



HANDS and HEARTS

The Newsletter of
Moore Free &
Charitable Clinic

Spring, 2020

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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,

Like everyone in this community, I am grappling with the many ways life and work have changed since the COVID-19 crisis hit our country. Everyone is doing their best to carry on under adverse conditions, and that includes Moore Free & Charitable Clinic.

Our work must go on because our patients have no alternatives for receiving quality, consistent care for their chronic illnesses such as diabetes, congestive heart failure and high blood pressure. All these illnesses put them at risk for lethal cases of COVID-19. Moreover, our patient population of uninsured, lower income adults is one of the hardest hit segments of COVID-19 victims. If we can help keep their conditions well-managed, we hope to literally save lives. That is what makes us go far outside our comfort zone to make sure our doors remain open.

We are taking all recommended precautions to protect our staff and patients against transmission. Patients are screened and assessed for symptoms of COVID-19. Rooms and equipment are frequently sanitized to maintain a safe environment. Staff are trained in the use of appropriate personal protective equipment and are very careful in their patient contacts. To further reduce contact, we have implemented a telehealth program (see article on page 2) and have had over 130 telehealth encounters since late March. So far, we have referred less than 10 patients for testing based on our screening and no one has tested positive.

One of our tested patients is a home health aide who was concerned that she might unknowingly transmit COVID-19 to her elderly clients to whom she is devoted. Fortunately she tested negative and could continue her important work.

Even during this crisis, we are registering new patients and continue to address other critical health issues every day. Recently a very young woman came in complaining of chest pain. We conducted an EKG and determined she had an electrical problem affecting her heart. She will be closely monitored in follow up and referred to a cardiologist if necessary.

As a nonprofit, we depend on the generosity of this community to keep providing our essential services. Through many gifts, large and small, we have been blessed to care for the underserved for over 15 years. We are needed now more than ever to help our neighbors who have been left behind and, even without a global pandemic, face a very uncertain future. Please help us continue to help others by making a gift today. It will have more impact than you will ever know.

With gratitude,

Tony Price, Chief Executive Officer

The following is a release from the NC Association of Free & Charitable Clinics, of which MFCC is a member:

With coronavirus forcing many safety-net medical clinics across the country to curtail operations, North Carolina's free and charitable clinics have found new ways to continue treating the uninsured while keeping staff and patients safe – ultimately keeping thousands of patients out of hospital emergency departments.

“We feel a responsibility to keep our patients out of the state's hospital emergency rooms during this pandemic, and it was through sheer determination – and bravery – that our member clinics have managed to keep their doors open,” said April Cook, board chair of the North Carolina Association of Free & Charitable Clinics (NCAFCC). “Our challenge was to find a way to keep clinic staff and patients safe from those who might be infected – otherwise we'd have to close our doors.”

Over two weeks in March, at no cost to the clinics, the NCAFCC secured and onboarded clinic staff to use a specially designed telemedicine program. Telemedicine allows medical personnel to engage in secure communications with patients outside the clinic through texting and video chats over phones and other devices. North Carolina clinics are using the technology to triage patients at home and in clinic parking lots to determine whether patients need to be seen at the clinic or another facility. Since March 16, the clinics have counted more than 3,500 patient encounters through telemedicine, including 2,300 medically related video chats with patients.

North Carolina's free and charitable clinics treat more than 80,000 patients annually, providing primary and specialty care, pharmacy services, behavioral healthcare, dentistry and optometry – as well as social services such as food banks. Since the pandemic struck, patient visits are expected to climb as more workers lose their jobs and health insurance.

“Telemedicine is like a silver bullet that not only has helped our member clinics stay on course delivering care but undoubtedly will also transform how our clinics – and medical providers everywhere – engage with patients going forward,” said Randy Jordan, CEO of the NCAFCC.



MFCC staff work with a patient in a face-to-face encounter.

Jordan is getting phone calls from other states and recently heard from the Federal Emergency Management Agency (FEMA). They're asking: How did North Carolina's clinics leap so quickly into telemedicine? Early in March NCAFCC brought together a range of partners to launch a telemedicine program from design, to training, to securing protective masks for staff in the clinics. They worked non-stop until the plan was implemented.

Financial and in-kind contributions from partners totaled more than \$300,000 in annual support. Partners include: Dr. Andrew Barbash of The Apractis Clinic, Biogen Foundation, FaithHealthNC, Kate B. Reynolds Charitable Trust, North Carolina Baptist Assembly, and Updox, the telemedicine platform provider.

About North Carolina Association of Free & Charitable Clinics

The North Carolina Association of Free & Charitable Clinics is a private, nonprofit organization that provides advocacy, research, communications, resource development, training and technical assistance on behalf of its 67 clinic organizations and the people they serve. Our clinics provide life-changing access to quality healthcare and a voice for more than 80,000 uninsured patients in North Carolina. For more information, please visit <https://ncafcc.org/>.

Thanks to Our Generous Supporters, Clinic Expansion Is Nearly Complete

Moore Free & Charitable Clinic has been in operation at its current location in Southern Pines since 2009. The original clinic space is only 3,000 square feet. A nearly completed expansion has increased the space to 6,000 square feet, making room for new exam rooms, an expanded pharmacy, plus new waiting room, triage area and offices.

CEO Tony Price says, "We are so very grateful to all who helped make this large project come together, from the direct assistance to the financial support. As soon as social gatherings are safe again, we will host an open house to share this important progress with our supporters and the community."

Moore Free & Charitable Clinic and its Board of Directors wish to say *Thank you!* to the following individuals, organizations and businesses for their hands on involvement in our expansion, helping to make health care available for more of our less fortunate neighbors:

4 Seasons Heating and Air
Aberdeen Window Works
Travis Alfrey
Allred Electric
Miles Baldwin
Builders First Source
Carlos Handyman
Dandeneau Architecture, P.L.L.C.
Cribbs Construction
Foundation of the Carolinas
Gattis Construction
Insulating Inc.
J. B. Short Flooring
John Cole Plumbing
Hugh and Nancy Miner, Construction Coordinator
Jeff Moddle
John O'Malley, O'Malley Investments
Greg Patterson, Patterson Group
Phoenix Fire Protection
Pinehurst United Church/Methodist Men
Sentry Fire Protection Co.
ShutterBug Graffix
Town of Southern Pines Fire Marshall
Town of Southern Pines Inspections

Please Remember Us at this Time of Crisis in Health Care

Moore Free & Charitable Clinic has an important mission: to keep people healthy who would otherwise suffer with treatable chronic diseases. **During this crisis our mission is at risk.** Our costs have increased due to the additional equipment needed to protect staff and patients. We already accepted a very costly mission, given the expense of hiring qualified staff, medical equipment, insurance, medications and, more recently, much needed upgrades to our facility. We gratefully ask you to **PLEASE GIVE TODAY TO HELP US WEATHER THIS STORM.**

In 2019, our average cost per patient was \$408.23. Won't you help fund the cost to provide quality services for one, two or more of your neighbors who need care?

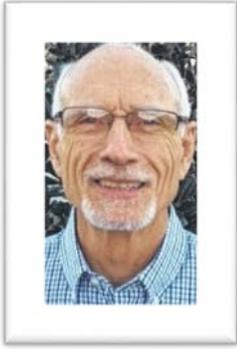
HOW TO GIVE

- **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.**

MFCC is a 501(c)(3) charitable organization and gifts are tax deductible according to applicable law.

Gifts of stock or other property, and IRA qualified distributions are welcomed, and can be a tax smart way to donate. If you are doing a review of your will, please consider a bequest. For more information on making gifts of this type, please call Tony Price at (910) 246-5333 ext. 207.

THANK YOU!



New Volunteer Physician Expands his Retirement Horizons

Retired family physician Dr. Larry Rouse was at a friend’s dinner party last year at which CEO Tony Price gave a brief talk about MFCC’s mission to care for the underserved in Moore County. Dr. Rouse was intrigued and talked to Tony afterwards about volunteering. Since he had not kept his medical license active since retirement, it took some work to obtain a volunteer limited medical license from the NC Medical Board, but he persevered and began volunteering with MFCC at the beginning of 2020.

A High Point, NC native, Dr. Rouse attended Bowman Gray School of Medicine (now Wake Forest) and did his residency at University of North Carolina Hospitals. After completing training, in 1976 he joined a unique group practice in rural Sampson County, located in the small farming town of Clinton. “In those days, it was unusual to go to a group practice, let alone a group practice in a rural area. The Clinton Medical Clinic was ahead of its time. We had family medicine, dermatology, internal medicine, obstetrics and gynecology and pediatrics. We served all of Sampson and the surrounding areas.” He worked there for his entire professional career.

After his well-earned retirement in 2013, Dr. Rouse and his wife moved to Southern Pines where he would hone his golf game. But he missed the challenge and satisfaction of helping others solve their health care problems. He saw an opportunity to expand his horizons and be of service at MFCC. “I have been so impressed with the professionalism of the MFCC staff. I have learned a great deal from Clinic Director Abigail Bivans, PA-C, and Teresa Hampf, RN, our charge nurse. Our patients are generally well educated about their conditions and medications and are willing partners in their health. I enjoy being able to take more time with my patients so I get to know them.”

Although his “internship” with MFCC is temporarily postponed due to Covid-19 risk, Dr. Rouse will be a huge asset to MFCC when he returns to service. Thank you for sharing your time and talents with us!

Our 2019 Performance Statistics

Moore Free & Charitable Clinic tracks certain key statistics as a clinic accredited by the North Carolina Association of Free & Charitable Clinics (NCAFCC). We are proud of our outcomes, and are among the highest performing members of NCAFCC.

Total value of medical services provided (based on Medicaid rates)	\$7,012,402
Number of prescriptions dispensed	19,195
Total value of prescriptions dispensed	\$6,924,928
Unique number of patients	1499
Number of office visits	6270
Average cost per patient	\$408.23
Return on each dollar invested	\$35.41
Percentage of diabetic patients with well controlled blood glucose	61.2
Percentage of hypertensive patients with BP less than 140/90	64.9

**THANK YOU TO OUR MANY LOYAL SUPPORTERS.
STAY WELL AND TAKE CARE OF EACH OTHER.**