

February, 2009

Volume 2, Issue 1

Tileston Times

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



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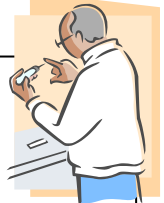
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The Diabetic Clinic – A Tileston Treasure

By Jean Credle



The Diabetic Clinic was started around 1995, initiated by Dr. Jorge Gonzalez with help from nurses Mima Horne and Sally Freas. Dr. Gonzalez contacted the Lab Corp headquarters in Washington, D.C. and asked them if they would provide free labs for needy patients. When they agreed to do so, Dr. Gonzalez went to endocrinologists in the area and asked them for their support and asked them to volunteer time at the clinic. The Diabetic Clinic was born and has been going strong ever since.

Our clinic begins around 2 PM on the second Tuesday of each month and is over around 7:30 pm. Doctors finish seeing patients around 6:30 PM, but it takes the pharmacy another hour or so to complete the medical prescriptions for the patients.

On arrival at the Clinic, a patient is checked-in by a registered nurse. The patient is then seen by a Nurse Educator who gets a history including blood sugars levels and learns of other problems that the patient may be having. The nurse educator provides education about the disease itself, explaining how food, exercise, and medications affect the outcome.

In between, patients may have their blood drawn as we try to test every three months. They receive nutrition counseling every three to four months by a dietician who is available during each clinic session. The dietician reviews with patients the nutrition aspect of diabetes and instructs them how to eat correctly to lower their needs for medications.

As a complement to the dietician program, groceries are offered to patients going through the counseling session. Sister Isaac has obtained grant money to buy enough food for each patient to have two bags of groceries sufficient for five people. These groceries, given to patients, include olive oil and Splenda, items which people on lower incomes cannot afford. The foods demonstrate the best way to eat to keep blood sugar levels under control.

A podiatrist comes in around 5:30 pm and can see four to five patients who may or may not be diabetic. He sees referrals with foot problems from the medical clinic, but is also available for diabetic patients.

Patients are given supplies -- strips, syringes, and lancets -- by the front desk workers. Follow-up appointments are made before patients go to the pharmacy for refills.



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

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

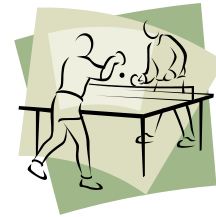
Tileston Clinics include:

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

Spotlight on...

Jeanne Bua: A Committed Volunteer

-by Trish Doyle



Jeanne Bua is the quiet force behind the Wednesday evening clinics. Jeanne has been scheduling the volunteer doctors, nurses, intake people, and interpreters for each Wednesday evening clinic since Jeannie Bell resigned in 1999. The schedule is mailed to each volunteer six weeks in advance. Jeanne keeps track of the frequency of visits each volunteer has chosen. The job of scheduling is a complex puzzle in itself; the time consuming part comes in the dozens of phone calls Jeanne makes each week to

confirm each volunteer and to reschedule when people are unable to meet the schedule or when someone needs to cancel at the last minute. Jeanne handles all of this with the confidence of a pro.

When not scheduling for the clinic, Jeanne very actively trains in race walking and table tennis for the Senior Games. She travels to the state and nation competitions in which she always places at the top. She and her husband, Frank, also are avid ballroom dancers.

Another of Jeanne’s passion is her volunteer

work with the women at the Residential Facility of the state correctional system here in Wilmington. For the past fifteen years Jeanne has been volunteering one day a week helping the women make the transition to life on their own. Sometimes she takes them shopping, sometimes dining, but always listening and building their confidence to make good choices for their future.

Jeanne is the mother of two sons and two daughters and is fortunate to have four grandchildren here in Wilmington whom she delights in seeing frequently.





Tileston Health Clinic: 2008 Statistics – reported by Trish Doyle

A great big thanks to all who have contributed to the wonderful success of the clinic in 2008. I can never say it enough, but truly, without our volunteers, there can be no clinic. You all know the need is great, and the need today is greater than ever before. Thanks to each and every one of you who helped make this possible.

**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

Tileston Clinic Patients 2007 2008 % Δ 2008/2007

New Medical Patients	607	765	26%
Returning Medical Patients	2287	3153	37%
Mental Health Patients		87	N/A
Mental Health Visits	397	555	37%
Dental Patients	406	531	31%
Pharmacy			
Prescriptions Filled	13,159	18,344	40%
Retail Value	\$ 1,211,235	\$ 1,686,210	40%
Specialty Referrals**	288	331	18%
Labs/Diagnostic Tests	1724	2381	38%

Note: ** The number of referrals does not reflect the number of patient visits. Often a referral requires more than one visit; sometimes a referral requires several visits. If surgery is indicated, many more visits are required.

E-MAIL:

tilestonclinic4@ec.rr.com

The People We Serve



Patients at the Wednesday Evening Medical Clinic



A Patient Prepares to Get a Dental X-Ray

In everything we do, we will conduct ourselves with care and compassion and with the determination to improve the health of those we serve.



Gloria Hill, Editor
TILESTON Times

Do you have comments or questions about the Tileston Health Clinic? Would you like to become a volunteer or sign up for an upcoming event? Please get in touch!

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 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 to me and future issues of the Tileston Times will be sent to you electronically...and in color!

-Gloria Hill. Editor

Diligent Volunteers



Deese Thompson

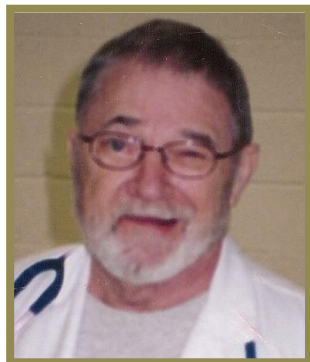


April Knight and Terry Hickey



Blanche Barra

Upcoming Events!



Dr Kay Glidden



Remembering Dr. Kay Glidden

An examination Room in the Tileston Medical Clinic building will be dedicated to the memory of the late Dr. Kay Glidden MD who passed away last July. Dr. Glidden volunteered in the clinic from 2001 until his death in 2008. He was the first doctor to offer to run a clinic on a regular basis, inspiring other doctors to follow suit. Today, Tileston clients can feel a real human connection with their health care providers because other physicians followed his example of establishing the kind of doctor-patient relationships that inspired trust. His widow Minerva Glidden continues to volunteer many hours each week.

Please put the room dedication on your calendars and join us in honoring Dr. Glidden. It will be held on Tuesday, March 3rd at 4:30 PM. After the presentation, a reception will follow.

→ DON'T FORGET!

Running and Walking for Tileston

On April 4th the Wrightsville Beach United Methodist Church will have a Son Run fundraising event. The Tileston Clinic and the Good Shepherd House will be the recipients of the proceeds. We encourage all to join in supporting this endeavor. Many activities are planned such as:

- 3 K Run
- 1 mile Walk for Children
- 2.5 mile Walk around the Wrightsville Loop

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!



The Languages of Thanks and Appreciation...

In the December 12, 2008 issue, different languages were used to express thanks to the Volunteers who generously give their time and talents to Tileston. Here are the identifications of those languages.

- 1. Hindus 
- 2. French 
- 3. Greek 
- 4. Czech 
- 5. Dutch 
- 6. Italian 

- 7. Portugese 
- 8. German 
- 9. Spanish 

- 10. Arabic 
- 11. Turkish 
- 12. Hebrew 
- 13. Unknown 

TILESTON Times thanks our supporter:
MEDICAP Pharmacy at Monkey Junction
Gaye and Bob Moseman
Owners/Managers
5235 S. College Road
Wilmington NC 28412

How many languages did you recognize?

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.

Tileston Health Clinic

1605 Doctors Circle

Wilmington, North Carolina



To: