



## Our Mission

The mission of the Hope Wellness Center is to promote the health and well-being of adults by providing the highest quality of primary medical and dental care to medically underserved and uninsured individuals, at no cost. We are committed to expanding the healthcare safety net for marginalized communities through collaborations and partnerships within our local community.

We believe healthcare is a right for all. With the support of our dedicated volunteers and donors, we strive to ensure that every person in need has access to compassionate, quality care.

## Our Location

We are in a recently renovated suite located at 1125 Forrest Ave, Suite 202 in Dover, DE on the campus of the Modern Maturity Center (MMC). Our center is on the second floor of the Medical Arts Building which is in the back of MMC's rear parking lot. The location is easily accessible to the populations we serve the most.

## Who We Serve and Our Commitment to be a Safe and Welcoming Clinic

Our patients reflect the diversity of Delaware and the communities we live in:

- We care for adults ages 18 and older, including young adults and seniors.
- Our patients come from a variety of racial, ethnic, and educational backgrounds.
- All patients are uninsured or underinsured and facing financial hardship and living below 300% of the Federal Poverty Level.
- The most common languages we encounter are English, Spanish, and Haitian-Creole (translation services are available).

Hope Wellness Center strives to be a center that is safe and welcoming for patients, volunteers, and staff of all backgrounds. Our patients are people of all ages, the Amish community, immigrants, LGBTQ+ people, migrant workers, non-English speakers, people of color, people of many religious backgrounds, people struggling with alcohol and/or drug abuse who may or may not be in recovery, victims of abuse, undocumented people, unhoused/homeless people, and more.

**It is essential that all volunteers and staff understand and embrace the diversity within our walls and share our commitment to being safe and welcoming for all.**



## Prospective Provider Guidelines

### Services We Provide

Hope Wellness Center offers both medical and dental services, with a focus on preventive and essential care. As a volunteer provider, you will tell us what services you are willing to provide and what types of cases you are willing to see.

#### Medical Services

Preventative Care and Wellness Visits • Treatment for Minor Illnesses • Women's Health Services

#### Dental Services

Routine Exams and Cleanings • Fillings • Extractions

#### Special Services

Free Rapid HIV Testing • Pilot Program for Mental Health Services (Coming Soon)

*Through partnerships with Brandywine Counseling & Community Services and Amanecer.*

### Volunteer Providers at Hope

We welcome licensed professionals from across the healthcare spectrum to volunteer their time and skills, including physicians, nurse practitioners, nurses, dentists, dental hygienists, and dental assistants.

We also hope to expand our volunteer network of specialists, both for in-house services and for community referrals.

### Scheduling & Commitment

We value your time and flexibility is key at Hope. Providers are encouraged to serve as often as they are able. Some providers volunteer once a month, while others serve weekly or more often. Some providers prefer to work for just a couple hours, and others prefer to work a full day. The point is...

**We work around your schedule!**

Our providers volunteer at whatever times work for them. We are happy to schedule appointments during days or evenings, and any day of the week. We will coordinate based on your schedule and preferences.



## Technology, Equipment, and Staffing Available at Hope

The Hope Wellness Center is continuing to improve spaces and resources within our clinic, and to make better use of available technologies that better serve our patients. The following is a list of technology and resources we currently utilize.

- 2 Fully-equipped Medical Exam Rooms with Ritter exam tables including stirrups
- 2 Dental Exam Rooms with Adec chairs and delivery systems
- Electronic Medical Records (EMR): **Agatha** for medical records; **Eaglesoft** for dental records
- Dental X-Ray Technology: Digital X-Rays with **Schick 33 S1 and S2** sensors; **Panoramic PC-4000** Imaging System
- EKG Machine
- Outsourced laboratory and radiology services
- Two local pharmacies to provide medications to patients at no cost to the patient

Many dentists choose to bring their own assistants when they volunteer, but we have a Dental Assistant on site. For medical services, we have staff who can assist with take vitals and getting patients ready for their exam.

## Credentialing Requirements

To ensure the highest standard of care, volunteer providers must provide:

- An active Delaware state license to practice
- DEA registration (if prescribing medications)
- Proof of malpractice insurance (the clinic maintains its own policy, but our insurance company requires a copy of your insurance on file, as well)
- An updated CV and/or resume
- Proof of any other training or credentials you feel are necessary to share



## Next Steps

If you have additional questions or would like a tour of the clinic before you apply to volunteer, please contact our Executive Director, Daniel, at [daniel@hopewellnessde.org](mailto:daniel@hopewellnessde.org) or 302.339.8387.

If you are ready to volunteer your services, please return the attached form and copies of your credentials to [daniel@hopeclinicde.org](mailto:daniel@hopeclinicde.org). You may also drop off or mail your documents to:

Hope Medical Dental Clinic  
Attn: Daniel  
1125 Forrest Ave, Suite 202  
Dover, DE 19904

## Thank You for Considering Service with Us

Hope Wellness Center would not exist without the compassion and generosity of our volunteers. By serving with us, you are expanding the healthcare safety net for those who need it most.

We look forward to welcoming you to our team and working alongside you to bring hope, healing, and dignity to our community.