



HANDS and HEARTS

The Newsletter of
Moore Free &
Charitable Clinic

Spring, 2022

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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.

For more information visit
www.MooreFreeCare.org
211 Trimble Plant Road
Southern Pines, NC 28387
(910) 246-5333



A Message from our CEO

Dear Friend,

Sometimes we get so involved in the day-to-day of our work we tend not to see our progress. Pausing to reflect on our journey and our blessings is always a good thing.

I am happy to report that our operations have continued without interruption during our long COVID-19 challenge. I can't stress enough the gratitude I feel for the loyal and hardworking staff and volunteers here at Moore Free & Charitable Clinic. They make sure our patients have the best health care and patient experience possible.

We also could not be successful without our loyal provider partners, including FirstHealth, Pinehurst Medical Clinic, Pinehurst Surgical Clinic, Pinehurst Radiology and the Moore County Department of Health. Without their collaboration, neither the Clinic nor our patients could have navigated through the pandemic as well as we did.

We have been working on plans to construct a dental clinic within some available space in our current building. I am pleased to announce that we met our goal for the initial funding and will begin construction in the next 30 days. We are so thankful for the community's support and will keep you up to date on our progress.

I have missed seeing many of our supporters and friends face-to-face, since we have not held our traditional fundraising events over the last two years. Now that social life is beginning to return to more normalcy, we are excited to present a special event on June 10, 2022, at the Fair Barn. Tom Bernett, the husband of our board chair, Mary Lou, is celebrating 50 years as a band leader. To honor his career, we have organized a fundraising dinner dance. Tickets are \$125 per person and all proceeds will support our mission to make Moore County a healthier place *for all*. Tickets are available on Ticket Me Sandhills (search Dine, Dance, Donate or Moore Free & Charitable Clinic).

I hope you can join us for a good time for a great cause. ***On behalf of the Board, staff, volunteers and our grateful patients – thank you for your support. It has more impact than you will ever know.***

With gratitude,
Tony Price
Tony Price, CEO

A Closer Look at Patient Care

If you took a guided tour of Moore Free & Charitable Clinic, you would see an attractive and professional medical office, not unlike the many we have in Moore County. The routine is like any other primary care office. Before seeing the provider, a nurse reviews the patient's previous visit, takes vital signs, reconciles medications and discusses any questions and concerns the patient may have.

A considerable amount of time is spent reviewing medications. Medication compliance is extremely important to all treatment plans. If patients are unclear on how to take medications, uncertain of the reasons for the medication, are experiencing side effects or simply cannot afford their medications, health can be seriously compromised. The nurses take the time to review dosages, timing of taking the medications and to discuss any possible side effects. Calls to the pharmacy for fill histories and searching GoodRx for coupons are a part of the process. As one nurse noted, "patients are going to be more willing to follow directions if they know we go the extra mile for them."

Moore Free & Charitable Clinic uses a team approach to patient care. Nursing staff works closely with the provider to provide important patient information and clinical insight. They observe and listen carefully for any potential issues the provider should know. One day, our charge nurse noticed a patient had gained significant weight over a short period of time and was experiencing shortness of breath. The nurse and provider conferred and, after further examination, the provider worked up the patient for possible congestive heart failure. The team approach results in a trusting, respectful atmosphere and positive patient outcomes.

The majority of Clinic patients have chronic diseases such as diabetes, hypertension and high cholesterol. Sometimes more education and support is needed than can be accomplished in a regular appointment, so patients may be referred to a health coach for one-on-one attention.

Health coaches Angela Meredith, PAC and Shirley Baldwin, RN, provide the hands on assistance many patients need to improve their health. As Angela says, "it's important to me to find out what my patient's motivation for change is. It could be she wants to be able to play with a grandchild, or he wants to feel like fishing again. For success, the process has to be patient-driven."

One success story involves a younger man who was referred to health coaching for hypertension and obesity. His goal was to lower his blood pressure without having to go on a medication. After five months of coaching the patient had lost over 25 pounds and his blood pressure had returned to normal! It takes hard work and commitment to improve diet and increase exercise, but with these coaches behind them, our patients have the support system they need.

Please Give the Gift of Health and Hope

- **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 welcome, and can be a tax smart way to donate. If you are doing a review of your will or living trust, please consider a bequest. For more information on making gifts of this type, please call Tony Price at (910) 246-5333 ext. 207.

**All gifts—whether large or small—
are deeply appreciated!**

A Patient Success Story

Christina has been the Clinic's enrollment coordinator for almost 2 years. She reviews patient applications, income documentation and does annual updates. She is a valued member of the Clinic team. You would never know that several years ago, Christina was in a bad place. She had substance abuse issues and her life was spiraling out of control. She made the decision to change and sought help at Bethany House, a local residential recovery facility for women.

During the six month program, Christina became a patient of the Clinic to address some long neglected health issues. "I was not a good patient initially, but a lot of time was spent to help me understand how to improve my health. I was treated with respect. I like to say the Clinic gave me a good foundation." Christina successfully completed the recovery program and began to serve as a board member of the non-profit facility. She worked for a while in retail, until she heard about the job opening at the Clinic.

"I felt that I could give back to the community by working at the Clinic. It helped me so much when I most needed it, and I really enjoy seeing when patients start on their own journeys of recovery. I love this job!"

She emphasizes how fortunate she was to find resources like Bethany House and the Clinic, thanks to our generous community. She got her life back, was once again productive and able to be a parent. Her son is in the Army and her daughter is set to graduate from college this year. No doubt they are as proud of their mom as she is of them. Thank you, Christina, for your courage and all you do for the patients of Moore Free & Charitable Clinic!

2021 Performance Metrics at a Glance

Value of services
provided -
\$22,505,688

Value of investment
of \$1 - \$28.31

Annual cost per
patient - \$434

Number of
patients served -
1,769

Percent of diabetes
patients with well
controlled blood
glucose - 71%

Number of
patient visits -
6,712

Percent of patients
with controlled high
blood pressure -
57.5%

Percent of patients
with BMI <25% -
17.4%

Number of full time
staff - 7
Part time - 10

Volunteer Spotlight: Drs. Monroe and Monroe

Drs. Kamron and Clem Monroe are among the longest serving Clinic provider volunteers. They started providing emergency dental services to Clinic patients just a few months after the Clinic opened its doors in 2004. But that was nothing extraordinary for them – it was just what they felt they should do to serve the less fortunate in our community.



This dynamic duo met in dental school at the University of North Carolina at Chapel Hill. Clem has deep roots in Moore County and Kamron is from Colorado. When they graduated in 1995, Kamron decided she would not go back home but would build a practice with Clem in small town North Carolina. After completing a residency in hospital dentistry, they began volunteering for a Fayetteville charity clinic. When they set up a private practice in Pinehurst, it was only natural for them to continue serving when Moore Free & Charitable Clinic opened.

As Kamron notes, “Volunteering is so rewarding for us personally. The patients we see are really appreciative of the care they receive. But by the time they see us, the problem is severe. There is a huge need for preventive oral health care for adults who are struggling financially. Oral health is the gateway to physical health.”

Dr. Kamron Monroe also volunteers as a member of the Clinic’s Board of Directors and will help guide development of a small dental clinic to serve patients of Moore Free & Charitable Clinic. In addition to their community involvement, Drs. Monroe and Monroe were honored professionally by receiving the Academy of General Dentistry’s Lifelong Learning and Service Recognition for their commitment to continuing education, volunteerism, and mentoring associates and new dentists. Their hundreds of hours of volunteer work for Clinic patients contributed to their eligibility for this very special designation, shared with less than 1% of the Academy’s 39,000 members. On behalf of the Clinic and our grateful patients, thank you for your service to this community!

Dine. Dance. Donate! benefiting the Moore Free & Charitable Clinic

Join us at a gala dinner dance to celebrate popular bandleader Tom Bennett's 50 years of music. All proceeds will support Moore Free & Charitable Clinic's mission to provide health care to the uninsured of Moore County. Dine, Dance, Donate! will feature food by Elliot's Catering, including passed appetizers, buffet dinner, desserts and wine and beer.

Tom will lead two bands -- Swing Street, a traditional big band, and The Carolina Moondogs, with funky dance grooves to get you moving. During intermission an auction will be held to help build a dental clinic for low income residents of Moore County. Tickets are \$125 per person. Grab your friends and order 8 tickets for a full table.

ORDER SOON as tickets are limited! Go to Ticket Me Sandhills and search Moore Free & Charitable Clinic or use this address-- <https://ticketmesandhills.com/events/104291>