

HELPING HANDS HERALD

HELPING HANDS CLINIC

STAFF:

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Executive Director

CONNIE VERMILLION

Clinic Coordinator

SAMANTHA MOODY, PbT

Patient Care Coordinator

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Pharmacy Manager

DEBRA PHILYAW

CHAP Program Director

DR. ANDY METZGER

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Volunteer Pharmacy Director

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WILL WAKEFIELD

PAM WALKER

A Message from the Director

“There’s a need for accepting responsibility—for a person’s life and making choices that are not just ones for immediate short-term comfort. You need to make an investment, and the investment is in health and education.

—Astronaut Buzz Aldrin

I have often heard people comment that if “folks would just take responsibility for themselves then they wouldn’t need to come to a free clinic”. There is the belief of some that free clinics enable the deadbeats of society. This notion got me thinking about what personal responsibility really means. There is the obvious—to take care of yourself. Realistically, if most people took better care of themselves then healthcare as we know it would look very different. I accept the fact that many of my problems are of my own making and I take responsibility for making choices that negatively impact my health. Yet I still make poor choices. Does this mean that I don’t deserve treatment when I become ill as a result? Some might argue yes which brings me to my next question of responsibility for others. I am responsible for myself and...my child...my husband...my family and friends. But to what degree—when do I step back and accept their choices as their own? What about strangers? Am I responsible for the health of total strangers? Different people have different answers.

Most of you receiving this newsletter have taken responsibility for not only yourselves and your families, but for the well-being of many others. You are not alone. The professor at Virginia Tech who had already survived the Holocaust put himself in the line of fire to give his students safe passage. The late Bob Ashley, whom we deeply miss, always made sure to pay for the prescription of someone in need when he picked his own medicine up at the pharmacy. One of my favorite donors regularly sends checks of \$20 or \$25 despite the fact he was recently laid off. He feels a personal responsibility to help those less fortunate. This sense of personal responsibility is a rare and special gift to witness. It is so easy to be jaded by those who abuse goodwill or to be so self-absorbed that responsibility for others becomes a foreign concept. I have been guilty of both, but I deeply admire and strive for that innate sense of service. I do recognize that at some point taking responsibility for someone else can morph into enabling them if the responsibility is not shared. As the clinic moves into the future, finding a balance where clients’ take responsibility for choices that effect their health and the clinic takes responsibility for providing each client with tools and access to guide them beyond the status quo and into a healthier, happier lifestyle.

Jon

CLINIC RECEIVES HIGHEST ACCREDITATION

Helping Hands Clinic is proud to announce that it has received Level 3 Accreditation through the NC Association of Free Clinics. Organizations and agencies generating Level 3 status are those performing consistently at an exceptional grade. Level 3 is the highest awarded indicating that the clinic is compliant with all quality standards regarding patient care, fiscal responsibility and general management.

CLINIC SUPPORTERS GATHER TO FIND POT OF GOLD

Who says the pot of gold is at the end of the rainbow? One lucky couple found it at the Helping Hands Clinic's first annual Pot of Gold Reverse Raffle on March 17 at the Coca-Cola Club in Granite Falls.

Nearly 300 tickets were sold for the reverse raffle. Each ticket included dinner and a chance to win the cash prize of \$10,000. Once a ticket was drawn, it was announced, and eliminated from the drawing. The last number pulled was the big winner of the evening. The final ticket, worth \$10,000, belonged to David and Betty Thompson of Lincolnton. Judith Sutton from Charlotte won a trip to Ireland. Several other prizes including gift baskets, gift certificates, furniture and a plasma TV, were given away during the course of the evening.

Guests were entertained by a variety of performances including Irish music by Bob Kogut and friends, a magic show by Caleb Sigmon, and dancing Roberta Kogut and friends, including the clinic's own Joe Cornett. Michael Philyaw and Steve Starnes served as Masters of Ceremony for the event.



The biggest winner for the evening was the Clinic. The Pot of Gold Raffle proved to be a financial success with a net profit of over \$11,000. Most importantly, the event helped to share the Clinic's commitment to providing quality medical care and prescription medications to low-income, uninsured residents of Caldwell County.

HHC WELCOMES NEW BOARD MEMBERS

We would like to welcome two new Board members to the Helping Hands Board. Pam Walker and Will Wakefield attended their first Board meeting on May 15th and we are glad to have them as a part of our organization.

Pam is the proud mother of a 25 year old son, Justin Walker, who serves in the Army and just returned home from an extended tour in Afghanistan. He paid her a surprise visit after returning to the states but will be stationed at Fort Drum in up-state New York. Needless to say she was very excited and relieved with his return.



Pam worked with White Fox construction over the past five years until the business had to close last February. At that time she was experiencing several medical problems such as diabetes, foot surgery, and the eventual removal of one of

her toes. Pam found herself in a position she never thought she would be in. She was unable to take care of her medical needs and was not sure where to find help. Fortunately, for Pam, Debra Philyaw attended her church and was able to give her guidance and information about Helping Hands. Pam states that she has not only received help medically but emotionally as well. She feels the staff and volunteers at Helping Hands have treated her with dignity and respect and she considers them as her friends.

Pam will serve on the Board to represent the customers of Helping Hands. She will be able to provide a unique point of view for the Board and offer important input based on her experiences as a customer.

Will Wakefield works at Caldwell County Department of Social Services (DSS) as supervisor for the Community Alternatives Program (CAP). This program offers services to disabled adults at risk of being placed in a nursing facility. Will has been em-

ployed with DSS for 11 years and has worked in many areas including Child protective Services, Adult Protective Services, and Program Integrity. Will is married to Esther Wakefield, a counselor at West Caldwell, and has one son, Elijah, who just completed the third grade. He graduated from Appalachian State University and has lived in Lenoir for 12 years.



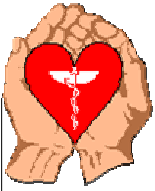
Will works mainly with persons who are eligible for Medicaid however; he sees many people who fall through the cracks and are not eligible for Medicaid yet still have small incomes unable to support their needs.

We welcome our two new Board members and look forward to serving with you as we help provide much needed medical assistance to our community.

2007 STATS SHOW NUMBERS STILL ON THE RISE

The following statistics are a comparison of January to June in 2006 and in 2007. As you can see, the need for services continues to rise...

Patient Demographics	2006	2007	% + or -
White Males	30%	29%	-1%
White Females	58%	57%	-1%
Black Males	3%	3%	0%
Black Females	5%	6%	1%
Hispanic Males	2%	2%	0%
Hispanic Females	2%	3%	1%
10 < Years	0%	0%	0%
10-19 Years	0%	0%	0%
20-29 Years	3%	6%	3%
30-39 Years	8%	12%	4%
40-49 Years	20%	27%	7%
50-59 Years	27%	35%	8%
60-69 Years	23%	17%	6%
70 > Years	19%	2%	-17%
Patient Visits			
Total Number of New Patient Visits	340	348	2%
Total Number of Medical Visits	931	1,372	47%
Total Pharmacy Visits	2,786	3,598	29%
Total Number of Social Work Visits	390	511	31%
Total Number of Referral Visits	590	906	54%
Total Number of Patient Visits	4,697	6,387	36%
Pharmacy & CHAP			
Total Number of Prescriptions Dispensed	10,040	12,504	25%
Total Number of Active CHAP Patients Enrolled	224	250	11%
Total Value of Services Provided	\$1,252,717	\$1,434,463	14%
Total Number of Volunteer Hours	1,921	3,034	58%



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RETURN SERVICE REQUESTED

WISH LIST

- Copy paper*
 - Copy paper !!*
 - Copy paper!!!*
 - #10 envelopes*
 - Stamps*
 - Anti-bacterial hand sanitizer*
 - Large trash bags*
 - Kitchen trash bags*
 - Paper plates*
 - Plastic forks and spoons*
 - Canned drinks & bottled water*
 - Staples or Wal-Mart gift cards*
- To donate, please call 754-8459 or email*
[*lou@helpinghandsclinic.org*](mailto:lou@helpinghandsclinic.org)

HELPING HANDS NEEDS HELPING HANDS!

With the recent expansion of hours, Helping Hands Clinic needs volunteers more than ever! The following volunteer opportunities are available at the clinic:

Monday—Eligibility Screener—3:00pm-5:30pm

Tuesday—Front office—2:00pm-5:00pm

Eligibility Screener—3:00pm-5:30pm

Pharmacy—6:30pm-8:30pm

Wednesday—Front office—9:00am-5:00pm

Thursday—Front office—2:00pm-5:00pm

Eligibility Screener—9:00am-1:00pm

Friday—Front office—9:00am-3:00pm

Eligibility Screener—9:00am-1:00pm

All of the positions listed above require no experience—we will train! Most volunteers choose to work between 1 and 4 hours either weekly or monthly to fit their schedules. For more information, call Samantha Moody or Connie Vermillion at 754-8459.