



Harris Medical Park | 293 Hospital Road, Suite B

*Thank you for helping to provide this vital service  
to our community!*

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Clinical Support Director, Smoky Mountain Center

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**David Trigg, Medical Director**

Medical Director, WCU Emergency Medical Program

**Judy LeRoy Robinson**

Director of Field Ed, Assistant Professor of Social Work, WCU

**Steve Heatherly**

President and CEO, WestCare Health

# Clinic Staff:

- Rebecca Mathis
  - Executive Director
- Jennifer Kelly
  - Clinic Manager
  - Nurse Case Manager
- Rosetta Gates
  - Business Manager
- Debbie Baxter
  - Medication Assistance & Enrollment Specialist
- Sarah Forbis
  - Community Medication Assistance Coordinator



# Mission

**Our mission is to provide  
healthcare to underserved adults  
as exemplified by the Good Samaritan.**

# Who are underserved adults?

- Adults (18-65)
- No health insurance
  - ineligible for Medicaid, Medicare
- Income below 175% of poverty level
- Serve: Jackson County + counties west
- Despite changes in healthcare, many of our neighbors still do not have access to affordable coverage, especially those below 100% of the poverty level.

# Serving our neighbors (2014)

- Served 584 Unduplicated Patients
  - 427 clinic patients
  - 157 community patients
- 2,545 Total Medical Encounters
- The need is great:
  - Enroll 15 to 25 new patients per month
  - Waiting list

# Enrollment

- Patients have an enrollment appointment
  - Medicaid Denial Letter
  - Proof of Income
  - Photo ID
- Enroll & Receive Good Sam Card
  - good for one year, must re-enroll
- New Patient Appointment with Doctor
  - eligible for all Good Sam services

# How do we provide healthcare?

- Primary Care
- Medication Assistance
- Dozens of Amazing Volunteers!
- 5 Staff members (only 2 full-time)
  - Clinic Manager / Nurse Case Manager
  - Medication Assistance Coordinators
  - Executive Director & Business Manager



# Primary Care:

- Nurse Clinic
  - Monday - Thursday (8:30-4:30)
  - Nurse Case Manager
    - Serves as the hub of the wheel
    - Coordinates & provides daily patient care
- Provider Clinic
  - Tuesday Evenings (3:00-9:30)
  - Volunteer MDs, PAs, NPs, Social Workers, Athletic Trainers, Nurses, Students, Translators
  - Diagnosis, referrals, follow-up, prescriptions, etc.

# Medication Assistance:

- Prescription Vouchers
  - Eastgate Pharmacy
  - Patient pays \$4 co-pay
  - Good Sam pays remainder of cost
    - ~\$12,000 per year
- Medication Assistance Program (MAP)
  - Qualifying patients receive free prescription meds from pharmaceutical companies
  - MAP Grant from NC Office of Rural Health
  - For Good Sam patients & Community patients

# Community Generosity

- WestCare Health
  - Donates office/clinic space & utilities
  - In-kind patient care/services
  - ER & Urgent Care
  - Orthopedics, Urology, Pulmonology, Cardiology, Laboratory, Imaging, Rehabilitation, & Surgery
- Health Department
  - Lab collection & preparation
  - Patient referral

# Community Generosity

- Jackson County Nonprofit Grants
  - Supports Nurse Case Management Program
- WCU – rehabilitation / physical therapy
- SCC – sonography / ultrasound
- Meridian Behavioral Health
- See handout: Collaborative Network

# Community Generosity

- Coca-Cola of Bryson City
  - Office supplies & painted exam rooms
- Allison Outdoor Advertising
  - New sign for the building
- Walgreens
  - Flu shots for Good Sam patients
- Harrah's
  - Financial Support
  - Ongoing Volunteer Support
- Area Churches
  - Volunteer support
  - Sustainable funding



## Like the Good Samaritan, we strive to:

- Choose to pay attention to the needs of our neighbors
- Allow ourselves to be moved with compassion
- Take care of the hurting, sick, vulnerable
- Take care of immediate needs



## Like the Good Samaritan, we strive to:

- Use resources entrusted to us to invest in long-term wellness
- Connect our patients to community resources
- Sacrifice our own comfort for the comfort of others
- Give of our time, energy, skills, and resources to another



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