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freehealthcarewpb.org

2020 A YEAR IN REVIEW



"The work we do here, is God's work. The services we provide here change peoples lives, from the inside out."

Alida Bostwick, Grants Manager
Community Health Center Team Member since 2009



**COMMUNITY
HEALTH CENTER**
OF WEST PALM BEACH

Where HOPE meets HEALING



Dr. Chip Parker
Glaucoma Specialist
Our HERO Doctor

Our Glaucoma Clinic (available by appointment on Thursdays, due to high demand) significantly impacts the lives of our patients who were it not for us, would live with the degenerative and debilitating consequences of this disease. Thanks to Dr. Parker, they find the help they need, right here, where it matters, most!



Chris Elliott
Medical Assistant

The Community Health Center of West Palm Beach relies on public and private partnerships that support the availability of resources for those uninsured and underinsured in our community.

Our GREATEST support, however, comes from individuals who understand the nature of the broken health care system and the insurmountable pressures, both financial and psychological this has on all of us. Please consider supporting our efforts by visiting freehealthcarewpb.org and by Amazon Smile. For additional philanthropic inquiries, please email us at Gpapadimitriou@chcwpb.org or call 561. 840. 8681

Turn on AmazonSmile in the Amazon app to generate donations.

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Sharing the Love of God Through Healthcare



STATE OF HEALTH REPORT

West Palm Beach, FL

It is no surprise that for many of you and many of us, 2020 was a year like none other. The pandemic, the scarce resources and additional pressures placed on an already overwhelmed health care system have all contributed to our **most challenging year**. A shutdown across the board impacted the delivery of our service and providers to our **community's most vulnerable population**.

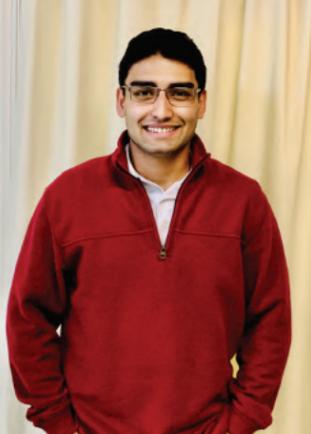
We learned, by partnering with local funders, medical providers and invaluable community support, that **we are adaptable and resilient in the face of adversity**. During the hardest months impacted by Covid 19, **we responded to the overwhelming need for medical support** by securing funds that **added two members** to our team: a medical assistant and patient resource coordinator. The **stable commitment** of this resources coupled with an increase to a record number of new volunteer medical providers, stabilized our continuum of care and paved a way in adapting to our new normal.

Finally, the addition of telehealth is a giant leap, operationally, and an intentional commitment to **delivering our resources** even during times of crisis, **when people need us most**. Our clinic is open. Our clinic is thriving and on track to seeing more patients than ever before. Our clinic, with your help, will need to remain a beacon of hope, healing and respite for those who are hurting, those who feel forgotten. This is **OUR commitment** to our own health and those of others. This is **OUR Community Health Center**.

Yours As We Serve Together,



George Papadimitriou
Executive Director



Meet Our Employee of the Year *ADRIEN THOKALATH*

Having started as a clinical volunteer early in 2019, Adrien has consistently risen to this coveted spotlight by contributing in a significant way, to our team. The hard work advanced his volunteer contribution to permanent status as Patient Care Coordinator at the CHC. His understanding of the clinic's functions and diverse patient population as a medical assistant extend his expertise to a supervisory and teaching outreach, our clinic and our programs are known for.

Adrien's most notable projects have been the development of a free medication tracking system, utilized by our on-site pharmacy and tracking our discounted laboratory costs extended to our clients, both impact driven measures donated in service to our community. His outstanding clinician and administrative care is most notable for incorporating a patient's socioeconomic status, and a customized tailoring of our patients needs to mend the disparity of unequal access for affordable health services.

Meet our Volunteer of the Year *RAQUEL G. MARTIN*

Our clinic relies on the donation of expertise of our medical professionals, each one of whom volunteer their time in service to our patients and our community. **Raquel G. Martin, D.O. FACEP, FACP** practiced Internal Medicine at Cleveland Clinic before leaving to practice Emergency Medicine for 28 years. She is board certified in both Emergency Medicine and Internal Medicine, named A Woman of Distinction by the Tonawanda News and a winner of the coveted Sister Mary Mechtilde Award. While she was named one of America's top Emergency Medicine physicians by the Consumers Research Council of America, **for us, she is by far our most valued member of our team.**



Our annual impact data further solidified the critical need for the services offered at the CHC. We registered close to **1800 new patients in 2020**, nothing short of a major undertaking during an unprecedented economic shutdown and pandemic year. **Our commitment** to providing life changing health resources and services to those who are uninsured or underinsured, regardless of socio-economic background, **remains unwavering**. The **work we do in our clinic year round**, adds tremendous **value** with the help of our small, but mighty **team and army of medical volunteers, who donate** their intellect, expertise and kindness to those who are in **critical need**.

Highlights of our **IMPACT 2020** Report

WHY we DO it: PROVIDING SOLUTIONS FOR OUR COMMUNITY



Laura Frobose
Operations Manager

Volunteer Impact over

In the absence of paid medical staff, our credentialed volunteers (MD, DO, RN and NP's) retained and recruited during months impacted by COVID served 3,805 hours with a total impact of \$353,640 to the Palm Beach County community. Our non-credentialed volunteers donated 6,846 hours with an impact of \$184,608. That's a total of 10,651 volunteer hours valued at \$548,248.33 contributed in 2020!

5300 Visits Recorded

This represents more than \$1,740,210 total in-kind hours and contributions toward relief from the burden carried by our community, to provide needed and basic health care resources for those men, women, children and the elderly, who need it most.

Specialized Clinics

The resources we offer to our patients are FREE of charge to them. Without the CHC, our patients would see conditions deteriorate. Our active clinics provide year-round clinical services for general health, psychiatry, women's health, urology, pulmonology, eye (including glaucoma treatment) and chronic disease management. NO patient is turned away because of their inability to pay for the services offered.

Implementing Telehealth

A revolutionary resource, our patients now have the option to access doctors in our clinic, using most available technology. The advantages of telemedicine for our patients are significant: no transportation time or cost of travel, no need to take time off of work, eliminate child care issues, less time spent in waiting rooms and during these times, less chances to catch a virus. The CHC targets to see a minimum of 400 patients in 2021 and continue to seek partnerships that help the advancement of this effort in the future.



Our incredible and dedicated team provides a range of resources throughout the week, ALL YEAR ROUND.

From the left: George Papadimitriou, Executive Director; Laura Frobose, Operations Manager; Alida Bostwick, Executive Assistant; Katrina Blackmon (back), Development Manager; Fanny Papadimitriou, Front Office Manager; Sandra Dominguez, Administrative Assistant; Libni Valera, Patient Navigator; Adrian Thokalath, Patient Care Coordinator (far right); Chris Elliott, Medical Assistant (back).