

Jacquelyn's Story of Integrated Care

Jacquelyn and her husband moved to the New River Valley from the Tidewater region in 2013 following his retirement. They fell in love with the area – including the low cost of living - while visiting his family and while ushering their daughter through Radford University as an undergraduate student. They knew southwest Virginia would be their next home and looked forward to the transition.

Part of this transition included finding a new family practice doctor. Before retirement, the couple ran their own small business and did not carry any health insurance. Instead, they were fortunate to have a relationship with a benevolent physician in VA Beach who allowed them to pay out-of-pocket.

When they relocated to the New River Valley following retirement, Jacquelyn's 65-year old husband was set with Medicare coverage but she had no insurance. So following the move, Jacquelyn looked online and landed on the Free Clinic of the New River Valley. She became a patient of the Free Clinic in October, 2013, a couple months before the transition into the community health center model. Jacquelyn feels blessed that she took this step.

"I am really so happy to see Dr. Hardee – he really understands me and my needs. He sent me to a gastroenterologist who was able to help me and Dr. Hardee assists me with my blood sugar control through medication and is helping me with my weight through discussions about diet and exercise. I am a healthier person as a result."

But Jacquelyn's needs didn't stop there. After establishing herself as a medical patient, she

took advantage of each of the other services that the Community Health Center provides. She became a dental patient and has had several visits for cleanings and fillings and most recently, she's had mental health appointments.

"In one of my visits with Dr. Hardee, he identified that I might be a little anxious and possibly in a crisis situation. He immediately called in a counselor who talked with me. As a result of their discussion, they changed my anti-anxiety medication and I now have regular counseling appointments," states Jacquelyn.

She says she sees the "seamless flow" of the care she is receiving since all of the practitioners are under one roof and all of the information about her visits to the Center are kept in one electronic medical chart.

Jacquelyn is so satisfied with her care that she's now recruited her husband to look into dental care for himself! Their goal is to secure dentures for him. She states, "The Center's dentures are so affordable and it will improve his overall nutrition if we can get this accomplished now."

We are happy you both found the Community Health Center, Jacquelyn!



The Virginia Health Care Foundation supports our Integrated Behavioral Health Program with a grant award that provides funding for key staff positions.

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

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www.chcnrv.org



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Letter from the CEO



Michelle Brauns, MS, APR
CEO

Our friends know that the past two years have brought about significant changes to our Center. Our staff and volunteers continue to receive questions about why these changes have occurred, and how it impacts community consumers and stakeholders. We've tried to address many of these questions below.

Frequently Asked Questions

Q: I loved the free clinic the way it was. Why was it necessary to change things?

The passage of the Affordable Care Act changed the way health care is delivered in America and expanded the availability of affordable health care through the Federal Health Insurance Marketplace. We have been proactive in our planning and understand that our goal is to best serve the needs of those people who continue to face barriers to the receipt of health care. **Our mission has not changed.**

Q: What are some differences between the two models of health care delivery?

Free clinics often rely on volunteer power for their provision of care and basic operations. Their patients are low-income, uninsured adults. They generally do not serve children or seniors who typically have state or federal insurance. Free clinics usually have small budgets with most goods/services donated. They do what they can, but the model is not sustainable or sufficient as a true safety net. In today's health care environment, many free clinics are struggling or closing due to industry changes and fewer resources.

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FAQ Continued

Community Health Centers (CHCs) are also nonprofits that exist to expand the availability of comprehensive primary health care services to people of all ages in medically underserved areas with high unmet need. CHC's receive an annual grant from the federal government to help subsidize the care that they provide to uninsured patients and to assist in paying for the services offered to all. CHC's use electronic health record systems to ensure high quality, comprehensive, and continuous care.

Q: If your services are no longer free, how much do patients have to pay?

Uninsured patients pay according to a sliding scale, based on family size and income. Fees range from \$20-\$35 for a medical visit, and from \$10-\$25 for a behavioral health visit. Dental services are deeply discounted, charged at 35-50 percent of the full fee and based on income. These low fees mean that services are affordable, and yet encourage patients to be partners in their own health care.

Q: What about those patients that cannot afford even the lowest charge?

No patient is ever turned away due to an inability to pay. We offer options for both our uninsured and insured patients if the discounted fee co-payment or deductible is too much.

Q: Do you still use volunteers?

Yes – We have many dedicated volunteers of all varieties! Our practitioners must now go through additional credentialing reviews and they must use our new electronic health record system, which means that training is needed.

Q: Do you still need donations and contributions?

Currently, 75% of our patients continue to be uninsured and so for every uninsured patient medical visit, the CHC subsidizes an average of \$135. Our federal grant does not come close to making ends meet. We must continue to fundraise to balance our budget and keep our doors open.



We Need Your Support!

Please consider a financial contribution to the Community Health Center.

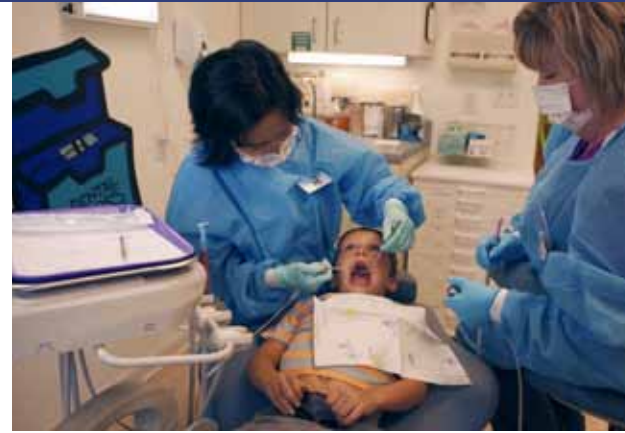
Now, more than ever before, our 35-year-old organization is in need of community support. We remain the area's health care safety net, serving individuals and families regardless of ability to pay. This is a challenging goal, but one that we can achieve together. As a non-profit, all contributions are tax deductible.

Please help us meet the medical, dental and mental health needs of our less fortunate neighbors.

Every gift is deeply appreciated. Thank you.



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We're All Smiles at our Health Center in Pearisburg!

Access to nearby and affordable oral health care finally got a boost in rural, underserved Giles County. In July, the Community Health Center completed the installation of a brand new two-chair dental unit at our Pearisburg Center. Patients of all ages may now be seen. Patients without dental insurance pay a discounted fee based on their family size and income.



This important milestone means that patients at our Giles Center are now able to access medical, dental and behavioral health care seamlessly, all under one recently remodeled roof. Come see what all the excitement is about!

To make an appointment at our Pearisburg Center, please call: 540-921-3502.

Patient Fees at the 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 \$25 - \$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-\$20.

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.

Look for our new TV commercial on our website/facebook pages!

