



*Healthcare with Heart*

2020



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

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





GEORGIA CONTINUES TO HAVE ONE OF THE HIGHEST UNINSURED RATES IN THE COUNTRY. LOCAL CENSUS DATA INDICATES THERE ARE CURRENTLY OVER 32,300 ADULTS IN BIBB COUNTY ALONE WHO LACK INSURANCE. THOSE WITHOUT INSURANCE OFTEN CHOOSE TO GO WITHOUT HEALTHCARE 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.*

Services include (but are not limited to):

- Primary Medical Care
- Dental Exams, X-rays, Cleanings, Restorative Services, and Extractions
- Eye Exams and Prescription Eyeglasses
- Non-narcotic Prescription Medication Assistance
- Cancer Screenings (such as Mammograms, PAP Smears, Colonoscopies, and Colposcopies)
- Laboratory Analyses
- X-rays
- Diagnostic Services
- Diabetic education and testing supplies (glucometers, testing strips, and lancets)
- Nutrition Counseling
- Mental Health Counseling
- Gynecological Services
- Dermatology, Orthopedic, and Neurology Services
- Outpatient Surgery through S.P.I.N. Program (Surgery for People In Need)

*Thanks to a network of caring volunteers and generous donors, patients receive healthcare service at no cost to them.*

## COVID-19 RESPONSE

### *Pandemic Pivots*

**IN MID MARCH 2020**, Macon Volunteer Clinic switched to remote operations. Our Nurse Practitioner conducted all the telemedicine consults from home. A new schedule was created and implemented for a rotating skeletal crew at the office for medication pickup, giving injections, accepting shipments, basic operational functions, communications, and fundraising.

HelplineSOS, a 24/7 free call-in service, helped with communicating COVID-19 prevention, resources, telemedicine, referrals, and more.

*Our telemedicine option will remain beyond the pandemic. It helps remove common barriers for many of our patients, such as transportation and time off work.*

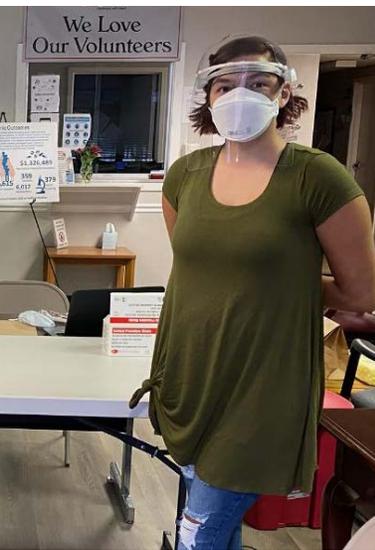
Our Board deferred 2020 eligibility recertification to make sure existing patients who may have experienced job losses could still receive care.

**IN APRIL 2020**, Mercer University School of Medicine students called all of Macon Volunteer Clinic's active patients to educate them on Covid-19 precautions and notified the Clinic of any needed medical follow-up with patients.

### *Service with Safety*

**ON JUNE 15, 2020**, a regular, in-person clinic schedule resumed, thanks to COVID relief funds, which provide PPE, air purification systems, hand sanitizer stations, infrared thermometers, plexiglass shields, and more.

The "new norm" meant a limited number of people in the building, staff meetings conducted via Zoom, and heightened cleaning and sanitizing. However, there were challenges. Not all volunteers were ready to return to the Clinic out of safety concerns. Many patients were also reticent to return. Because of safety constraints and volunteer limitations, former activity levels were not achievable.



# Pandemic Response 2020

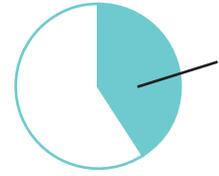
**The Need** — Many of our patients fall into the “coverage gap.” They earn too much to qualify for Medicaid and not enough to qualify for assistance with ACA (Obamacare) premiums. 20% of adult Macon-Bibb residents are uninsured. Bibb County’s 2021 health rankings are near the bottom of 159 counties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

92%

with Annual Income under \$25,000

67% Female

66% African American



142 New Patients

502

Total Patients

## Accomplishments

5,034

Total Patient Encounters



1,834

Medical Visits with an MD or Nurse Practitioner



356

Cancer Screenings



265

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



252

Telehealth Visits

45% of MVC’s patients with diabetes are at A1C of 7 or less — a **31% improvement** since 2017. **67% of patients** with A1C of 10 or more had a reduction in A1C.

19%

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

\$1,410,602

in free medical services, provided

\$1,490.74

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 employed,
- a Macon-Bibb County resident,
- between 18-64 years of age,
- uninsured,
- have a valid SSN,
- a current year tax return,
- earn at or below 200% of the 2021 federal poverty level

\$2,178,439.56

in free non-narcotic prescription medications, dispensed

157+

active volunteers (clinical and administrative)

3,084.39

TOTAL HOURS VOLUNTEERED

2021 Goals

- 6,000 Encounters
- 350 Cancer screenings
- 50% of patients with diabetes with A1C of 7 or less
- 500 Dental visits
- 375 Patients will receive prescription assistance

# 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 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 new 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, 631 MVC patients report they would use the local emergency room for care and 167 MVC patients 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 recent University of Georgia study found that \$50,000 in emergency room costs is saved each year for every 100 patients treated by Macon Volunteer Clinic or other Georgia charitable clinic. Overall, the value of healthcare provided by MVC in Macon-Bibb County for 2015 exceeded \$3.1 million.

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

Health 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.





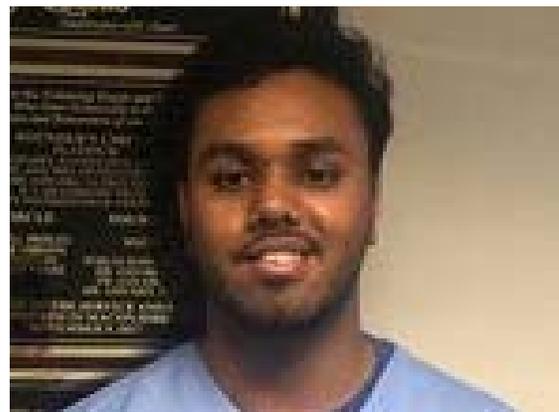
# Our Volunteers

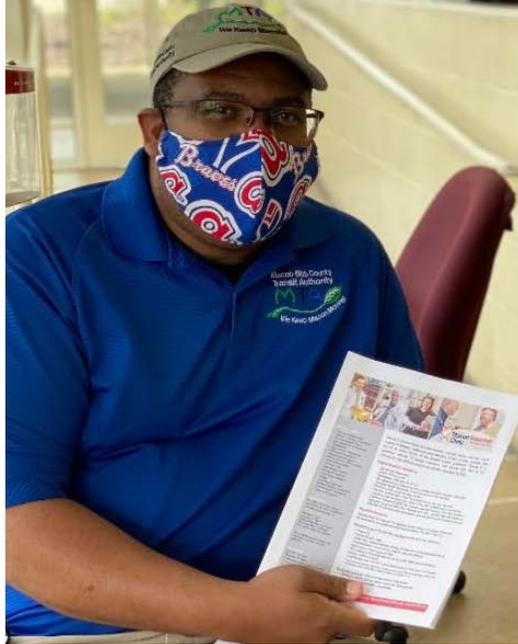
are physicians, dentists, nurses, scribes, medical assistants, and administrative helpers

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

## 157+

active volunteers  
(clinical and administrative)





Dr. Lane

TOTAL HOURS VOLUNTEERED IN 2020,

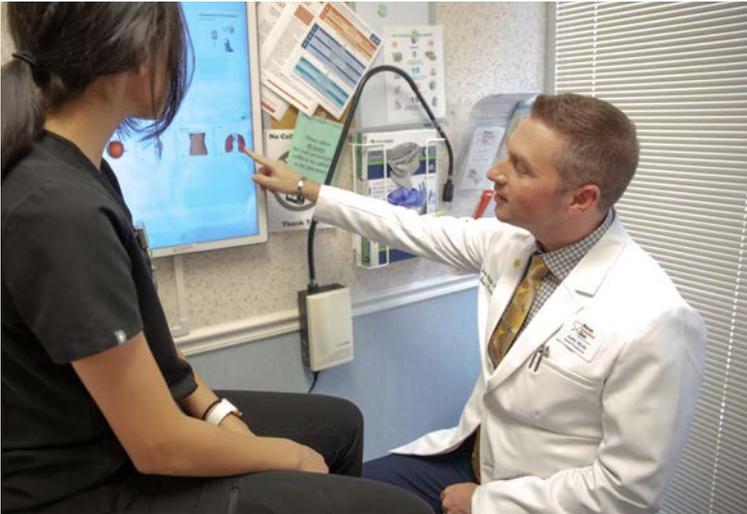
**3,084**

DELIVERING HEARTFELT CARE IN THE MIDST OF A PANDEMIC



# Our Donors

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



*“My financial support of MVC gives me great satisfaction, knowing that clients are provided with health care that they otherwise would lack. My volunteer support is a bit more selfish. Seeing the looks of appreciation and hearing the gratitude in clients’ voices brings me great joy. It is a winning combination, for them and for me.”*

—CATHERINE WOODY, Donor and Administrative Volunteer

“Healthy individuals make for a productive workforce, economy, and nation. Besides quality of life, it is good policy to make sure everyone, ESPECIALLY those at risk of being unable to provide for themselves and their families, have access to health-care. We recognize the benefit that Macon Volunteer Clinic delivers to EVERYONE in Bibb County by keeping the working uninsured healthy and on the job.”

—CHRIS AND RAMONA SHERIDAN, Donors

“So many people have medical needs and don’t have the money or resources to receive regular care. I like the idea of helping those in need receive the care when needed, and I know that Macon Volunteer Clinic can provide what they need, and provide it compassionately.”

—EARLINE HAM, Donor



2021 medical school graduates ADRIANNE SMITH and OLIVIA GILES recently visited MVC with a generous monetary contribution, made on behalf of their class. They are moving to ob/gyn residencies in different states and reflect fondly on their years of volunteer service and learning with our Clinic. We thank them for this gift, which perpetuates their legacy of selfless service. ❤️

“The Clinic is one of the jewels in Macon-Bibb’s health care system. It is unique in that it improves the health of working people who don’t have insurance but struggle to make ends meet, often working more than one job.

Thanks to selfless volunteers and compassionate staff, Macon Volunteer Clinic is a safety net for hundreds of people. Donors are making an investment in healthier lives for hard-working people in our community. We always need more volunteers so we can serve more patients—nurses, dentists, doctors, and even those without clinical skills are in demand.

For me, volunteering and contributing each month to Macon Volunteer Clinic is one of the best investments I’ve ever made.”

—TOM WOODBERY, Donor and Board Chair

*“We all need access to good quality health care. I give to Macon Volunteer Clinic so that my fellow citizens and my community can flourish.”*

—PAM WILKINS, Donor

“I’ve been involved in supporting Macon Volunteer Clinic since it was first founded by my father in 2003. It’s been a privilege to support the clinic in numerous ways such as sharing its story, speaking on behalf of the agency, involvement with various fundraisers, personal donations, and encouraging involvement among community friends and business associates.

Nothing is more gratifying than knowing someone’s health is improved by my efforts! We each are called to help each other, and nothing is more fundamental to our ability to support our families, to work and achieve, and live a rewarding life than our health. I am grateful to be a part of Macon Volunteer Clinic and its mission of service.”

—ADAM HENLEY, Donor



## *Eagle Scout Project Beautifies Macon Volunteer Clinic*

**IN JUNE 2020**, Macon Volunteer Clinic’s midtown garden was transformed through the Eagle Scout project of Sutton Snow, a member of Troop 170.

Macon Volunteer Clinic has long had a small, secluded garden sandwiched between exterior walls. Sutton systematically cleaned up and beautified this outdoor space during March and April. He planted new shrubs and flowers, brought in and spread new gravel and pavers, and added a new bench and birdfeeder. He then repaired the irrigation system to ensure the plants will thrive. The garden space is named the Valerie Biskey Memorial Garden after Macon Volunteer Clinic’s first Executive Director.

Snow privately raised all the funds needed for the garden project. When the work was complete, he donated the balance of \$387 to Macon Volunteer Clinic. ❤️



## ABOUT US

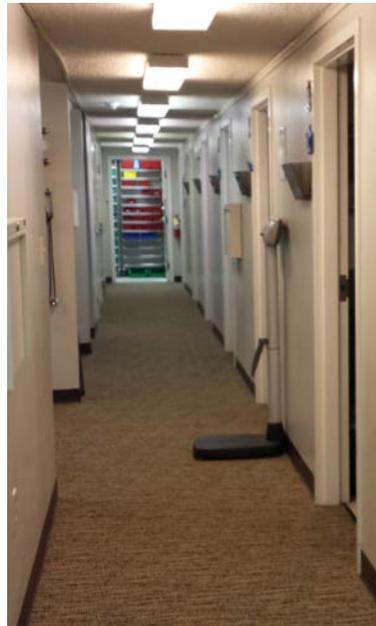
*Macon Volunteer Clinic began* when retired physician **Chapin Henley** gathered a group of diverse volunteers together in fall 2001. They shared a dream to open a free clinic that would provide a medical home for working, uninsured residents of Bibb County. Group leaders visited the Hilton Head Volunteers 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.



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



## Our Partners

Atrium Health Navicent  
Central Georgia Technical College  
Coliseum Health System

Georgia Charitable Care Network  
LabCorp  
Mercer University School of Medicine  
United Way

**Macon Volunteer Clinic is the ONLY clinic providing free medical and dental care in Bibb County. MVC does not receive any state or federal funding; therefore, we rely on the generosity of individuals, foundations, and corporations.**



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

Have you wondered how far your donation would go? Macon Volunteer Clinic operates with a small staff and a large number of volunteers. **NO PATIENT IS EVER CHARGED A FEE FOR SERVICES.**

In 2020, despite the “sheltering in place” shutdown and added PPE and sanitation expenses for re-opening, our total expense per patient for the entire year was only \$1,490.74.

Macon Volunteer Clinic has an Endowment Fund with Community Foundation of Central Georgia to help ensure that we are able to serve the medically uninsured workforce of Macon-Bibb County for years to come. There are numerous tax advantages available to donors.

To learn more, contact Cathy Loyd, Chief Development Officer at [cloyd@maconvolunteerclinic.org](mailto:cloyd@maconvolunteerclinic.org) or (478) 755-1110, ext. 127.



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



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

## Clinic Staff



Nancy White  
Executive Director



Dr. Matt Astin  
Medical Director



Mona Woodard, RN  
Nurse Manager



Dona Gurley  
Dental Coordinator



Lori Snow, RN  
Staff Nurse



Cathy Loyd  
Chief Development Officer



Justin Wolfe  
Nurse Practitioner



Cherish Walker  
Office Manager



Brittany Smith, BS, CNP  
Clinical Resource Specialist



Trish Mitchell  
Volunteer Coordinator



Carol Anglin  
Patient Assistance  
Coordinator

## Board of Directors

Tom Woodbery  
Chair

Samer Othman, DDS, MPH  
Vice Chair

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

A childcare provider who works at a local daycare center started feeling very lethargic and began experiencing vision problems, two conditions that were most certainly interfering with her ability to care for children. Ultimately she went to the Emergency Room, as it was her only source of medical care at the time. She was diagnosed with diabetes. She recalls thinking, "Diabetes is not an expense I can afford." After she became a patient, MVC was able to give her the diabetes supplies needed to manage her disease and return to the work she loves. ❤️

## *Message from the Executive Director and Chairman of the Board*

*For everyone, 2020 was a tumultuous year demanding flexibility, innovation, and pure grit to meet the challenges of the COVID-19 pandemic and its sweeping consequences.*

For our patients, 2020 was particularly difficult. Many lost their jobs in the pandemic's early days, exacerbating their needs for resources. All Macon Volunteer Clinic (MVC) patients live locally and earn at or below 200% of the Federal Poverty Level. Many have chronic health conditions like diabetes and hypertension, which means they are at high risk of adverse outcomes should they become infected with the coronavirus. By virtue of qualifying for MVC's services, they are already struggling with food, rent, and other basic needs that most of us take for granted.

While most of us anticipate returning to a "normal" life in 2021, our patients will be navigating the impact of the pandemic crisis for many years. And MVC is committed to remain a stable medical home for each of them as they rebuild their lives.

We thank our Board of Directors for their unwavering support in 2020. They have guided us with wisdom, courage, kindness and generosity.

We thank our amazing volunteers. They appear each day in our building with brightness, energy and magnanimity of spirit.

We thank our generous and unselfish donors, who sustain our Clinic, and alleviate an immense burden from those we serve.

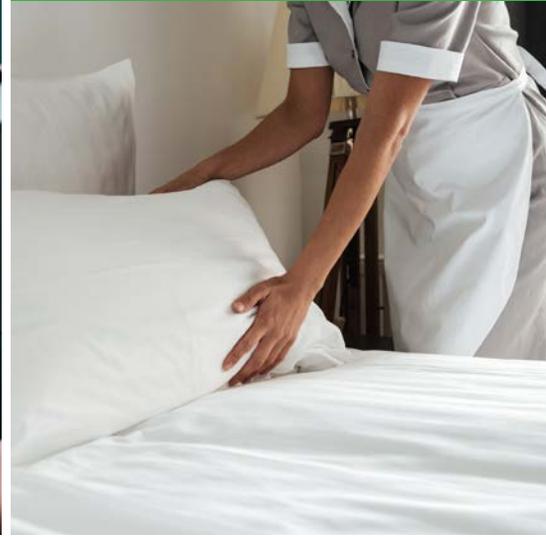
And we thank each staff member. They worked nobly and purposefully, keeping the MVC mission front and center while navigating turbulence and disruption in their personal lives as well as at work.

With immense gratitude, we remain passionately committed to our mission of providing primary care to the uninsured and underserved working adults of Macon-Bibb County — at no cost to them.



Nancy White, *Executive Director*  
Tom Woodbery, *Board Chair*

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*

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