



Physicians'
Care
Clinic

2020

ANNUAL REPORT

THE IMPORTANCE OF REGULAR CHECK-UPS

ENSURING ALL PATIENT NEEDS ARE MET

DR. GARY BOTSTEIN, M.D.

PCC'S BEGINNINGS & FOUNDER

TWENTY-EIGHT YEARS AGO, REALIZING MANY PEOPLE HAD LOST THEIR HEALTHCARE AND WERE UNABLE TO SEE A DOCTOR,

Dr. Stephen Leff began enlisting his family members and office staff to see patients on Saturdays in his office for free. Dr. Stan Sherman, president of the DeKalb Medical Society (DMS) at the time, asked DMS's immediate past president, Dr. Gary Botstein, to explore the possibility of putting together a network of physician colleagues to see patients in their office at no charge. Dr. Botstein took this request and ran with it.

Dr. Botstein is quick to tell anyone who asks, "My philosophy was this: I have the skills, and I can make the time. If I don't do it, who will?" And with the help of engaged health care leaders along the way, the Physicians' Care Clinic was born.

A group of physicians from the DMS explored other indigent clinics in Georgia, determining how they started and where their money came from to fund



the clinics. A key player responsible for making the Physicians' Care Clinic (PCC) a reality was Dr. Paul Wisner, a physician and the District Health Director of the DeKalb County Health Department. The clinic started with space at the health department. In addition to providing clinic space, Dr. Wisner applied for a grant that provided seed money for PCC. From this, PCC hired Ruth Oster, RN as the nurse administrator; the clinic's only initial expense. Ms. Oster had a real knack for cajoling doctors to volunteer at the clinic!

Over the years, many organizations stepped up to ensure the success of PCC. DeKalb Medical Center provided support from the beginning, including

in-kind donations like pharmaceuticals, labs, and radiology procedures. Medical specialists provided services at their office when needed. In 1996, the DeKalb Medical Foundation (of DeKalb Medical Center) supported PCC's mission and vision by including PCC as a recipient of their Community Partnership/2000 Capital Campaign.

"I got the credit for starting the Physicians' Care Clinic, but there were a number of people involved," Dr. Botstein often says. "Dr. Leff was the real inspiration."

His involvement didn't stop once PCC opened its doors. Dr. Botstein chaired its Board of Directors until stepping down in 2020. He still serves as an emeritus member of the board. You can also find him serving patients at the clinic each month. Patient interaction is his favorite part of the clinic.

"I really enjoy getting to know patients over a period of time," says Dr. Botstein. "You get to develop continuity, unlike at an Emergency Room or walk-in clinic. We get to help the people who need it most."

He marvels at how far the clinic has come from its humble beginnings. In the early days, members of DMS and the PCC board made monetary contributions to ensure the clinic never had to close. He says his mouth falls open when he listens to the clinic's successful grant reports over the past five years. Individual donations continue to increase and in years past, the DMS raised money to support PCC through an annual ball.

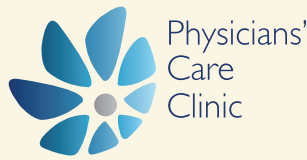


Over the past 36 years, Dr. Botstein has run a solo, private practice right across the street from Emory Decatur Hospital. He retired in February 2020 but continues his volunteer roles. In addition to serving at PCC, one of his greatest experiences has been volunteering in Nepal. He has led a group of doctors to Nepal for four of the last six years. What started as a trip of 12 doctors has now grown to 43 physicians from all across the United States. They spend 7-10 days treating Buddhist Sherpas in a remote region of Nepal.

Dr. Botstein is quick to tell you that this trip creates a bond like no other amongst the doctors. "I love this special group of people who volunteer their time to help others," he says. "It is just like the doctors and volunteers at the Physicians' Care Clinic. When people come together for a good cause, you're going to like that group. Volunteers and board members share a common goal of doing something good."

And like any good board member, he is quick to recruit the next generation of volunteer physicians for PCC. "You can spare a few hours a month and make a difference. And if you can spare that, why wouldn't you?"





MESSAGE FROM THE **EXECUTIVE DIRECTOR**

Dear Friends,

In March 2020 the COVID-19 pandemic reached our community, causing schools, businesses, restaurants, and healthcare facilities to scale back or close completely. The Physicians' Care Clinic was similarly affected, but patients still needed care. We closed our clinic for in-person visits in mid-March through mid-July, but we continued to serve those in need. This pandemic has made medicine find new ways to continue to take care of patients.

I am especially grateful to the physicians and volunteers who continued to provide care throughout this uncharted time. While we were unable to take on many new patients during those four months, we served current patients through telephone calls. Dr. Michael Norman has joined me in the office every Tuesday and Thursday going above and beyond to ensure our patients receive the care they so desperately need. He calls the patients to report their lab values, addresses any new concerns they may have, listens to their needs, reassures them, and answers their questions. All of our volunteer specialists were also gracious to "be on call" to answer specific questions that Dr. Norman had. Patients also continued to receive their medications by picking them up at the office.

While we may not have grown in actual numbers of volunteers and physicians this year, we worked diligently to ensure our mission was met. Throughout 2020, low income, uninsured adults in DeKalb County received quality, comprehensive, non-emergency medical care delivered with compassion and dignity. Many of our patients live with chronic disease, like diabetes and high blood pressure, and it was imperative during this pandemic that our vulnerable patients remained healthy.

In addition to the work of our volunteers, PCC is appreciative of the many foundations, individuals, and organizations who provide funding and in-kind services. Your continued support over the years is the reason we are able to serve as many people as we do. Without you, our work could not continue. We very much appreciate your donations. We would not be here without the many people who give of their time, talents, and money to this wonderful organization.

I hope 2021 finds you healthy and happy.



Sincerely,

Dee Keeton, RN, M
Executive Director



WHO WE SERVED IN 2020

MISSION

Physicians' Care Clinic provides low income, uninsured adults who reside in DeKalb County with quality, comprehensive, non-emergency medical care delivered with excellence, compassion, and dignity.

VISION

The Physician's Care Clinic will be exemplary among free clinics in its health impact on the uninsured in DeKalb County, and will engage health providers and partners to empower uninsured patients to manage their health.

CORE VALUES

- Health is a core component of a fulfilling life
- Healthy people are core to thriving communities: they work, contribute economically, and participate civically in their community
- Community service is good for everyone

PATIENT ETHNICITY

Black/African American	55%
Asian.....	33%
Caucasian.....	7%
Hispanic.....	5%

GENDER

Female.....	60%
Male.....	40%

AGE

18 to 54 years.....	50%
55+	50%

TOP FIVE ZIP CODES SERVED

30021, 30032, 30033, 30058, 30083

PATIENT DATA AND SERVICES PROVIDED

Enrolled patients.....	1,413
Patient encounters.....	1,749
Unique patients served.....	363
Referrals to medical specialists	467
Medications/prescriptions filled.....	2,178
Diagnostic tests – total.....	2,131
Imaging.....	355
Laboratory	1,776
Surgeries performed.....	8
Valued at \$218,595	

VOLUNTEER SERVICES

Clinic volunteers	217
Volunteer hours committed.....	2,144
Specialty care volunteers	36

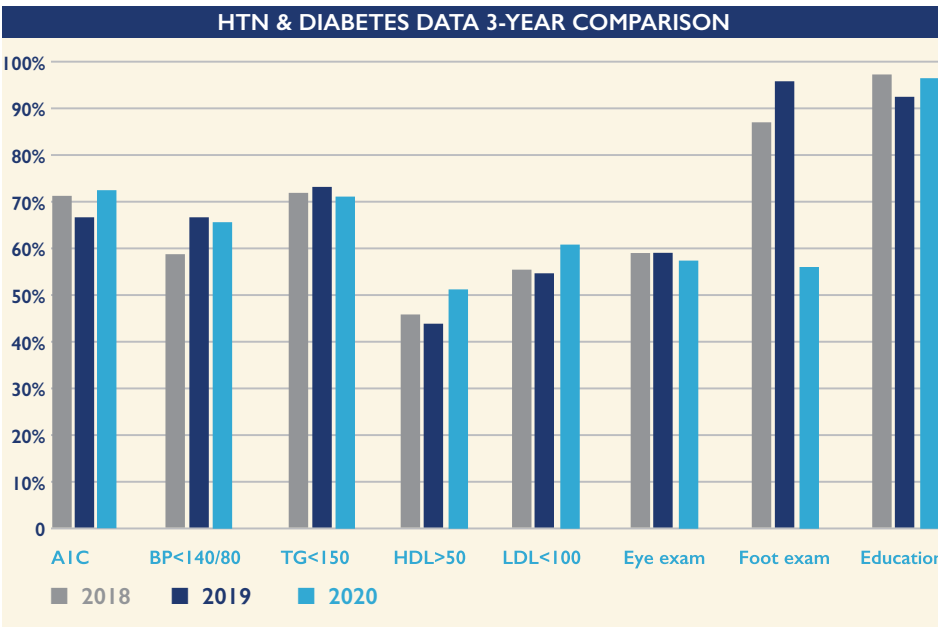


HEALTH IMPACT

CHRONIC DISEASE MANAGEMENT

PCC is a firm believer in health education, especially for patients who suffer from chronic disease such as diabetes, high blood pressure, or high cholesterol. In 2020, 37 percent of PCC patients suffered from diabetes, 53 percent had high blood pressure, and 19 percent high cholesterol.

For patients with a chronic disease, regular checkups, medication (as prescribed), a healthy diet and exercise, and home monitoring of symptoms are vital elements of proper healthcare. PCC provides one-on-one education during medical appointments at the clinic, and patients are invited to participate in our classroom-based health education sessions. Even with our doors closed for a few months in 2020 because of COVID-19, PCC patients received their regular prescriptions and visits with physicians through phone calls. Even during a pandemic, chronic disease management cannot be ignored. The impact of continuous care and education is evident in patient outcomes measured for the past three years (below):



2020 PERCENTAGES:

PATIENTS WHO ACHIEVED TARGETS

A1C.....	72%
BP <140/80.....	66%
TG<150.....	71%
HDL>50.....	51%
LDL<100.....	61%
Eye exam.....	57%
Foot exam.....	56%
Education.....	97%



SPECIALTY

MEDICAL CARE

FOR PCC PATIENTS

The many volunteer physicians at PCC serve as primary care physicians for our patients. They help diagnose illnesses, educate patients, write prescriptions when necessary, and even refer patients to specialists when needed. Many PCC patients are visiting a doctor for the first time in years when they walk through the doors of our clinic. Because they have not received regular check-ups, they often require a higher level of care beyond a primary care doctor visit.

PCC partners with an ever-growing network of physicians and networks that provide specialty medical care, such as ophthalmologists, podiatrists, gynecologists, cardiologists, endocrinologists, rheumatologists, and more. Because of this network, many DeKalb County charitable clinics refer their patients to PCC when care is needed beyond their own clinic's means.

The volunteer physicians and PCC's medical director, Dr. Ken Hoose, coordinate care, connecting patients to the right specialist. Specialty care also includes surgery, such as mastectomy, cataract surgery, breast lump removal, colonoscopy, tumor removal, and a wide variety of others. Many hospitals and out-patient surgery centers limited the number and type of procedures performed in 2020 due to COVID-19, but when needed PCC's partners fit in patients in need of surgery. Here is a history of PCC's patient surgeries performed over the past several years:

Year	# of surgeries	\$ value of surgeries
2017	16	\$164,000
2018	30	\$439,664
2019	28	\$382,886
2020	8	\$218,595

**FROM BIRTH, PHYSICIANS
RECOMMEND REGULAR
CHECK-UPS.**

Visiting your primary care physician on an annual basis allows your doctor to check your blood pressure, cholesterol, height, weight, heart, skin, and even your mental health. This form of preventative care is used by physicians to ensure all is right with their patients. Follow-up appointments and labs are ordered to check any anomalies found.

THE IMPORTANCE OF REGULAR CHECK-UPS

ENSURING ALL PATIENT NEEDS ARE MET

Unfortunately, many of us put off those regular check-ups. We're either too busy, worried about the cost of a doctor visit, scared to know what the doctor will find, or put the health and care of a loved one above our own. This is the case of Ellis Gibson, a 65 year-old who was caring for his elderly mother. He said there were a lot of reasons he went for years without a visit to a doctor's office. He did not realize that he was sacrificing his own life while caring for his mother's health issues. For the majority of his life he was the model of health, an avid tennis player, and felt bulletproof.

"Then all at once, the wheels started coming off," said Ellis. "I neglected this. Didn't pay attention to that. And it all caught up with me at once."

Without health insurance, Ellis turned to a free clinic in the Metro Atlanta area. They took care of what they could, then referred him to the Physicians' Care Clinic (PCC) for a symptom they could not handle. Many

appointment when there is a problem. This turns the visit into crisis management. Her line of questioning and Ellis' resulting answers led to a referral to Emory Decatur Hospital for a battery of tests.

Ellis said it took several days to run the tests, because there were so many. During one test, Ellis knew something was wrong when the gentleman administering it insisted he stick around and wait for the doctor to talk with him. The radiologist, Dr. Jessica Yuen, explained that Ellis had an abdominal aortic aneurysm, an enlarged area in a major vessel that supplies blood to your body. This aorta runs from your heart to the center of your chest and abdomen. The doctor showed Ellis his imaging and said the diagnosis was a result of smoking and dietary situations.

Once an abdominal aortic aneurysm gets to a certain size, the risk of rupture is high. And Dr. Schneider said his was that size based on the CT scan completed

performed through PCC in June, it was discovered that the aneurysm had grown substantially the past few months. Dee talked to Ellis and recommended he take his medical records to Grady and be prepared to camp out in the Emergency Room (ER) waiting area as long as it took until he was seen by a doctor.

After being seen in the ER that day, he finally had his surgery in late July, two weeks after that ER visit. He is happy that the surgery was the least invasive option, meaning the surgeon went through the bottom of his abdomen with two small incisions to make the repair, rather than going through the chest. Ellis said he is doing fine since his surgery and taking his medication.



I neglected this. Didn't pay attention to that. And it all caught up with me at once. — Ellis Gibson

free and charitable clinics refer patients and share resources to ensure all those in need of medical care receive the best possible services, and PCC is proud to be a part of this growing network.

Ellis' appointment paired him with Dr. Cheri Schneider. He complained of urination problems, mainly that he was going to the bathroom too much. Based on that and his history, she scheduled some tests

Because it had been so long since Ellis' last physical, she asked several follow-up questions. While Ellis initially said he had no other problems, Dr. Schneider's line of questioning led him to disclose a chest heaviness when he laid down to sleep at night. Ellis often took two aspirin at night because he was concerned about a heart attack.

Dr. Schneider said she tries to be thorough with all her patients. Without health insurance, many people only show up for a doctor's

at Emory Decatur Hospital. She said, "Basically, he was a walking, ticking time bomb. He is very fortunate it didn't rupture, and he got it repaired."

But the repair did not happen overnight. Ellis received a phone call from Dee Keeton the next day. Dee is the Executive Director of PCC and a nurse with over 30 years' experience at Emory Decatur Hospital. Dee explained that they were sending an authorization to Grady Memorial Hospital for Ellis to have the surgery there, at no cost to Ellis. She told him to be on the lookout for a call in the coming days from Grady to schedule his surgery. This was February 2020.

Due to the global COVID-19 pandemic that arrived in the United States on the heels of Ellis' diagnosis, his surgery was pushed back month after month. Meanwhile, PCC continued to monitor Ellis and follow-up with Grady. When another CT scan was

Ellis said, "I owe a great deal to Dr. Schneider, number one, and Dee Keeton, number two." He only saw Dr. Schneider that one time, but stated that no other doctor had ever asked about any other issues he was facing, and no one even suggested ordering a battery of tests to make sure he was okay. Ellis said, "I am grateful I was in the right place at the right time to see her."

Dr. Schneider is happy to hear Ellis is improving. She loves that PCC provides patients with the care they need, usually at a time they need it most. She understands that visiting a doctor for the first time in years can be a lot to handle.

She shared, "I am so glad that I intersected with the life of Mr. Gibson and I was able to help him out. It is nice to follow-up with his care and know how everything ended up with him."

VOLUNTEERS, STAKEHOLDERS, & DONORS

We are grateful to our volunteers, stakeholders, and donors. They help provide quality medical care and health education to clinic patients through financial contributions, time and expertise, and in-kind materials and services.

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(formerly DeKalb Medical)
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VOLUNTEER SPOTLIGHT

MICHAEL NORMAN, MD

FOR MANY, RETIREMENT SIGNIFIES MORE FREE TIME TO TRAVEL AND SEE THE WORLD,

improve your golf game, or take up a new hobby. The Physicians' Care Clinic (PCC) is grateful that Dr. Michael Norman decided to include volunteer services in his retirement plans. While he knew about PCC and its early beginnings with the DeKalb Medical Society, it was not until his retirement in 2011 that he decided to share his expertise at the clinic. Dr. Norman is a neurologist, using his skills to help diagnose patients with symptoms that indicate a neurological condition while also seeing patients with routine internal medicine cases.

Dr. Norman attended medical school at Emory University in the late 1960s. He said, "The brain seemed to be the next big frontier." This is why he chose neurology as his focus, and he is amazed at all he learned over the following decades.

Patients can find Dr. Norman at the clinic two times a week. He is well liked and known as a thoughtful and dedicated physician throughout the community. He was honored in 2018 with the Judy and

Bob McMahan Citizenship Award, given to a member of The DeKalb Medical Society, recognizing their contribution made to the community above and beyond their private medical practice. The social aspect of interacting with all the patients, doctors, nurses, and volunteers at PCC's clinic is what he looks forward to most each visit.

Dr. Norman was scheduled to see patients on March 17, 2020, when PCC's Executive Director Dee Keeton informed him the clinic was temporarily closing its doors to in-person visits due to COVID-19. Realizing a pandemic does not stop the need for patients to receive continuing medical care, he asked Dee if it would be helpful for him to come in to call patients from the office. For four months during the spring and summer, he came to the office every Tuesday and Thursday to help. Although PCC opened the clinic in mid-July, he continues to follow up with patients from the office.

Dee said, "Dr. Norman was instrumental in keeping the clinic operational during the COVID-19 pandemic. He was indispensable to me and every patient he interacted with those many months. I have



worked with him for 35 years and it didn't surprise me when he offered to help."

In addition to giving back to PCC, he has joined many medical mission trips throughout the years to places like Honduras, Thailand, and Nepal. Dr. Norman and his wife Nancy enjoy traveling in their free time. Their most interesting adventure was a cruise to Antarctica to see the southernmost point of the world.

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FINANCIAL REPORT 2020

CASH REVENUE

Foundation Grants.....\$	120,064
Board donations.....\$	12,700
Individual Donations.....\$	62,280
Interest income.....\$	272,468
Total cash income.....\$	489,800
Total expenses.....\$	286,880
Net income.....\$	202,920

SPECIAL REVENUE

Endowment*.....\$	1,500,000
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*Endowment is protected and not used for operating expenses

IN-KIND DONATION

Clinic/Office space.....\$	104,472
Patient Services.....\$	568,464
Pharmaceuticals.....\$	208,614



BOARD MEMBER SPOTLIGHT

KAY ENTREKIN, MD

WHILE ATTENDING GEORGIA TECH IN 1980 WHEN THERE WERE SEVEN MEN TO EVERY WOMAN,

the women always said the odds are odd but the odds are good. Dr. Kay Entrekin likens herself to this phrase in that she says she may be odd (in a good and quirky way), but the odds are good that you will get exceptional gynecological (GYN) care when she is your doctor at the Physicians' Care Clinic. And by the way, other names for those male gendered odd goods of 1980 include boss, dad, and husband. (She married hers 27 years ago.)

The medical profession is not where Kay started her career. She grew up in Chattanooga, Tennessee, and then headed to Georgia Tech for an engineering degree. After four years of working as a chemical engineer at Milliken Textiles, she decided to make her dream career change. She took a few classes while working to fulfill her prerequisites and found herself a spot at Mercer School of Medicine in Macon and then transferred to the Medical College of Georgia for her clinical portion of the study of medicine. There she met her husband and the two "couples-

matched" and headed to the University of Alabama in Birmingham for residency.

Afterwards she returned to Georgia, where she joined Atlanta Gynecology & Obstetrics, with offices in Decatur and Lilburn. She has a history of service through her church to include her childhood church in Chattanooga, the Wesley Foundation at Georgia Tech, the Christian Medical Society at Mercer School of Medicine, and currently at her home church, Tucker First United Methodist Church. With that service in mind, she sought out a volunteer clinic and found the Physicians' Care Clinic. Dr. Entrekin has volunteered for the past 23 years. She works one night a month, providing gynecological services. When asked to join the PCC Board of Directors four years ago, she was more than happy to serve.

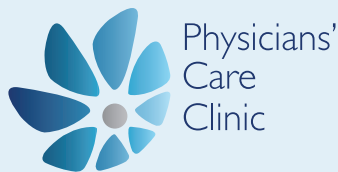
"I really appreciate the people who come to the clinic," she says. "We serve lots of really hard-working people who have encountered difficult circumstances, and it's a pleasure to get to work with them."

Kay is married to a fellow physician and has two daughters. Her generous spirit



is not limited to PCC's patients. She participates in a yearly mission trip to Honduras every fall, an annual trip to the Appalachian Mountains to serve for the Appalachian Service Project, helps in the cold weather shelter, and assists in many other mission projects through her home church. Each year she is part of a group of 45 women who participate in the Georgia 2-Day Walk for Breast Cancer.

Her patients and fellow volunteers all echo the same sentiments about Dr. Entrekin. She's enthusiastic, charitable, and gracious. PCC and her patients appreciate her willingness to share her time and talents with us all.





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