

The following quote was written by a Free Clinic patient from South America who suffered from a traumatic eye injury that caused him severe disfigurement and constant pain for many years. He was seen here and we were able to coordinate the removal of and prosthetic replacement for his eye through the help of Maine Eye Center and several dedicated volunteers.

“With all the humility of my heart, I thank God who put this wonderful family of the Free Clinic in my path and made it possible for me to have the operation on my eye. I was living in the shadow of pain, sadness, and the anguish of my desperation for so long. I thank the Free Clinic and each person that made my life dream possible and I thank them for the humanitarian aid that they gave me and returned my happy smile - the happiness I feel now that I look the same as everyone else. And I invite this great family to continue helping the just cause of those in need. I carry you in my heart. God bless you today, tomorrow and always. Thank you Free Clinic.”

~Sincerely, R.G.Ch

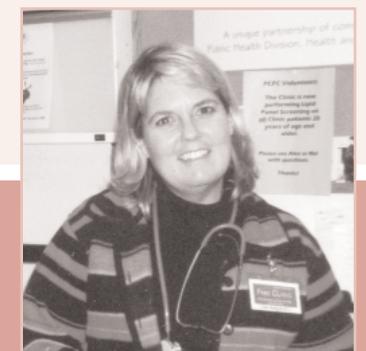
Portland Community Free Clinic

2006 Report to the Community

13 Years



103 India Street
Portland, ME 04101



A Collaboration:

- Volunteers
- Mercy Hospital
- Health & Human Services Department
City of Portland, Public Health Division.

2006 Report to the Community

From the Medical Director



The Portland Community Free Clinic continues to provide high quality primary and specialty care to uninsured adults. Dedicated volunteers and the superb nursing and office staff are the key to the clinic's success.

Nancy Knapp, MD, Medical Director

From the Program Coordinator

2006 was a year of transition for the Free Clinic. Alexandra Penney, Program Coordinator for 3 years, resigned from her position in early April. I was hired and began my work as the Program Coordinator in late June. During the interim, Melinda Rabideau, RN, Katie Whitehead, and Nancy Knapp, MD did an outstanding job keeping the clinic running and continuing to provide excellent comprehensive care for PCFC clients.

I am very grateful to have been hired for the Program Coordinator position. My Nurse Practitioner background has given me many years of experience working in primary care settings with underserved populations. I am excited about my new role and the opportunity it affords me to work on a broader scale towards improving health care for Free Clinic clients. I have been overwhelmed with the support of Mercy Hospital, the City of Portland, and the volunteers and donors. This clinic is truly a reflection of the Portland community's generosity, compassion, and commitment to providing all residents with comprehensive, unbiased health care.

Katie Addicott, NP-C, Program Coordinator

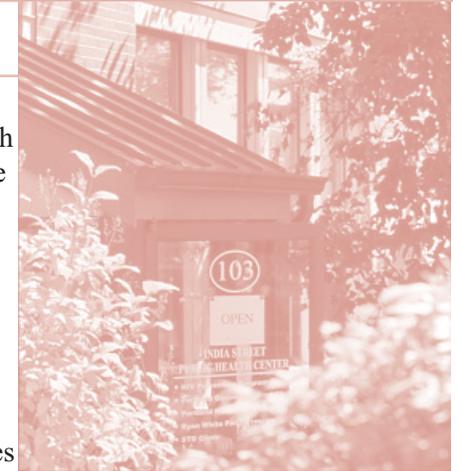


On the cover (left to right):

*Jennifer Gregg, Volunteer since 2001
Reed Gramse, MD, Volunteer since 2001
Gina D'Angelo, RN, Volunteer since 1997*

Community Support

The PCFC day-to-day operations are made possible through the continued and dedicated support of Mercy Hospital, the City of Portland, and private donations. In 2006 Mercy Hospital donated **\$169,040.30** to support staff salaries, building maintenance, and medical supplies. Mercy Hospital also contributed **\$193,949.83** in ancillary services such as radiology and laboratory services for PCFC patients. The City of Portland, Health and Human Services Department, Public Health Division administers the program as a branch of the Indigent Care Program and supplies the facility operational costs. In 2006, private donations totaled **\$6,332.04**.



The PCFC gratefully recognizes those who made financial contributions towards the Clinic in 2006:

Ms. Gemma Theberge
John and Karen Saucier
Portland Chamber of Commerce
Maine Medical Association
Mercy Hospital School of Nursing Alumna

Thomas Dunne
Ted and Cynthia Hubbard
Mary Delois
First Lutheran Church
Dr. Jabbar Fazeli

Our Program

The Portland Community Free Clinic provides comprehensive primary and specialty health care to adults in the Greater Portland area. Clinic administration can be reached at 874-8982.

Nancy Knapp, MD, Medical Director
Katie Addicott, NP-C, Program Coordinator

Melinda Rabideau, RN, Public Health Nurse
Katie Whitehead, Volunteer Coordinator/
Office Assistant

Completion of Care through Partnership

On-site clinic services are provided free of charge to those who meet financial eligibility criteria. Ancillary services, such as radiology and laboratory services, are provided by Mercy Hospital for free or at a reduced cost. In 2006 Mercy approved 145 applications for some level of financial assistance to clinic patients. Of the approved applications, 92% were provided with a 100% discount. Table 7 shows the number of Mercy Hospital Charity Care applications submitted and approved and the discount that PCFC patients received during 2006.

Table 7	# applications approved
100% discount	134
50% discount	3
40% discount	3
30% discount	2
20% discount	2
10% discount	1
Total	145

Table 8	# patient visits
ER visits	66
Out-patient visits (includes phlebotomy)	398
In-patient visits	1
Total	465

Our History

In 1990, the City of Portland HHSD, Public Health Division (PHD) became concerned about the increasing numbers of homeless people who were either not receiving health care services or were utilizing emergency rooms for primary care. In response, the then director hired a full-time Nurse Practitioner to provide primary care services at the homeless shelters, in the soup kitchens, and on the street. From the beginning, this effort was supported by volunteers from the private sector.

Mercy Hospital donated free ancillary services (including laboratory services and x-rays) to this fledgling program's clients. When specialty care was required, local physicians provided this free of charge. As time passed, the program grew, ultimately becoming a full-service primary care program called Health Care for the Homeless (HCH). By 1992 it had become apparent that many of the people who were requesting services from HCH were in fact not homeless, but simply lacked the income or insurance to access appropriate care. A new initiative, sponsored by Mercy Hospital and administered by the PHD, was developed to address this need. The Portland Community Free Clinic (PCFC) opened in 1993, a gift from Mercy Hospital to the community.

Mission

The Portland Community Free Clinic (PCFC) is a public-private partnership between the City of Portland and Mercy Hospital, community volunteers, and private donors. The mission of the Clinic is to provide free, comprehensive, low-barrier and unbiased health care to uninsured, low-income adults living in Cumberland County. The clinics model of care involves not only assessing, diagnosing and managing each patient's individual health needs, but helping to empower patients around health care issues and removing barriers to care through education, and connecting patients with other programs to obtain needed services not provided at PCFC. Keeping a low-barrier access is a top priority as well as creating and maintaining an atmosphere that instills dignity, trust, and respect among PCFC clients.

Mercy Hospital's Mission: Mercy Hospital carries out the healing work of Christ by providing clinically excellent compassionate health care for all, with special concern for the poor and disadvantaged.



City Department of Health and Human Services (DHHS) Purpose Statement: The City of Portland DHHS strives to enhance the health and well being of the residents of Portland in collaboration with our community, state, and federal partners.



Caring for our Community

There are approximately 5,942 residents of Cumberland County who lack any health care and approximately 6,603 have no Primary Care Provider (Behavioral Risk Factor Surveillance System, 2005). The PCFC attempts to address this need by serving adults between the ages of 18 and 64 who live at 250% or below the Federal Poverty Guidelines, have no health insurance, no primary care provider, and have stable housing. In 2006 PCFC provided medical care to 215 new patients and continued serving 270 established patients. PCFC's service area includes all of Cumberland County. However, the majority of patients reside in Portland, South Portland, and Westbrook.

The following two tables show the breakdown of residential and employment demographics for PCFC clients seen in 2006:

Table 1

Residence	% patients seen during 2006
Portland	68%
South Portland	12%
Westbrook	4%
Other	17%

Table 2

Employed	69%
Self Employed	12%
Unemployed	19%



Katie Whitehead

Katie has provided office assistance and volunteer support for the Portland Free Clinic since March 2002.

Pharmaceutical Assistance

The cost of prescription medications for people without health insurance is an enormous barrier to care and compliance. The number one reason for patient visits to the PCFC in 2006 was for medication assistance. These visits constituted 16% of the total number of patient encounters and exceeded the number of encounters for the clinic's number one medical diagnosis of depression by more than half. PCFC currently offers three resources to help clients obtain their medications: they are access to donated sample medications, prescription vouchers which are paid for out of the PCFC donation fund, and pharmaceutical company sponsored Prescription Assistance Programs (PAP). Medications obtained through PAP represent the clinic's largest medication assistance program. In 2006, PCFC staff completed 528 Patient Assistance Program applications and received approximately \$94,184 worth of prescription medications free for PCFC patients.

Table 6. Retail value of medication provided at no cost to patients in 2006.

Program	\$ Amount
Prescription Assistance Programs	\$ 94,184
Sample Medications	\$ 57,874
Prescription Vouchers	\$ 3,185
Total	\$ 155,243



Melinda Rabideau, RN, Public Health Nurse

Melinda has acted as Public Health Nurse for the Free Clinic since 2004. In addition to her role as a nurse, Melinda coordinates the PAP.

Diagnostic Profile

Patients of the PCFC receive primary prevention services through physical exams, immunizations including flu shots, breast, cervical, and colorectal cancer screening, health education, smoking cessation counseling and treatment, and outside resource connection. Patients of the PCFC also present with a variety of diagnoses, common in any primary care setting, requiring secondary and tertiary prevention and chronic disease management.

According to clinic statistics, the top ten medical diagnoses treated at the PCFC during 2006 were:

- Depression
- Hypertension
- Back Pain
- Diabetes Type 2
- Generalized Anxiety Disorder
- Attention Deficit Disorder
- Asthma
- Hypothyroidism
- Nicotine Addiction
- Skin Rash

Eight of these ten diagnoses are chronic conditions requiring long-term, comprehensive medical treatment, medication and lab management, and follow-up. Chronic conditions also necessitate a great deal of patient self-management, requiring extensive patient education and support to increase the likelihood of improved health outcomes.



Volunteers, Nancy-Ann and Don Blodgett

"I come from a long line of nurturers. If someone was sick we'd either bring them home and take care of them or my mother would go to their house sometimes for weeks."

Nancy-Ann

"I believe that you should share what you have. It feels good. You do what you have to do for yourself and what you have left over can help someone else."

Don

Volunteers

Jennifer Aronson, MD
 Jason Aucoin, RN, NP
 Katie Avenier
 Patricia Anania, RN
 Jill Babcock, RN
 David Baginski, MD
 Stephen Barr, MD
 Donald Blodgett*
 Nancy-Ann Blodgett, RN*
 Sister Anne Marie Bourque
 Louis Bove, MD*
 Donna Carr, DO
 Dot Carter, RN
 Kristen Chapman, RN
 Arla Cohen
 Linda Colwell, RD
 Megan Connolly, RN
 Patrick Connolly, MD*
 Gina D'Angelo, RN
 Laura D'Angelo
 Michael D'Angelo
 Elizabeth Davy, RN*
 Dawn DeCotiis, NP
 Charles deSieyes, MD
 John Devlin, MD*
 Mark Earnshaw, MD*
 John Erkkinen, MD
 Kathleen Fairfield, MD
 Monique Fournier, RN
 Mary E. Francis, RN
 Thomas Francis
 Judy Frank, RN
 Susan Garrett, RN
 Lani Graham, MD
 Reed Gramse, MD
 Alice Grant
 Sandy Green
 Jennifer Gregg
 Deb Hall, RN

James Haller, MD*
 Nick Handanos, MD
 Steve Hayes, MD
 John Henson, MD
 Gretchen Hill, FNP
 Jamie Hinchliff, RN
 Ann Hitzrot, RN
 Stephanie Hughes, RN
 Andrew Iverson, MD
 Deb Jackson, RN*
 Cathy Jakubowitch, MD
 Yvonne Jumper, RN
 Delina Kecskemethy, RN
 Lisa Keenan, RN
 Alison Kemerer, RN
 Donna Kennedy, RN
 Burton Knapp, MD*
 Nancy Knapp, MD*
 Margaret Kuhlen, RN
 Polly Larned, RN
 Sue Lasala, RN
 Susan Leeds
 Joan Leitzer, MD
 M. Lennon, RN
 Lawrence Leonard, MD
 Pam Lowell
 Gail Marchigiano, RN
 Eugenia McClintock
 Julie Metivier, RN
 Kim Moody, RN
 Sister Pat Mooney
 Ava Moskin, MD
 Jonathan Musmand, MD
 Usha Nalamalapu, MD
 Dianna Neal, MD
 Leslie Nicoll, RN
 Anna Niegowska, MD
 Martha O'Connor
 Sara Orbeton, RN

Elna Osso, RN
 Mark Parker, MD
 Sandra Pederson
 Charlotte Perillo, RN
 Jack Perry, DPM
 Denise Picard*
 Dan Pierce, MD*
 Sister Pat Pora
 Cathy Rand, RN*
 Ann Reed*
 Sharon Richard
 Jennifer Riehl, MD
 Jennifer Rogers, NP
 Robert Rovner, MD
 Linda Sanborn, RN
 John Saucier, MD*
 John Schnell, RN
 Catherine Sexton
 Margaret Shepp, MD*
 Susan Smith, RN
 Nancy Smith, RN
 Susan Stewart
 Linda Strout, DO
 Rachel Taylor, RN
 Samantha Timmons, MD
 Carol Ward, MD
 Rita Wedgewood
 Chris Wellins, MD
 Kathleen White, RN
 Samantha Wilkins
 Debbie Willard-Webb, RN
 Alexandra Wilson, MD
 Nancy Wilson, RN
 Naomi Wilson, RN
 Curtis Winchenbach, MD
 Donald Yorkey, DO
 Judith Ziegler, DO

*Denotes 12 years of service.

Primary Care

In 2006 23 receptionists, 45 Registered Nurses, and 32 Internal Medicine and Family Practice MD's, DO's, and NP's donated 2,355 hours to provide primary care services to PCFC patients. During this time the 32 medical providers completed 1339 patient visits. Some of the services provided during these visits include annual exams, preventative screening for breast, cervical, and colon cancer, acute and chronic disease management, prevention education, and counseling.

On-Site Health Care Services

On-Site Specialty Health Care Services In addition to providing primary health care for patients, PCFC has been able to continue providing some specialty care thanks to 15 medical specialist volunteers. During 2006, specialty care providers volunteered 424 hours and conducted 447 patient visits. The specialty areas provided were counseling, dermatology, endocrinology, gastroenterology, allergy, nutrition, orthopedics, podiatry, psychology, gynecology, and smoking cessation.

Off-Site Specialty Care Services Despite being able to provide services in 11 medical specialty areas, on-site, there are an additional 27 specialty clinics that have agreed to donate their services to PCFC patients. Many clinic volunteers are employed at these off-site clinics and continue to donate their services by performing procedures and exams free of charge that are not available at the Clinic. In 2006 54 clients were referred to these specialty clinics. The top 5 referrals sites were: Maine Cardiology, Portland Gastroenterology, Maine Gastroenterology, Casco Bay Eye Care, and Carol Ward, MD, OB-GYN.

Table 3	# Volunteers	# Visits	Cost of Visit
Clinic-based visits	15	447	\$ 70,510
Out of Clinic Referrals	27	54	\$ 8,230
Total	42	501	\$ 78,740

*Out of clinic numbers reflect only initial referrals, they do not include follow-up visits.

Specialty Care

Adult and Adolescent Neurology	Maine Cardiology Associates
Atlantic ProCare	Maine Eye Center
Marjorie Boyd, MD	Maine Gastroenterology Associates*
Breast Health and Lymphedema Center at Mercy Hospital	Maine Neurology
Cardiovascular Consultants of Maine, PA	Maine Spine and Rehabilitation
Casco Bay Eye Care	Maxwell, Knowland & Kluger ENT Associates
Casco Bay Surgery	Mercy Health Center
Center for Lipids and Cardiovascular Health	Mercy Hospital
Alan Chebuske, DMD	Mercy Hospital Diabetes Center
City of Portland	Oral Surgery Associates
Coastal Women's Healthcare	Orthopedic Associates of Portland, PA
Community Oxygen	Plastic and Hand Surgical Associates
Dermatology Associates	Portland Gastroenterology Associates, PA*
Falmouth Orthopedic Center	Portland Urologic Associates
Generations	Rheumatology Associates
Greater Portland Bone and Joint Specialists	Samuel Scott, MD
Head and Neck Surgical Associates	Vascular Surgery of Greater Portland

Table 4

# of Patients	# of Encounters
486	1786

Table 5	# volunteers	# hours	\$ value
Medical Providers (M.D., N.P.)	32 General Practice 15 Specialists	696	\$124,798
R.N.	45	761	\$38,050
Receptionist	23	474	\$5,688
Total	113	2,355	\$168,536