

Moretown Town Meeting Day 2016 Report

People's Health & Wellness Clinic

Now in our 22nd year, the Mission of the People's Health & Wellness Clinic is to provide primary health care and wellness education to uninsured and underinsured central Vermont residents who could not otherwise afford these services.

Our services have always included primary medical care, mental health, body work and other complementary health, diet and nutrition, and vision care. The addition of oral health care to our services has been extremely well received, and the demand far outweighs our current capacity. We have been offering on site dental hygiene for over a year. Currently, we have one full day a week and part of a second day. The rest of that day, our oral health case manager works on referrals to a growing number of central Vermont dentists who generously donate their services for more serious oral health needs, including extractions, restorative work, and occasionally dentures. However, as with on site hygiene services, there is far more demand than current capacity, and we must triage these services.

2015 was our fifth year of providing special women's services, in collaboration with Central Vermont Medical Center, and funded by the Susan G. Komen Foundation and the Ladies First program. All female patients receive a complete breast cancer risk factor assessment, and have access to physicals, free mammograms, other diagnostic tests, and coverage for gaps in their insurance. Even if you have commercial insurance, Medicaid, or Medicare, these programs may still offer benefits. One example is addressing cardio-vascular health by paying for membership in fitness programs for eligible women.

In 2015, we also continued our participation in the evidence-based prevention screening program known as SBIRT. This stands for Screening, Brief Intervention, and Referral to Treatment. It's designed to identify people at low to medium risk for alcohol and/or drug abuse and depression and head off riskier behavior by an early intervention. All our patients receive this screening routinely.

Finally, we continue to offer navigation services for people needing to sign up for health insurance through Vermont Health Connect. We have certified staff that is experienced in helping people understand their options and choose a plan that fits their specific needs and budgets. We have worked with the program since its inception in 2013, and are well-versed in dealing with system and the technical challenges that have presented over time. The public should know that five out of six applications go through just fine, and we can help with the ones are problematic.

In Calendar Year 2015, the People's Health & Wellness Clinic provided 1664 patient interactions to 478 individual patients. 177 of these patients were new to the Clinic. We provided 556 medical visits, 441 medical consults, 691 diagnostic tests, 77 dental hygiene visits and 51 referrals to dentists for treatment. We provided 186 pharmaceutical samples, immunizations, and vouchers, and wrote hundreds more prescriptions. Our services include screening all patients for eligibility in a variety of health insurance and assistance programs. We also helped many of the 478 patients navigate the application process for a variety of programs including Medicaid, Ladies First, Medicare, Healthy Vermonters, Affordable Meds, and Central Vermont Medical Center – UVM Health Network and other hospitals' patient financial assistance programs. Through all these efforts, we were able to successfully enroll them 150 times, many in more than one program.

3 separate Moretown residents sought our services in 2015, requiring 5 separate patient interactions. They came for 2 full medical visits, 2 dental histories, and 1 mental health screening. We provided 2 additional case management interactions, 1 medical consult, and performed or arranged for 4 diagnostic tests (labs, x-rays, etc.).

Volunteer practitioners are the heart of our service model. In 2015, over 75 volunteers gave over \$65,700 worth of their time serving our patients. Over \$47,000 worth of pharmaceuticals and medical supplies were donated for our patients, and we paid \$9,666 for diagnostic testing, and got another \$6,696 of tests donated.

We define our primary service area as all of Washington County, plus the Orange County towns of Orange, Washington, and Williamstown, but we do not restrict geographic access, and ended up serving people from 45 Vermont towns. To have been eligible for our services in 2015, one must not have health insurance (including Medicaid or Medicare), or have a health insurance deductible that is greater than 7.5% of household income, or need services offered by PHWC that are not covered by insurance, and have a household income of less than 400% of the Federal Poverty Level.

We are a free clinic, and depend on grants and donations, including from our patients. For more information on our services, to make a donation, or to volunteer, please visit our website at phwcvt.org. Patients are seen by appointment only – call 802-479-1229, Monday through Thursday.

We are grateful to the voters of Moretown for many years of support for the Clinic, and are very pleased to be able to provide these services to the community. Thank you.

Peter Youngbaer, Executive Director