



Returning to a "New Normal"

We appreciate our many volunteers who are returning to the clinic as we carefully expand clinic hours to meet patient need.

"We are taking a measured, cautious approach to opening the clinic. The safety of our patients, volunteers and staff is of utmost importance," says Anne Faul. "We want everyone to be safe when they are in the clinic."

Some of the changes that have been put into place include:

- **Access to the clinic is limited.** The doors are locked at all times to control access. Whenever possible, volunteers and staff are encouraged to work from home to minimize the number of people in the clinic.
- **Masks are worn by all** at all times in the clinic.

Patients are given masks before they enter the clinic.

- **Temperature checks and screening.** We check temperatures and ask screening questions before patients are allowed in the clinic.
- **Parking Lot waiting** - We are using a paging system to allow patients to wait in their cars until it's time for their appointment.
- **Limiting the number of people in the clinic** - Only 2 patients at a time are allowed in the clinic. Family members and/or friends are not allowed in the exam room at this time.
- **Adding clinics to address gaps in care** - As part of our gradual return, we are prioritizing clinics that address patient needs. For example, in June we added Women's Health and evening clinics.

To ensure that volunteers and staff are 100% on the same page regarding clinic operations, brief meetings are held every morning before the first patient arrives. Dina Wells, Operations Director, reviews the day's schedule, ensures that everyone understands the new protocols and answers any questions that volunteers may have. These daily "huddle" meetings, ensure that everyone knows what to expect from anyone on the team so that there are no "surprises" during patient care hours.

We are amazed and humbled by our volunteer's desire to serve their community

Thank you for Face Mask Donations

Georgetown County residents have been using their creative sewing skills to make protective masks for SMC volunteers and patients.

"When our regular supplier was unable to ship masks, we put out a call to the community for help," says

When our regular supplier was unable to ship masks, we put out a call to the community for help. says Anne Faul, Executive Director. "The response was immediate. Club 142 members provided over 200 masks in the first week! We were thrilled to receive mask donations from all over, including a Virginia nurse, Tidelands Health, our own volunteers and a nurse from Mount Pleasant!"

Faul says that cloth masks are invaluable because patients can clean and re-use them when they go to the grocery store, return to work, etc. in accordance with CDC guidelines.

"We feel so supported by our community. We have received well over 400 masks from groups, individuals and businesses," said Anne Faul, Executive Director. "Although this is likely to be an ongoing need, this community never fails to come together to help those in need."

Image may contain: one or more people and shoes

Thank you to Bruce Bailey, CEO Tidelands Health for dropping masks for SMC patients. From left to right: Lissa Byrd, RN, Bruce Bailey, Tidelands Health, Anne Faul, Executive Director, Pat Am FNP, Clinical Director

[Click here to learn how you can help our most vulnerable neighbors](#)

Annual Gala Postponed

The past few months have been difficult for all of us. They have been especially difficult for non-profit organizations who depend on fundraising to support their valuable work.

Over the past 20 years, Smith Medical Clinic has hosted a Gala in April at Frank's restaurant. This is our main annual event and the dollars raised there, through ticket sales, donations, and silent and live auction items provides Smith Medical Clinic with necessary operating funds.

After the Gala was (cancelled, postponed, ?) those sponsors are still supporting the work of Smith Medical Clinic, the daily work done during this pandemic and the important work that will be continued in the future. Please take the time to read these names listed below and thank these sponsors whenever you can. We appreciate their support.



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Visit our website at www.smithfreeclinic.org to learn more about the clinic.

Welcome our newest SMC Family Member Baby Ellie Ledford

We are so excited to announce the newest member to the SMC Family: Ellie Ledford, newborn daughter of Chance and Lizzie Ledford, RN. Lizzie is our Nurse Educator and leads our health coaching initiative.

Ellie was born June 15th at 8:28 am, weighing 7.6 pounds. Mommy and baby are both doing well!

Congratulations to proud parents Lizzie and Chance!



Faced with Covid-19

by **Deb Willis, LPSC,**
Volunteer Mental Health Counselor

Faced with Covid 19, Smith Medical Clinic needed find a way to still meet patient needs. For the mental health patients, Anne creatively suggested "telephone visits." While not the same as face-to-face-encounters, these calls are helpful to our patients.

I asked a couple of patients if they would be willing to share some of their thoughts.

"George" has been coming to SMC for over ten years. His medical profile is similar to the majority of patients served: multiple chronic conditions managed by a team

SMC providers.

I asked how the clinic has been meeting his needs during these Covid19 times.

"SMC saved my life 'back then' and I've been coming ever since. The people at the clinic REALLY CARE about me. I know y'all! Even though you've not been open, Mary calls me about my diabetes. Suzanne about my medication. The front staff always reminds me of my appointments. You check in on me to see how I'm doing - eating right? Getting out? Have enough food? Following the doctor's orders?"

With a big smile he said, "don't you remember that day when I was leaving the clinic? I knew all you folk in the hallway - Anne, Dina, Deya, Pat, Miss Judy....and now you. You all care about ME! I appreciate you all."

"Grace" copes the best she can with complex medical/neurological/mental health and home life challenges. She has multiple providers within the Grand Strand area.

"I cannot drive. So even without Covid19, it's not always possible for me to get to SMC. So, I am grateful for your calls. They help me think, help me cope - that I can talk freely to one person about all the "things" going on in my life. I look forward to the calls. Thank you, so much."

Mental health counseling/ therapy is usually solely patient focused. During these distressing and uncertain times, an interesting phenomenon has occurred. There is an almost universal experience of mutual sharings: Are you safe? Observing recommended guidelines? Do you need anything?

Most important are the endings of the calls; expressions of gratitude, observance of how fragile life is, extensions of hope, and a reminder of the benefits of mindfulness: living for the day.

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