

## A Year of Health, Healing, and Hope

*A Snapshot of Our Work at the  
Community Health Center*

In Calendar Year 2015, the Community Health Center served 2,417 unduplicated individuals, and provided them with 8,450 visits to the Center (including both Christiansburg and Pearisburg sites). Over two-thirds of these patients were uninsured and low-income. Clearly, we are true to our mission to serve everyone, regardless of circumstances and ability to pay.

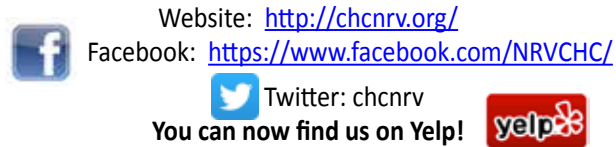
If you know someone who has limited access to health care for any reason, please tell them about our Community Health Center. That is why we are here.

PATIENTS SERVED	NUMBER	PERCENT
<i>Total Unduplicated Patients Served = 2,417</i>		
<b>Patients by Age:</b>		
0-17	168	7.0%
18-64	2,037	84.3%
65+	212	8.7%
<b>Patients by Poverty Level:</b>		
100% and Below	1,243	51.4%
101-200%	766	31.7%
Over 200%	50	2.1%
Unknown	358	14.8%
<b>Patients by Insurance Status:</b>		
None/Uninsured	1,632	67.5%
Medicaid	198	8.2%
Medicare	129	5.4%
Private Insurance	458	18.9%
<b>Clinic Visits:</b>		
Total Clinic Visits	8,450	
Total Medical Visits	3,841	45.4%
Total Dental Visits	3,207	38.0%
Total Behavioral Health Visits	1,402	16.6%



## Find Us!

There is always a lot happening at the Community Health Center of the New River Valley! Follow us on social media to stay up to date on our schedule, services offered, special events, patient reviews, job openings, and the many ways you can contribute to our charitable organization.



## Women's Health Program Expands to Pearisburg Center

The services supported under The Secular Society Women's Health Program in Christiansburg have expanded to the Pearisburg Center. The wide range of free or reduced-cost women's health services including family planning, contraceptive medications and devices (including Long-Acting Reversible Contraception), treatment of STI's and health education, is now offered through the services of an on-site Gynecologist, as well as the Center's Family Nurse Practitioner.



## Our Mission:

The Mission of the Community Health Center of the New River Valley is to provide affordable and high quality medical, dental, behavioral, and preventive health care services to people of all ages and circumstances, regardless of ability to pay or insurance status.

## Contact us:

Community Health Center of the New River Valley

Montgomery County  
215 Roanoke Street  
Christiansburg, VA 24073  
540-381-0820

Giles County  
219 South Buchanan Street  
Pearisburg, VA 24134  
540-921-3502

[www.chcnrv.org](http://www.chcnrv.org)



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Summer 2016

*Letter from the CEO*

## Health Center to be Renovated to Better Serve our Patients



Michelle Brauns, MS, APR, CEO

I am happy to announce that this year our Community Health Center building at 215 Roanoke Street in Christiansburg will receive a long-overdue capital renovation to help us better serve our growing patient base. Recently, we were fortunate to

receive an infrastructure improvement grant from the US Health Resources and Services Administration to pay for the addition of two patient exam rooms, a fifth dental operatory, and an updated and more accommodating entry and interior.

Our building was originally built as part of the Roberts Motel in the 1940's. It was once a bustling rest stop on Route 11, a scenic summer vacation byway that linked Northerners to the warm beaches of the South. It has since served as the Montgomery County Department of Social Services, the Free Clinic, and now the Community Health Center of the New River Valley. After many piecemeal facelifts, not much of the charm of the historic motel remains. We are quickly outgrowing our clinical spaces, patient flow is cumbersome, and wear and tear is evident throughout. Our community deserves better.

As design developments take place over the summer and fall, we will continue to serve all patients—med-

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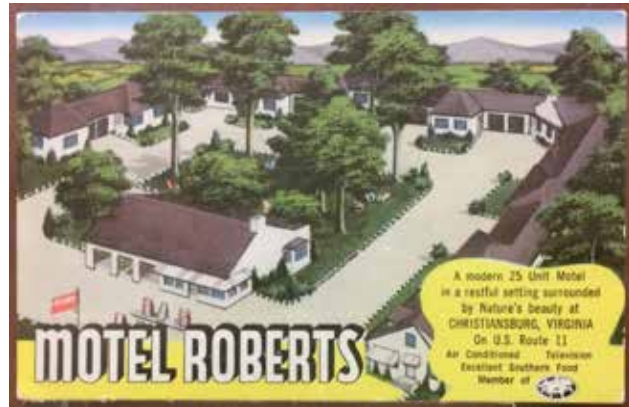
Letter Continued

ical, dental and behavioral health. Some offices and treatment rooms may be temporarily relocated to other parts of the building, but the end result will be worth the slight inconvenience.

As always, thank you for supporting the work of your Community Health Center. Look for an invitation to an Open House after the renovation is complete in early fall 2017, and come celebrate our new home with us!

In Good Health,

Michelle Brauns, MS, APR  
Chief Executive Officer



## Giles County Receiving a Big Dose of Oral Health Education

As part of our exemplary G-SMILE Dental Program in Giles County, our dental staff members are busy working outside the walls of the Pearisburg Center—meeting with and providing oral health education to at-risk groups of all ages and walks of life. The goal is to provide age-appropriate oral health education and early intervention, thereby improving oral health behaviors (for example, brushing and flossing, visiting the dentist, receiving sealants).



Catherine Mansdoerfer, DDS

It is a challenge to impact deep-rooted community health behaviors, but we are definitely making a difference. Our modern new dental clinic at the Pearisburg Center is always at capacity. We're adding a new Dentist, New River Valley resident Dr. Catherine Mansdoerfer, who will begin serving patients in Pearisburg in July.

Call now to schedule an appointment for you or your child. Children's dental services are typically covered by insurance, including FAMIS and Medicaid, and adult dental services for the uninsured are discounted based on family income. 921-3502.



Member One Federal Credit Union employees selected the Community Health Center as the recipient of their charitable organization donation during their recent staff Denim Campaign. On behalf of our patients, we thank them for this generous donation!



On April 30, the Pre-Dental Club of Virginia Tech held their first Miles for Smiles 5K run/walk in Blacksburg. The race brought together community members from throughout the New River Valley and raised \$800 to benefit the G-Smile Dental Program, in Pearisburg. These funds will be used to help our uninsured patients better afford the cost of their dental care. Pictured: Michele Martin (left), dental office assistant, receiving the donation check from Hannah Ehreth (right), president of the Pre-Dental Club.

## Patient Fees at the new Community Health Center of the New River Valley

All patients who earn 200% or less of the federal poverty level are offered a sliding fee based on family size and income. The fee for a medical visit ranges from \$20 - \$35.

Dental fees are deeply discounted for low-income patients. The typical fee for an exam and X-rays is \$35.00. Based on family size and total family income, dental treatment services are charged at 35% - 50% of the full fee.

Behavioral health visits for low-income patients range from \$10-\$25.

No patient is turned away due to an inability to pay. Our goal is to work with all patients on options available to them based on their individual circumstances.

