

HELPING HANDS HERALD

HELPING HANDS CLINIC

STAFF :

LOU HILL, MPH
Executive Director
CONNIE VERMILLION
Clinic Coordinator
SAMANTHA MOODY, PbT
Patient Care Coordinator
SHELIA HELTON, CPhT
Pharmacy Services Director
PAT CORNETT, CPhT
Pharmacy Manager
DEBRA PHILYAW
CHAP Program Director
DR. ANDY METZGER
Medical Director
RODGERS WHITE, RPh
Volunteer Pharmacy Director

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A Message from the Director

I thought it might be nice to give you all a break from reading about why I think the clinic is so important and let you read it first hand. The following is a testimonial made by one of the clinic's clients at the recent donor dinner. I hope it touches you as much as it did me.

My name is Gary. I am very glad to be here today. I would like to tell you how I came to Helping Hands. In March of 2000, I had two heart attacks. Three days later I had quadruple bypass surgery. This was my first time out of work. The doctor's tell me I inherited this heart disease. I returned to work six weeks later and did very well for five years.

However, in October 2005 I caught a virus. The virus settled in my heart. I was told that my ejection fraction was only 20%. They put a pace-maker/defibrillator in me to keep my heart beating. The damage to my heart cannot be fixed. I can only maintain with medication. I take 9 pills every day. I cannot afford these medications. I am now on disability and do not draw enough to make ends meet. There is no way to buy medicine with what I make. I will not receive Medicare for another two years.

I believe I am alive by the Grace of God, and I believe God sent me to you. All of you who are involved in this program need to know how much you help people like me. You will be truly blessed by what you do. Without you, I would not be able to have the medication that keeps me alive. Without you, my wife and twelve year old grandson would be homeless and alone. You are a blessing and inspiration to everyone who knows about what you do. I pray you will continue to do the great works you do for this community.

GOD BLESS YOU. Thank you so much.

When Gary told his story, there were tears in his eyes and in the eyes of many others in the room. After the dinner was over, his wife hugged me, both of us crying. It is a privilege and a blessing to be able to serve this community through the incredible work of the clinic and there is not a day that goes by that I am not thankful for the opportunity.

I hope that each volunteer and donor reading this better understands the impact of their giving through Gary's story, because I can assure you that Gary and the 1,300 other clients we serve, feel the impact of it every day. Blessings to all of you this holiday season!



CLINIC SUPPORTERS HONORED AT ANNUAL DONOR DINNER

The Helping Hands Clinic Board of Directors and Caldwell Memorial Hospital hosted an Appreciation Dinner on Thursday, October 11 at the First United Methodist Church Christian Life Center. Nearly 100 supporters gathered for the dinner, including volunteers, donors and board members. The event included a client testimonial, a clinic update, award presentations, and a performance by vocalist, Shay Barnes and Bob Henson, who accompanied her on guitar.

Marietta Smith, Associate Pastor at First United Methodist and clinic board member, opened with the invocation followed by a warm welcome by the clinic's board president, Deborah Ashley. The clinic's Executive Director, Lou Hill, provided an update on clinic services, revealing that the number of individuals served continues to increase saying, "So far this year we have seen 546 new patients and provided 9,738 visits, 18,556 prescriptions and \$2.1 million worth of free care. We were able to do this because of you. In the past nine months, you all have donated 4,617 hours of your time and \$135,000 of your hard earned dollars. Most of that time is given a couple hours at a time. Most of that money is given in \$25 and \$50 checks. In the numbers alone, the impact is huge, but the impact that you have made on the lives of our clients is immeasurable."

Rodgers White, RPh received the Norman Sherwood, Sr. Award for his dedication and service to Helping Hands Clinic over the last three years. Rodgers was on the founding board of directors and has been the clinic's Volunteer Pharmacy Director since the clinic opened. Rodgers still volunteers on a regular basis and often fills in at a moment's notice. The award was named after the late Norman Sherwood, Sr., a volunteer pharmacist during the clinic's early years who exemplified the spirit of volunteerism.

Dr. Jane Carswell-Roberts received the Anne Welch Award for her generosity of spirit in giving both her time and money to the clinic. Jane is another founder of the clinic who has spent countless hours over the years to provide medical care to the clinic's patients, serve on the clinic's Board of Directors and motivate others in the community to lend a helping hand. The award was named in fond memory of Anne Welch, a volunteer and generous donor to the clinic over the years, who left us too early and is still greatly missed.

Laura Easton, CEO of Caldwell Memorial Hospital, received the Visionary Award for her tireless dedication to Helping Hands Clinic and the Caldwell community. Laura is a compassionate advocate for access to care for all Caldwellians and has been one of the driving forces behind the clinic's growth over the past three years. Without Laura and her commitment in partnering the hospital and the clinic, Helping Hands Clinic would be extremely limited in its ability to provide care.

A special award was given to Deborah Ashley, the president of the clinic's board and the President of the Caldwell County Chamber of Commerce. Deborah, a native of Caldwell County, devotes nearly all of her time caring for the residents of this fine county through her work with both the clinic and the Chamber. Rarely recognized, Deborah's loyalty and strength of heart led her to receive the Helping Hand, Open Heart Award.

The evening concluded with a beautiful vocal and acoustic performance by Shay Barnes and Bob Henson. Thank you to all who volunteered and to all those who make our work possible!



Deborah Ashley

CLINIC RECEIVES FOUNDATION GRANT FOR PHARMACY, PHONE SYSTEM

The Carolinas Credit Union Foundation (CCUF) announced today it has awarded a Micro Community Grant to the Helping Hands Clinic in Lenoir. The funds will be used to purchase a new phone system, and to help upgrade the computer system in clinic's pharmacy.



The Helping Hands Clinic is a free medical clinic and pharmacy addressing the critical healthcare needs of low-income, uninsured residents of Caldwell County. The organization is founded on the belief that inability to pay should not prevent people from receiving quality healthcare.

The grant includes funds to upgrade the phone system in the clinic. "This will allow each staff member to have voicemail accounts, and help the clinic serve its patients much more efficiently," said CCUF Executive Director John Slack.

The Foundation provided additional funds to help fund a new computer system in the clinic's pharmacy. The updated computer system in the pharmacy will allow for expanded access to allow patients to refill their prescriptions anytime. It will also allow for a better system of tracking inventory and laser-generated labels. The CCUF is committing 60% of the funds needed to upgrade the pharmacy computer system, with the remainder of the funding provided by the Broyhill Family Foundation and Bernhardt Furniture Company.

"Last year the clinic received more than 8,000 phone calls to make appointments for medical and pharmacy visits," reports Lou Hill, Executive Director of the clinic. "As a result, the phone lines remain busy and it is difficult for patients, volunteers and other healthcare providers to get through. This grant will allow us to move our pharmacy into the 21st century by allowing patients to call-in their medication refills at any time by punching in their prescription numbers, much like most retail pharmacies."

The new system will go into effect January 1 after pharmacy inventory with patients being able to call in their prescription numbers for refills in February.

Micro Community Grants allow credit unions in North Carolina and South Carolina to partner with local non profit agencies to bring community benefit. The clinic grant proposal was put together with the help and cooperation of the Foothills Chapter of the NC Credit Union League.

Since it began in late 2005, the Micro Community Grant program has awarded more than \$300,000 to agencies throughout the Carolinas. "As credit unions it is in our nature to care about our communities," noted Slack, "and the Helping Hands Clinic reminds us that communities really are all about people."



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 - #10 envelopes*
 - Stamps*
 - Large trash bags*
 - Kitchen trash bags*
 - Paper plates*
 - Plastic forks and spoons*
 - Canned drinks & bottled water*
 - Staples or Wal-Mart gift cards*
 - Financial contributions*
- 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

Monday-Friday-Interpreters during clinic or office hours

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.