



Volunteer at the OPEN DOOR CLINIC

We need volunteer **DOCTORS, NURSES, PHARMACISTS, LAB TECHNICIANS** and **SPANISH INTERPRETERS** to staff our exciting new facility!

Last year, Urban Ministries' Open Door Clinic provided:

- Chronic care to 896 patients
- Acute care to 2,207 patients
- Podiatry, ophthalmology and diabetes care to 1,071 patients
- 4,924 referrals and lab tests
- 21,532 prescriptions valued at more than \$2 million were distributed to uninsured, low-income patients free of charge
- 76% of our patients said they would have used an emergency room if we could not have treated them, or they would not have seen a doctor at all
- The Open Door Clinic saved local hospitals at least \$1.4 million in emergency room use

With your help we can do even more!

If you are interested in volunteering at the Open Door Clinic please contact:

Kari Wouk, Volunteer Coordinator 256-2169 kwouk@urbanmin.org

| Weekday | Mon | Tue | Wed | Thur | Fri |
|--------------|---------|-------|---------|-------|-----|
| 9:00 - 12:00 | | Acute | Acute | | |
| 1:00 - 4:30 | | | | Acute | |
| 5:30 - 9:00 | Chronic | Acute | Chronic | Acute | |

Referrals of new (or lapsed) patients:

1. Fax Records or request for appointment to 834-7306. Include contact information for patient, expected timing for follow-up care.
2. Patients need eligibility appointment (for documentation of household income & residence) before clinical visit.
3. Jennifer Carrillo will arrange this or field questions: 256-2176 (OK to leave voice mail)
4. Eligibility visit will assign an "acute" clinic appointment when needed
5. We do have electronic access to results at WakeMed & Duke Raleigh.

Physician contact:

Gary Greenberg, MD, 256-2167, GNGreenberg@gmail.com

We can do clinical care, C-V meds, EKG, O2-sat, labs, and referrals (including radiology).

We don't have (maybe someday):

- Abusable meds
- Extensive dressings
- Overnight or weekend access
- Good antibiotic supplies
- In-house radiology or lab

The Open Door is a free clinic run by Urban Ministries of Wake County to provide primary care, maintenance medications and a medical home to hundreds of Wake Co residents. Operating for 20+ years, we recently moved to an entirely new clinic (on Capital Blvd near the end of Wade Ave), with brand-new facilities and an enhanced schedule.

Mon. - Thur., care is delivered by 3 doctors nightly. They see dozens of adult patients, some in established appointments, others as same-day calls for care. The whole team is much larger, though, and routinely includes 4 nurses, 5 eligibility clerks, 2 pharmacists, 2 pharmacy techs and a phlebotomist. Paid staff includes an overseeing nurse, a clinic assistant and a social worker. Parallel programs including diabetes educators, podiatry and occasional specialty physicians.

Patients' eligibility for free care is based upon:

- Residency in Wake County
- Proof of family income less than 185% of the Fed Poverty Limit (eg \$38,000 for a family of 4)
- No other access to insurance (including Medicaid or Medicare)

The care is relatively comprehensive, including permanent records & professional charting, comprehensive labs (sent to Duke Raleigh Hosp), radiology services through WakeMed, and established continuity for follow-up care. Wake County Medical Society's "Project Access" offers a means to arrange specialty consultations (eg endoscopy, surgery, neurology testing, physical therapy) in clinicians' offices with written referrals and reports.

Most importantly, the clinic is dedicated to providing its patients with essential medications following each visit, and continuously until their next appointment. Using mainly pharmaceutical companies' indigent request programs, the Open Door provided more than \$2 M in medications last year. Meds are provided by our licensed pharmacy, using a computerized dispensing record, in formal child-proof-capped containers with printed individualized labels (in English or Spanish). Each night's clinic includes at least one pharmacist and 2 techs.

Currently, 40% of the patients whom the clinic serves prefer to speak Spanish. Therefore, each clinic seeks to provide 3-4 volunteer interpreters, and many of the present staff speak native Spanish and can help.

The standard of care at the clinic is entirely professional. When health-profession learners are present, their responsibilities are no different than in other paid clinical centers, and patients' consent is obtained (or refused). All providers must have malpractice coverage (which we can provide for high-frequency participants).

Because the patients are so highly motivated, have such complex life-situations, and are so deeply grateful, many of our volunteers describe their clinical "shift" as the high-point of their week. The team of energetic and devoted professionals are extremely mutually reinforcing, resulting in a "work" environment better than any other.

Our volunteer coordinator Kari Wouk manages the hugely complex multi-disciplinary schedule, the work assignments and snacks and orientation and welcomes. Most evening clinic volunteers arrive direct from their day's employment, and stay well past dark. With our new daytime clinics, more retirees and stay-at-home parents are able to volunteer, and are welcome. Special arrangements for liability insurance are available for those without, and who wish to participate frequently.

If you're interested in participating in any of the tasks mentioned above, we'd love to have you.

You can call or msg me directly (256-2167, GNGreenberg@gmail.com) or contact Kari at 256-2169 to schedule a visit and to sign-up for a shift.

Urban Ministries of Wake County (the parent organization for the clinic) is strongly non-sectarian and broadly affiliated with many religions and congregations. Funding is extremely diverse (individuals, foundations, United Way, congregations, local grants, hospitals, you-name-it), and represents a continual challenge. Donors (many are also clinical volunteers!) do acknowledge that the free manpower amplification of any contributed funds is especially rewarding.