



# This is Olde Towne!

*5249 Olde Towne Road, Suite D*

*Williamsburg, VA 23188*

*Olde Towne*

MEDICAL & DENTAL CENTER

# Patient Volumes

- 15,836 patient visits for 4546 patients fiscal year 2018-19
  - 77.6% of our patients are uninsured...since Medicaid expansion down to 67.7%
  - 7.2% Medicare in past, now 7.8% ; was 12.8% Medicaid/MCO now 18.7%
- Medical visits 76.2% of total patients visits
- Dental visits 23.8% of total. ~98% of dental visits are for uninsured
- Average visits per month 1320 with range of 1079-1796 visits/month

# Demographics of Our Patients

- Age 0-18 yrs. 6.6%, 19-64 84.4%; 9% are 65+....we are not seeing a “greying” of our patient population
- Male 31.6%; Female 68.4%
- White 35.7%, Black 31.5%; Latino 23.8%; Asian 3.8%; Other 5.2%
- 36.3% at or below federal poverty level; 48.8% at or below 138%

# Patient Programs

**Primary medical and dental care is our major service line**

## **Dental(23%):**

3 part time dentists, 2 part time hygienists, 2 full time dental assistants, and 5 volunteer dentists

We are now open 40 hrs./week.

We now integrate oral health care into management of our diabetic and pregnant patients!

## **Medical(77%):**

5 full time nurse practitioners, 2 part time providers (OB and psychiatrist), 11 volunteer providers, 17 support staff

Clinic open 44 hours/week

Walk-in appointments every day



# Medical Services Provided

- Prenatal Care
- Pediatrics
- Gynecology
- Psychiatry/Psychotherapy
- Laboratory Services
- Retinopathy Screening and expanded Optical Program
- Medication Therapy Management
- Nephrology
- MAP and AMP....medications access
- Cardiology
- Sports Medicine/Chiropractic
- HIV/AIDS Management
- Patient Educational Classes
- Medication Literacy Program
- Immunizations
- Transition from hospital to clinic
- Free prescription medications
- Free eye glasses

# Medication Assistance

- Number of patients....915
- Drug requests.....5,889
- Total AWP.....\$5,175,265
- Medicaid applications submitted were 228
- Number approved 177
- Pending 50
- Denied 1
- We have seen a 39% drop off in AMP patients since January....45.3% drop off if you look at last 5 months
- MAP fell off 32% over same period

# Outreach Programs

- Working with Chamber of commerce...reached out to CW uninsured staff with health fair; also held health days in JCC, York County and City for uninsured workers at local hotels/motels
- We now provide primary medical care to homeless at House of Mercy
- Working with York county Head Start we provide lead screenings and oral health exams to children in program
- Performed diabetes, hypertension and obesity screening for Tri-County Pastors Health Expo
- Working with PAA to visits low income housing sites and offer services
- TB screening and PPD tests for Crossroads Community employees

# What Lies Ahead...

- Increase patient education classes
- Expand Medication Literacy Program
- Increase patient compliance with Health Coach
- Seek out more Medical and Dental volunteer providers
- Use of the Maven Project...access to consultants, educational programs, and CME
- Increase outreach programs
- Use of Catchafire
- Initiating “open scheduling” for dental patients....do not need to have appointment

*Olde Towne*

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Olde Towne Greatly appreciates the continued support we have received from York County

