

New Hope News

New Hope Clinic, Inc.

201 W. Boiling Spring Rd, Southport, NC 28461

Phone: (910) 845-5333 Fax: (910) 845-5366

Email: clinic@newhopeclinicfree.org

www.newhopeclinicfree.org

EIN: 31-1614379



Mission: To provide basic medical and dental care, diagnostic services and prescription drugs to low income, uninsured residents of Brunswick County, and to enhance the quality of life, while preserving the privacy and dignity of every patient.

Newsletter Volume 5, Issue 1

May 2013

Board of Directors

Gretchen Bodinsky, RN - President
Rev. Barry Kubler - Vice President
Dennis O'Connor - Secretary
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Amie Sloane

Medical Director

Karen Wood, MD

Dental Director

Jennifer S. Williams, DDS

Pharmacy Director

David E. Anderson, RPH

Executive Director

Sheila Roberts

Services Provided:

- Eligibility:
Mondays 1-3pm,
Thursdays 1-4pm
- Physician/FNP:
1st four Thursdays
- Physician Assistant/
Family Nurse Practitioner:
Mon, Tues, Wed, Fri 9am-4pm
- Pharmacy:
1st four Thursdays: call 12-4pm,
pickup 6-8pm
Tuesdays: call before 2pm,
pickup 3-4:30pm
- By Appointment:
Chiropractor
Dental
Dermatology
Diabetic Clinic
Diabetic Eye Exams
Podiatry
Pharmacy Assistance Program

Open to all Brunswick Co. Residents:

- Diabetes Education Class:
1st Tuesday 7-9pm
Concord United Methodist Church
Supply, NC
- Diabetes Education
(with Spanish interpreter)
3rd Thursday, 5:15-6:15pm,
New Hope Clinic

VOLUNTEER SPOTLIGHT - An Interview with Dr. Karen Wood, Medical Director

Dr. Wood and her husband, Dr. Domenic Palagruto, moved to this area in 2001. They met as undergraduates at Duke University and together dreamed of one day returning to North Carolina. After Duke, they relocated to the Philadelphia area where Dr. Wood completed her medical degree at Jefferson Medical College while her husband served in the Navy. After her residency, she practiced in suburban Philadelphia while Dr. Palagruto completed medical school and residency. When they moved to Oak Island, Dr. Palagruto joined Oak Island Family Medicine with Dr. Almirall and Dr. Wood took a year off to get settled and raise her 2 sons who were 1 and 3 years old.

As a way to stay involved in medicine, Dr. Wood started volunteering at New Hope Clinic (NHC), which had been started in 1998 by Dr. Hashemi, a Doshier Emergency Room doctor. At that time the clinic was in a small office space on Hwy 211 consisting of three exam rooms, a waiting room, a bathroom and not much more. The pharmacy was stocked with samples that Dr. Holland, then Medical Director, obtained from pharmacy reps. This was not the optimum method since medications had to change as samples became unavailable. Connie Hendrix was in charge of records, "front office", etc. and did a lot of work from home. The one-night-a-week medical clinic was incredibly crowded. Rotating volunteer doctors included Dr. Hatem, who continues to volunteer today.

Dr. Fortney started his diabetes clinic back then also.

In 2002, Dr. Wood joined Dr. Hilaman at Women's Healthcare of Southport. She later went into practice with her husband at Boiling Spring Lakes Family Medicine. She became medical director of New Hope Clinic around 2003.

The subject of expansion of the Clinic was discussed by the NHC Board for years before they decided to take on the risk and expense involved. With the donation of land by Board Member David Berne and the organization and leadership from Executive Director Sheila Roberts, the Board finally decided the time had come to expand.

The opening of the new facility in 2010 gave NHC the ability to treat more patients, provide additional services and be open additional hours. The addition of daytime providers, nurse practitioners and physician assistants allows the patients continuity of care with their own regular provider. The pharmacy now provides free or low-cost medicine onsite and through relationships with local pharmacies and pharmaceutical companies.

Dr. Wood feels that NHC fills a great void by providing medical diagnosis and treatment to patients whose only other access to care would be urgent trips to the ER. Thanks to the generosity of Doshier and Brunswick hospitals, the clinic is also able to order labs, X-rays and studies for Clinic patients. Dr. Wood believes access to medical care should be a right for all people. New Hope Clinic continues to need volunteers and financial support to help low income uninsured Americans achieve that access.

New Hope Clinic, Inc. is a 501(c)(3) non-profit organization. Contributions are tax-deductible as allowed by law. Financial information about this organization and a copy of its license are available from the NC Charitable Solicitation Licensing section at 1-888-830-4989. The license is not an endorsement by the State.

Wish List

Copier Paper
Alcohol Prep pads
Lancets for diabetic testing
Anti-bacterial hand soap
Paper clips
Binder clips - small or medium
Black or Red pens
Facial tissue
Toilet paper
Paper towels - multi-fold & rolls
Trash bags - tall kitchen
Latex-free exam gloves
Exam table paper
Sterilization bags (for dental instruments)
500 lb patient scale
Wall-mount transformer with
Otoscope & Ophthalmoscope

Check out New Hope Clinic's New WEBSITE

The NHC website, www.newhopeclinicfree.org, has gotten a makeover! Its new streamlined design is organized and user-friendly for both patients and NHC staff. It provides quick access to information and allows more timely updating.

Be sure to check out the **Special Links** on the Home Page for upcoming events & more.

Click the **How to Help** tab to learn about volunteer opportunities, how to make a donation online & even set up a recurring monthly donation.

The **Patient Resources** section should be able to answer many questions for potential patients.

Check it out!



Employee Spotlight



Mable Danford

Mable Danford is NHC's receptionist three days a week, running the front desk with the able assistance of "her" volunteers. In the five years she has worked at the Clinic, in the position now funded by a grant from the Duke Endowment, she has seen phenomenal growth – new larger building, growth in number of patients served and an expansion of services delivered.

Mable grew up in this area and after a stint in South Carolina she returned to her roots. She came to NHC after a varied work life — she ran a dairy operation with her husband in Brunswick County and was a receptionist at a veterinary clinic.

Her position at NHC entails opening the clinic at 8am, answering the phones (which can ring incessantly at times), checking patients in and out, matching incoming lab reports to files and telephoning or overseeing the volunteers calling patients for appointments. She does all this and more while being warm, welcoming and funny, too.

Mable says that the most satisfying part of her job is talking to patients and volunteers who have become like family. She also loves helping people. The most challenging aspect of the job is jockeying the phone calls and her inability to help everyone all the time. When necessary she does go to others to get answers and credits them for their knowledge and assistance. Mable wants everyone to know that NHC is a wonderful place to work, and an asset to the community where the patients receive very good care. She says, "Come volunteer, it's great!"

A patient, Robin, says "Mable is AWESOME! She is very friendly (like Mama), makes you feel comfortable, makes you want to hug her and is very knowledgeable." Robin goes on to say that everyone here is very nice, but especially Mable.

SAVE THE DATE!

Art with Heart

Art Auction, Silent Auction & Raffle

Sunday, October 27, 2013 at Southport Community Center



Sheila Roberts Travels and Learns for NHC & Rotary

Sheila Roberts, NHC Executive Director, has recently returned from an exciting four-week trip to the United Kingdom through the Rotary's Group Study Exchange program for young professionals to observe how their profession is practiced in another country. She was nominated by the Shallotte Rotary Club to apply for this vocational, fellowship and cultural exchange program sponsored by the Rotary Foundation. Sheila,



two other community members, and a Rotarian from Southeastern North Carolina traveled to South-West England and Western Wales where they were hosted by local Rotary families.

Sheila's main goals for the trip were to learn about the UK's healthcare system and to see how health clinics and nonprofits are run, with the hope to bring back ideas to our clinic and community. She was able to visit with doctors and other staff at several healthcare facilities, toured Community Resource Centers, and even volunteered at a Food Bank. She felt that she learned more by going on this trip than she ever could by reading or taking courses.

Because Britain has had a National Health Service (NHS) funded through central taxation since the 1940's which provides access to medical care for all, some of their system issues are different from ours, but Sheila found many similarities including transportation and socioeconomic challenges and that we both have really caring professionals. Many of the NHS facilities also depended on volunteer programs to cover some gaps in funding such as purchasing new equipment. Many of the British people she met had no idea about the work being done by Free Clinics in the US and were very impressed with how our communities worked

together to meet the need. One doctor commented that it sounded like New Hope was in some ways a miniature NHS.

Sheila also spent some interesting time with Program Directors at Community Resource Centers who work to determine and meet the needs of their community, increase awareness of their services, and find ways to diversify their income sources so they can continue offering programs to benefit the neighborhood, in a time of reallocation of government funding. The staff she met with shared some creative approaches they developed to help reach people across racial, religious and cultural differences.

She found that the trip was a good reality check and understands that many issues we are facing are global. Just as our country is reorganizing our healthcare system, our neighbors across the pond are also going through a reorganization that will increase the privatization of parts of their system.

Overall, the trip reinvigorated Sheila and she is thankful for the opportunity and to everyone at New Hope who worked extra hard during her absence to keep the Clinic running smoothly.

Spring Cleaning?

Support New Hope Clinic & Brunswick
Adult Medical Clinic

Yard Sale

held by

Supply Baptist Church

88 Ocean Hwy, Supply

Saturday, May 25, 2013

Drop off gently used items Thursdays,
9am - 1pm at the church parsonage

Who Qualifies for NHC Services?

Patients must:

- ✓ Be over age 18
- ✓ Be a resident of Brunswick County
- ✓ Have no private insurance, Medicaid, Medicare or VA Benefits
- ✓ Have income below 150% of Federal Poverty Level:

Household Size	NHC Income Limit 150% of Federal Poverty Guidelines (Gross Income per Year / Month)
1	\$17,235 / \$1,436
2	\$23,265 / \$1,939
3	\$29,295 / \$2,441
4	\$35,325 / \$2,944

Understanding whose income to count and what income to count can be confusing, so anyone interested in receiving our services should come to the Clinic for an eligibility interview.

Interviews are done on a walk-in basis Mondays 1-3pm & Thursdays 1-4pm. Check 'Patient Resources' on the website for details about what to bring to your interview. Our Eligibility Volunteers will make the application process as simple as possible.

Planned Giving = Needed Services

Each and every patient receiving care within the walls of New Hope Clinic is among a unique, "lost" population that is growing daily. They are a hardworking class of citizens who make too much, yet not nearly enough. By providing basic medical and dental care, diagnostic services and prescription drugs to the low income, uninsured residents of Brunswick County, with your help, we are enhancing the quality of lives that would otherwise be truly lost.

Did you know that in addition to the personal satisfaction of contributing to your community, your gifts have real financial benefits to you? New Hope Clinic is a qualified 501(c)(3) tax-exempt organization and donations are tax-deductible to the full extent of the law. Further, did you know there are many different ways to gift? From legacy bequests to lifetime donations and gifts in memoriam to honor others, no matter how you choose to contribute, your gifts will become dental procedures and eye exams and medications, as well as allowing for continuity of care and maintenance for fellow citizens.

For more information, call 910-845-5333 to speak with Sheila Roberts, Executive Director.



Thank you to **Mike's Garage Band** for continuing to donate their time and talents to the charities of Brunswick County and to all who braved the weather and supported Rockin' for Hope II on April 19th. The event raised a much needed **\$4,410** for New Hope Clinic!

🌹 What do patients like best about New Hope Clinic? 🌹

"No need to go to emergency room"
 "Safe and comfortable environment"
 "Prompt, informative care"

"Pharmacy at Clinic"
 "Wonderful volunteers"
 "Keep patients in better health"

NHC Joins the Diabetes Leadership Initiative

New Hope Clinic and The North Carolina Department of Health and Human Services (NCDHHS), Diabetes Prevention and Control Program have joined the National Association of Chronic Disease Directors on the Diabetes Leadership Initiative (DLI). The DLI is working with four states nationwide to promote early detection and management of diabetes complications, specifically diabetic kidney disease, through awareness activities and strategies to improve diabetes care.

In North Carolina, diabetes prevalence has more than doubled from 4.5 percent in 1995 to nearly 10 percent in 2010. In addition to these alarming statistics, many people with diabetes may not be aware of their increased risk for developing a number of health complications, including kidney disease, blindness, amputation and heart disease. According to a 2008 survey from the National Diabetes Education Program, less than half of people with diabetes identified kidney disease as a serious health problem associated with the condition. Yet diabetes was the leading cause of kidney failure, accounting for 44 percent of all new cases in 2008.

The fact is that diabetes complications may be reduced through preventative care practices and by controlling

glucose levels, blood pressure and cholesterol.

As part of the North Carolina Diabetes Leadership Initiative, the NCDHHS, Diabetes Prevention and Control program has partnered with New Hope Clinic to improve the management of diabetes, and identify community resources that enhance and support diabetic care. The DLI also aims to raise awareness about diabetes by providing the necessary patient and provider education that can help reduce the risk of developing the complications of diabetes. Through quarterly reviews of over 200 diabetic patient charts, New Hope Clinic is working to implement system changes to ensure we are providing the best possible care to reduce the risk of diabetes related health complications.

For tools and resources for people with diabetes, and to learn more about the work underway in North Carolina, please visit:

www.DiabetesLeadershipInitiative.com

Lisa M. Holmes, RN, BSN, MSN.C.

Department of Health and Human Services

Kidney Coordinator, Diabetes Prevention, and Control – Chronic Disease and Injury Section



**Thank you, P.T.'s Grille,
Leland,
for holding**

**New Hope Clinic Day on April 9th.
The event helped raise awareness
of our services in the North
Brunswick area and raised \$730!**

Thank you to our newest Room Sponsor!

It was such a pleasure to have members of the **Ocean Ridge Charities Association** tour the Clinic and view the Nurse's Station they have sponsored. The Nurse's Station is the hub of activity on busy clinic nights.

Please call or email to schedule a clinic tour or for information about room sponsorship options.





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Consider Volunteering!
Flexible Scheduling!

Current Needs:

Nurses (Active license or Retired), Dieticians/Nutritionists
Doctors, NPs, PAs -- Specialty and Primary

Help us cut costs.

Sign up to receive the quarterly newsletter by email.

Call the clinic at 910-845-5333
or send an email to
clinic@newhopeclinicfree.org
to add your name to the email list.

Please help us provide essential health care in Brunswick County

Name _____ Phone _____
Address _____ Email _____

Enclosed is my gift of: _____ \$25; _____ \$50; _____ \$100; _____ \$500; _____ Other

_____ In Memory of _____ In Honor of Name _____

Send Acknowledgement to: (Address) _____

_____ I wish to remain anonymous

For information about sponsorship and donor recognition, please contact
Sheila Roberts, Executive Director.

THANK YOU! We Truly Appreciate Your Support!

*Contributions are tax deductible to the extent permitted by law. New Hope Clinic is a 501(c)(3) non-profit organization. ID#31-1614379
To: New Hope Clinic, Inc., 201 W. Boiling Spring Rd, Southport, NC 28461