – Value of Services			
January 1, 2007 – September 30, 2007			
Patient Visits by Type		Number	Value
New Patient Visits ⁽¹⁾		231	\$63,581.00
Established Patient Visits		1,062	\$155,322.00
Consult ⁽⁴⁾		131	\$36,585.00
Dental Visits		239	\$24,577.00
Physical Therapy		50	\$2,100.97
Total			\$282,165.97
Medications			
Patient Pharmacy Program ⁽⁷⁾			\$41,000.00
Pharmaceutical Patient Assistance Program ⁽³⁾			\$458,925.00
Samples ⁽²⁾			\$9,564.96
Total			\$509,489.96
Hospital Support⁽⁵⁾			\$550,367.00
Volunteer Hours		Value/Hour	Hours
Nurse		\$24.51/hour	227
Physician		\$125/hour	170
Clerical		\$18.04/hour	382
Physical Therapist		\$24.51/hour	48
Dentist		\$125/hour	48
Dental Assistant		\$18.04/hour	46
Total			921
			\$41,711.37
Total Value of Services⁽⁶⁾			\$1,383,734.20
<small> (1) Patients are registered for eligibility before they are treated. (2) Medication samples are provided to patients at the time of their treatment. These samples are donated to the clinic by physician's offices and pharmaceutical companies. The samples are provided as a "stop-gap" until the patient's Pharmaceutical Patient Assistance Program (PAP) is validated. (3) Many pharmaceutical manufacturers have programs to help those in need obtain their medications at no cost or very low cost. These programs, Patient Assistance Programs (PAPs), are run by the manufacturers. Each program has its own rules, qualifications and medication disbursement method. (4) Specially appointments seen in the clinic. The clinic also has other specialists who volunteer to see patients in their own offices, but the value of those appointments are not reflected in this number. (5) Laboratory, X-ray, cardiac and other procedures donated by Moore Regional Hospital. (6) The total value of services does not include staff labor costs. (7) The Patient Pharmacy Program provides medications to patients if samples are not available as a "stop-gap" measure until the patient's Pharmaceutical Patient Assistance Program (PAP) is validated. This program is funded by community donations. </small>			



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