

# Helen M. Nickless

## VOLUNTEER CLINIC

# Fact Sheet

## October 2021

The Helen M. Nickless Volunteer Clinic (HMNVC) is an access point for meeting the primary health care needs of the economically disadvantaged residents (household income must be under 250% of federal poverty level). We serve with deep compassion and respect those who fall through the medical safety net and help them connect with basic health resources by offering education, prevention and treatment.

### Opened March 31, 2004

Located at East Side Medical Mall

1460 W. Center Road (corner of Center/Pine), Essexville, MI

(989) 895-4830

HMNVC operates Wednesday evenings from 4pm until the last patient is seen.

NEIGHBORS  
*helping*  
NEIGHBORS

### Paid Staff

A team of three part-time employees oversees the clinic operations and patient needs, including arranging medical and dental referrals, prescription assistance, volunteer scheduling and many other tasks.

### Volunteers are drawn from a pool of over 175 individuals who give over 2,000 hours of service per year

- Licensed professionals include physicians, nurse practitioners, physician assistants, dentists, dental professionals, pharmacists, mental health counselors, nurses and other caregivers.
- Lay volunteers interview patients; provide clerical support and perform countless other tasks.

### Total Patient Services from opening date (March 2004 to September 2021)

9,275 individuals have sought care resulting in 31,568 visits.

Dates	Avg # patients per evening clinic	Number of Visits	Value of office visits
03-04 to 09-05	36	2,820	\$294,682
10-05 to 09-06	41	2,082	\$221,980
10-06 to 09-07	42	2,073	\$234,327
10-07 to 09-08	59	2,877	\$321,282
10-08 to 09-09	62	3,112	\$332,057
10-09 to 09-10	58	2,923	\$307,220
10-10 to 09-11	50	2,367	\$243,310
10-11 to 09-12	54	2,495	\$263,704
10-12 to 09-13	41	1,956	\$209,969
10-13 to 09-14	30	1,450	\$164,907
10-14 to 09-15	15	730	\$80,028
10-15 to 09-16	19	785	\$86,350
10-16 to 09-17	29	1,115	\$122,650
10-17 to 09-18	23	1,186	\$130,460
10-18 to 09-19	21	1,298	\$142,780
10-19 to 9-20	20	1,023	\$112,530
10-20 to 9-21	26	697	\$86,790
Total 03-04 to 09-21	37	30,989	\$3,355,026

### New Patients Statistics:

Where would patients go if the clinic did not exist?

65% nowhere, 20% emergency room, 14% physician office/urgent care

When medical care was last sought?

30% one week to one month, 23% two months to one year, 14% one to three years, 17% more than three years and 14% unknown.

Employment status: 52% are employed; average household income is \$12,906.

#### LIVING STATUS

Rent Home/Apt 42%  
Live w/ Family or Friends 27%  
Own Home 34%

#### COUNTY RESIDENCE

Bay County 75%  
Outside Bay County 25%

#### HOW PATIENTS LEARNED ABOUT CLINIC

Medical Referral 27%  
Marketing/Other 25%  
Friends/Family 48%

Visit us at [www.mclaren.org/bayregionvolunteerclinic](http://www.mclaren.org/bayregionvolunteerclinic)

### Cost & Value of Drugs and Services (October 2019 - September 2021)

- Drugs purchased by HMNVC cost \$145,279. Patient diabetic testing and orthopedic supplies are over \$5,000.
- Drugs – the pharmaceutical companies donate all insulin for our diabetic patients.
- Physician and Primary Care Practitioner services would cost over \$200,000. This does not include specialist services, which would add thousands of dollars to the total.
- Other volunteers – if paid would cost over \$300,000, that includes dental professionals, nurses and non-medical volunteers.
- 315 Diagnostic Tests provided by McLaren Bay Region.
- Basic Dental Services provided at Delta College were suspended due to COVID-19.
- In 2021, 43 patients were referred to Great Lakes Dental for extended care at a discounted rate totaling \$4,068.
- Mental Health Counseling services are valued over \$20,416.
- Meals for Volunteers are provided every Wednesday by area churches, restaurants and other community members, valued at over \$2,500.

### CLINIC HISTORY AND FACTS

- 2003** Board of Directors and Administration of McLaren Bay Region hospital (formerly known as Bay Regional Medical Center) made a commitment to establish a clinic to care for the uninsured of the area.
- 2004, March** The Bay Area Volunteer Clinic opened the Wednesday evening clinic using space of the family practice residency clinic. The services were open to all county residents with income below 225% of poverty.
- 2005** Bay Medical Foundation launched a community campaign and raised four million dollars for the clinic operation. The clinic was renamed in memory of Helen M. Nickless (HMNVC).
- 2004-2007** The average number of patients per clinic was 42.
- 2006** Delta College and Bay Arenac Career center offered their dental teaching sites to provide services during the academic year. Bay County Health Department provided clinic space for HMNVC women's health screenings.
- 2008**
- Dr. Stevens, Volunteer Medical Director, opened a Chronic Care Clinic twice a month.
  - Mental Health Counselors begin offering services on clinic nights.
  - Average number of patients per clinic climbs to 55, primarily due to the Bay Health Plan (BHP) closure to new enrollees. Voters reject a millage proposal to support the Bay Health Plan.
- 2009** New Patients are limited to Bay County due to the escalating number.
- 2010** Mental health counseling services expanded to appointments beyond clinic nights.
- 2011** The average number of patients per clinic was 50 with 38% of those patients being new to the clinic.
- 2013** 217 patients qualified for Bay Health Plan B thus reducing the average number of patients per evening clinic to 41.
- 2014** 190 patients have obtained Healthy Michigan Plan (expanded Medicaid) reducing our average patients per evening clinic (after April) to 16.
- 2015** Lower patient numbers allowed the clinic to re-open to other counties and eligibility is raised to 250% of poverty.
- 2016** Average number of patients per clinic has increased to 23.
- 2017** Acupuncture services are now available on most clinic nights.
- 2020** COVID-19 has reduced patient visits starting in March.
- 2021** Clinic remained open throughout pandemic—nurse in place to screen patients at the door.

***HMNVC has been an active member of the Free Clinics of Michigan since opening in 2004.***

***Helen M. Nickless Volunteer Clinic is a service of the community, McLaren Bay Medical Foundation, and McLaren Bay Region. To make a donation, call (989) 895-4725.***