



Physicians CareConnection  
Volunteers Serving Central Ohio

# CONNECTING CARE

April 2015

## THE NUMBERS

We would like to share you the approximate number of patients seen each month and how many visits through multiple specialties they saw. Below are the numbers for March, in which there were three clinics held during the month.

Number of patients: 192

Numbers of Visits: 307

## KEEPING A JOB

Although she'd seen it coming for a while, it wasn't until early 2014 that \*Kim was finally told her position, the only source of income for her and her three children, was being eliminated. She'd been a single mom since the youngest of her three was born five years ago, and received little support, economic or otherwise, from their father.

When her job was eliminated, she lost her insurance. Suffering from diabetes and high blood pressure, and not able to pay out of pocket to see her primary care physician (who needed to see her to refill prescriptions), she knew of no other option than to go to the emergency room (ER) to get her medications. The ER consistently prescribed her the same medications at the "name brand" level, knowing fully well she was unable to afford it without insurance.

It had been nine months she was without medications, until she found a fast food job that offered insurance. Stipulation was she needed to wait 90-days until the insurance was accessible. Unfortunately, she was close to losing this job shortly after starting. She needed glasses and going without

medication was taking a toll on her. Her manager told her that she was "too slow" and that "things weren't working out," without understanding she was actually having health issues.

One of her co-workers told her about the "free clinic on Parsons" and she went the very next week. We were able to provide the medications she needed, and a prescription for glasses that she could afford. It is because of volunteers and community members like you, that we were able to support someone and assist them in keeping their job.

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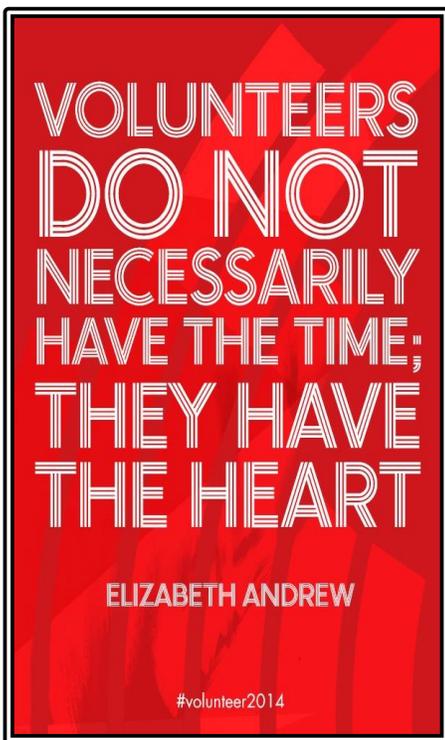
## CVS GRANT RECEIVED

We are honored to receive a grant from the CVS Health Foundation in partnership with the National Association of Free & Charitable Clinics, which will help us increase access to health care for underserved populations in our community.

While changes in our health care system qualify millions more people for health coverage, it's still a challenge for many—especially underserved populations—to find quality care. Through the funding we are receiving from the CVS Health Foundation, we are facing health care challenges head-on by providing the Columbus community with access to innovative health care services and enhancing coordinated care models to help improve the quality of care and patient outcomes.

We look forward to partnering with the CVS Health Foundation and the National Association of Free & Charitable Clinics to help expand access to health care in our local community.

**Mission Statement: To Optimize the health of the most vulnerable in Central Ohio**



## VOLUNTEER MANAGEMENT

Our clinic is able to run and care for the underserved in our community because of volunteers like you! We appreciate everything you do and hope you will bear with us as we continue to making changes.

The changes being made are to make sure that we continue to do what we do best and that is take care of our patients completely in coordinating their care. To do so it requires us to implement many tools, processes and systems into the clinic. You, as volunteers, run many of those processes and systems. Therefore, we want you to be successful and feel at ease in the role you are fulfilling. In that respect, we are changing the way we manage your orientation and training into the clinic.

Starting in May, we will begin training outside of the clinic for the roles that require more education than on-the-job. The levels of training per position are as follows:

Volunteer Position Training Levels		
No Training	Minimal Training	In-Depth Training
<ul style="list-style-type: none"> <li>• Food Truck</li> <li>• Greeter</li> <li>• Charts</li> <li>• Clinic Set-Up Assistant (Medical &amp; Dental)</li> </ul>	<ul style="list-style-type: none"> <li>• Information Desk</li> <li>• Check-In Liaison</li> <li>• Room Filler</li> <li>• Vision Screener Liaison</li> </ul>	<ul style="list-style-type: none"> <li>• Registration (Medical &amp; Dental)</li> <li>• Vision Screener</li> <li>• ScriptGuide/PBO Input</li> <li>• Concierge</li> <li>• Check-Out/Scanning (Medical &amp; Dental)</li> </ul>

## Contact Us

### Physicians CareConnection

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[www.goodhealthcolumbus.org/pfc](http://www.goodhealthcolumbus.org/pfc)

We will communicate more information as the plans develop around the orientation and training process.

## VOLUNTEERING

If you or someone you know is interested in volunteering, please contact Audrey Barker at [abarker@goodhealthcolumbus.org](mailto:abarker@goodhealthcolumbus.org).

All volunteers must attend a volunteer orientation and sign a confidentiality form. Orientation is held the first Monday of each month, as long as clinic is open. T-shirts for volunteering can also be purchased for \$10.00. When paying, please keep in mind that most staff do not carry change.

**DON'T FORGET TO LIKE US ON FACEBOOK AND TWITTER**



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**OCTOBER 28, 2015**

**Volunteer Appreciation Dinner**