



New Hope News

February 2016

Volume 8 Issue 1

Board of Directors

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- Amie Sloane - Vice President
- Ray Vipperman - Secretary
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Medical Director

Karen Wood, MD

Dental Director

Jennifer S. Williams, DDS

Pharmacy Director

David E. Anderson, RPH

Executive Director

Sheila Roberts

Hours & Services

- *Eligibility Interviews:* Mon & Thurs
9:00am-4:00pm
- *Medical Clinic:* Mon - Fri
9:00am-4:00pm
- *Dental Clinic:* By appointment
- *Pharmacy:*
 - Thursdays: Call or drop off by 4:30pm, pickup 2:00-7:00pm
 - Tuesdays: Call or drop of by 2:00pm, pickup 2:00-4:30pm
- *Specialty Care (By appointment):*
 - Diabetic/Endocrine Clinic
 - Diabetic Retinopathy Screenings & Medical Eye Care
 - Urology
 - Diabetes Education
 - Weight Management Counseling
 - Pharmacy Assistance Program

MISSION

To provide basic medical and dental care, diagnostic services and prescription drugs to low income, uninsured residents of Brunswick County and to enhance the quality of life, while preserving the privacy and dignity of every patient.

Despite some Americans gaining access to health insurance thanks to subsidies available through the Health Insurance Marketplace, the hard fact remains that there are still millions of individuals who do not have access to affordable health care and health insurance. These individuals will continue to turn to the Free and Charitable Clinic system they have always relied upon.

At New Hope Clinic, we provide high quality healthcare that is comparable to the care any one of us would choose for our own families. Our staff and volunteers share their skills, passion, enthusiasm and work ethic to make our community a healthier place, one patient at a time. We also have important partnerships with the local hospitals, Cape Fear HealthNet, many other area healthcare facilities & providers, and with social services organizations to help our patients access additional medically necessary care & to improve the quality of life for themselves & their families.

We are honored to have your support of our mission.

Sheila Roberts, Executive Director



NHC's Shallotte Satellite Clinic

We continue to expand hours of service and improve the access to healthcare for patients in need in the southern parts of Brunswick County at our new location with Brunswick Family Assistance Agency.

—Volunteers James E. Boston, Jr, MD & Debbie Ritter, RN finish up patient charts after a busy afternoon primary care clinic.

MAIN CLINIC & MAILING ADDRESS
201 W Boiling Spring Rd
Southport, NC 28461

NEW HOPE CLINIC
PHONE: (910) 845-5333
FAX: (910) 845-5366
EMAIL: clinic@newhopeclinicfree.org
www.newhopeclinicfree.org

SATELLITE CLINIC
4600-10 Main St,
Shallotte, NC 28470

2015 Patient Survey

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A sample of 120 patients was asked to fill out a survey at the end of 2015 in order to help us better serve our patients. At the end of the survey patients were asked three questions. Below are some of their responses:

What do you like best about New Hope Clinic?

- "Whenever I come the entire staff is fantastic, very friendly and kind."
- "They get to the root of your problem and then they help you anyway they can to get you properly seen by the right people."
- "Helped with healthcare when no one else would. The staff are friendly and easy to talk to."

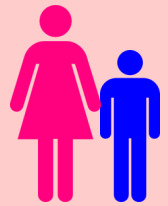
What do you like least about New Hope Clinic?

- "There's nothing not to like."
- "The distance. But I still would rather come here, even if there was another closer clinic not operated by New Hope, or if I had to see another PA."
- "Nothing. Perfect to me as is."

Comments/Suggestions for improvement?

- "None - excellent facilities, staff. They take great care of me!!"
- "Thank you so much for being here. I'd be in a mess without you."

525 women were seen in 2015. This is **56%** of the 942 total patients seen at NHC.



310 patients were employed in 2015. This is **36%** of the total patient population in 2015.

17% of patients reported having trouble getting transportation to the clinic.



72% of patients have a high school diploma or greater.

How well are we doing according to NHC patients?

Ease of Getting Care

★★★★★ 4.64

Ability to get in and be seen

★★★★★ 4.72

Prompt return on calls

★★★★★ 4.32

Convenience of Clinic's location

★★★★★ 4.71

Hours Clinic is open

★★★★★ = Great

★ = Poor

Provider

★★★★★ 4.77

Listens to you

★★★★★ 4.77

Takes enough time with you

★★★★★ 4.77

Explains what you want to know

Nurse & Other Staff

★★★★★ 4.85

Friendly and helpful to you

★★★★★ 4.85

Answer your questions

Facility

★★★★★ 4.93

Neat and Clean

★★★★★ 4.90

Comfort and Safety

★★★★★ 4.87

Privacy

UPCOMING EVENTS

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AMERICANA MUSIC AT ITS BEST

- Net Proceeds to Profit New Hope Clinic -

Friday, March 18 at 7:30pm

Idlewheel Acoustic featuring Craig Bickhardt & Jack Sundrud (From Poco)

Sunday, April 17 at 3pm

Eliza Gilkyson

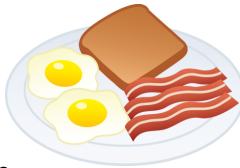
WHERE: Odell Williamson Event Center at Brunswick Community College, 50 College Rd NE, Bolivia, NC 28422

TICKETS: \$20/person in advance (or \$24/person at the door).

Sold at Cattail Cottage in Southport; the Fuzzy Peach in Southport; the Brunswick County Chamber of Commerce in Shallotte; New Hope Clinic; and online at www.listenupbrunswickcounty.com

VOLUNTEER APPRECIATION BRUNCH

WHEN: Saturday, April 2nd,
10am - 12pm



WHERE: Boiling Spring Lakes
Community Center,
1 Leeds Rd, Southport, NC 28461

Volunteers make the work of New Hope Clinic possible. For that reason we are taking this opportunity to recognize all of the hard work done by these outstanding people. Please join us for brunch on Saturday, April 2nd from 10am -12pm. Light refreshments will be provided. Family members are invited as well! If you are a New Hope Clinic Volunteer and you would like to attend the brunch, please RSVP by Thursday, **March 24th** to Jessica Howkins at (910) 845-5333 or by email at vista@newhopeclinicfree.org.

MIKE'S GARAGE BAND CONCERT

WHEN: Friday, April 22nd, 5:30 - 9:30pm

WHERE: Woodland's Amphitheatre, St. James, NC



First outdoor event of the year! New Hope Clinic's Annual Spring benefit concert "Rockin' for Hope" at the newly designed Woodland's Park in St. James! Come dance to the music of the now famous Mike's Garage Band. Don't feel like cooking? Enjoy some delicious food & pastries provided by Vanida Sisters Catering featuring the "Taste of Cuba." Don't miss out on a wonderful evening of friendship and music! More details to come.

SPRING CLEANUP DAY

NHC is honored to have been chosen for a day of service by local civic groups. In addition to the quarterly work done by the St Philip's Church Men's Group, the members of the Southport Rotary Club & Interact, and Knights of Columbus will be planting, trimming, cleaning and pressure washing to get ready for spring on Saturday, April 23rd. Anyone is welcome to join, so grab your gear and get ready to clean!



DIABETES EDUCATION CLASSES

Diabetes Education Classes are held every first Tuesday of the month from 7-8pm at Brunswick Senior Resources (3620 Express Drive, Shallotte) and every third Thursday of the month from 5:15-6:15pm at New Hope Clinic (201 W. Boiling Spring Rd, Boiling Spring Lakes). Classes are open to all residents of Brunswick County, including those who aren't NHC patients, and are free of charge. Call (910) 845-5333 to register!





Liz Halbert

Liz Halbert has been volunteering at New Hope Clinic since February 2015. Having retired and moved from the Chicago area almost two years ago, Liz has dedicated much of her free time to volunteering in her new community. She found out about New Hope Clinic initially through a friend and then through the St. James Service Club and has been working at the front desk helping to check in and schedule patients, place reminder calls, and to help with filing, among other duties. In addition to New Hope Clinic, Liz also volunteers through CIS at Supply Elementary, and at the St. James Service Club and St. Philip's Church. The reason, she says, why she volunteers so much is "the desire to give back to the community and to help those less fortunate." Since volunteering at New Hope Clinic, Liz has "become more aware of the great need in Brunswick County, for healthcare and also financial assistance through Brunswick Family Assistance. It makes me feel very grateful for what I have and a desire to help wherever I can." She says that most patients are very thankful for NHC. And we are very thankful to have Liz at NHC!



Liz Halbert hard at work at the reception desk at New Hope Clinic

WISHLIST

- Desks with keyboard and mouse trays (5)
- Office chairs (adjustable, with wheels)
- Tall open shelving units
- Wall-mount blood pressure cuff (2)
- Locking mini-refrigerator (1)
- Trash bags – tall kitchen
- Toilet Tissue
- Facial Tissues
- Paper Towels - roll
- Paper Towels - Multi-fold
- Copier Paper
- Clear Packing Tape
- Sharpie markers – wide chisel tip
- Digital home blood pressure monitors
- Cases of bottled water
- Batteries - AAA or AA

FINANCIAL DONATIONS

We currently need monetary donations so we can continue to provide high quality medical care and to purchase medications & diabetic supplies.

Please consider donations of appreciated stock.

Gifts of time and talent are the life blood of the clinic.

New Hope Clinic is a 501(c)(3) non-profit, EIN: 31-1614379. Gifts are tax-deductible as permissible by law.

Thank you to our Supporters!

Bald Head Island Auction

Thank you to all who came out to the Bald Head Island Auction in December! It was a great event that raised \$15,480 for the Clinic. We especially want to acknowledge all those who volunteered, sponsored, or donated items for the event.

Don't miss the next auction to be held on December 30, 2016 at the Bald Head Island Club!



Bald Head Island Auction

St James Service Club Grant

This year we received a grant from the St. James Service Club to fund an upgraded phone system to better communicate with the new satellite clinic, patients, and other healthcare agencies.



Sheila Roberts with Jeff Mount of the St. James Service Club

Donation from Southport-Oak Island Kiwanis

New Hope Clinic also received a generous donation of \$1,000 from the Southport-Oak Island Kiwanis Club.



Sheila Roberts accepting a check from the Southport-Oak Island Kiwanis Club