

# Anderson Free Clinic

In Anderson:  
Located at 414 N Fant St.

[www.andersonfreeclinic.org](http://www.andersonfreeclinic.org)

In Honea Path:  
Located at 34 N Main St.



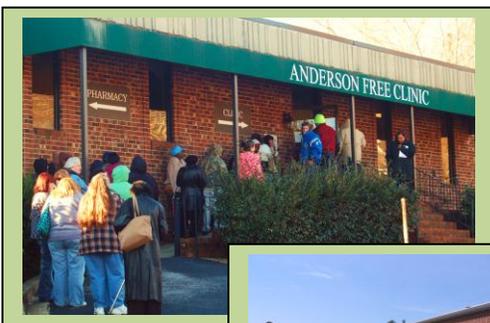
## MISSION

The mission of the Free Clinic is to provide medical, dental and pharmacy assistance to low income, uninsured adults who live in Anderson County, South Carolina. In addition to care at our main Clinic in Anderson, medical services are provided at a satellite medical office in Honea Path.

The Free Clinic strives to optimize health outcomes by helping patients increase adherence to treatment. Providers are sensitive to other determinants of health/health care such as education, living arrangement/housing environment, access to healthy foods and safe places to exercise. Patients receive follow up care and referrals needed, have access to oral health at our dental clinics, and obtain all the medication prescribed at in-house pharmacy. The Free Clinic also emphasizes patient's responsibility in keeping appointments, following providers' instructions, and taking medications as prescribed.

## SERVICES

**1) Medication Assistance:** The Anderson Free Clinic operates a Dispensing Pharmacy, which is regulated by the SC Board of Pharmacy. Pharmacy staff and volunteers fill and dispense necessary medications and assist patients in locating other free or low cost resources for medications that the Free Clinic Pharmacy does not carry. In 2012 alone, the Pharmacy has issued 1,750 new patient prescription assistance requests, and filled 38,776 prescriptions with a value exceeding \$2.6 million.



**2) Medical:** The Free Clinic provided in excess of 4,397 medical visits in 2012. The Free Clinic offers general office visits as well as specialty clinics, such as women's health, congestive heart failure & the metabolic clinic, which treats a combination of high blood pressure, diabetes, & high cholesterol.

**3) Dental:** Clinic dentists perform simple procedures, such as fillings and extractions on-site, while situations that are more complicated may require referral to an oral surgeon. Volunteer dentists completed 1,779 dental procedures at the Free Clinic during 2012.

## OUR STAFF AND VOLUNTEERS

The Free Clinic has a small paid staff (15) that is the equivalent of 8.9 full-time employees. However, the Free Clinic could not function without the time donated by its volunteers. Each month over 100 community volunteers contribute time to the clinic's operations. Volunteers represent 75% of our workforce. Our volunteers work closely with or are supervised by a member of the Free Clinic staff. The mobilization of skilled and well-trained volunteers multiplies our human resources, while making operations more cost-efficient. Community volunteers help with paperwork, answer phones, prepare charts for clinics, help with patient intake and assist in the pharmacy. In 2012, our community volunteers contributed approximately 14,300 hours, valued at \$236,379.

In addition, more than 150 physicians, dentists and other health practitioners volunteer their time at the Free Clinic. Because of their commitment, the Free Clinic is able to provide services to over 350 patients each month. Additionally, our nurse practitioner precepts nurse practitioner students. This practice increases the number of patients seen while providing an educational aspect for future health professionals. Professional medical and dental volunteers, including physicians, nurse practitioners, and dentists, donated 3409 hours. The retail value of their services last year was over \$321,128.

## AFC 2012 BOARD (Executive Committee in bold)

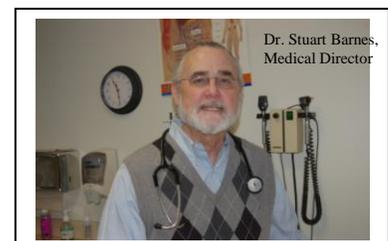
Meg Allan	Lee Hall, MD, Emeritus	Stephanie Phillips, MD
<b>Robert Austin, DMD, Chair</b>	Jennifer Thompson, Pharmacy Director	Christopher Pracht
Ann Barnes, Pharmacy Director, Jan-May	Nancy Jo Thomason	Pam Roose, Jan-Feb
Stuart Barnes, MD, Medical Director	<b>Steve Krause, Secretary</b>	Ron Sconyers, DMD, Dental Director
<b>Christopher Cauley, CPA, Treasurer</b>	Renee McCormick	Mark Stamey, DMD
<b>Garrick Chidester, Vice-Chair</b>	Donna Millar-Potts, MD	Pam Venturella, Jan-March
Diana Clemow, MD	Harold Morse, MD, Emeritus	<b>Executive Director: Barb Baptista</b>

## 2012 ACTIVITY

Anderson Free Clinic Operations January-December 2012 & Comparison to 2011				
	2012	2011	Increase/ Decrease	% Change
Number of Prescriptions Dispensed	38,776	34,632	4144	11.97
Number of Patients Served	1,754	1,500	254	16.93
Number of New Prescription Assistance Forms Completed	1,750	1,593	157	9.86
New patients screened and accepted	360	429	(69)	(16.08)
Number of Dental Procedures (excl cleanings)	1,779	868	911	104.95
Number of Medical Visits	4,397	4,921	(524)	(10.65)
Number of Referral Appointments	540	450	90	20.00
# of New Volunteers Placed	89	79	10	11.24
Total Number of Volunteer Hours	18,620	15,097	3523	23.34

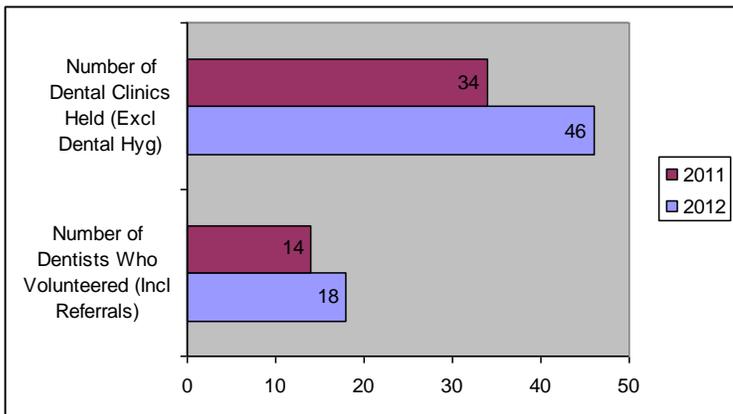
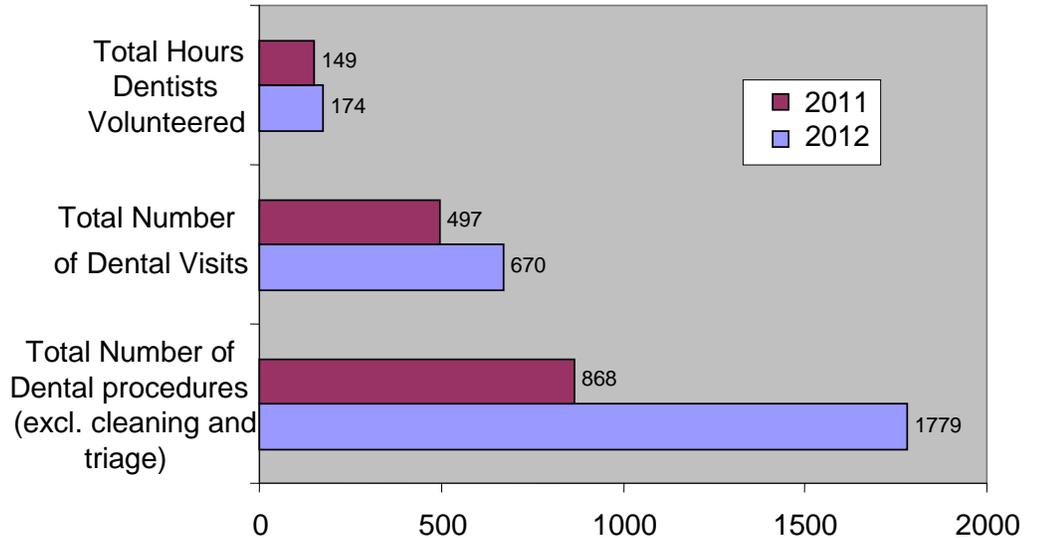
In 2012...

- At a time when many Free Clinics are cutting back services and/or not accepting new patients, the Free Clinic accepted 360 new patients
- Our pharmacy volume increased by nearly 12%.
- Patient prescription assistance forms increased by nearly 10%.



- The number of dental procedures increased over 100%.
- The number of referral appointments made increased by 20%
- The number of new volunteers placed increased by 11%
- The number of new volunteers placed was 10 more than in 2011.
- The number of total volunteer hours increased by 23%.
- While we accepted 360 new patients, this is 69 fewer than 2011
- The number of medical visits conducted was 524 fewer than 2011
  - The availability of volunteer providers and patient “no-shows” or cancellation plays a role in this decrease.
  - Also, many of our patients have been with the Free Clinic for more than two years. In that time, many have stabilized their conditions. With their health stabilized, they no longer require the same level of visit frequency.

The number of medical visits was down, visits were longer, and the number of patients served increased.

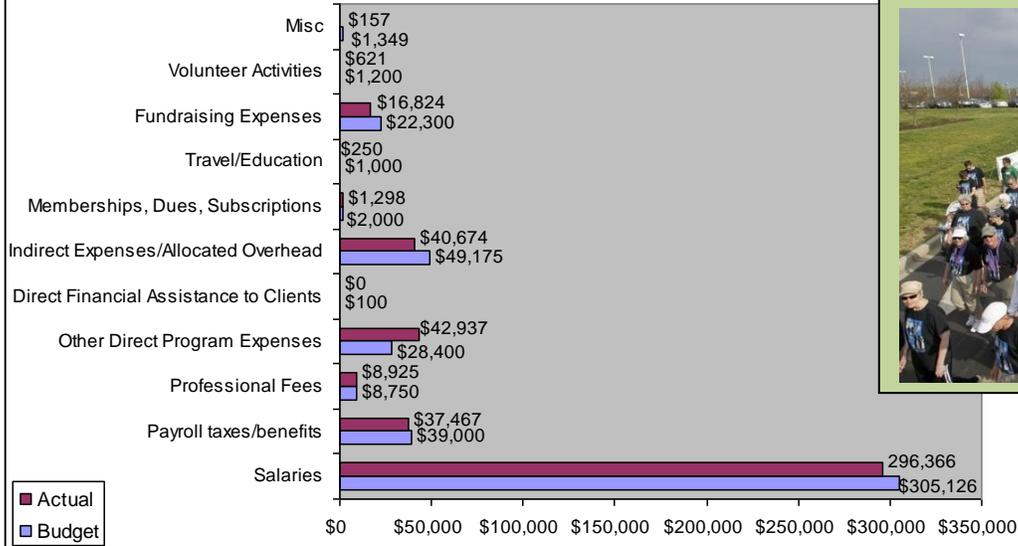
Dr. Bob Austin , Board Chair and Dr. Stamey, who joined the Board this year

## FINANCIAL OVERVIEW

Decreasing revenue continues to pose challenges for the Free Clinic. Grant contributions, contributions from individuals as well as contributions from churches continued to fall below budgeted expectations. Fundraising event income also did not meet anticipated levels. For the 3<sup>rd</sup> year in a row, it was necessary for the Free Clinic to utilize reserve funds to cover all operational expenses. As always, the Free Clinic continues to respond to declining revenues in ways which will not sacrifice the quality of patient care. **The annual budget of the Free Clinic has been reduced by an average of 8% each year since 2009.**

**During 2012 both the Board and staff were mindful of the limited financial resources and took steps to contain costs whenever possible. By year end the Free Clinic had reduced expenses from a budgeted \$521,400, to \$502,327—a 3.6% decrease.**

## Program Budget 2012: Expenses

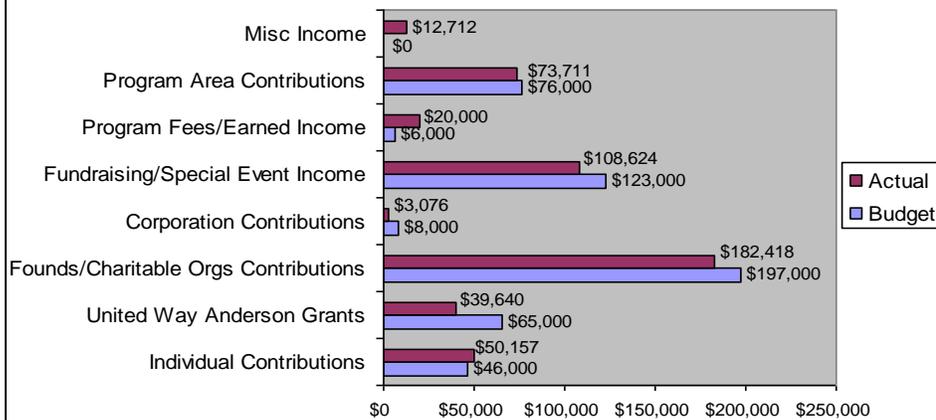


*The Walk with the Docs fundraising event moved its location in 2012 to AnMed Health North Campus, with record attendance.*



The Yon Family birthday party generating gifts for the Free Clinic, and the Animal Shelter, The Meeting Place event, Churches missions, and ongoing altruistic gestures by members of our community are a few examples of how WORKING TOGETHER WORKS to fulfill AFC's mission. Visit our website and "Friends of the Free Clinic" Facebook to learn more about our supporters

## Program Budget 2012: Revenue



### Volunteer Activity:

- Total number of volunteer hours: 14,300 (excluding providers)
- Total number of active volunteers: 250
- Total number of dentists who volunteer: 14 for 46 clinics
- Total number of dentists volunteer hours: 174
- Total number of volunteer physicians clinics held: 382
- Total number of referral appointments: 540
- Total number of vol. physician/nurse practitioner hours: 1543
- Volunteer Nurse hours (Started tracking in August 2012): 1707

### Value of In-kind Support & Services:

- Value of Dental Services: \$163,809
- Est. Value of Prescription Assistance: \$2,700,000
- Est. Value of Volunteer Hours (non-medical): \$236,379
- Value of Volunteer Physician hours: \$137,774 (does not incl. value of procedures)
- Value of Volunteer Nurse hours (Aug – Dec): \$49,281
- Est. Value of Support Services from AnMed Health: \$300,000
- Other in kind donations >\$25,000
- Estimated total in kind support and services rendered: \$4,000,000 when including services provided by volunteer medical specialists who accept our referrals.

## OTHER RELEVANT ACTIVITIES

**New Technologies:** The Free Clinic introduced two technology based improvements to operations during 2012: **Interactive Voice Response (IVR) System** in the pharmacy and substantial changes to our **Practice Management System** software and Patient Encounter Forms.

### Interactive Voice Response (IVR) System

The IVR system has elevated dispensing accuracy, increased productivity, and enhanced our patients' refill compliance. Patients benefit from the convenience of 24-hour phone access to the pharmacy, and automated notifications which tell them when their prescriptions are available. With IVR, time spent by staff and/or volunteers taking phone calls and transcribing/following up on phone messages for medication refills has been greatly reduced. Reducing "phone" time has provided staff and volunteers with more time to connect patients with patient assistance programs, order medications and fill prescriptions.

### Practice Management System

The Free Clinic addressed the need to improve the efficiency with which it schedules patients and records visit information, and other clinic data by putting in place a new practice management system, Allscripts Tiger. Tiger will increase the overall efficiency of the Free Clinic by driving accurate recording of patient information as well as accurate tracking of the value of services performed. In addition to improved management of patient records, the information tracked by Tiger will also improve the accuracy and analysis of clinic operations. This system should facilitate the Free Clinic's transition to Electronic Records Management. The Tiger system brings a slight cost increase to each patient visit (approximately 65¢/patient visit-- 60¢relates to cost of the new encounter form), but the Free Clinic expects decreased errors in recording patient demographics and an increase in overall staff efficiencies as staff spends less time on chart preparation.

**New Diabetic Patient Education Program:** In February 2012, the Free Clinic obtained a grant from Abbott Pharmaceuticals which funded the trial of a new diabetic patient care program: **Healthy By Choice, Not By Chance**. The program design, based on the latest research, is intended to increase patients' self-activation in the management of their diabetes. As the patient's involvement in developing their management plan and self-activation increases, it is expected their adherence to their treatment plan will increase which should result in better control of their diabetes.

**Acupuncture and Cranium-sacral massage:** Two ancillary therapies, Acupuncture and Cranium-sacral massage, were added to Free Clinic services as support for patient care—in particular for the areas of pain management.

Once surveyed about improvement in certain areas, patients* indicated (*random sample)	None (%)	Very Little (%)	Somewhat (%)	A Great Deal (%)	N/A (%)
Improved Quality of Life	2	5	23	58	8
Ability to care for Family Members	8	5	20	41	20
Pain Management	4	12	26	30	23
Ability to do things you enjoy	4	12	28	42	9
Peace of Mind	3	9	23	52	7
Self Esteem	6	13	23	46	9
Knowledge to help you make healthy lifestyle choices	2	3	19	60	5

**Anderson:**

- Patients Screened (including discharged AnMed Health patients): 755
- New Patients accepted: 360 - 16% < than 2011
- # of Dental Visits: 670
- # of Dental Cleanings: 218
- # of Dental Procedure (excluding cleaning & triage): 1,779
- Total Medical Visits: 4,397

**Honea Path:**

- Average # medical visits/month: 23
- Approx. # medical visits: 276
- Clinic open: 16 hours/month including dispensing prescriptions
- Dental Clinic: Dr. Dixon held 4 dental clinics and saw 23 patients

## About our patients

**Numbers are one way to tell the story of the Free Clinic—but only one way. The true successes and value of the Free Clinic is seen in the words of our patients:**

*“The pharmacy at the clinic is an asset to so many people. The pharmacy does so many things for the patients such as calling other pharmacies to check on medication for patients, letting patients know when they are due to the last refills and making sure the days and hours are posted.”*

*“I truly don't know what I would do if not for the free clinic and the pharmacy. I started having multiple medical problems all at the same time. Not having insurance or doctors raised the level of anxiety and panic attacks. My depression went into overdrive and I almost never went outside and stayed in bed 80% of the time. I thank God for all of the people here and the Free Clinic and Pharmacy.”*

*“The Anderson Free Clinic is nothing short of a blessing for many people in a time of need. The staff and Doctors are always kind and helpful in every way. Thank God for all of you.”*

*“The Free Clinic is a God sent clinic. The Doctors and staff all have a heart for people best interest. I do so very much appreciate every one of you.”*

Average age: 46  
70% have no dependent children living with them

**Race**

White	56%
Black	38%
Other	2%

**Gender**

Female	65.75%
Male	31.14%

**Housing**

Own	18%
Rent	30%
Other	46%

**Length of time receiving medical care at the Free Clinic**

< 6 months	20.48%
6 mo. – 1 yr.	18.07%
1 – 2 yr.	16.87%
> 2 yr.	43.37%

**Length of time without medical care**

< 6 mo.	1.2%
6 mo.– 1 yr.	8.43%
1 – 2 yr.	9.64%
> 2 yr.	65.08%

**Method of getting to the Free Clinic**

Bus	14%
Walk	9%
Assistance of another person	46%

Do the patients feel like dental visits at the AFC allow less ER visits?

Yes	84.85%
No	6.06%
Maybe	6.06%

Do the patients feel like medications received at AFC allow less ER visits?

Yes	80%
No	7%
Maybe	7%

Do the patients feel like medical visits at the AFC allow less ER visits?

Yes	79.52%
No	4.82%
Maybe	12.05%

Do the patients feel like they were treated courteously?

Very courteously	83%
Courteously	3%
Somewhat courteously	10%
Not at all	1%



**As the Anderson Free Clinic enters 2013, the Board and staff remain committed to the mission of providing medical, dental and pharmacy assistance to those who need us: those in our community who truly have no-means to pay for the healthcare they need.**

For more information, please contact Anderson Free Clinic's Executive Director Barb Baptista at (706)525-9644 or barb.baptista@anmedhealth.org