

PHYSICIANS' CARE CLINIC

Providing Healthcare for DeKalb's Low-income, Uninsured Adults

2010 Annual Report

The board of directors of the PCC continues to work to keep our clinic open and functioning at the highest level. We get wonderful input from our board members who are physicians, nurses, pharmacists, business and lay people. Our goal is to work quietly behind the scenes on funding, governance and organization so our volunteers and patients have only to concern themselves with the business of the clinic: allowing talented professional and lay people to provide the highest level of medical care to those in need.

Over the past 18 years, we have often struggled with funding and I can tell you, have been in tight situations before- always to be rescued by donations from the physicians themselves, DeKalb Medical Center, our board members and/or other philanthropies... all without missing a clinic or needed medication that we provide. We have been hurt, like everyone else, by the current financial situation but right now, we find ourselves in a "calm" financial state. Rather than congratulate ourselves, we tend to view the "calm" as possibly the "calm before the storm" or the "eye of a tornado". We have learned to take nothing for granted and continue working on sources of funding.

Our dream is to create an annuity of permanent funding so we can spend our time developing programs and providing even better care for more people. While we have made headway, we still need to scramble for funds to meet our operating expenses by doing fund raisers, going to our community partners and writing grant proposals.

Understand that every board member (many of whom volunteer themselves) know that all our scrambling around would be futile if it weren't for our volunteers. You are the lifeblood of the clinic and have been for almost 2 decades! Together, we will strive to create an ever enlarging, more comprehensive and financially independent clinic to carry out our mission.

Gary R Botstein MD, FACP
Chairman of the Board

After eighteen years of wondering how we would meet our next payroll and how we would keep the doors open, we end fiscal year 2010 with reserves! Thanks to the continuing support of the DMC Foundation, a successful fundraiser at the DeKalb Medical Society's annual meeting where we raised almost \$30,000, a couple of grants from area Foundations and a slight increase in the voluntary fee clinic patients pay per visit, we ended the year with slightly over \$100,000 in the bank.

I report that success with great trepidation and at the risk of inferring that we have enough money to continue our operations without concern over fundraising. Nothing could be farther from the truth. While we can depend on the DMC Foundation for ongoing support through our designated annuity, all other sources of funding are unpredictable, especially in the face of a depressive economy. We cannot operate with DMCF funding only; we must have continuous support from industry, charitable foundations, generous donors from our community, physicians and anyone else willing to listen to our story, understand our needs, reach into their pockets and help.

We also face the daunting challenge presented by an increasing demand for our services. Any thought that healthcare reform would eliminate the need for clinics like PCC ended when the provision that all people had to purchase some form of insurance was found unconstitutional. PCC needs more office space, to be open more nights to see more patients, to have more services for more special areas . . . *more, more, more* has become our mantra.

We are blessed to receive over \$1 million each year in donated, in-kind services, in the form of clinic space, office space, radiology, pathology and anesthesia services, in-patient care, consultation services and all types of surgery from DeKalb Medical Center and our physician community. We are further blessed with a large number of volunteers that work in our clinic; without their support we could not exist.

So while we can breathe a little easier these days, the pressure to fund the ongoing needs of the clinic remains. Please give items for the Silent Auction for the DMS annual meeting and PCC Fundraiser on January 29 at Druid Hills Golf Club. Tell friends that have a heart for programs like PCC. Help us get off to another good start in 2011 to meet the growing needs of our clinic.

And, as always, thanks for your generous support!

Hank Holderfield
PCC Administrative Director
DMS Executive Director

WHO WE SERVE

The Physicians' Care Clinic serves DeKalb County adults who are uninsured and whose income is within the 150% of federal poverty guidelines.

Ethnic origin distribution:	Caucasian	11.1%
	African Am.	73.6%
	Asian/Mid East	11.7%
	Hispanic	3.3%
	Other	0.3%

Age distribution:	4.5%	65>
	60.6%	55-64 (31% > over 2009)
	34.8%	18-54

Highlights for the Year:

PCC raised over \$239,000 from foundations, businesses, and individuals, enabling us to maintain a strong balance sheet and absorb the increase in demand for our services rather than cutting back on patient care and programs.

PCC Board held it's first ever **fall** fundraiser, including a vendor fair and CME event for physicians' and medical practice managers.

PCC worked on a communication strategy that clearly presents the Clinic and/or uninsured issues relative to DeKalb County through a completed video, new brochure and four newsletters.

PCC held 88 clinics in 2010 and logged 1884 patient visits – an 11.2% increase over 2009. 494 patients were unduplicated visits (26% of total).

PCC made 283 referrals to specialty care and filled over 6000 patient prescriptions.

PCC volunteers logged over 3500 in-clinic volunteer hours worked.

PCC staff responded to thousands of inquiries for assistance, resources, referrals, and applications.

PCC staff wrote 7 new grants requesting operational assistance and did mid-term and final grant reports for Imlay Foundation, United Way and Universal American.

PCC recognized it's first ever "Volunteer of the Year" at the DeKalb Medical Society's Annual Fundraiser in January 2010.

PCC increased its number of volunteers by 168, including 12 physicians, 18 RN's, 1 Pharmacist & 5 lab techs - a 44% increase over 2009.

PCC hired/trained two additional clinical coordinators to provide consistency at and have coverage for all scheduled clinics.

PCC staff completed and disseminated its first volunteer satisfaction survey via "Survey Monkey".

PCC established a relationship with *All Medical Resource Foundation, Inc.* to assist patients with prescription assistance programs.

PCC established a relationship with *Atlanta Legal Aid Society, Inc.* to assist patients needing services such as bankruptcy assistance, filing for disability, etc.

PCC provided its diabetic population with meters, testing supplies and continuing education for improved understanding of disease process and control. In addition, 12 education classes held in 2010 with avg. attendance of 16 at each session.

PCC had an overall customer satisfaction rate per customer service surveys of .

PCC participated in Emory's "International Medical Volunteerism Conference" held in the spring of 2010. PCC directly benefited by becoming a service learning site for ten Emory med students.

WE WANT TO THANK THE FOLLOWING:

OUR DONORS

INDIVIDUAL

Mr. Scott Arant
Dr. James Bartling
Dr. & Mrs. Michael Baron
Mrs. Diana Evans Berman
Dr. & Mrs. H. Duane Blair
Dr. Gary Botstein
Mr. & Mrs. Neil Christman
Dr. Martha Crenshaw
Ms. Flora Dora
Mrs. Carole Fortenberry
Mr. Tom Gould
Dr. Shirley Harris
Dr. Kenneth Hoose
Dr. Jeffrey Howard
Ms. Ann Jones
Dr. Stephen Knight
Ms. Mary Kreisle
Dr. & Mrs. Stephen Leff
Dr. Brian Levitt
Dr. Joy Maxey
Mr. & Mrs Scott McAuley
Mrs. Judy Sherman
Dr. Hugh Spruell
Mr. Bhaskar Srinivasiah & Dr. Jayanthi Srinivasiah
Dr. Rudolf Tacoronti
Dr. & Mrs. Roy Vandiver
Dr. Jerome Walker

[Thanks for everything you did for me – job well done! When I get back on my feet, I will come volunteer with you.....PP](#)

BUSINESSES, ORGANIZATIONS & CHURCHES

A to Z Information Services
Ackerman Real Estate
AGH
Blue Wave Computing
Collectron of Atlanta, Inc.
GAMMA
Georgia Business Systems
Georgia Center for Total Cancer Care
Henry Schein
Hunter Group
MD&E Clarity
Medical Imaging Technologies
Medistreams
MedTech Pro
PEACH Employee Giving Program
Practice Benefits
Publix Pharmacies
Ritz Carlton- Lake Oconee
Smith Moore Leatherwood

Snellville Framing and Fine Art
St. Luke's Episcopal Church
Stone Mountain Family Practice, PC
Sun Trust Banks, Inc.
Talbot Construction, Inc.
The Benefits Group, Inc.
The Hart Group
Transworld Systems
Tucker House
Veracor

[Thank you for all your help. I am very grateful!.....SC](#)

FOUNDATIONS

Audrey & Jack Morgan Foundation, Inc.
DeKalb Medical Foundation
Betty & Davis Fitzgerald Foundation
Imlay Foundation
United Way of Metro Atlanta
Universal American

[Thank you for your generosity and caring....I appreciate all that you do!.....JL](#)

GIFTS IN KIND

Advanced Vision
Alexander Ear, Nose & Throat Ctr., PC
Atlanta Colon & Rectal Surgery, PA
Atlanta Cancer Care
Atlanta Center for Gastroenterology, PC
Atlanta Heart Group
Decatur Health Imaging
DeKalb Anesthesia Associates
DeKalb Board of Health
DeKalb Gastroenterology Associates, PC
DeKalb Medical
DeKalb Neurology Assoc.
DeKalb Pathology Associates
DeKalb Radiology Associates
DeKalb Surgical Associates, LLC
Dermatology of Georgia
Diabetes & Endocrinology Assoc. PC
Emory Heart & Vascular Center - DeKalb
ENT of Georgia, LLC
Eye Physicians & Surgeons, PC
Gary Botstein, MD
Georgia Cancer Specialists
Georgia Ophthalmology Assoc., PC
Georgia Urology, PA
GI Specialists of DeKalb
Gynecology & Obstetrics of DeKalb
Kenneth A. Hoose, MD
Ian Katz, MD
John Kelley, DO
Brian Levitt, MD, LLC
Sheldon Lincenberg, MD

Neurology Specialists of Decatur
North DeKalb Orthopedics, PC
Pain Consultants of Atlanta
Michael A. Quinones, MD, PC
Rehab Orthopedic Medicine
SE Gynecologic Oncology, LLC
Donald C. Siegel, MD, PC
W. Hugh Spruell, MD, PC
Stephen S. Lexow, MD

[My gratitude is immense. Your support through my physical healing was monumental in alleviating the stress and emotional toll I experienced worrying about medical bills prior to discovering the PCC. Thank you for the difference you made in my life!.....CS](#)

OUR VOLUNTEERS

MEDICAL

Eunice Akinola, Med Student
Scott Anderson, MD
Alexis Antonioli, SRN
Yasmin Bandali, RN
Duane Barclay, MD
Michael Baron, MD
Toni Barrett, RN
Dahna Batts, MD
David Becker-Weidman, Med Student, Emory
Earl Berman, MD
Monica Beshera, RN, CNP
Janet Bivens, MD
William Bornstein, MD
Gary Botstein, MD
Pepe Bowman, MD
Rachel Boyette, SRN
Darwin Brown, MD
Augusta Bullard, PCT
Mollie Burrows, RN
Brittany Butts, SRN
April Carter, SRN
Demetria Carter, SRN
Douglas Chesson, Med Student, Emory
Songeun Choi, RN
Martha Crenshaw, MD
DeKalb Medical Podiatry Residency Program
Elizabeth Dickinson, RN
Tom DiFulco, MD
Emily Edwards, SRN
Kay Entrekin, MD
Horrel Francis, SRN
Jenna Freeman, SRN
Barbara French, RN
Joyce Gann, MD
Jan Gannon, RN
Ann Glasheen, RN
Karen Goodwin, SRN
Lisa Gordon, MA

Gulshan Harjee, MD
Tracey Harrison, RN
Rana Hasan, MD
Alison Hodge, SRN
Melissa Hour, SRN
MaryAnnie Hughes, RN
Jasmin Kearse, Med Student, Emory
Dee Keeton, RN
Kimilia Kent, MA
Michael Kinstler, MD
Georgieva Kirrilova, RN
Cheri Kunik, RN
Lucinda Lang, SRN
Renee Lawrence, RN
Jonathan Lin, Med Student, Emory
Rosemary Linacre, RN
Jennifer Luke, Med. Student, Emory
Tanya Lutfeali, SRN
Nancy Maignan, MD
Gerardo Marrazzo, Med Student, Emory
Aaliyha Massey, SRN
Lauren Mattson, SRN
Meghan McCann, SRN
Andrew McGinty, SRN
Faisal Merchant, MD
Marion Mills, RN
Helena Minter, RN
Jess Moroney, RN
Tania Nanavati, Med Student
Debra Nelms, RN
Kate Owens, SRN
Carlota Perrot, RN, CNP
Jeffrey Pine, MD
Vishnu Potini, Med Student, Emory
Vera Reaves, MD
Tricia Reed, SRN
Jenna Saunders, SRN
Zeev Sharon, MD
Patricia Shelton, RN
Henry J. Siegelson, MD
Beth Singleton, RN
Jonathan Small, RN
Laura Stofferson, RN
Robin Tarpley, RN
Carla Warnock, RN
Holly Willis, RN
Laura Wingate, RN
Bonita Wright, MA
Huan Yan, Med Student, Emory
Sallis Yip, MD
Lynn Zhang, Med Student, Emory.

PHARMACY

Theresa Aka, Student, UGA
Shawn Akkerman, PharmD

Bill Asbury, PharmD
Jill Augustine, Student, Mercer
Wenda Bailey, Student, Mercer
James Bartling, PharmD
William Bloomfield, PharmD
Kristin Chatfield, Student, Mercer
Melissa Chesson, PharmD
Ji Choi, Student, Mercer
Ashley Chung, Student, Mercer
Rosemary Cross, PharmD
Megan Denham, Student, Mercer
Vinh Duong, Student, Mercer
Jessica Durham, Student, Mercer
Humphrey Ehigator, Student, UGA
Stacey Folsie, PharmD
Heather Hendrix, Student, Mercer
Rachel Hunt, Student, Mercer
Sarah Kennedy, Student, Mercer
Nishat Khan, Student, Mercer
Natalie Kurtkaya, Student, Mercer
Joseph Lamb, Student, Mercer
DeWitt Mackenzie, Student, Mercer
Scott McAuley, PharmD
Benjamin Mensah, Student, UGA
Faizan Mirza, Student, Mercer
Pamela Moye, PharmD
Matthew Nguyen, Student, Mercer
Viet Nguyen, Pharmacy Tech
Jennifer Omenukor, Student, Mercer
Hina Patel, PharmD
Minchau Pham, Student, Mercer
Emmanuelle Pierre-Jean, Student, Mercer
Anna Ruehl, Student, Mercer
Chip Robinson, PharmD
MaCie Rogers, Student, Mercer
Laura Salm, Pharmacy Tech
Ig Sajatevasukont, Student, Mercer
Myrlande Saintil, Student, Mercer
Karen Schillings, Pharmacy Tech
Jannifer Smith, PharmD
Jennie Smithson, Student, Mercer
Kim Titus, Student, Mercer
Meghan Turner, Student, Mercer
Whitney Unterwagner, PharmD
Adam Vickery, Student, Mercer
Jessica Williams, Student, Mercer
Robert Witcher, Student, Mercer

Crystal DuBose
Carla Fairclough
Christopher Mishak
Beverly Noe
Anna Payne
Marvet Pearson-Brooks

FRONT OFFICE

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Quelane Cooper
Myrna Cott
Enydia Crawford
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Eustacia Palmer
Sheena Palmer
Daphne Pearsall
Sharon Pirani
Elisabeth Rubino
Susan Rubino
Bonita Russell
Judy Sherman
Leshia Smith
Arnethia Thornton
Maureen Vandiver

EDUCATION

Raquel Iwolemen, LSW
Yvonne Young, RN

[Thank you for treating me in a professional and courteous manner. What a wonderful program for those without insurance. ... SW](#)

LAB

Rebecca Bruce

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Board of Directors

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