

A close-up photograph of a healthcare worker wearing light green scrubs. A pink stethoscope is draped around their neck, and a black pen is tucked into a pocket on their left side. The worker's hands are clasped together, holding a bright orange heart-shaped sign with the year "2021" written in white. The background is a soft, out-of-focus green.

2021



*Healthcare with Heart*

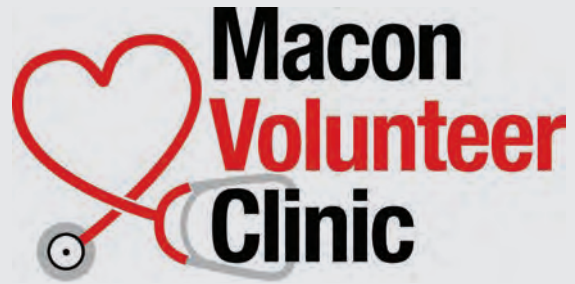
# ABOUT US

Macon Volunteer Clinic began when retired physician **Chapin Henley** gathered a group of diverse volunteers together in fall 2001. They shared a dream to open a free clinic that would provide a medical home for working, uninsured residents of Bibb County. Group leaders visited the Hilton Head Volunteers in Medicine Clinic and other facilities in the Southeast. The research trips confirmed their initial beliefs, that a volunteer clinic was a crucial component in closing some of the healthcare gaps facing the Bibb County community.

A generous grant from **McNeil Laboratories** and the **Robert Wood Johnson Foundation** funded training from the Volunteers in Medicine Institute.

**Coliseum Health System** donated a rent-free building on Rogers Avenue, and the **Community Foundation of Central Georgia** financed the site's renovation. The MedCen Community Health Foundation (now **Navicent Health Foundation**) supported research, promotion, and fundraising efforts to get the clinic started. **The Peyton Anderson Foundation** generously funded start-up costs ensuring the clinic's first year of success.

Local businesses and individuals joined the effort and donated numerous items and services to help make the Macon Volunteer Clinic a reality. Volunteers spoke to civic groups and churches, as well as corporations and foundations, further increasing support. As a result of this community-wide effort, Macon Volunteer Clinic was incorporated in 2002, received its 501(c)(3) status the same year, and opened its doors February 2003.



*Healthcare with Heart*

Executive Director: Nancy White  
Medical Director: Dr. Matt Astin

(478) 755-1110  
Fax (478) 259-6353  
376 Rogers Avenue  
Macon, GA 31204



[maconvolunteerclinic.org](http://maconvolunteerclinic.org)

Macon Volunteer Clinic is a local 501(c)(3) organization.



## Our Partners

**Atrium Health Navicent**

**Central Georgia Technical College**

**Georgia Charitable Care Network**

**LabCorp**

**Mercer University School of Medicine**

**National Association of Free Clinics**

**OrthoGeorgia**

**Piedmont Macon**

**United Way of Central Georgia**

Georgia continues to have one of the highest uninsured rates in the country. Those without insurance often choose to go without health-care in order to pay for everyday needs.

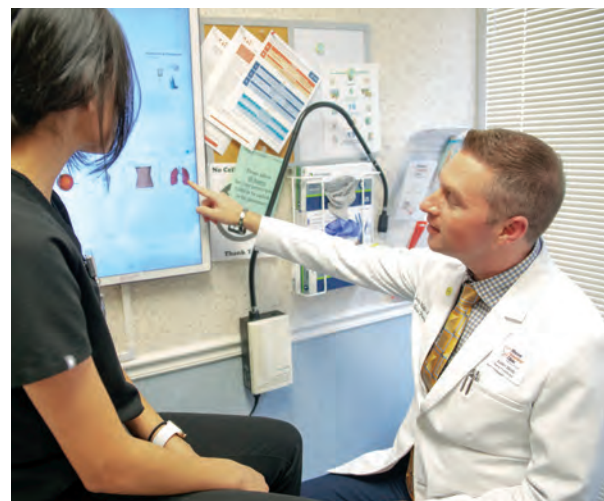
**Macon Volunteer Clinic provides free primary medical and dental care to uninsured working adults in Bibb County, Georgia, whose income is equal to or less than 200% of the Federal Poverty Level.**



Image courtesy of USDA's Food and Nutrition Service

#### Services include, but are not limited to:

- *Primary healthcare*
- *Dental cleanings, extractions & restorative care*
- *Non-narcotic prescription medication assistance*
- *Cancer screenings*
- *Gynecology*
- *Neurology*
- *Dermatology*
- *Orthopedics*
- *Eye exams*
- *Laboratory analyses*
- *X-rays & ultrasounds*
- *Other diagnostic services*
- *Nutrition counseling*
- *Mental health counseling*



*Dear Friends and Supporters,*

**Macon Volunteer Clinic wishes to express its gratitude to each of you for your unwavering encouragement and generosity throughout 2021, particularly within the context of a second year of pandemic challenges.**

In January we were full of expectancy for a return to a semblance of “normalcy.” The Covid-19 virus, however, continued to dominate. It mutated several times throughout the year, with the Delta and Omicron variants making headline news. Pandemic restrictions and concerns continued to impact us individually and collectively. “Normalcy” wishes are now extended into 2022. Yet the demands of navigating the pandemic offered each of us an opportunity to shine with resilience and determination as we lived into our

## Here are a few of our **2021 Milestones**



### **DocStock**

Our board of directors engaged in early 2021 with a strategic planning process, efficiently and effectively accomplished via the Zoom platform. We are grateful to our community partners who joined us in this vital process.

Our annual volunteer recognition gala, known as DocStock, had last been celebrated in 2019. With staff and volunteers becoming fully vaccinated as the year progressed, we jubilantly gathered for DocStock 2021



Gustavo Fring/Pexels

### **Covid-19 Vaccination Events**

in November, and awarded four Healthcare Heroes for unique pandemic-related contributions.

Macon Volunteer Clinic, in partnership with public health and CORE, offered two Covid-19 vaccination events, open to the entire community.

We partnered with Changing the Streets for two “pop-up” spay/neuter clinics combined with human health screenings at our location.



### **Changing the Streets Clinics**

Vaccinations provided confidence to new and returning volunteers to serve our patients at Macon Volunteer Clinic. In fact, we enjoyed a total of 1,613 more volunteer hours contributed in our Clinic in 2021, than in 2020!

In partnership with the UGA SNAP-Ed program, our patients now have access to Food eTalk, an evidence-based, online nutrition education program. These modules are made

purpose of fostering a community where all working adults, regardless of insurance or ability to pay, can lead healthy and productive lives.

Most importantly, MVC continued to welcome through its doors hundreds of hard working Macon-Bibb County neighbors who would otherwise “fall through the cracks” of our healthcare system. Their stories are living testaments to the difference you make in each of their lives.

So thank you. We are powered by your generosity. We are proud of the amazing impact MVC has had these 18 years. Because of you, we have helped to strengthen our workforce, making healthcare accessible and Macon-Bibb County a healthier place for each of us to live and work.



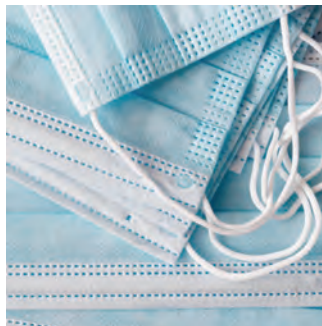
Warmest regards,  
Nancy White,  
*Executive Director*



#### Food eTalk

especially for those who want free ideas on keeping healthy with nutritious food choices on a tight budget.

OrthoGA reached out to us mid-year to say they would like to provide a limited number of pro bono surgeries each month to our patients. Thank you! Community partners like this help strengthen families by keeping our working uninsured neighbors healthy and on the job.



Karolina Grabowska/Pexels

#### GEMA

The EMS Director of Macon-Bibb County reached out to us last May after working with GEMA to demobilize the Farmer’s Market Covid-19 vaccine site. They wished to donate to MVC some unused supplies such as masks, gloves and bandaids – a generous in-kind donation of supplies we regularly use.

With the leadership of MVC board director Keri Jones, our inaugural “Called to Serve” ladies tennis tournament



#### Called to Serve

benefit was launched, and we look forward to building on its success.

Over 100 MVC patients with hypertension went home with home blood pressure monitors, to assist their efforts to optimize their blood pressure control on an ongoing basis.

# Community Impact 2021

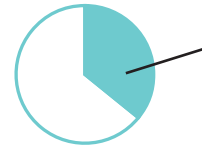
**The Need** — Many of our patients fall into the “coverage gap.” They earn too much to qualify for Medicaid and not enough to qualify for assistance with ACA (Obamacare) premiums. 20% of adult Macon-Bibb residents are uninsured. Bibb County’s 2021 health rankings are near the bottom of 159 counties in Georgia.

**92%**

with Annual Income under \$25,000

**67.8%**  
Female

**65%**  
African American



**177**  
New Patients

**492**

Total Patients

## Accomplishments

**5,742**

Total Patient Encounters



**1,641**

Medical Visits with an MD or Nurse Practitioner



**480**

Cancer Screenings



**311**

Dental Exams, Cleanings, X-rays, Fillings, & Extractions



**252**

Telehealth Visits

**Most common diagnoses** – (1) Hypertension; (2) Hyperlipidemia; (3) Diabetes

**18.6%**

of Macon-Bibb County adults, ages 20 and above, have been diagnosed with diabetes.

**\$1,829,222**

in free medical services, provided

**\$1,595.85**

Total Expense per patient per year

Macon Volunteer Clinic receives NO federal, state, or county funding and is **100% funded by grants and donations.**

### Patient Eligibility

*In order to qualify, a person must be:*

- actively working,
- a Macon-Bibb County resident,
- between 18-64 years of age,
- no health insurance,
- has a valid SSN,
- a current year tax return,
- earn at or below 200% of the 2021 Federal Poverty Level

**\$1,304,356**

in free non-narcotic prescription medications, dispensed

**132**

active volunteers (clinical and administrative)

**4,697.6**

TOTAL HOURS VOLUNTEERED

**2022**  
Goals

**6,000** Encounters

**500** Cancer screenings

**50%** of patients with diabetes with A1C of 7 or less

**400** Dental visits

**400** Patients will receive prescription assistance

“Macon Volunteer Clinic has really given me peace of mind on my heart. The dental clinic has helped me very much. I could never say how grateful I am for coming here. Thank you so much for all the volunteers! You are truly a blessing.” ❤️

## FAQs

### **Q: Isn't everyone covered by health insurance now under the Affordable Care Act?**

No, not at all. Many people in Georgia and Macon-Bibb County remain uninsured even after the passage of the Affordable Care Act.

The uninsured include:

- Adults who make too much money to qualify for Medicaid but not enough to afford the federal insurance exchanges.
- Adults who are not required to purchase insurance due to very low incomes or other hardship categories such as domestic violence or foreclosure.
- Adults who are eligible for insurance on the federal exchange but who cannot afford the high co-pays and deductibles associated with even the most modest insurance plan available under the ACA.

---

### **Q: Where do MVC patients come from?**

Macon Volunteer Clinic (MVC) patients are working, low-income adults who are not offered insurance by their employers, and who cannot afford to purchase health insurance on their own. Many of our patients are service industry employees who work at restaurants, dry cleaners, daycares, and hotels. They sit with elderly individuals, clean houses, and take care of children. They are the faces of the working uninsured in Bibb County. Without the services of the Clinic, MVC patients report they would use the local emergency room or would use urgent care.

---

### **Q: How does MVC impact the local community?**

By providing quality healthcare to working, uninsured adults, Macon Volunteer Clinic contributes to the health and prosperity of our entire community. MVC provides primary medical, dental, and eye care, as well as

medication assistance to adults with multiple and complex medical problems who would otherwise end up in the emergency room due to lack of insurance. This reduces the amount of uncompensated care provided by local hospitals and helps MVC patients avoid additional health complications.

The care provided at MVC helps lower the cost of healthcare for ALL residents of Macon-Bibb County. In fact, a University of Georgia study found that \$50,000 in emergency room costs is saved each year for every 100 patients treated by a charitable clinic in Georgia.

---

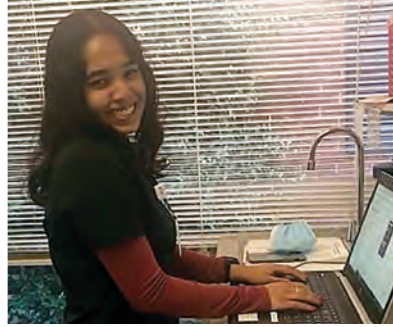
### **Q: Why is it so important to treat uninsured adults in Macon-Bibb County?**

Healthcare costs and loss of productivity associated with lack of health insurance are staggering. The uninsured are much less likely to have primary care providers than the insured. They also receive less preventive care, dental care, chronic disease management, and behavioral health counseling. Those without insurance are often diagnosed at later, less treatable disease stages than those with insurance. Overall, people with no insurance have worse health outcomes, lower quality of life, and higher mortality rates. MVC patients benefit from a regular source of healthcare and medication assistance, as do the families who rely on their income and the employers who rely on their presence.

---

### **Q: Who provides MVC medical care?**

MVC has over 150 volunteer physicians, nurses, dentists, dental hygienists, and other providers who generously donate their time to help care for patients in need. MVC medical care is overseen by an experienced board-certified physician who serves as Medical Director.



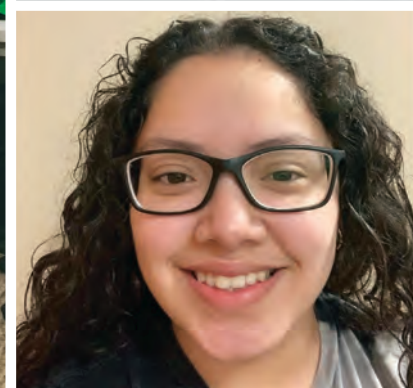
132

active volunteers  
(clinical and administrative)

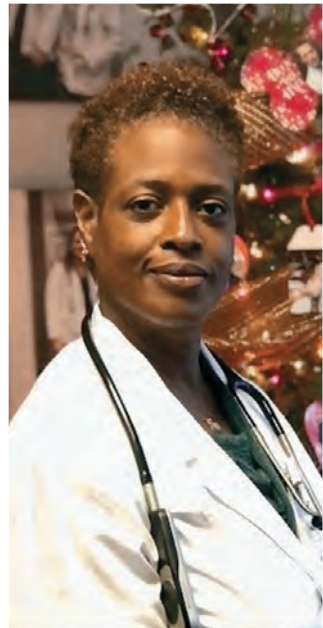
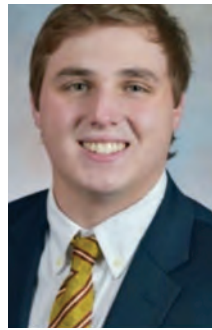
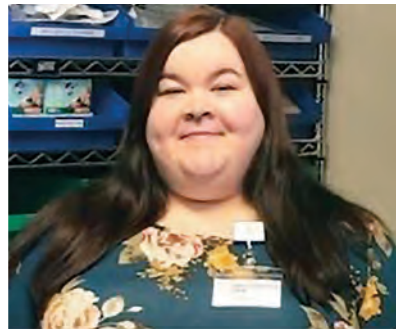
## Our Volunteers

are physicians, dentists, nurses, scribes, medical assistants, and administrative helpers

INCLUDES: 100+ students (nursing, pre-med, medical, pre-dental, dental hygiene) who are trained on-site

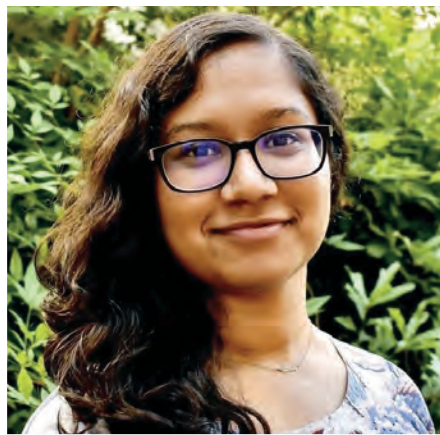






4,697

TOTAL HOURS  
VOLUNTEERED  
IN 2021,  
DELIVERING  
**HEARTFELT CARE**



# Our Donors

---

“ I give to Macon Volunteer Clinic because I am filled with admiration for the Clinic and for the doctors, dentists and other healthcare professionals who volunteer their time and services to working folks in need. I see it as love in action in our community and am honored to be able to support it in some small way. ”

—DIANNE BRANNEN, *Donor since 2003*

**We are grateful for the gifts given to the Clinic by individuals, families, businesses, and organizations. Your generosity makes our work possible.**

“ I am a former RN volunteer and while direct patient care is no longer suitable for me, I believe in the mission of the Clinic and its purpose to serve our community. ”

—PRISCILLA WADE,  
*former Volunteer and current Donor*

“ QuantumHC physicians’ group is proud to contribute to the ongoing success of the Macon Volunteer Clinic. We recognize the value of community-centered healthcare for our most vulnerable populations and we appreciate the collaboration between the volunteers, donors, and the Clinic to best serve the patients in Macon-Bibb. ”

—CHARLIE SNOW, MD

“ I enjoy volunteering with Macon Volunteer Clinic because of my interactions with other volunteers and students. I get to see the best part of people – both volunteers and patients – and I appreciate the opportunity to have an impact on the medical students and undergraduates aspiring to become doctors.

The comradery among the volunteers and the idealism of those who serve the Clinic inspires me.

I believe everyone should give back and find a charitable outlet that is meaningful to them. For me, my work and support of Macon Volunteer Clinic has been my longest charitable engagement. Meeting people without health insurance renews my gratitude for the good health coverage that I often take for granted. ”

—DR. PATRICK ROCHE,  
*Volunteer and Donor since 2003*

“ The Macon Volunteer Clinic is a valuable community resource to those hardworking individuals who are caught in the financial gap of not being able to afford health insurance but also not able to afford the medical and dental care that they need. I met a young lady who had dental work at the clinic and she said it changed her life. ”

—MARVEL BURGESS *on behalf of GEICO, a donor since 2003. Burgess is Professional Recruiter & Public Relations Coordinator at GEICO.*

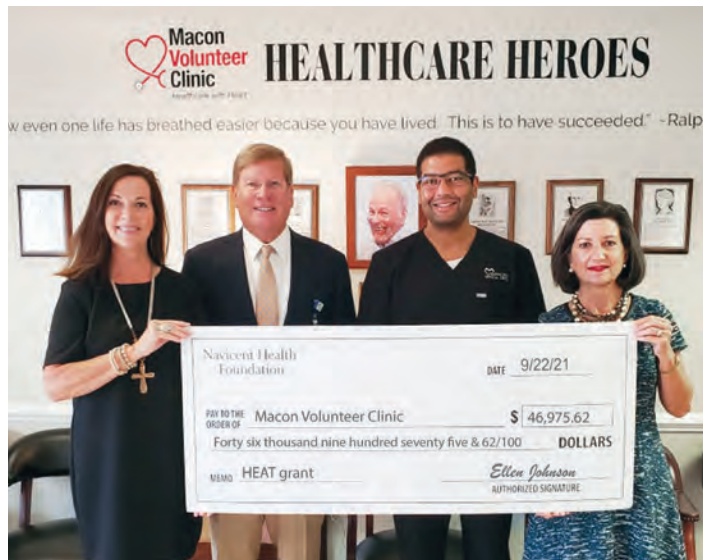
“ This community can only survive if everyone is participating. That includes a robust workforce. Not everyone in the workforce has insurance, and when they are unable to work due to health issues their family is negatively affected financially, as well as the employer being affected. When there is an empty slot at the workplace, businesses cannot operate effectively.

We want everyone in the community to be able to support their work environment. Macon Volunteer Clinic helps individuals, families and Macon-Bibb County. ”

—MARSHA KAPILOFF,  
*Donor since 2005*

“ Macon is very fortunate to have a ‘hidden gem’ called the Macon Volunteer Clinic. Many years ago Dr. Chapin Henley had a vision to provide medical services for uninsured, working residents of Macon-Bibb County who otherwise might not be able to get help. We have made several individuals aware of these services and they have benefited from their help and treatment. We are very thankful for the doctors, nurses and other volunteers who freely give their time to help others in our community. ”

—SYDNEY AND ALFRED SAMS



“ Tucker’s Barbecue has always been known as a family business that helps give assistance to local charities. Our business has contributed to Macon Volunteer Clinic the last few years. This is the one place that will always be the #1 charity on our list.

There was a time several years ago that I had pneumonia. Following my visit to the doctor when I returned home with medication, I started thinking of how lucky I was. There were many people that could not visit a doctor due to not having health insurance or not having enough money to pay the bill. We can’t solve the problem, but I know we feel great about the contribution we make to help those less fortunate. It is one of the best feelings you can have to help someone that really needs help. ”

—CATHY & TOMMY TUCKER,  
*Tucker’s Barbecue, Inc.*

“Working in an industry that does not offer health insurance, the Macon Volunteer Clinic has been very beneficial in helping me maintain my health.” ❤️

**The year 2021 began as a hopeful new beginning for Macon Volunteer Clinic. We continued cautious in-person patient care during these pandemic times. And although our numbers are still down, they are on an upward trend.**



The Clinic underwent a strategic planning process during 2021. This created a blueprint to help guide the Clinic over the next several years. We created several ambitious goals that will continue to push this Clinic to greater heights.

During the year, we added E-food Talks to our services. This is a program through the University of Georgia to deliver nutrition education to patients. This online program has been a big benefit to our patients, especially our diabetic population.

We also hosted two separate events where patients could bring their pets to be spayed or neutered at no cost. Because our patients have barriers to their own care, so do their pets. This was a way to care for our patients and their beloved companions.

We partnered with the Department of Public Health to host two Covid-19 vaccination events at the Clinic. They were not limited to our patients, but open to the general public in an effort to increase local vaccination rates.

**The Clinic is steadily making progress on improving clinical outcomes for our patients. We have several new staff members working very hard to make this happen. But it is our volunteers that keep this Clinic running. We depend on them to provide the bulk of care for our patients. We are always looking for new volunteers with varied experiences to help strengthen our services. With such a strong team, 2022 is certain to bring more successes for Macon Volunteer Clinic.**

Matt Astin, M.D.  
*Medical Director*



Macon Volunteer Clinic receives no state or federal funding, and no patient is ever charged a fee for services. Our clinic is 100% philanthropically funded by donors like you!

**Did You Know?**  
**\$50,000 in emergency room costs is saved each year for every 100 patients treated by a charitable clinic.**

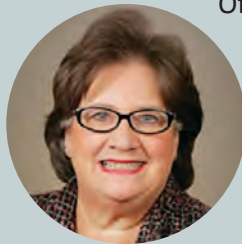
Help us achieve our mission. **DONATE!**

Have you ever wondered how far your donation will go? In 2021, \$1595.85 provided a full year of healthcare for a patient, and a single visit cost \$136.74.

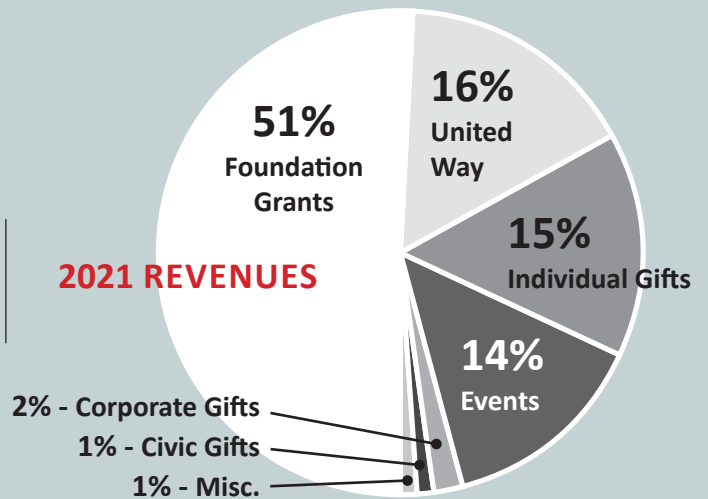
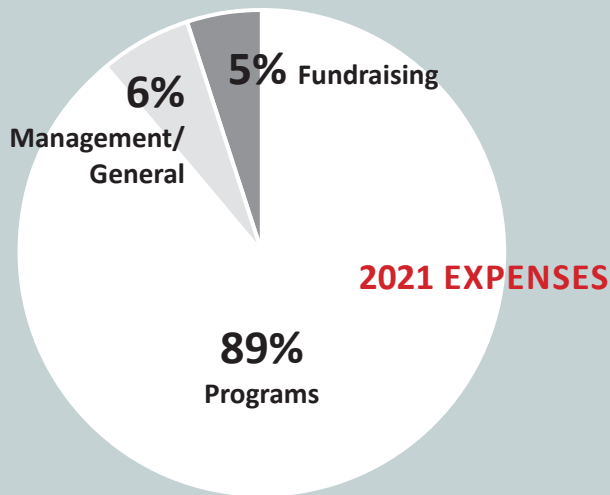
Community Foundation of Central Georgia to ensure our ability to serve for years to come.

Donations may be made to assist in funding annual operations or you may wish to contribute to our Endowment Fund at

There are numerous tax advantages available to donors. To learn more, contact Cathy Loyd, Chief Development Officer at 478-755-1110, ext. 127, or [cloyd@maconvolunteerclinic.org](mailto:cloyd@maconvolunteerclinic.org).



Macon Volunteer Clinic is a local 501c3 organization. All donations are tax-deductible as allowable by law.



## Clinic Staff

---



Nancy White  
*Executive Director*



Dr. Matt Astin  
*Medical Director*



Tiffany Williams  
*Staff Nurse*



Dona Gurley  
*Dental Coordinator*



Lori Snow, RN  
*Nurse Manager*



Cathy Loyd  
*Chief Development Officer*



Justin Wolfe  
*Nurse Practitioner*



Cherish Walker  
*Office Manager*



Mara Brumbaugh  
*Clinical Resource Specialist*



Trish Mitchell  
*Volunteer Coordinator*



Jodi Williams  
*Patient Assistance  
Coordinator*

## 2021 Board of Directors

---

Tom Woodbery  
*Chair (January-July)*

Samer Othman, DDS, MPH  
*Chair (August-December)*

Steve Slade  
*Treasurer*

Saralyn Hiley, MT (ASCP)  
*Secretary*

Wally Blume

Ronald Freeman, MD

Justin Hollingsworth, JD

Deanna Jones

Keri Jones

Rana Munna, MD

Carla Sims

Janet Tidwell

“All the staff have great personalities and excellent listening skills. They act upon my every request in a timely manner. I trust the Macon Volunteer Clinic staff to give me excellent care.” ❤️

“As a previous patient, I can say without hesitation that I receive better healthcare through your organization than with any of the private practices in our area.” ❤️

## Message from the Chairman of the Board



Being able to serve as Board Chair for the Macon Volunteer Clinic is one of my most humbling duties. The Board that we have assembled is one that I am proud to serve with and one that, I believe, will deliver even better years ahead at MVC. Our 2021 strategic planning process identified several goals for the immediate future, and I hope that, with your support, we will be successful in achieving them.

I began my journey at MVC in 2008. I was still working towards my academic goals as a Public Health graduate student and chose MVC to conduct my research thesis. I had the honor of working under then Executive Director Dr. Valerie Biskey and Medical Director Dr. Lynn Denny. The guidance I received from both of these extraordinary women contributed to the foundation that I have built upon in my professional

career, and further drove my passion for giving back to our amazing community. Since 2008, I have served in nearly every capacity at MVC, from answering phones and organizing patient charts to volunteering as a dentist and now serving as Board Chair.

Every month I have the pleasure of serving our patients in the dental clinic and I am continually blown away at the appreciation and love I feel from these patients. The difference that this Clinic makes in Macon is made so apparent by the outpouring from our patients that it truly makes being involved at MVC an incredibly rewarding experience. As Board Chair, I invite all of you to join me in the experience of giving back to our amazing patients and changing our community for the better one patient at a time. From our hearts to yours, thank you for all that you do.

Samer Othman, D.D.S, *Board Chair*

**Macon Volunteer Clinic has provided over 60,000 patient visits and served over 3,000 unique patients.**

How many  
hardworking  
neighbors could  
we help today?



Someone you  
know may  
be an eligible  
patient.

Your landscaper, barber or hairstylist,  
housekeeper, server at a restaurant,  
or any small business owner.



Help us achieve  
our mission.

Spread the word.  
Make a donation.  
Volunteer.



100% philanthropically-funded  
*Healthcare with Heart*

[maconvolunteerclinic.org](http://maconvolunteerclinic.org)