

REPORT TO THE COMMUNITY

2009

Patient Demographics

GENDER

Female 58%

Male 42%

RACE/ETHNICITY

Asian 2%

Black 29%

Hispanic 8%

White 56%

Other 5%

AGE GROUPS

19-35 years 17%

36-60 years 71%

Over 60 years 12%

RESIDENCE

Caroline County 9%

City of Fredericksburg 16%

King George County 6%

Spotsylvania County 42%

Stafford County 27%

ABOUT THE CLINIC

Since 1993, the Lloyd F. Moss Free Clinic has provided health care services to low-income uninsured residents of Fredericksburg and the surrounding areas with office visits, medications, diagnostic testing, and specialty referrals. The Clinic, a volunteer-driven non-profit, non-governmental medical facility, provides primary health care at no cost to those who do not qualify for government assistance and who cannot afford private medical care.

The majority of patients at the Clinic are hard-working people with limited incomes or low-paying jobs. Patients must qualify for services and are seen free of charge. Without the aid of the Lloyd F. Moss Free Clinic, these uninsured residents would turn to emergency rooms for non-emergent care, at great cost to themselves and the hospitals.

Our health care services are provided by more than 600 physicians, dentists, nurse practitioners, nurses, pharmacists, and others who volunteer their time at the Free Clinic. We coordinate our services through relationships with area hospitals, physician specialty offices, and outpatient facilities.

From its evolution as a grass-roots effort by a handful of concerned local citizens, the Lloyd F. Moss Free Clinic is now one of the state's largest Free Clinics providing comprehensive health care.



Lloyd F. Moss Free Clinic

HEALTH CARE REFORM

The Congress of the United States and the President recently enacted significant health care reform legislation known as the Patient Protection and Affordable Care Act. This new law will likely usher in sweeping changes in health care in the USA.

The Lloyd F. Moss Free Clinic recognizes the possible effects of this new law on our operations. However, major portions of this legislation do not take effect for several years. In particular, the requirements for the expansion of Medicaid to all persons of lower income categories will not be implemented until several years from now.

We will continue to be confronted by citizens of the region who are in need of medical care and are uninsured. We need to continue to respond and expand our services to these individuals. For the foreseeable future, the growing patient demand for our services will continue. We ask that our donors and our volunteers continue to support our mission to serve the health care needs of low-income uninsured residents of our community.

2009 HIGHLIGHTS

A dramatic increase in the demand for services, resulting from the growing numbers of uninsured area residents and a poor economy, caused the Clinic to continue to expand the range of health care services available for our patients.

- **1,987** patients came to



the Clinic for **9,934** on-site visits for comprehensive health care services

- **1,457** patients were referred to specialists' offices for additional medical services
- **461** on-site volunteers provided over **18,000** hours of care and services
- Over **54,000** prescriptions were dispensed through our licensed pharmacy at a value of over **\$4.4 million** dollars
- Patient visits to the Clinic increased by **25%**
- **57%** of the patients seen were new patients
- **385** doses of H1N1 vaccine and **463** doses of seasonal flu vaccine were dispensed
- Kaiser Permanente renewed its gift of placing Nurse Practitioner, Joan Ellmore, at the Clinic as part of their Clinical Ambassador program.
- For every dollar donated, **\$13** of health care was provided

The Lloyd F. Moss Free Clinic is a critical piece of the health care safety net for families in our community. Your support makes this possible.

The Lloyd F. Moss Free Clinic offers comprehensive basic and specialty care to its impoverished uninsured adult patients. Patients with diseases such as hypertension, diabetes, cardiovascular, and other chronic diseases have regularly scheduled access to medical supervision and medications. Patients with acute illness receive care on a non-emergency basis on-site and at volunteer specialists offices.

In 2009, the Clinic experienced growth in all clinical areas of service.

The **Primary Care Clinic**, which operates on Tuesday

and Thursday evenings, and serves new patients and those with acute care needs had **2,795** patient visits.

Our **Chronic Care Clinic**, open daily Monday through Friday, had **4,054** patient visits. Patients with chronic illnesses like diabetes and hypertension receive continuity of care by being paired with one of our chronic care medical providers.

The **Behavioral Health Clinic**, funded in part by the Virginia Health Care Foundation, which provides support

for a full-time psychiatric nurse practitioner, had **959** patient visits.

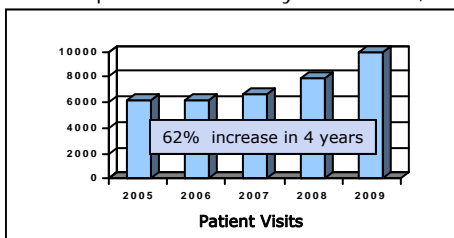
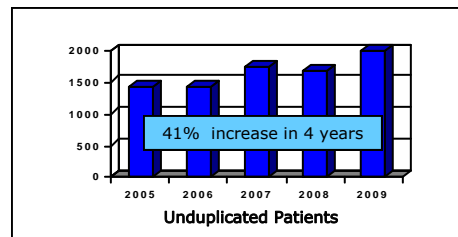
Our **Specialty Care Clinics** include

- Orthopedics
- Cardiology
- Gynecology
- Surgery

These clinics had a total of **1,342** patient visits in 2009.

The clinic also provides a range of health education programs aimed at improving the health status of patients. Health education is a key component of the Clinic's system of care. Classes are conducted for diabetes management, tobacco cessation, and weight loss as well as behavioral health. **720** patients participated in health education programs in 2009.

HEALTH CARE SERVICES



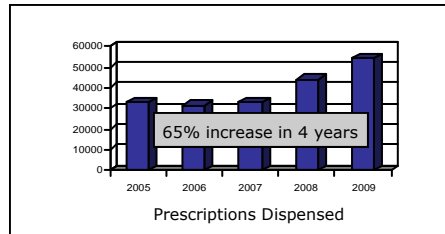
PHARMACY SERVICES

The Lloyd F. Moss Free Clinic provides access to prescription medications through its in-house licensed pharmacy. The pharmacy fills an average of over **200** prescriptions per day. The Clinic's formulary includes over **325** different non-narcotic medications. Many of the medications are provided to us free of charge by pharmaceutical representatives, physicians' offices, and special programs from pharmaceutical companies. Generic medications and those that are not available through patient assistance programs are purchased

though a pharmacy wholesaler.

The pharmacy is staffed by paid and volunteer pharmacists and pharmacy technicians. Pharmacy technician training is available for volunteers seeking skills that can lead to certification by the Virginia Board of Pharmacy.

The *Community Pharmacy*, a separate program administered by the Clinic, provides low-cost prescription medications to individuals with



household incomes of up to 200% of the federal poverty guidelines. These individuals are patients at private physicians' offices or other health care facilities and receive pharmacy-only services at the Clinic. **248** patients were served by the *Community Pharmacy* in 2009.

REFERRALS AND DIAGNOSTIC SERVICES

A coordinated system of health care includes the ability to refer patients to off-site medical specialists for services and consultations.

The Lloyd F. Moss Free Clinic is indebted to medical practices that so generously provide a wide variety of spe-

cialty medical services in their offices for hundreds of Clinic patients. **Mary Washington Healthcare, Pathology Associates, Medical Imaging of Fredericksburg, Radiology Associates**, and the **Surgi-Center of Central Virginia** provide patient care and services. Emergency

care is generously donated by **Fredericksburg Emergency Medical Alliance at Mary Washington Hospital** and **Stafford Hospital**.

176 off-site providers representing **34** specialties served as referral sources for specialty care.

92 % of Free Clinic patients have annual incomes of less than \$20,000.

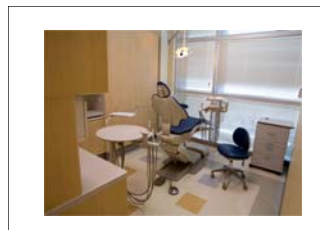
DENTAL SERVICES

Dental services at the Lloyd F. Moss Free Clinic began in 1998, a few years after the Clinic opened. The need for dental care continues to grow each year. In 2009, there were **784** patient visits to the *Raymond A. Holcomb Dental Clinic* (named in honor of donors Dr. & Mrs. Raymond A. Holcomb).

Services include oral exams,

amalgams, x-rays, and extractions. Dental hygiene care is provided by students from Germanna Community

College's dental hygiene program. The students utilize the dental clinic space for their instruction and practical experience.



Volunteer dentists and dental assistants see patients in the Clinic's state-of-the-art dental facility that includes 6 fully-equipped operatories 2 or 3 evenings each week depending on the availability of volunteer dental staff.

Lloyd F. Moss Free Clinic

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Operated by the Fredericksburg
Area Regional Health Council

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DONORS AND VOLUNTEERS

Since 1993, individuals, along with the local medical, philanthropic, faith, and business communities have partnered to provide the creative solution that is the Lloyd F. Moss Free Clinic. Annual cash donations and pledges are the lifeblood of the Free Clinic.



teers come from all walks of life and they donate their talents in a variety of ways. In 2009, **639** community volunteers contributed more than **18,295** hours for services ranging from committee meetings, fundraising events, specialty clinics, and pharmacy. The Clinic could not accomplish its mission of providing the gift of health to those in

The Lloyd F. Moss Free Clinic is a nonprofit, 501 (c) (3) organization and must raise funds each year to meet its annual operating costs of **\$1.7 million**. The Clinic receives donations from a variety of sources—individuals, fundraising events, foundations, grants, businesses, churches, civic

organizations, and patients.

The Clinic does not receive funding from the federal government and is supported solely by the community.

The Lloyd F. Moss Free Clinic is truly a volunteer-driven organization. Clinic volun-

teers come from all walks of life and they donate their talents in a variety of ways. In 2009, **639** community volunteers contributed more than **18,295** hours for services ranging from committee meetings, fundraising events, specialty clinics, and pharmacy. The Clinic could not accomplish its mission of providing the gift of health to those in

need without their dedication and enthusiasm. Thank you, volunteers and donors, for everything you do to support the Lloyd F. Moss Free Clinic!

*Published in memory
of Gerald Berry, Sr.*

Pharmacy Technician

2004-2010