



HANDS and HEARTS

The Newsletter of
Moore Free &
Charitable Clinic

Fall, 2018

Inside

- Who are Your Gifts
Helping? Page 2
- Lives Touched by Your
Gifts.....Page 2
- Here's How You Can
Help.....Page 2
- Diabetes Education... Page 3
- Our Volunteers.....Page 4

Our Mission:
With compassion and
respect, Moore Free &
Charitable Clinic
provides health care
to the limited income,
uninsured of Moore
County.

Dear Friend of Moore Free & Charitable Clinic,

Here is a brief story that illustrates just how important the Clinic is to the patients we serve. Our patients go to great lengths to make sure they make it to their appointments, which often is a challenge when they do not have a reliable vehicle – or any vehicle at all.

Back in mid-summer, “Brian” arrived at the Clinic-- weak, red-faced and pouring sweat. He has high blood pressure and diabetes; staff was alarmed that he might lose consciousness and need an ambulance. Teresa, the head nurse, helped him into an exam room and checked his vitals. His blood pressure was high, and he explained he had walked almost two miles in 90 degree plus heat to get to the Clinic. You see, Brian does not own a car and is dependent on rides and the county-managed transportation van. That day, he had ridden the van, but its closest scheduled stop was almost two miles away.



Brian needed to have his labs done right away to make sure he was not in danger. The Clinic CEO, Tony Price, drove Brian immediately to Moore Regional Hospital. Brian’s condition stabilized and he did not need emergency care that day. He got his labs done, and scheduled a follow up

appointment. The end of this story could have been so much worse.

At the Clinic, we hear stories like Brian’s every day. Many Clinic patients lack access to transportation but, despite that obstacle, we have a remarkably low “no-show” rate. That shows just how valuable the Clinic is to patients who have no other access to primary care. As many a grateful patient has said, “without the Clinic, I would not be here. It saved my life.” **And without the generosity of this community, the Clinic would not be here. For nearly fifteen years Moore Free & Charitable Clinic has served the underserved of Moore County, all thanks to you.**

Won’t you help us by giving generously so the Clinic can continue its lifesaving work? **Using the enclosed envelope, please make a gift today and you will have an immediate impact on the lives of those who seek help and health.** Thank you and bless you during the coming holiday season.

With appreciation,
The Board of Directors, Staff, Patients and Volunteers

P.S.- Tony Price is working with Moore County to add the Clinic to its transportation schedule.



WHO ARE YOUR GIFTS HELPING?

Moore Free & Charitable Clinic has nearly 1500 patient encounters each year. But all our patients are unique and have their own health stories to share.

Jose is in his mid-fifties and has been a patient for about two years. He struggled with his weight and was diagnosed with high blood pressure. Because he wanted to get healthy for his family and his work, he made a commitment to improving his health.

The Clinic offered Jose health coaching, which is an important aspect of care. He started making some lifestyle modifications. He cut down on sodium and caffeine intake first, and gradually began eating more vegetables and lean meats. At his last Clinic visit, Jose had lost seven pounds and his blood pressure was well within normal range. What's even better is he said he had more energy, a clearer mind and a better outlook on life.

Jose is proud of what he has done to take charge of his health, and is very grateful for the Clinic's support. He has encouraged his adult son to enroll as a patient so he can get on the path to wellness. Everyone involved in Jose's care is extremely proud of him and knows he will be a great role model for his family.



In the photo to the left, volunteer nurses get ready to start our annual flu shot clinic. Thanks to business partners like Walgreens and FirstHealth of the Carolinas, our patients have access to free flu vaccinations to keep them healthy.



Moore Free & Charitable Clinic Seeks Patient Centered Medical Home Accreditation

Moore Free & Charitable Clinic already is considered a medical home by its patients, so what exactly is meant by "patient centered medical home"?

This is a movement in the practice of primary care medicine that puts a priority on comprehensive care to the whole patient -- including prevention and wellness, acute care and chronic care. The approach is called "patient centered" because it revolves around what the unique individual needs to be as mentally and physically healthy as possible.

Efforts are made to make care more accessible and convenient through flexible scheduling and the use of email and telephone consultations by a team of providers.

Moore Free & Charitable Clinic CEO, Tony Price, plans to voluntarily apply for accreditation as a patient centered medical home to ensure the Clinic is following the best practices in primary care delivery. Tony states, "The standards are detailed and rigorous. It is a large commitment of resources for our small staff, but we want to make sure we are providing care as good as or better than any other primary care practice in the county."

Based on what Tony and his dedicated staff and volunteers have accomplished so far with community support, there is no doubt they will achieve this goal.

WE NEED YOUR HELP

The Moore Free & Charitable Clinic relies on community support like yours to operate a quality medical clinic. You know from your own experience that we have a costly mission. That's why we must ask you to **PLEASE GIVE TODAY.**

Last year, our average cost per patient was \$397.64. Won't you help fund the cost to provide quality services for one, two or more of your neighbors who need care?

HOW TO GIVE

- **Use the enclosed envelope to send credit card information or a check made payable to Moore Free & Charitable Clinic.**
- **OR**
- **Go to www.MooreFreeCare.org and click on DONATE NOW link on our home page.**

The Clinic also can accept gifts of securities or other property, and IRA qualified distributions. Bequests in your will to Moore Free & Charitable Clinic will help ensure our mission to provide health care to the low income uninsured of Moore County will be carried out for years to come. If you are doing a year-end review of your estate planning, please consider a bequest.

The year-end giving season is the most generous time of the year. We hope this information will help you choose the best ways to fulfill your giving plans for 2018. As always, we thank you for your support.

Every gift is precious to Moore Free and Charitable Clinic. We make sure all funds are spent wisely and well. We are blessed to have amazing support from partners who help us provide quality care:

FirstHealth of the Carolinas
Pinehurst Medical Clinic
Pinehurst Surgical Clinic
Monroe and Monroe, DDS
And many other local providers....

Each year, the Clinic certifies its performance to the Blue Cross Blue Shield Foundation. **In 2017, we reported that the return on each dollar of revenue produced \$27.39 in medical services provided directly by the Clinic or its community partners.**

Moore Free & Charitable Clinic is on YouTube!

To hear the stories of some of our grateful patients, please check out <https://www.youtube.com/watch?v=XcsCgQbHyFw> (or just search by our name).



**Moore Free & Charitable Clinic
is a member of the
North Carolina Association
of Free and Charitable Clinics**



Clinic Achieves Highest Level of Transparency for Charitable Organizations

With our mailboxes and inboxes bombarded by organizations requesting donations, it can become tricky to figure out which ones make the most impact for the dollar donated. We all have heard stories of so-called charities that mainly serve to enrich the founders and their friends, rather than going to the cause they promote. That's why organizations like Charity Navigator and Guidestar have been established-- to provide information about charities' financial efficiency, accountability, governance and fundraising.



Moore Free & Charitable Clinic is pleased to announce that it has earned the 2018 Platinum Seal of Transparency for non-profit organizations. There is no higher designation offered by Guidestar. Please go to www.guidestar.org/profile/01-0781234 to read more about Moore Free & Charitable Clinic's finances, its goals, and how well we are meeting our patient health outcome targets.

When viewing a Guidestar Nonprofit Profile with a 2018 Seal, you will find helpful information such as:

- Maps showcasing geographic area served and information about programs at the Bronze level;
- Financials from within the past two years at the Silver level;
- An overview of goals and strategies at the Gold level; and
- All the above plus year-over-year outcomes metrics at the Platinum level.

According to Guidestar, "Platinum Seal holders are practicing exceptional transparency. Each organization must meet all requirements for each of the other Seal levels to be eligible for Platinum, and it must keep this information current each year."

Moore Free & Charitable Clinic has shown its commitment to being a good steward of the gifts you place in our hands. This achievement is a way to increase that level of trust. Thank you for your trust in our work!

2018 Dining in the Pines Fundraiser a Success

For more than 10 years, each Fall brings Moore Free & Charitable Clinic's signature fundraising event, Dining in the Pines™. The event originally started as private dinners in supporters' homes, but in recent years has evolved into a unique showcase for the talents of our most innovative chefs. Three special dinners were held: Elliott's on Linden on October 16, Wolcott's on October 29, and 195 American Fusion Cuisine on November 6.

These outstanding chefs – Mark Elliott, Scott Wolcott and Prem Nath– planned and executed unique off-menu meals of 4 to 5 courses with wine pairings. Each event was an extraordinary adventure in fine dining that many in the community look forward to each year. All proceeds benefited Moore Free & Charitable Clinic.



The Clinic Board, staff, volunteers and patients send a big THANK YOU to our wonderful hosts and guests at 2018 Dining in the Pines!