



Physicians'
Care
Clinic

Caring for Our Patients Through It All

ANNUAL REPORT 2021-2022

Serving PCC's Patients

FROM VOLUNTEER TO BOARD MEMBER

Born and raised in Myrtle Beach, South Carolina, Monica Christine Guevara Po always knew she was a city girl at heart. Moving to Atlanta in 2019 was the perfect compromise – she got to experience the big city life with home less than a day's drive away. That's important to her, as she is close to her family. In fact, her parents inspired her career trajectory as both were physicians in the Philippines.

"I was exposed to medicine and naturally drawn to it," said Christine. She completed her Bachelor of Science degree at Coastal Carolina University, majoring in Public Health. From there, she worked as a medical assistant in different offices, learning about the different specialties in medicine. It did not take long to discover her passion: dermatology.

After completing her Master of Science in Physician Assistant Studies at the Medical University of South Carolina, Christine moved from Medical Assistant to Physician Assistant - Certified at the Atlantic Dermatology in Longs, South Carolina. Now you can find her diagnosing and treating dermatological conditions at North Atlanta Dermatology in Burford, Georgia. Her favorite part of the job is the diversity of patients. She sees pediatric patients, seniors, and everyone in between, whether for warts, moles, rashes, or skin cancer.

Once settled in Atlanta, Christine felt the urge to serve locally and give back to her community. One of her patients was a volunteer at the Physicians' Care Clinic (PCC) and told her all about it. PCC volunteer Dr. Michael Norman, a volunteer since 2011, and former Executive Director Dee Keeton, told Christine all about the volunteer opportunities and within a month she worked her first shift. That was all it took, and for the past three years she has served once a month at PCC's evening clinic.

Christine says PCC is so much more than simply seeing and treating patients and their current ailment. She loves that patients receive an education about a variety of health needs – it feeds her public health background. With her dermatology experience, she can educate patients about sun exposure, no matter the reason for their visit.

Without dermatological care, many people suffer from a poor quality of life. Eczema, psoriasis, and out of control acne can range from annoying to extremely painful, and when the symptoms persist on a regular basis, it becomes a detriment to one's overall health. She treats 2-5 patients per clinic, many of whom are there for an untreated rash.

Christine understands that dermatology care is a luxury for many people, as not all dermatologists accept all insurances. Because



CHRISTINE PO, PA-C

PCC serves patients who do not have health insurance, many of them have never had access to a dermatology provider before. In fact, that is one of the many things Christine loves about PCC – it gives patients the opportunity to see certain specialists, from neurologists to podiatrists and everything in between.

The patients are not the only ones who benefit from Christine's expertise. PCC sees many medical students volunteering, and she loves mentoring them. She knows from experience that not all doctors, nurses, and physicians' assistants are exposed to the field of dermatology in school, and she is thrilled to share her experience in the career she feels so passionate about.

"The Physicians' Care Clinic has been so lucky to have Christine Po, PA-C join the clinical staff," said Dr. Michael Baron, PCC Board Chairman. "Over the past three years, I have been impressed with the compassionate high-quality care she provides to patients with skin problems. She truly cares!"

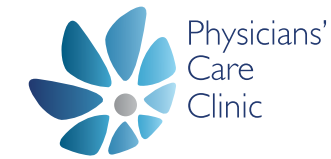
It did not take long for Christine's compassion, energy, and dedication to be noticed by her patients and fellow volunteers. Dr. Dennis DiSantis, PCC Board Member and volunteer, often consulted on cases with Christine, and he encouraged her to consider joining the PCC Board of Directors, which she did in April 2021.

Volunteering at the clinic and joining the board was a no-brainer for Christine because PCC's mission means so much to her: "I am honored to be a part of the board; it means a lot to me," said Christine. "I am fairly young in my career, 32 years old, and I will literally never stop serving PCC's patients." Her service on the board means she can give back, provide input, and have her voice heard regarding the direction of the clinic.

"Over the past year, she has been a valuable addition to our PCC Board of Directors which has been great to get her insight and ideas!" said Dr. Baron.

Sharon Gantt, PCC Executive Director, agrees, "Christine's dedication as a Board member and volunteer is a valued contribution to the success of our mission and the health of our patients."

If you, like Christine Po, have a desire to serve PCC's patients, in any capacity, we would love to have you join our incredible group of volunteers. Simply email Sharon at physcareclinic@gmail.com, and she will happily get your plugged into a role.



MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends,

We would love to see you at PCC this year! My name is Sharon Gantt, the Physicians' Care Clinic's newest Executive Director. I am a registered nurse with over 10 years' experience caring for patients and managing the workflow of hospital and clinic settings. I worked at PCC between 2015-2018, serving as the Clinical Coordinator, and it was a delight to return to service at this incredible organization.

Dee Keeton, the previous Executive Director, retired in September 2021, but still continues to volunteer for PCC. When I first started here there wasn't a week that went by without a volunteer or patient telling me a story about Dee and her impact on their health and life. She left big shoes to fill, and I work every day to do just that.

Looking back over 2022, I am so proud of the work carried out by PCC. Our clinic continues to serve the DeKalb County residents in need of quality primary care. Our volunteer physicians, nurse practitioners, physicians' assistants, pharmacists, nurses, students, community members, and medical students are the lifeblood of this organization. Throughout the year, 212 volunteers provided 2,925 hours of service. That meant the clinic was open 8 times each month, providing patient care for chronic diseases like diabetes and heart disease, diagnosing serious illnesses, and referring those in need to specialists. We help patients manage their healthcare, from treating sore throats to getting needed surgical care.

Our mission is simple, yet vital: to ensure low income, uninsured adults in DeKalb County receive quality, comprehensive, non-emergency medical care delivered with compassion and dignity. But that mission is not possible without all those who support us. Thanks to community partners like the DeKalb County Board of Health and Emory Decatur Hospital, we have the space to serve our patients and diagnostic testing to aid our physicians. American Health Imaging provide diagnostic services, South College Atlanta's Physician Assistant students volunteer at the clinic, and Mercer University School of Pharmacy provides pharmacy interns who work alongside licensed pharmacists who also volunteer at the clinic. And last but not least, we are blessed by donors and foundations who believe in our mission and donate to our cause.

PCC's success is owed to the talents of so many. On behalf of our Board of Directors, thank you for giving your time and talents. Without this supportive community, we would not be able to serve those in need. And if you're reading this wondering how you can get involved with PCC, please email me at physcareclinic@gmail.com. I would love nothing more to add you to our roster of volunteers or donors.



We would love to see you at PCC in 2023!

Sincerely,

Sharon Gantt

Sharon Gantt, RN
Executive Director

Who We Served 2021-2022



“Our programming is not a once and done, but rather an ongoing resource. Patients receive the regular and ongoing care required for managing and maintaining healthy lifestyles.”

PATIENT ETHNICITY



2022	
Black/African American	47%
Asian.....	44%
Hispanic.....	6%
Caucasian.....	3%

2021	
Black/African American	55%
Asian.....	34%
Hispanic.....	4%
Caucasian.....	7%

GENDER



2022	
Female.....	61%
Male.....	39%

2021	
Female.....	62%
Male.....	38%

AGE



2022	
18 to 54 years.....	53%
55+	47%

2021	
18 to 54 years.....	54%
55+	46%

PATIENT DATA & SERVICES PROVIDED



2022	
Enrolled patients.....	981
Patient encounters.....	893
Unique patients served.....	228
Referrals to medical specialists	398
Medications/prescriptions filled.....	2,137
Diagnostic tests – total.....	2,055
Imaging.....	283
Laboratory.....	1,772

2021	
Enrolled patients.....	1,241
Patient encounters.....	1,579
Unique patients served.....	306
Referrals to medical specialists	511
Medications/prescriptions filled.....	2,273
Diagnostic tests – total.....	2,382
Imaging.....	354
Laboratory.....	2,028

TOP FIVE ZIP CODES



2022	
30033	
30083	
30084	
30058	
30032	

2021	
30033	
30058	
30083	
30084	
30032	

VOLUNTEER SERVICES



2022	
Clinic volunteers	212
Volunteer hours committed.....	2,925
Specialty care volunteers	33

2021	
Clinic volunteers	231
Volunteer hours committed.....	3,146
Specialty care volunteers	59

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



Health Impact

CHRONIC DISEASE MANAGEMENT



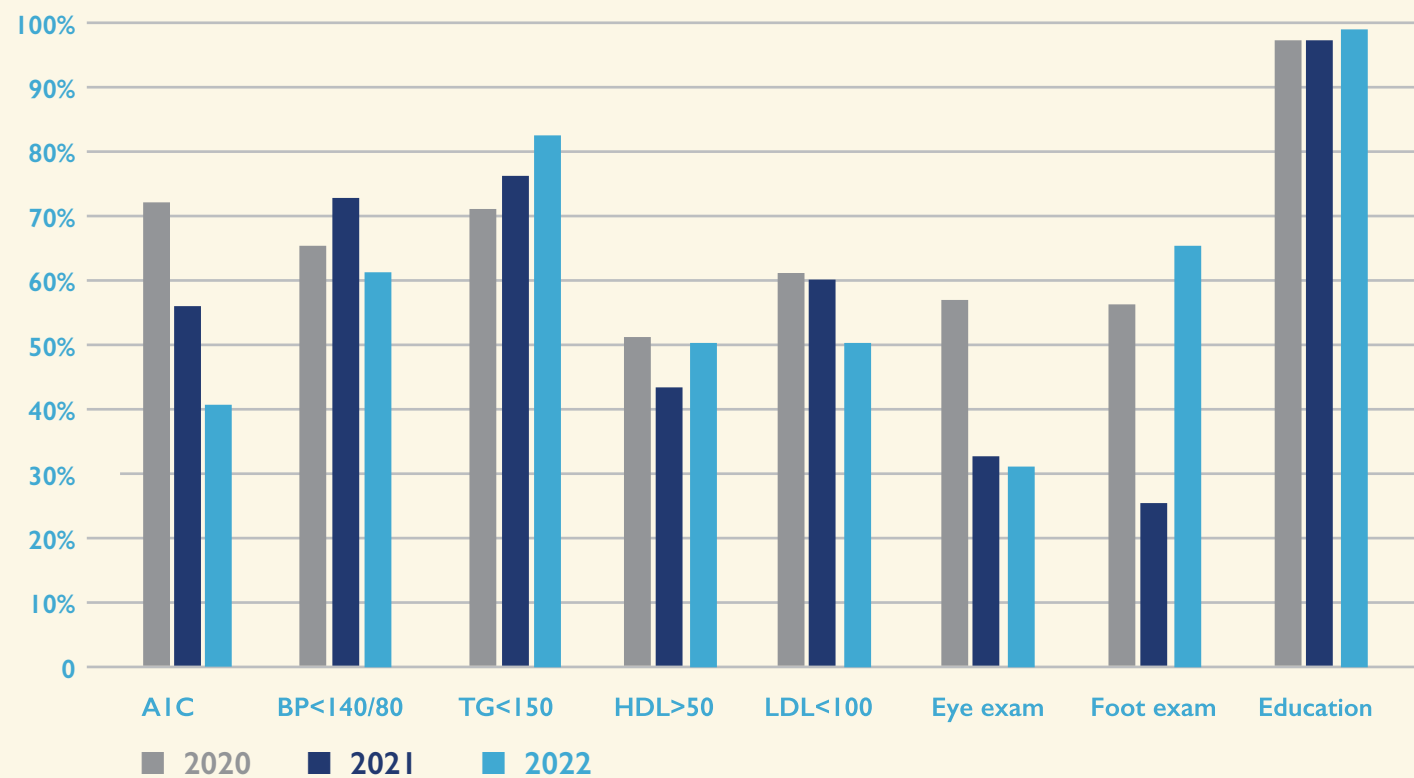
The 2019 Emory Healthcare Community Health Needs Assessment highlights the needs within a six-county Atlanta area, including DeKalb County. Based on their findings, Emory Decatur Hospital identified three priority health needs: access to care; health prevention and literacy; and preventive care and chronic disease management. PCC meets all three, providing free access to care for all. Many of our patients need assistance with chronic disease management. In 2022, 32 percent of patients suffered from diabetes, 51 percent had high blood pressure, and 16 percent high cholesterol.

First-time patients who visit the clinic, for whatever reason, are treated for two things: (1) the reason for their visit, no matter the ailment and (2) an overall physical to determine if there are any potential chronic diseases that require care and attention. Diagnostic testing is ordered to establish a baseline of things like cholesterol and A1C levels. If the results indicate a chronic disease, patients are invited back for a follow-up visit where the physician(s) explains the diagnosis, orders additional testing (if warranted), answers patients' questions and share resources for additional educational offering provided by PCC, prescribes medication (when needed), provides medical supplies (as needed), and sets up the next appointment.

Our programming is not a once and done, but rather an ongoing resource. Patients receive the regular and ongoing care required for managing and maintaining healthy lifestyles. The stigma of diabetes, high blood pressure, and/or high cholesterol is reduced as our physicians compassionately explain the course of treatment and activities that will lessen the strain of the disease. PCC physicians and staff take great care to not only speak with the patient, but also communicate with loved ones (if the patient desires) to explain the disease, the side effects, and the treatment plan. PCC works hard for patients to understand that a chronic disease is not a death sentence, but rather a condition that one can live with for a long and healthy life if monitored and managed wisely.



HTN & DIABETES DATA 3-YEAR COMPARISON



“PCC physicians and staff take great care to not only speak with the patient, but also communicate with loved ones...”

MEDICAL SIDE EFFECTS

Caring for Our Patients Through It All



Anytime you see a drug commercial on tv, it ends with a litany of potential side effects, some of which seem worse than the ailment that the medicine is intended to cure. It's true: anytime you take medicine it will have side effects on our body. Even Aspirin, an over the counter drug intended for pain relief, that most of us take without a second thought, can cause indigestion and bleeding. It is not a regular occurrence in users, and most of us take Aspirin without a second thought.

When physicians prescribe medication, they do so knowing their patient's history, ailments, and the availability of medicines to help with the diagnosed problem. They also explain common side effects, give warnings of what to look for, and schedule follow-up appointments to keep an eye on their prescribed treatment. But no matter their knowledge of their patient and medications, side effects sometimes occur.

Christi Tang and her husband Andy Le have been patients of the Physicians' Care Clinic (PCC) for so long that they do not even remember when they first visited the clinic. A few years ago, Christi's physician, Dr. Victor Tseng, noticed elevated cholesterol levels in her blood work and prescribed standard medication to help reduce her numbers.

A few days later, Christi noticed her arm, shoulder, and back were hurting. She assumed it was an injury sustained while working and took Tylenol to eliminate the pain. It worked, until the medication wore off.

She returned to PCC and Dr. Tseng checked her blood work again. Her muscle enzyme level (creatine phosphokinase or CPK) was at 9,500. The normal level is less than 100. When a muscle is damaged CPK leaks into the bloodstream. Concerned this was a side effect of the cholesterol medication, Dr. Tseng recommended she not take it for the next three weeks.

A follow-up appointment was made, but this time her CPK was up to 11,000. Christi said in addition to pain in her back, shoulder, and arm, she was very weak and tired all the time. It got so bad that her husband took her to the Emergency Room at the hospital, where they treated her with an IV and steroids. During her overnight stay, the treatment reduced her CPK levels from 12,500 to 5,000.

The ER prescribed a month's worth of steroids, but she was still so tired and weak. She even started to fall down anytime she tried to stand.

Christi said, "When I sit down in a chair I cannot stand up or do anything on my own. My hand and my body were not working. It was almost like I was paralyzed – so very scary!"

After a second trip to the ER and another round of IV medications, Christi

and Andy decided to return to the place they trusted most for follow-up care.

Dr. Tseng asked Dr. Gary Botstein to help him with this case. While steroids were helping her muscle pain, Christi is also a diabetic and has high blood pressure. Together, the two came up with a treatment plan to help with all of Christi's conditions.

"We created a collaborative care model," said Dr. Tseng. "Dr. Botstein has seen this type of case before. He has the breadth of experience to help me figure out how this care can best be managed."

Together, PCC's two physicians came up with a regiment of medication to help with her diabetes, blood pressure, and CPK levels. Her muscle fibers were being ravaged by her own immune system with white blood cells attacking her muscles. The doctors were concerned about her respiratory system weakening. Thankfully, they were able to get it under control.

Her course of treatment involved immunosuppression to shut down the autoimmune attack of her muscles. Steroids are the right treatment, but they can cause high blood sugars. With her underlying diabetes, the doctors had to treat the elevated blood sugar as well. It was a delicate balance between steroid dosage and managing the diabetes.

"This was a one-in-a-million type of reaction," said Dr. Tseng. "I am thankful we were able to treat her with oral medications."

Christi is doing much better now. Her levels are now within the normal range and her muscles are much improved.

Andy says, "PCC takes care of us; we cannot live without them. My wife is greatly improved because they made her safe."

Both Andy and Christi still visit the clinic

"PCC takes care of us... My wife is greatly improved because they made her safe."

when needed and keep up with all their preventative care visits. PCC serves patients like any primary care physician. Regular preventative care is what catches issues like diabetes, high blood pressure, high cholesterol, and other chronic diseases.

While Christi and Andy are quick to sing the praises of PCC, Dr. Tseng says that the unsung hero through this whole journey is Andy.

"Christi's husband was amazing," recalls Dr. Tseng. "He kept the clinic updated on her progress and ensured her medications were organized."

More often than not, medications do the job they were intended. For the rare circumstances when they do not, you want PCC and physicians like Dr. Tseng and Dr. Botstein in your corner.

VOLUNTEERS, STAKEHOLDERS, & DONORS 2021-2022

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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FINANCIAL REPORTS

2022

CASH REVENUE

Foundation Grants.....	\$169,240.00
Board Donations.....	\$7,760.00
Individual Donations.....	\$92,460.00
Interest Income.....	-\$334,982.00
Total Cash Income.....	-\$56,131.60
Total Expenses.....	\$285,482.00
Net Income.....	-\$341,615.00

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.....	\$104,576
Patient Services.....	\$283,211
Pharmaceuticals.....	-\$151,691

2021

CASH REVENUE

Foundation Grants.....	\$99,075
Board Donations.....	\$16,300
Individual Donations.....	\$52,332
Interest Income.....	\$216,812
Total Cash Income.....	\$420,685
Total Expenses.....	\$301,153
Net Income.....	\$119,532

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.....	\$104,576
Patient Services.....	\$1,170,369
Pharmaceuticals.....	\$231,752



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VOLUNTEER

Victor Tseng, MD

A quick glance at Dr. Victor Tseng's curriculum vitae will have you wondering how he has an ounce of free time, much less an entire evening to volunteer at the Physicians' Care Clinic (PCC), but he makes time for what is important. Dr. Tseng is a physician certified in Internal Medicine, Pulmonary Disease, and Critical Care Medicine. He is the Medical Director and Executive Vice President of Ansible Health, a virtual doctor-led medical practice focused on patients with COPD (Chronic Obstructive Pulmonary Disease). He publishes articles in numerous peer-reviewed journals, participates as an editorial reviewer for many publications, and leads seminars for a variety of events.

Victor was born and raised in Seattle, Washington, and completed his B.S.E. and B.S. in Bioengineering, Music Composition, and Applied Mathematics. So how did he end up practicing medicine? His coursework in his undergraduate program included anatomy and biomechanics classes that interested him, which led to a job working in the Burn Unit at Harborview Medical Center. The experience was so informative, he applied to medical school at the University of Wisconsin. After earning his M.D., he completed his residency and internship in Internal Medicine at Emory University in Atlanta. Though he moved to Denver for his fellowship, he returned to Atlanta and started his career with the Atlanta Veterans Affairs Medical Center.

In his role at Ansible Health, he serves as an educator, creating curriculum and content to build the competency of physicians. With a focus on COPD patients, his organization is working to assist those who are homebound to live well and maintain their independence as long as possible. While this work is rewarding, Dr. Tseng missed patient care. He sought a volunteer opportunity and reached out to Mercy Care, where a coordinator told him about PCC. He started volunteering in February



“My favorite is the feeling that it is us (PCC and the patient) against the world. We can creatively solve problems and come up with solutions for each patient.”

2021 and has been a constant figure at the clinic ever since.

“I feel selfish. It's a treat to see patients since I don't do this during my 8-5 job,” he says. “The highlight of my week is whenever I can get there.”

Victor was volunteering six times a month, but recently scaled back to working one clinic every 3 weeks because of additional responsibilities added to his day job. No matter how often he volunteers at the clinic, he is amazed by all PCC and its volunteers offer.

“At PCC, I can deliver care that I have difficulty delivering in a typical practice,” Victor says. “My favorite is the feeling that it is us (PCC and the patient) against the world. We can creatively solve problems and come up with solutions for each patient.”

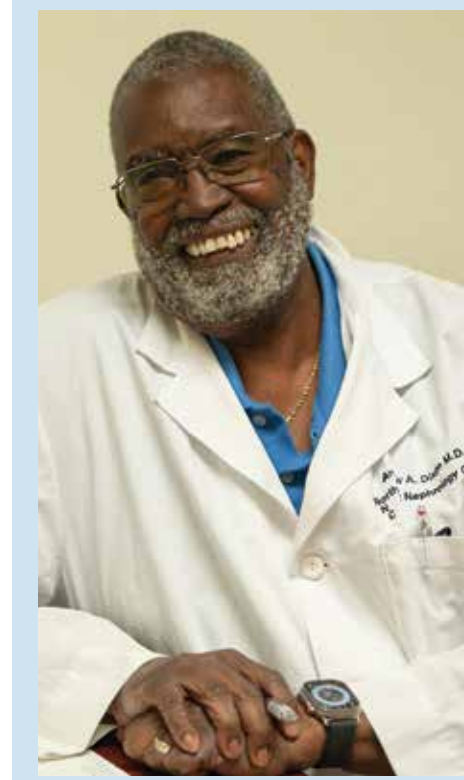
Victor sings the praises of the clinic's staff, particularly Sharon Gantt (Executive Director), Cindy Sanders (Office Coordinator), and Cody Mosher (Clinical Coordinator). He says PCC operates like a regular doctor's office, only more smoothly. The practice-wide focus on harm reduction means PCC helps prevent strokes, heart attacks, and more. In addition, providing patients with health maintenance for things like diabetes and lung diseases is an incredible health service.

Volunteers like Dr. Victor Tseng are the reason PCC has been in operation since 1992. Physicians who care about the welfare of their patients, enough to give of their time and talents, ensure DeKalb County's residents have the care and support they need, year after year.

“What I love most is there is no time pressure. We create an actual connection with patients, an experience you don't find anywhere else,” shares Dr. Tseng.

BOARD MEMBER

Andrew Dixon, MD



Nephrology. It's a funny word. Without any context, most people would be hard pressed to even guess its meaning. Rooted in Greek, it means the study of the kidney.

For many of us, we don't give a second thought to those two organs located in the middle of our back. But if you suffer from kidney stones, kidney infections, renal artery stenosis, kidney failure, kidney cancer, or a whole host of related conditions, a visit to the nephrologist is in order. They also help with conditions such as high blood pressure, diabetes, heart disease, and autoimmune conditions.

With 32% of the Physicians' Care Clinic's patients diagnosed with diabetes, we are fortunate to have a resident Nephrologist in Dr. Andrew Dixon. He is board certified in Nephrology and Internal Medicine.

Andrew first followed in his big brother's footsteps, earning his master's in pharmacology, and working as a pharmacist like his brother. That career path led him to medical school at the University of Florida College of Medicine. He then completed his internship and residency at Emory University. His love for nephrology started in medical school when completing a rotation in the specialty. Throughout his education, his attending always seemed to be a Nephrologist, so he decided to do another elective round in the field. The same was true of his time in Emory.

Although a Florida native, Dr. Dixon decided to make Atlanta his home after his time at Emory. He joined a small practice, the Northwest Nephrology Clinic, with three other doctors. They have two offices in Decatur. With over 30 years of experience, he brings an incredible amount of knowledge, compassion, and a great bedside manner to PCC's patients.

“During my nephrology rotations, I noticed a disproportionate number of people who looked like me on dialysis,” said Dr. Dixon. “I wanted to give back and make a difference in my community.”

He knew of PCC and started to volunteer once a month, a practice he continues to this day. Dr. Botstein, PCC founder, and former Executive Director Dee Keeton asked him to join the Board of Directors, a position he has filled since 2016.

For Dr. Dixon, PCC is an extension of his practice. There are a lot of people with hypertension, and PCC allows him to help people with no insurance get the quality care they need in order to lead a healthier life. He especially enjoys building relationships with patients and watching them improve.

“The work we do at PCC is so worthwhile,” he says. “I will be out somewhere shopping with my wife and someone will say to me ‘you took care of my mother; thank you very much.’ That is so rewarding.”

Andrew is married with three sons, including a set of twins. They are all grown adults and leading happy lives. Dr. Dixon says he will retire sooner rather than later. Even after retirement, you'll see him at PCC's clinic. It's in his nature to continue giving back.

“I noticed a disproportionate number of people who looked like me on dialysis. I wanted to give back and make a difference in my community.”



Physicians'
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