



# Live Oak Clinic of Brazosport

Providing Non-urgent, Primary Healthcare  
For the Medically Uninsured

Spring, 2010

## Mission Statement Quality healthcare for those in need

### Location

Brazoria County Dream Center  
796 S. Brazosport Blvd  
Clute, TX 77531

### Hours

Thursday 4:30pm – 8:00pm  
Eligibility Screening begins at 4:30pm

Phone: 979-388-0280  
Fax: 800-653-5179

Website: [www.liveoakclinic.org](http://www.liveoakclinic.org)  
Email: [info@liveoakclinic.org](mailto:info@liveoakclinic.org)

### Services

Primary healthcare  
Out-patient care of diabetes  
Out-patient care of hypertension  
Out-patient lab & urine testing  
Prescription assistance  
Social service resources  
Nutrition education

## An Evening at the Clinic

We invite you to follow along in this re-creation of a typical Live Oak Clinic Thursday. The names mentioned are all “real” volunteers, but are by no means all of our helpers. Many volunteer to work every Thursday, others every other Thursday, and others as needed. So, here we go. Our day begins around ...

- 3:00 Alice arrives at the Dream Center to ready the clinic. She sets up tables and chairs, hangs posters and ensures that all is ready for the clients and volunteers.
- 3:30 Potential clients begin to arrive. They wait on outdoor benches for the doors to open.
- 4:00 Peggy arrives to begin the computer work for the evening. Lists of appointment clients are printed. Screeners, Rosemary and Mike, arrive ready to interview any clients who have not previously visited the clinic. Our triage nurses, Agnes and Carol arrive and prepare to assess the evening's patients. Our translator, Beatriz, is on hand to help with language difficulties.
- 4:30 The Clinic opens for the evening. Of the 13 clients with appointments, only 8 have arrived. Since we have 2 doctors tonight, 8 new clients can be seen. The 8 are picked on a first-come basis. One potential client is depressed and would like medication. Alice advises that this is a condition that we cannot treat and provides referral information. She also informs the other clients who had hoped to be seen that they need to return very early next week to get on the roster.
- 4:35 Preparation for the doctor consultations begins. Alice invites the clients into the waiting area. Rosemary and Mike with Beatriz's help let the new clients know our policies and complete the patient information paperwork. Agnes and Carol begin the evaluations on tonight's patients. They record weight, blood pressure, blood sugar, and a brief description of the health problem. Agnes discovers that a

patient with low blood pressure has been taking his medicine incorrectly and advises him of the correct dosage. Carol offers information on diabetes control to a patient.

- 5:30 Gloria arrives from her hospital work. She is the nurse who will work with the doctors in the examination rooms. It will be her job to communicate to clients how to handle their health issues when they leave the Clinic. Alice H, pharmacy tech, arrives from her work to assist Doctors with generic prescriptions and to record patients' medications in their charts. Jenn arrives to help man the computers for patient check-out. She spends some time putting away and straightening medical donations that have come in. Carol gives a diabetic glucometer kit to a former client who has broken her lancette.
- 6:00 Patient assessments have been completed. The Doctors arrive. The Doctors will spend 15 to 20 minutes with most patients. When a translator is needed, Beatriz will assist. Once the Doctor has completed his examination, Gloria will coach the patients on appropriate health issues such as wound care, infection prevention, stress control. As each patient's visit is completed, they will check out. Peggy and Jen will take payment from the client, fill out forms for any lab work that is needed, copy any prescriptions from the doctor, and make appointments for future visits.
- 9:00 Last of the patients have been seen; the evening's paper and computer work is completed. Examination rooms are prepped for next week's Clinic. Tables and chairs are returned to storage. Volunteers leave for home – tired but happy that they have made a difference in these clients' lives. On this “sample” evening the Clinic's 12 volunteers have served 16 clients.



# Board of Directors

**President:** Frank Mauro  
**Vice President:** Mike Kessler  
**Medical Director:** Dr. Sanjay Aggarwal

**Members:** Terry Aldrich  
 Mike Allen  
 Rosemary Allen  
 Carol Bohley  
 Scott Briner  
 Alice Campbell  
 Rick Clark  
 Gloria Coker  
 Mary Fuchs  
 Rey Roman



Gloria Coker  
 Mary Fuchs  
 Alice Campbell



Sanjay & Kamini  
 Aggarwal



Tracey & Mike Kessler



Terry Aldrich

## Impact of Health Care Reform on Charity Clinics

We're sure our volunteers and donors are wondering, as, indeed, we all are, "How will the new health care legislation affect LOC?"

While we do not yet know or understand all of the legislation's implications, The National Association of Free Clinics (NAFC) is performing extensive research on issues and have published some initial facts including the following.

- The most important reform is that 32 million Americans will have coverage; the uncertainty is if all patients will be able to afford insurance, even with federal subsidies
- The largest implementation of the legislation will not begin until 2014 and will not be complete until 2019.
- The Congressional Budget Office estimates that 23 million Americans will remain uninsured even after 2019.
- Some 8+ million unauthorized immigrants will not be eligible for any coverage under the new legislation.

An important issue regards insurance for those with pre-existing conditions:

**Policy:** Provides federal funding to subsidize insurance pools for medically "high-risk" adults without coverage. Also bans insurers from denying coverage to children with pre-existing conditions.

**Caveat:** Premiums may still be unaffordable, even with federal subsidies — high-risk pools in some states now have long waiting lists. Although insurers will be required to provide coverage for children in this category, there are no limits on what they can charge in premiums.

**TBD:** Whether federal subsidies will be high enough to keep premiums affordable for these very vulnerable Americans. Also unknown is precisely how many people will seek insurance through high-risk pools or exactly what care these benefits will cover.

More information is posted on our website, [www.liveoakclinic.org](http://www.liveoakclinic.org) or can be found at: [http://www.time.com/time/specials/packages/article/0,28804,1983409\\_1983408\\_1983404,00.html#ixzz0113J2Loo](http://www.time.com/time/specials/packages/article/0,28804,1983409_1983408_1983404,00.html#ixzz0113J2Loo)

## Junior Service League Charity Ball

October 9, 2010  
 Lake Jackson Civic Center



Live Oak Clinic is privileged to have been named the recipient of the proceeds from this year's JSL Charity Ball.

**Let's fill the Center with supporters for  
 this worthy cause!**

Tickets are \$65.00 each with special Patron levels available for increased donation amounts.

The Ball also includes silent and live auctions. If you would like to donate an auction item, contact Gina Atkins at 979-297-1317.

Contact JSL member Lisa Nicks at 979-299-9987 for more information

# What's New at the Clinic?

## The US Diabetes Conversation Map® Program

People remember 10% of what they read, 20% of what they hear and 30% of what they see. When people learn through active engagement, they retain 70% or more of the information. The Diabetes Conversation Map® program enables adults to take an active role in their own health education.

Live Oak Clinic offers two Diabetes Conversation Map sessions a month; one for Spanish speakers & one for English speakers. Two of our volunteer nurses (Shelley Collins & Sandra Hernandez) have completed the training to be facilitators in this departure from traditional diabetes education. The clients with diabetes have expressed a tremendous desire to participate for they have found it difficult to put what they know into action.

At each meeting the nurses use visual tools to engage a small group of diabetic patients in discussions about key topics in diabetes. The sessions focus on participant-directed discussions and shared problem-solving. By participating in the learning, these adults formulate behavior changes needed for better health and diabetes management.

For complete information on this program, visit the website [www.healthyinteractions.com/conversation-map-programs](http://www.healthyinteractions.com/conversation-map-programs)

# Our Website

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

Visit our website to learn more about Live Oak Clinic's

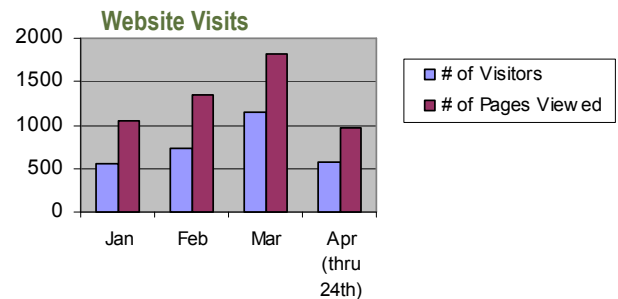
**Patient Services**

**Volunteer Needs**

**Donation Information**

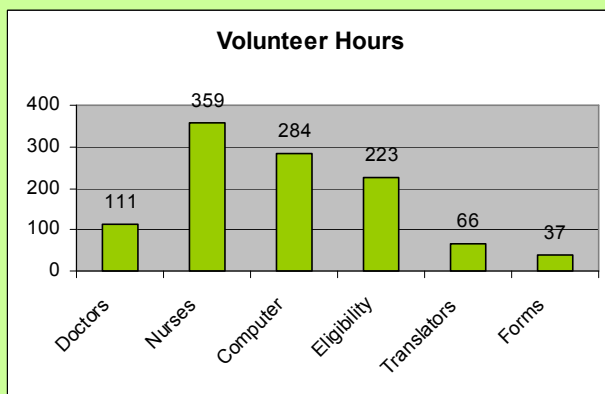
We'd especially like to hear your comments on and suggestions for our Newsletter. Send us a message by clicking "Contact Us" on the website or sending an email to [info@liveoakclinic.org](mailto:info@liveoakclinic.org).

A copy of the Newsletter is always posted. If you would like to receive your copy via the website, please send us an email at [info@liveoakclinic.org](mailto:info@liveoakclinic.org) requesting that we stop sending you newsletters via the postal system.



# LOC Statistics

April 2009 – March 2010



Nurse Carol Wingfield



Nurse Agnes Harris & Translator Beatriz Darst



Med Student JoAnna Funk & PA Eric Hall



Number of	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Days Open	3	3	2	2	3	2	3	3	3	3	3	3	33
People Seen	49	33	30	22	39	26	36	40	36	33	49	48	441
Turned Away	10	18	5	2	17	8	7	8	8	1	5	11	100
Referrals	2	2	3	3	1	4	3	1	2	3	8	5	37
Providers	7	5	4	3	6	3	5	6	6	5	6	6	62
Volunteers	34	31	25	19	28	20	20	31	28	26	21	37	320

Note: Turned Away number includes clients who did not qualify and those who could not be seen because the roster was full.



# We Thank our Donors and Volunteers

## Donors 2009-2010

### Gold Leaf: \$5000 to \$15000

BASF Corporation  
Family Life Church (in kind)

### Silver Leaf: \$1000 to \$5000

Carol & Bob Bohley  
Brazosport Rotary Club  
The Carmage & Martha Walls Foundation  
EPD, Inc.  
Junior Service League  
Roger & Phyllis Kessler  
St Timothy's Episcopal Church

### Green Leaf: \$250 to \$1000

Associated Builders & Contractors of  
Texas Gulf Coast, Inc.  
Dr. & Mrs. Deb Bhattacharjee  
Frances & H.N. Bitter  
Martin & Carole Cornell  
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Steve & Ann Polemenakos  
Ann Quirk  
Ken & Louise Smith  
Dr. Anselmo & Rosario Unite  
WalMart Pharmacy  
Women of Saint Michael's

### Friend: Up to \$250

Dr. Sanjay & Kamini Aggarwal  
Gerald & Serena Andrews  
Richard & Linda Bennett  
Brazosport Newcomers Club  
Betsy Carpenter  
First State Bank of Clute  
John & Nancy Gilbert  
Jim & Diane Hill  
Fedric & Emilia Jagush  
G.A. Monnerat  
Dr. John O'Leary  
The Source Weekly  
Dwight & Janet Steffler  
Theresian Lamplighters

A Volunteer Appreciation Night was held on Dec 1, 2009, at Rouge. The food, the atmosphere, the company were all fantastic! A special thank you to our hosts, Pat and Rick Clark



Pat & Rick Clark



Mike Allen, Dr J. & Anna Bertheau



Lana Mauro & Bob Bohley



Wayne & Gloria Coker & Dr James Fuchs



Sandra Hernandez & Daughter Paula



Carol Bohley, Betsy Carpenter & Jennifer Kolthammer