

March, 2009

Volume 2, Issue 2

# Tileston Times

*...for the Volunteers and Friends of the Tileston Health Clinic*



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*Gordon Boyd, Business Manager*

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Manager*

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## Mental Health Clinic Now Open at Tileston

-- by Jennifer P. Askew, BS, PharmD, CPP

In 2004, it was determined that the Tileston Health Clinic's patient population was in great need of mental health care which was not available in the community. Programs for the treatment of substance abuse and treatment-resistant mental health conditions, particularly those requiring hospitalization, were already in place in this region. However, there was still little access to basic interventions for uncomplicated anxiety, depression, and other mental health disorders. The access to this kind of care was also continuing to diminish as a result of a reduction in services offered at several local mental health facilities. There were even fewer options available for the growing population of indigent and/or uninsured Spanish-speaking patients seeking therapy.

As a result, the clinic sought out mental health professionals to assist with patients' mental health care needs. Several local clinicians, including Dr. Antonio Puente, volunteered their skills in order to initiate a mental health care service. However, this patient population still experienced limited access to medications used for the treatment of mental illnesses. Volunteer psychologists and counselors were limited in their access to medications, depending upon the availability of volunteer physicians to provide consultation and/or write prescriptions. In order to meet the medication needs of this patient population, Dr. Puente and a pharmacist volunteering at the clinic, Dr. Jennifer Askew, established a collaborative practice agreement with physician, Dr. Dewey Bridger, serving as the clinic's medical director.

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### **Congratulations to**

***Dr. Antonio Puente***

Tileston Board Member  
recipient of the prestigious

**American Psychological Association's (APA) 2009 State Leadership Award** in recognition of his outstanding service to the state and for his participation in local or national advocacy and legislative efforts advancing the profession of psychology.

## Tileston Health Clinic

Administrative Offices  
Bldg. D  
1605 Doctors Circle  
Wilmington, North Carolina  
28401

Phone: 910-343-8736

FAX: 910-343-1293

Email: [tilestonclinic4@ec.rr.com](mailto:tilestonclinic4@ec.rr.com)

### Clinic Hours:

All clinics are by appointment only. New patients and walk-in patients are seen on Wednesday afternoons.

To make an appointment, call 910-343-8736

- Medical Clinic – Tuesdays at 2:15 PM
- Dental Clinic – Tuesdays at 2:00 PM

### Tileston Clinics include:

- Acupuncture
- Cardiology
- Dental
- Diabetic
- Medical
- Mental Health
- Orthopedic
- Pulmonary
- Retinopathy Screening
- Special Surgery
- Women's Health



## Spotlight on...

### Jeanne Credle:

The Multi-Talented Coordinator  
Of the Diabetic Clinic

The volunteers who work with Jeanne collaborated their thoughts and ideas to put this article together.

- Thanks to the volunteers in the Diabetic Clinic

Jeanne Credle, RN, is the vibrant force around the Diabetic Clinic. She is responsible for seeing to it that the Clinic runs smoothly. In preparation for clinic night (the second Tuesday of each month), Jeanne will spend time preparing the charts of patients to be treated at the next visit. She reviews charts to check lab work and to see if patients require eye exams or, perhaps, a referral to another clinic.

Jeanne oversees and coordinates the schedule of everyone at the Diabetic Clinic. This includes the doctors, administrative personnel, interpreters, nutritionists, nurses and nurse educators. She is always on hand to answer questions and may be found unpacking and storing supplies in her spare moments. At the end of the evening, after thanking everyone for coming, she begins to clean up by emptying the trash, and tidying the treatment rooms for use by the next clinic. Before leaving for the evening, she refiles the patient charts and then goes to the pharmacy to help the pharmacist dispense the medication to the patients.

The volunteers who serve with Jeanne respect her hard work and appreciate her many kind and thoughtful gestures. She shows a genuine interest in people, is always open to suggestions and remembers special occasions - the tasty snacks that she finds the time to prepare for each clinic do not go unnoticed. The Tileston Diabetic Clinic runs smoothly and has been successful in treating many patients over the years, thanks to Jeanne's dedication.

Tileston Clinic is fortunate to have Jeanne Credle, the multi talented, generous, community-spirited woman, spearheading the Diabetic Clinic.



## FREE MEDICATION DISPOSAL EVENT



Protect yourself, your loved ones, and your environment.

Bring your unwanted medications to New Hanover Regional Medical Center's **FREE** Medication Disposal Event

- **WHEN:** Saturday, March 28 – 10 AM until 2 PM.
- **WHERE:** Medical Mall beside NHRMC—2243 S. 17<sup>th</sup> St

Medications should be in their original containers to help identify the medication. Law Enforcement will be on hand to accept controlled substances. Medications can be prescription, over-the-counter, vitamins or herbal.

For more information, contact Kathy Rawlings at 910-815-5152 or [Kathy.rawlings@nhrc.org](mailto:Kathy.rawlings@nhrc.org)

## Trish Is Changing Hats...How Will We Fill Her Shoes?



On March 4, 2009, Board President Deese Thompson notified us that Trish Doyle has "...tendered her resignation as Executive Director, with her planned departure date the end of April 2009." How shocked and surprised we all were! Thompson said that...

"...with the birth of Sean Christopher... Trish has been offered the enviable job of being the full-time baby sitter, and she will be moving to the Charlotte area to be near two of her three sons. This is her sole reason for leaving us. She has struggled over her decision but concluded it is best for her and her family.

This is both a big surprise and a big loss to Tileston, for Trish has, been so instrumental in managing the growth and operation of the clinic. She has gotten us on track; it has truly been her ministry."

Without doubt, it will be difficult to get someone to replace her. Trish works with patients and volunteers in such a compassionate way. She has been a tireless champion for the poor and under-served in our community. Tileston is losing a true "gem," the mortar that holds the clinic together. We will miss her! ...And now we begin the search to find someone to fill her shoes.



to the new "Grandma"...Trish Doyle and the Doyle family!  
Trish's first grandchild  
**Sean Christopher Doyle**  
was born February 28 to her son Matt and his wife Erin in Charlotte, NC.

### Mental Health Clinic

**Continued from page 1**

The clinic moved forward under the North Carolina Clinic Pharmacist Practitioner (CPP) Act of 2000, allowing Dr. Askew to gain mid-level prescribing privileges under the supervision of Dr Bridger. The goal of the clinic is to improve access to mental health care for the indigent and uninsured, particularly the growing Spanish-speaking population. The clinic also strives to improve quality-of-life and mental health assessment scores in this population. The staff is currently evaluating the success of this new model for pharmacist/physician/psychologist collaborative practice with the intent to publish the results in a pharmacy journal later this year.

The clinic is open on the first and third Wednesday nights of each month and uses the same intake process as the other clinics. Each patient is first seen by the intake staff to determine eligibility for the service. Patient referrals from the other divisions of the Tileston Clinic are also offered. In 2008, the active patient roster for the clinic included approximately 95 patients who were seen by the psychologist/pharmacist team for a total of approximately 100 visits. The clinic also has approximately 15 other staff members who provide the administrative functions and additional mental health counseling services for the Wednesday night clinics with services available in English, Spanish, and Portuguese. These volunteers have enhanced the counseling appointment availability at the clinic and have added exponentially to the available appointment times for the clinic. On any given clinic night, the staff sees about 35 patients for evaluation, assessment, counseling, and/or treatment.

While the clinic continues to struggle with the large demand for mental health care services in our community, the volunteers are providing a substantial increase in access for local residents searching for this much-needed service.

### Volunteers:

#### Tileston Treasures



**Amanda Clark**



**Cathy Fellerton**

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Upcoming Events to Benefit the Tileston Health Clinic!

April 4 - Running for Tileston!



The Race is on! ... At Wrightsville Beach... Saturday, April 4th

Have you signed up yet for the April 4th Wrightsville Beach United

Methodist Church "Son Run?" This fundraising event will benefit the Tileston Clinic and the Good Shepherd House. We encourage all friends and volunteers to join in supporting this endeavor. Many activities are planned. There will be a:

- 5 K Run
• 2.5 mile Walk around the Wrightsville Loop
• 1 mile Kids Fun Run

There will be events in which all can participate. Bring the children and make this a family affair. Have fun and help the Wrightsville Beach United Methodist Church support two worthy organizations! Fun begins at 8:30 AM.

-Gordon Boyd is the contact person for the "Son Run" event. Call 910-343-8736 Ext. 106

The Tileston Health Clinic Medical Complex

Administrative Offices
1605 Doctors Circle
Wilmington, NC 28401

Medical Clinic
1303 Cypress Grove Drive

Mental Health Clinic
Dental Clinic
1601 Doctors Circle

Pharmacy
1607 Doctors Circle

PHONE:
(910) 343-8736

FAX:

(910) 343-1293

PHARMACY:

(910) 343-9993

E-MAIL:

tilestonclinic4@ec.rr.com

June 4 - Golfing for Tileston!

The Annual Coastal Association of Health Underwriters Golf Tournament

Will take place at the

Castle Bay Golf Club In

Hampstead, NC



Come join the fun in a Golf Tournament that will benefit Tileston. It will be held Thursday, June 4th at the Castle Bay Golf Club in Hampstead, NC. Noon-time start, followed by an awards dinner

COST: \$75 per person—includes range balls, golf, lunch, beer, soft drinks, dinner and prizes.

Get a hole-in one and win a NEW CAR!

ALL PROCEEDS TO BENEFIT THE TILESTON HEALTH CLINIC

Jan Metz is the contact person for the "Golf" event. janicmetz@bellsouth.net or Phone: 910-383-0188



Castle Bay Golf Club, Hampstead NC

**In Memory of Dr. Kay Glidden...**



**Deese Thompson, Board President, reveals plaque to Dr. Glidden's widow Minerva.**



**Minerva talks with visitors.**



**Fellowship and conversation followed.**

About fifty friends and volunteers gathered with Minerva Glidden at the Tileston Health Clinic on Tuesday, March 3<sup>rd</sup> to honor the memory of Dr. Kay Glidden, Minerva's husband who passed away last year. An Examination Room in the Tileston Medical Building was dedicated in his memory, and a plaque was placed on the wall to hang outside the room where he cared for his patients.

Dr. Glidden volunteered in the clinic for about seven years and was the first physician available to treat patients on a weekly basis. In doing so, Trish Doyle, Executive Director of the Clinic, said that Dr Glidden improved health care at the clinic. He offered patients continuity in their health care by giving them the opportunity to see the same physician on a regular basis.

Today Tileston clients can feel a real human connection with their health care providers because other physicians soon followed Dr. Glidden's example. This establishes the kind of doctor-patient relationship that inspires trust and confidence. A great number of Tileston physicians treat patients on a regular basis.

Following the dedication ceremony, there was a reception where friends had the opportunity to chat and share fellowship. Tasty snacks and drinks were served. We thank everyone who helped us prepare for this reception and make it special for a very special man.



**Some snacks were prepared by volunteers.**



We want to hear from you. Readers are invited to contribute interesting articles to the newsletter. Articles should be 350 words or less. Send articles to [TILESTONTimes@aol.com](mailto:TILESTONTimes@aol.com) or bring them to the Administrative Office on Doctors Circle.

Would you like to receive the newsletter by email? Please send your name and email address and future issues of the *Tileston Times* will be sent to you electronically...and in color!

Please visit us at our web site: [www.tilestonclinic.org](http://www.tilestonclinic.org)

-Gloria Hill, Editor

### The Mission of Tileston...



The Tileston Health Clinic provides quality health care services to those who have no form of health insurance and whose income falls within the federal poverty guidelines. Our vision is to become a

community supported organization providing comprehensive health care services to all the uninsured and the underserved in our community. In everything we do, we will

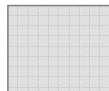
conduct ourselves with care and compassion and a determination to improve the health of those we serve.



***To our Volunteers and Supporters... We thank you for your TIME, TALENTS, and GIFTS. With your help, we will continue to expand our services. We appreciate all that you have done. WITHOUT YOUR HELP, WE COULD NOT EXIST!***

## Tileston Health Clinic

1605 Doctors Circle  
Wilmington, North Carolina



To: