



# CAP SCAN

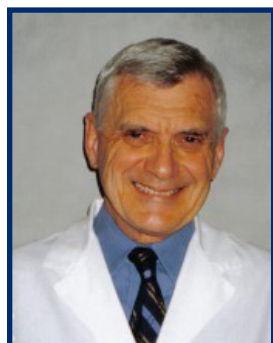
SPECIAL  
WE CARE EDITION

A CAPITAL MEDICAL SOCIETY PUBLICATION

AUGUST EDITION, VOLUME 2013, NO. 8

## WE CARE CELEBRATES 20 YEARS

BY JAMES STOCKWELL, M.D., CHAIR, ACCESS TO CARE COMMITTEE



JAMES STOCKWELL, M.D.  
ACCESS TO CARE  
COMMITTEE CHAIR

We Care certainly deserves a celebration for over 20 years of success in the delivery of needed health care to the disadvantaged. The delivery of \$50 million worth of free health care through a volunteer effort is truly worthy of celebration and a look back at lessons learned that may serve future generations of physicians, dentists, and patients. It also

seems appropriate to celebrate We Care's contribution to the wonderful heritage of the Capital Medical Society (CMS) and as an expression of medicine's most precious heritage, compassion.

In November of 1991, thirty Capital Medical Society physicians entered uncharted waters by volunteering for We Care. This was made possible by the innovative and compassionate action taken by CMS and CMS Foundation Boards to endorse the formation of a We Care program. But, I am getting way ahead of the story. In 1991, none of us could imagine where the We Care journey would lead.

It started really, really small. In the beginning, just with an experience and idea. While president of CMS in 1991, I attended the annual FMA meeting and learned about a We Care program in Gainesville. Certainly many of Tallahassee's disadvantaged citizens were also experiencing access to health care problems. It seemed like a good idea to do something to improve access in the Tallahassee community.

### LESSON LEARNED: KNOWLEDGE FROM PARTICIPATION IN ORGANIZED MEDICINE IS PRICELESS.

Of course the world is full of good ideas, but real talent is needed to turn them into reality. Fortunately, CMS and I were lucky to have Mollie Hill as the Executive Director. Not wanting

to make it too easy on Mollie, I precipitously

dropped on her my desire

to establish

a We Care

program as I

was nearing the

end of my term.

The jaw dropping

short notice had

Mollie giving me

a strange look.

However, from that

moment on, Mollie

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### CAPITAL MEDICAL SOCIETY 2013 MEETINGS CALENDAR

\*SEPT. 17, 2013 @ 6 PM  
"ATRIAL FIBRILLATION  
CONTINUUM OF CARE"  
Farhat Khairallah, M.D.  
Maguire Center for Lifelong  
Learning at Westminster Oaks

\*OCT. 15, 2013 @ 6 PM  
\*\*\*"PREVENTION OF MEDICAL  
ERRORS" - 2-Hour Required CME  
Jesse Suber, Esq. &  
Scott Sellinger, M.D.  
Maguire Center for Lifelong  
Learning at Westminster Oaks

\*NOV. 19, 2013 @ 6 PM  
"GENETIC SCREENINGS"  
Lea Parsley, M.D., FSU College  
of Medicine  
Maguire Center for Lifelong  
Learning at Westminster Oaks

DEC. 5, 2013 @ 6:30 PM  
CMS FOUNDATION  
HOLIDAY AUCTION  
Location: Florida State  
University Center Club

\*INDICATES IT IS A CMS MEMBERSHIP & CME MEETING

\*\*JOINT MEETING WITH THE LEON COUNTY DENTAL ASSOCIATION



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Shannon Boyle

### GRAPHIC DESIGN

Lynne Takacs

## ARE YOU INTERESTED IN WRITING AN ARTICLE FOR CAP SCAN?

Please contact Dr. Charles Moore at  
cmoore5186@aol.com and Shannon Boyle at  
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be reviewed by your peers prior to publishing.

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If you are a member of the Capital Medical Society and would like a copy of the Minutes from the Board of Governors meeting, please call the CMS office. Thank you.

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## AN EDITORIAL INTRODUCTION

By Charles Moore, M.D.

A crowded room. A motion made: "All those not in favor of 'We Care' please stand."

Of course, not a single person rises.

Which leads one to believe that at least one item of effort and creation in this complaining world is granted a unanimously positive vote, which not even "apple pie" could come close to achieving.

That said, what more?

Well, nothing more than that this issue of Cap Scan is proud to devote itself to the subject of we who care and whom we care for, the proof of the caring being the entity of "We Care" itself. In this issue you will find all the details: historical (by Jim Stockwell, M.D., the "father" of the fact), substantial (the facts themselves, so far), a few testimonials, and not least an introduction to our excellently caring "We Care" staff: Rose Marie Worley, Program Coordinator; Nikki Banos, Case Manager; Shannon Boyle, Communications and Marketing Coordinator; Chakita Campbell, Case Management Aide; Roshanda Dorsey, Case Manager; and Susan Swick, Case Manager.

To the editorial board of Cap Scan is left only the pleasure of the following remarks, namely that in "We Care," so brilliantly the creation of Jim Stockwell in collaboration with your Capital Medical Society, we find made real those very sentiments so eloquently expressed by Robert Louis Stevenson when he

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**"WE CARE CELEBRATES....," CONTINUED FROM COVER**

was my dedicated partner with bulldog tenacity. In short order a plan was developed to secure board approval, membership approval, volunteers, and funding. We were not sure this would happen. There was no doubt that CMS physicians were compassionate but again, the establishment of We Care was moving into those uncharted waters.

The CMS Foundation Board members were all dedicated leaders and fine physicians. But, I certainly was nervous about my We Care presentation. In their wisdom, they demonstrated a wise skepticism and asked some very probing questions before approval. After a skillful Mollie presentation, CMS board approval quickly followed.

I will never forget the night approval was sought from the general membership. Mollie, as usual, had the effort highly organized. As was her operating procedure, she pointed me in the right direction and gave me my marching orders. I am sure those who have worked with Mollie understand the experience.

**LESSON LEARNED: TALENTED PEOPLE SURROUND US AND MOVE IDEAS AND DREAMS FORWARD AS WE MIGHT NOT BE ABLE TO DO OURSELVES.**

It passed! There was discussion. Some members were concerned about being overwhelmed with the multitudes of patients needing care. The answer was to let the physicians tell the We Care staff how many patients could initially be seen. Anything was better than the nothing that existed. If we all saw a few, together, we might see many.

**LESSON LEARNED: MUCH GOOD CAN COME FROM JUST AN IDEA AND AN ATTITUDE STRENGTH IN NUMBERS CAN DO MORE GOOD.**

Two other important, physician friendly concepts were, good patient education and case management. Many physicians experienced the frustration of trying to care for a disadvantaged patient, in their office, only to encounter the hurdles of missed appointments, compliance issues, and the lack of ancillary services. Patient problems (like lack of reliable transportation,

lack of experience in the outpatient system, and poverty) created frustration and failure. From the very beginning, excellent case management occurred as Mollie hired Sue Conte and, later, Shannon Lease.

Mollie sternly educated We Care patients as to their responsibilities and obligation to show up for appointments with their volunteer physician.

A story that exemplifies Mollie's "educational method" and, that has been retold many times in the last 20 years, concerns a patient who found himself in jail at the time of his doctor's appointment. It should be noted that his one permitted phone



**SHANNON LEASE AND ROBIN MCDUGALL CELEBRATE THE 5TH ANNIVERSARY OF THE WE CARE NETWORK.**

call was not to a lawyer, but to Mollie, expressing regret and respectfully notifying her that he could not make his appointment.

**LESSON LEARNED: DISADVANTAGED PATIENTS, WHEN SHOWN THE WAY, ARE COOPERATIVE AND GRATEFUL.**

Mollie also saw that start up funding was obtained from two physician directed organizations, Tallahassee Physicians Association and Health Plan Southeast. Soon thereafter, Capital Health Plan gave a generous donation in support of We Care, and continues to support We Care today. As a board member of the Frueauff Foundation, Dr. Al McCully secured

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**"WE CARE CELEBRATES....," CONTINUED FROM PAGE 3**

a generous grant in support of We Care, and their support continues today.

**LESSON LEARNED: WORTHWHILE, WELL ORGANIZED GROUPS DO ATTRACT FUNDING.**

Of course, physicians could not effectively care for the patients if ancillary services were not available. Fortunately, Tallahassee is a community where the spirit of volunteerism and giving is alive and well. The hospitals, outpatient facilities, labs, medical equipment suppliers and other needed ancillary services became We Care's generous, respected, and valued partners. When rarely necessary, out of town based entities were reminded that they made good revenue in Tallahassee and part of doing business in our medical community involved donating services.



**SUE CONTE, DR. JAMES STOCKWELL, AND SHANNON LEASE CELEBRATE THE 5TH ANNIVERSARY OF THE WE CARE NETWORK.**

**LESSON LEARNED:**

**GOOD PEOPLE AND GROUPS SHOW UP AND HELP GOOD CAUSES.**

Another physician and patient frustration was unaffordable needed medications. The We Care staff skillfully secured a generous grant from *The Blue Foundation for a Healthy Florida* to create a patient assistance program in partnership with the Florida A&M University pharmacy program.

**LESSON LEARNED: DEDICATED STAFF WORK "BEHIND THE SCENES" EVERY DAY TO IMPROVE PATIENT CARE.**

A real area of concern for physicians donating their services was liability. The state's sovereign immunity program process and documents were so ominous that physicians did not want to participate. This was a particularly thorny problem that, for years, seemed insolvable as bureaucracy seemed unmovable.

Finally, we met with Governor Bush's surgeon general. I was sure they still did not understand when the surgeon general suggested we have our lawyer call their lawyer! He seemed to come to a greater understanding when he was firmly informed that ours was a charity program, without money for lawyers. Further, he was reminded that he had a responsibility to make the sovereign immunity program work for the benefit of disadvantaged citizens needing health care. From that point on, the CMS Foundation staff hit another "home run" working with state staff to establish a "physician friendly" sovereign immunity program. Senator John Thrasher also deserves praise for his assistance. Presently over 230 We Care physicians are protected.

**LESSON LEARNED:**

**KEEP AT IT.**

**PERSISTENCE WILL BRING SUCCESS.**

Initially, We Care served only Leon County citizens. Just as in Leon

County, there were great needs in the neighboring counties. In 1995, the Access to Care Committee obtained one of thirty five \$300,000 grants from the Robert Wood Johnson Foundation's "Reach Out" Program, enabling the expansion of services to Gadsden, Jefferson, and Wakulla Counties. The grant also allowed Robin McDougall, Program Coordinator, Jesse Starkey, Case Manager, and I to meet and network with Robert Wood Johnson mentors and others involved in reach out access initiatives.

For many years, the Access to Care Committee was aware of the tremendous unmet need for dental care. It was impossible for disadvantaged citizens to obtain any quality dental care. Despite the concern of Access to Care Committee members, year after year, we just could not find a way to effectively address the problem. Then along came Charles Mathews, M.D., who became a member of the Access to Care Committee. Charles

CONTINUED ON PAGE 6

## "WE CARE CELEBRATES....," CONTINUED FROM PAGE 5

volunteered to take on the establishment of a dental program. Wow, was I skeptical! Charles was in the late stage of a distinguished medical career, but seemed so frail and was experiencing the effects of Parkinson's disease. Wow, was I wrong! I still do not know how he did it, but he enlisted 20 volunteer dentists. As legend and truth are told, he often rode his beloved bicycle to the dental offices to exercise his gentle persuasion.

**LESSON LEARNED: AS ALWAYS, "DON'T JUDGE A BOOK BY ITS COVER". NEVER DOUBT THE ENDURING POWER OF A COMPASSIONATE, CREATIVE, FINE PHYSICIAN.**

As I write this I feel somewhat uneasy about recounting all of this history. I have done so, in an unabbreviated fashion, because We Care is such a part of the history and wonderful heritage of the Capital Medical Society, compassionate physicians, and real people. Also, I wanted all to appreciate that We Care would not exist without Mollie Hill and the dedicated, hard working and skillful women that followed. They made We Care work for each individual patient and enabled the physicians to deliver needed care in a dignified and effective manner. And, of course, many thanks, to the many other contributors and talented partners that just seemed to "show up" at the right time.

**AND FINALLY, THE "BOTTOM LINE" LESSON, THAT DEDICATION TO AND FOCUS ON EACH AND EVERY OF OUR FELLOW CITIZENS' GOOD HEALTH CONTINUES TO BE OUR PRIMARY MISSION AND OUR LIFE BLOOD. CMS**

To view an article published in The Journal of the American Medical Association on January 5, 2000 on the Robert Wood Johnson Foundation Reach Out Program, go to: <http://jama.jamanetwork.com/article.aspx?articleid=192245>.



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**"AN EDITORIAL INTRODUCTION" CONTINUED FROM PAGE 2**

wrote, in 1887, seven years before his death, of the physician:

"Generosity he has, such as is possible to those who practice an art, never to those who drive a trade; discretion, tested by a hundred secrets; tact, tried in a thousand embarrassments; and what are more important, Herculean cheerfulness and courage. So that he brings air and cheer into the sick room, and often enough, though not so often as he wishes, brings healing."

In our postmodern moment, of course, all of that sounds a little overcooked; but let us be tolerant, and maybe for a change allow ourselves a little high Victorian accolade, particularly as it comes from the pen of so astute a writer, one indeed who knew so intimately, by way of his own illness and training, of what he was talking.

"We Care" is a living expression of those words, and every physician and dentist who participates in the program affirms that "generosity" of which Stevenson wrote. It is a proof that we remain, 125 years later, all that we have ever been.

And, as Stevenson also added, the best of all the professions. **CMS**



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## YOU WANT ME TO DO WHAT - BY WHEN?

By Mollie H. Hill, Director of Community Clinical Relations, Florida State University College of Medicine,  
mollie.hill@med.fsu.edu (CMS Executive Director, 1984-2000)

One of my proudest accomplishments is having been involved with the physicians of the Capital Medical Society in the establishment of the We Care Network program. My friend and director of the Alachua County Medical Society, Peggy Davenport, and Scott Medley, a family physician from Gainesville, did a presentation on their We Care program at an FMA meeting. Dr. Stockwell was in attendance, and we were very impressed.

We had both been concerned over the years about the need for specialty care for the underserved. There was a small group of doctors (including Dr. Stockwell) I could call on to help with urgent patients who came from our primary care physicians or those volunteering at Neighborhood Health. But just using those who always said yes was not really the answer. We knew there were others who would help if we could just show them how.

I was not really surprised that Dr. Stockwell wanted to put the program in place before his term as president was up. It was nonetheless a daunting task. We had an elaborate plan to roll out the We Care idea to our members over a couple of general membership meetings. It was extremely gratifying to

see that there was an immediate groundswell of support at that first meeting, and it was passed on the first vote.



**MOLLIE HILL**  
CMS Executive Director  
1984-2000

For those who know me, you may recall that “social work” is not my strong suit. Thank goodness Sue Conte was available for a limited time to get the We Care program up and running. Then we were extremely fortunate to get Shannon Lease to take over and build the program. It was then passed on to Robin McDougall to carry on and keep the program strong. A special thanks to all of the staff and directors of the We Care program. I am sure there is a place in heaven for the work you do for our patients.

Jim Stockwell should be recognized for being the “conscience” of the profession regarding the needs of the underserved. For without his insistence that we bring the We Care program to Tallahassee, it might have been just another interesting session at a meeting.

The We Care physicians, hospitals, surgery centers, pharmacies and labs who have been extremely generous with their time, compassion and talent deserve the biggest shout-out for their continued commitment to improving the health of the citizens of our community. **CMS**



**SUE CONTE**  
Consultant to We  
Care Program,  
1992

## AT THE BEGINNING...

By Sue Conte, Initial Consultant to We Care Program, 1992 and CMS Executive Director,  
2012 - Present

In December of 1991, having freshly graduated from FSU and looking for something worthwhile to do, I jumped at the chance to work with Mollie Hill and Dr. Stockwell as they undertook the creation of the We Care Network. For about two

months, I worked alongside them to develop the network, engage volunteers and create a system of intake. It was – and still is – a point of pride that I was there when it began and am now in a position to continue to support its mission. Thank you to all of our incredible volunteers. You clearly make a huge difference to our We Care patients each and every day. **CMS**

## IT'S HARD TO BELIEVE THAT WE CARE IS OVER 20 YEARS OLD!

By Shannon Lease, Deputy Director, Apalachicola Riverkeeper (We Care Network Program Coordinator 1992-1994)



**SHANNON LEASE**  
We Care Network  
Program Coordinator  
1992-94

For what it taught me, this program truly holds a special place in my heart. As the first official Program Coordinator (Sue Conte did a fabulous job as a pinch hitter until I was hired!), I had the unique opportunity to work alongside folks on opposite ends of the socio-economic spectrum – those in need and those willing to help.

I recall thinking what a privilege it was for me – to be able to serve as a bridge between patient and physician, often having to reassure skeptical patients who expressed to me their “this is too good to be true” doubts and then listening to them after that first appointment go on and on about how smart and kind their doctor was..., their gratitude palpable.

I also did my share of reassuring the physicians when appointments didn't go perfectly, which thankfully didn't happen often. Sorry about that pepper spray incident in the waiting room...

I packed a lot into my 2 year tenure as coordinator for the We Care program and have lots of stories from that time which cannot be repeated (doctor/patient privilege); ran across many characters (not just the patients) and made many friends for life – shout out to my longtime pal, Rosalie!

Congratulations to all of the caring physicians of We Care. I was honored to be a small part of your very big deal – helping others when they couldn't help themselves.

Here's to the next 20 years! **CMS**

## “I WAS THE LUCKY ONE”

By Robin McDougall (We Care Network Program Coordinator 1995-2008)

The We Care Network was established in 1991 as the vision of Dr. Jim Stockwell, then President of the Capital Medical Society Board of Governors. The program began operating in 1992 and was the second of its kind in the state of Florida, modeled after a similar network in Alachua County. Mollie Hill, Executive Director at the time, was important in the initial start up of the program while Dr. Stockwell convinced his peer physicians to commit funding to hire a Coordinator to write grants and obtain funding to sustain the position. As fate would have it, that first Coordinator – the person who helped root the We Care Network firmly in our community is our own Executive Director - Sue Conte. Without her excellence and vision, the idea might have faltered for lack of funding. Instead, in just a few months, Sue helped obtain grant funding. She also helped Dr. Stockwell launch the program, recruit volunteer doctors, enlist both local hospitals

and ancillary partners as well as develop a system for evaluating patient eligibility and tracking the care being donated.

Between 1992 and 1994, Shannon Lease served as the Coordinator establishing a strong reputation for excellence and thorough screenings, case management and service both with local clinics and our volunteer partners.



**ROBIN MCDUGALL**  
We Care Network  
Program Coordinator  
1995-2008

I started with the We Care Network in March 1995, hired to coordinate the part of the program delivering donated specialty medical care to qualified patients in Leon County.

CONTINUED ON PAGE 10

## "I WAS THE LUCKY ONE" CONTINUED FROM PAGE 9

For the next several years, I worked alongside Jesse Starkey who coordinated the delivery of this same donated care to our rural neighbors in Gadsden, Jefferson and Wakulla Counties. We Care had been in place for three years when I joined the team, and was providing about \$300,000 worth of donated care to about 100 patients per year.

I stayed with the We Care Network for 13 years as we continued to develop and streamline our ability to provide more and more case management and donated specialty medical care to an increasing number of low-income, uninsured people from the four counties we served. By the time I left the program in 2008, We Care was providing nearly \$2,000,000 in donated care to approximately 1,500 patients every year.

In those years, we developed a sophisticated electronic Patient Tracking System that allowed case managers to handle

case loads of up to 100 people at a time and keep detailed documentation of the patient's qualifications and all of the services provided. We could not have created this system without dozens of donated hours from Nigel Pallister, then an employee with Hays Computers. Nigel, Jesse and I sat for hours during weekends and in the evenings envisioning and developing forms, links, views and reports in this tracking system, placing our capacity to provide personalized attention to clients and accountability to funders far beyond what most non-profits could produce. Nigel's expertise and patience shot us into the 21st century and enabled us to impress funding sources with our efficiency making it possible to obtain grants and hire additional case managers.

These expansions included:

- Developing the Patient Assistance Program - funds to purchase medications and medical supplies when they could not be obtained for We Care patients any other way.



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- Hiring a total of three case managers so that We Care could manage a caseload of more than 400 active patients at a time.
- Expanding services to include helping patients with applications to alternative programs like Vocational Rehabilitation, Food Stamps, Medicaid and Disability.
- Utilizing the Lion's Club program for eyeglasses to purchase eyewear for needy patients.

The next great expansion We Care made was to develop a dental component. For years, physicians realized that poor dental care contributed to poor health outcomes and complicated recovery processes for patients. Dr. Charles Mathews joined the We Care Network's Access to Care Committee. He determinedly spearheaded a drive to recruit local dentists who would donate their services in the same way that the specialists, hospitals and ancillary providers were doing. Soon, Dr. Ed Zapert of the Leon County Dental Clinic offered his newly built facility as a location where dentists could provide extractions for patients through the dental program. This allowed the dental case manager to schedule as many as 20 – 30 dental patients on Friday afternoons. Volunteer dentists and the donated dental suites, x ray machines, supplies, equipment and staff at the Molar Express (Leon County Dental Clinic) could provide care

to dozens of patients in just a few hours, combining these services with the donated care from dentists in private offices.

Over the years I worked with the We Care Network, most remarkable was the continued commitment of physicians, directors of medical facilities, community partners and dentists to make available excellent care to people who otherwise would not have necessary medical attention. These people were servers in restaurants, crossing guards, paper delivery workers, laborers, mothers, fathers and caregivers. Without the We Care Network, many could not have continued to care for their families, earn a living and be productive in our community. Over those years, certainly there were patients who did not get better; there were some who died because their disease could not be treated. I was the lucky one, the voice on the phone or face in the office who met with countless patients and heard their thanks. Then and now, the doctors and partners of the We Care Network make a difference by showing every patient the same value: Every person deserves access to organized medical care, no matter who they are. So thank you all for those years I was honored to work with you and coordinate your generous volunteer efforts to thousands of our neighbors. And thank you for continuing to share your skills and expertise by donating care to people who could not otherwise get the help they need. **CMS**



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## IN HONOR OF THE WE CARE NETWORK

By Karen Wendland (Executive Director, 2000-2011)



**KAREN WENDLAND**  
CMS Executive  
Director, 2000-11

In 2000, when I considered applying for the position of Executive Director for the Capital Medical Society, a strong motivator for me was the prospect of serving as an advocate for the Medical Society's We Care Network. I admit I did not completely grasp the scope of the We Care Network. But I had met Robin McDougall at community meetings in the mid-1990's when the novel idea of City and County stepping in to provide some funding for indigent care was being seriously discussed. I was Marketing Director for Tallahassee Community Hospital at the time and honored to be at meetings with County Commissioner Cliff Thaell, City Commissioner Scott Maddox and many community leaders. Robin was a prime mover in this effort and I was very impressed with her.


When I came to work at CMS, the County did indeed implement funding for what came to be called "CareNet". (The City dropped out of the effort.) Robin was in the lead, working with Neighborhood Health Services, Bond Community Health Center, and the FAMU Pharmacy and it was very fulfilling for me to work with her to bring this all to fruition. Twelve years later, the program is still in effect and our community has Robin to thank as one of the people who made it a reality.

In 2003, for our second Celebration Awards Dinner, I worked with videographer, Charlie Belvin to create an 8-minute video about the We Care Network. I knew that by showing it at the dinner, many of our physicians, hospital administrators and others in the audience would come to better understand the scope of We Care. Like me, people did not fully realize how amazing our medical community is to take the initiative

to donate care to low-income, uninsured, truly deserving people. I was always most proud that We Care is a physician-led initiative.

Blue Cross Blue Shield of Florida noticed that our We Care Network was a model for other programs around the state. They had invited Robin to speak at their Sapphire Symposium about our program. Afterwards, they asked us to put together a nomination packet for their prestigious Sapphire Award. Indeed, we won a \$75,000 award in 2008. At that time, dentists were increasingly participating in the We Care Network. Blue Cross Blue Shield made note of that as well and awarded us another \$25,000 in 2009 in recognition of our partnership with local dentists.

One last note, it was also my privilege to work with many devoted case managers during my tenure at CMS. They are the heart of the We Care Network, who also handle the enormous logistics of the operation. Patient appreciation for their physicians, the physicians' staff, and our case managers gave me a tremendous sense of satisfaction.

These are just some of my remembrances about working with the We Care Network. Today, I salute the on-going success and tremendous service you physician volunteers offer our community. Congratulations on this anniversary! 



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## CONGRATULATIONS, WE CARE!

By Rosemary Evans (We Care Network Case Manager 2008-2009, Program Coordinator 2009-2012, and Interim Executive Director 2012)

Congratulations to We Care on all of its monumental accomplishments in the first 20 years! I am humbled to have been involved in this amazing service to our community from 2008 - 2012. We Care has helped countless patients gain access to care they otherwise would have gone without. Sometimes we got to them too late, and there wasn't much that could be done, but much more often their lives were changed for the better by the kindness and generosity of We Care's volunteers and social workers.

My proudest accomplishment was working with Karen Wendland to put together a case management staff composed entirely of degreed social workers. These women poured their hearts and souls into their work (and still do), and the patients flourished under their guidance and commitment to the practice of medical social work.

In negotiating and managing the complexities of working

within a healthcare system that is not designed to facilitate what We Care does, I was often found quoting Dr. Jim Stockwell, who says, "Physician volunteerism is not the answer to uninsured healthcare." It is certainly not the

answer, but in our current healthcare structure, it is a vital part of the healthcare system in Leon, Gadsden, Jefferson, and Wakulla Counties. In my opinion, it is the highlight of what our medical community does.



**ROSEMARY EVANS**  
We Care Network  
Program Coordinator,  
2009-12

To the physicians and dentists who are reading this article, THANK YOU! It can never be said enough that we are lucky to live in a community that values giving back as much as you. It was an honor and a privilege to work with such an esteemed group of physicians, dentists, case management staff, and patients. There is a special place in my heart for all of you and I thank you for allowing me to be a part of it. **CMS**

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### David Meza



"During August of 2012, my primary care physician diagnosed a high white blood cell count and referred me to TMH Cancer and Hematology Specialists. I regularly felt tired and nauseous, and was worried about my health and potential medical

bills. I was living on a fixed Social Security income, had no insurance, and was not eligible for Medicare or Medicaid. Dr. Amit Jain from TMH was concerned and referred me to the We Care Network.

I was referred to a case manager, Susan Swick; and she assisted me with the eligibility paperwork. It was a great relief to find out that the We Care Network would assist me in obtaining appropriate medical care and help with covering

the costs. The costs of the care that has been needed would have been overwhelming without this assistance. Ms. Swick has been an outstanding case manager; and Dr. Jain has been an invaluable medical resource.

The labs, testing, and medical visits have been covered 100% by the We Care Network. Dr. Jain has determined a diagnosis of myeloproliferative neoplasm disorder; and my condition has improved somewhat in response to treatment. Although I feel tired and nauseous at times, the assistance and resources that have been provided have helped me to cope with this condition. I am extremely grateful for all the care and support that I have received. My outlook remains positive; and I am enjoying my retirement years with my partner, family, and three dogs. It is hard to imagine how difficult and stressful dealing with this medical condition would have been without the help of the We Care Network and TMH Cancer and Hematology Specialists."

### John Porter

"In August 2012, I was referred to We Care from Ms. Johnson at Bond [Community Health Center] because I had weakness so bad I could not even walk the short distance to my mailbox without being so tired and out of breath.

Ms. Johnson did a minor heart test at Bond when she realized I needed major care for my heart. We Care got me an appointment with Dr. Thomas Noel, a cardiologist with Southern Medical Group. He performed tests and determined I had blockage in my heart which required a

stent implant. Dr. Noel and his staff – well, there are just no words that are good enough to explain their exceptional care and concern for my health even though I have no insurance.

We Care and Dr. Noel saved my life. Thank you, Dr. Noel, for your volunteer work with We Care and for saving my life without prejudice."

### Cindy

"I have been so thrilled to have had access to this program and its services. I had major dental problems and those have been resolved. I also have had some back and hip problems and seeing some very good doctors. My case manager, Susan Swick, is a truly wonderful person."

*Sharon Gant*

"[I] just wanted to say how thankful I am for Dr. Tim Ruark, Dr. Amit Jain, and Radiology Associates for the care I have received. Everyone I have encountered has been so nice

and generous. This program has been a Godsend. I don't know what I would have done without it."

*Anonymous*

"Three years ago my real estate business failed and, since then, I have been unable to continue paying for private health insurance. In December of 2012, my primary care doctor at Bond Community Health Center informed me that my PSA number was excessively high and that I needed to see a urologist. He referred me to Southeastern Urological Center in Tallahassee for medical treatment. I spent the entire Christmas season worrying about my health and hoping for the best.

In early January 2013, I received a phone call from a medical assistant at Southeastern Urological Center to schedule an appointment with one of their urologists, and to inform me of the costs. I could not afford the needed medical services, so I called Bond to inform them of my situation. A few days later I received a call from Bond notifying me that I would be referred to We Care. I had never heard of We Care previously and had no idea of where I was being referred. So I asked and learned that if I were accepted into the We Care program I would not have to pay for the specialty medical care I desperately needed. That was the

first time in about eight weeks I felt a glimmer of hope about my situation.

Within two weeks of completing the We Care application, I was accepted into the program and quickly referred to Southeastern Urological. I will never forget my first visit to Southeastern Urological. After asking patients who were ahead of me for health insurance information, the medical assistant turned to me and said, 'You are ok, you have We Care'. Although I knew that acceptance into the We Care program meant that my medical charges would be waived, hearing those words were so comforting. I am now a few weeks into receiving treatment at Southeastern Urological by Dr. J. Daniell Rackley, and although my diagnosis is incomplete, I now feel very hopeful about my situation and the health care I am receiving. I can't thank We Care and Dr. Rackley enough.

So, what would I have done without We Care? I still don't know. But, I am not panicking now and the sorrowful days of last Christmas have been replaced by more hopeful ones."

*Larry Morrill*

"Dear Chakita,

I am so excited! Thank you so much for helping me. I have been so afraid. I was so completely blind and now I see a light at the end of this tunnel! Again God bless you!

I lost my really good job when I broke my back for the second time at work. I was head tech/hospital manager for an animal hospital for 14 years and then another set of

new owners took over and my life went to hell in a hand basket.

I live with pain every day, but the loss of my eyesight has made me feel so hopeless, and now I have another chance because of We Care. Thank you, thank you, thank you."

### *Cynthia Oliver*

"By the time I heard about the We Care Network, I was at the end of my endurance, physically and mentally. I was sick, in severe pain, and suicidal. I couldn't afford the medical care I needed because I couldn't work, had no insurance, and didn't qualify for Medicaid assistance in Florida.

Through the intervention of We Care, I was able to receive the medical care I so desperately needed, and although it was too late to save my leg from amputation, it saved my life and I lived to see my 51st birthday.

The physicians that participate in We Care are wonderful, selfless human beings that give so much of themselves to help those in need. I applaud these physicians and I thank them from my heart.

My case manager, Ms. Susan Swick, is the consummate professional, always polite, kind, and caring when talking with me about my case, and I've always appreciated that a lot. Thank you, We Care Network, for helping people who have no other resources!"

### *Angela Heard*

"I am a proud and grateful recipient of the heaven sent kindness of the We Care Network here in Tallahassee. Ironically, on November 8, 2010, I was run over by my vehicle. I was rushed to the hospital and told there was a mass on my ovary. I was referred to Dr. Christopher Sundstrom's office. His nurse Samantha told me about the We Care program. Eventually the mass was cancerous. I'd lost my job and my health insurance. I thank God for We Care, all the

doctors, hospitals, Dr. Tim Broeseker's chemotherapy crew at Tallahassee Memorial, and all the organizations that are affiliated with the We Care Network. We the recipients of the We Care Network are truly the winners of this Godsend organization and I would like to say a heartfelt thank you, thank you, and thank you!!"

### *Tracy Fox*

"My name is Tracy Fox and I don't know where I would be without the We Care Network. They were there for me while I battled colon cancer. I feel very blessed that the people of the We Care Network cared for me when I was at my

lowest. They saved my life and I will forever be grateful and thankful for all of them. I also would like to thank my case manager, Susan Swick. She is a kind and compassionate person and she never let me down."

### *Barbara Wynn*

"Dr. Shelby Blank saved my life...how do you thank someone for that? How do you thank someone that, out of the kindness of their heart, gives to you, their lifetime expertise and never asked for a dime? I will never be able to thank Dr. Blank enough for what she has done for me. And, I can't even imagine where I would be if she had not been there for me!

It is all the 'Dr. Blank's' that make this world go around! Dr. Shelby Blank – you are amazing. Thank you with all my heart and more than you will ever know."



*Vera Ellis*

"The We Care Network means a lot to me because I don't have health insurance and I have low-income, so they make it possible for me to get the help I need when I have to see a specialist doctor or have tests done I cannot afford. I am very thankful for the help I received through the We Care Network. I would like to say thank you very much to all the good people who help me and others who can't afford the

help we really need. We Care Network have been a great help to me over the years and now they are there when you need them the most. Thank you. I really appreciate my case manager, Susan Swick, the whole We Care Network, and also, the doctors, radiologists, and hospitals. God Bless Everyone."

*Janice Jones*



"First of all, I'd just like to say Thank You to all the doctors, rehabilitation specialists, etc., for helping me see the world as a place of possibilities. I'm so grateful that this pioneering initiative was created, just for people like me. Otherwise, I'd

be between a rock and a hard place (without a needed health care specialist).

I'm so thankful for the expertise of the We Care Network, who has helped people like me who have no insurance and no means of paying out of pocket expenses for the health care of ailments going on within my body.

Some [doctors] provided a gift of helping me realize the needed care for my pre-existing ailments and others provided wisdom and pointed out paths for me to follow with my care, i.e., rehabilitation, etc.

Again, I am eternally grateful for all you do. Please keep doing what you're doing, we need you.

You are truly a gift to those of that need you!"

*William Mauch*

"Having lost my job in 2010, and unable to find work, using WorkForce Plus in Tallahassee and other resources, I suffered a very severe [knee] injury to my right leg requiring surgery, but with my wife working part-time and two sons going to college, my injury had to wait because of our very limited income. When my leg started collapsing and getting worse after a year, I was advised to get an MRI, and paid for it out of pocket. When I found out that We Care services could

help me get the surgery and rehab that I needed, it was fantastic. Susan Swick, Dr. Edward Jackson, and Dr. Gary Rolle and associates, were very caring and helpful through my whole ordeal of getting my leg repaired. This has been a life-changing experience for me. Susan also helped me get an infected tooth taken care of with Dr. James Sykes."

*Ayaz Mughal*

"We Care brought a change and hope which I prayed for."

### Meredith Braswell

"While working a temporary job in California, I became very ill. Everything I would eat would cause extreme pain on my right side just below my ribs. The company I was working for flew me back to Tallahassee so I could go to a local doctor. I had no insurance and no idea how I was going to get help. I used some of a salary advancement to see a doctor to find out what was wrong. I had no insurance and couldn't afford any. The company I was working for didn't offer any health insurance. After a couple of self paid visits, my doctor wanted to refer me to a specialist. I had never had a colonoscopy so I was terrified that I could have colon cancer. Of course when you have that kind of pain you always think the worst. Then one night I had a severe attack that was so painful I felt that I had no choice but to go to the hospital ER. After an abdominal ultrasound, it was determined that I had numerous gallstones and needed a gallbladder removal very soon. I was released from the hospital and was told by the attending physician that I must have a gallbladder removal quickly or it would get much worse. I went back to my primary care doctor and advised him of the situation. At that time he asked me if I had ever heard of the We Care Network and I replied, 'no, I have no idea what that is'. He told me about the program and how it worked. At this point I was too sick to work and had no insurance. I filled out the paperwork for We Care and was approved. After I was approved, Susan Swick, a case manager with We Care, contacted me with instructions on getting me some help. She sent me to Dr. Shelby Blank. A few days later, I was admitted to TMH for gallbladder removal. Shortly after the surgery, I had gone to my primary care doctor for flu like symptoms and he ordered a full CBC blood workup. When the results came back, my PSA was elevated to 6.6. Anything over 4.0 is a concern for prostate cancer, so I was referred by We Care to Dr. David Burday, a local urologist. By an unusual coincidence, Dr. Burday's wife is Dr. Shelby Blank, the doctor that removed my gallbladder a few months earlier. After two prostate biopsies and a

year later, there was no cancer present in all 44 cores of the biopsy. At the same time I was visiting the urologist, I had another problem that was found in a routine blood test. A high liver enzyme called alkaline phosphatase. I was then referred by We Care to a liver specialist at the Digestive Disease Clinic. Dr. Hardeep Singh ordered a liver biopsy and found that I have two overlapping autoimmune liver diseases. One was autoimmune hepatitis and the other called primary biliary cirrhoses. They are caused by an overactive immune system; however, the cause of the overactive immune disorder is currently unknown. Primary biliary cirrhoses is best managed by a medication called, Ursodiol, and can allow a patient to live a relatively normal life, that of which would otherwise be cut short to around three to five years. Dr. Singh also scheduled me for a colonoscopy as a routine screening. I was all clear!

With all of the medical problems that I've had, there would have been no way to obtain proper treatment without the help of We Care and the doctors who participate in the network and volunteered their professional time. TMH has also been a tremendous help in providing facilities for the doctors to be able to help me. Without the entire team of We Care, the doctors, TMH, and everyone else involved, I would have been in serious trouble, medically.

To my We Care case manager, Susan Swick; you have followed my progress and ensured that my medical issues were dealt with by the right people. You have been kind hearted and helpful, and I would not have known what to do without you. You're very special to me and I cannot say enough good things about you. I know that for myself, I feel very lucky and blessed to have received medical care from some of the top physicians in this area. Susan, I want to thank you from the bottom of my heart for all you do for me, for without your diligence and extra efforts, it could have never happened to me. And I don't know where I would be now. Keep up the good work Susan, you're the best!"

*Catherine Forester*

"Hi. My name is Catherine Forester and I want to tell you about my experience with We Care.

I was referred by Bond [Community Health Center] because I was low-income and had no insurance.

After eleven months of no relief on my back, Bond referred me to We Care. I was accepted to We Care on March 13.

Ms. Rose Marie, my case manager, immediately got me an appointment with Tallahassee Neurological Pain Management and I was seen by the wonderful Dr. Jerry Mastaw. He was very attentive. I was scheduled for a lower lumbar procedure in which I went to TMH. Dr. Mastaw never treated me as a lower class citizen because I had no insurance even though I had a job working 40 hours a week. Dr. Mastaw noticed I had another problem with my mobility of my right arm when I went to shake his hand.

Thanks to him he called to get permission for an MRI of my neck.

On March 27, the wonderful Dr. Mastaw performed the lower lumbar steroid injection. Everyone at my appointment was great. I was treated with respect from

everyone there – and let me say, everyone there.

My condition was so bad the procedure did not work. When I went for my follow up appointment on April 11, Dr. Mastaw told me he could not perform the lumbar procedure again because it did not work the first time. He then referred me to Tallahassee Neurosurgery.

Unfortunately, there was a waiting list and Tallahassee Neurosurgery could not take We Care patients until September or October. I was sad and crying and even suicidal at that time because of the pain.

I am extremely happy I was referred to We Care and the help I got there was exceptional. My case manager cared and was always compassionate.

When I could no longer work because of my condition, We Care referred me to Vocational Rehab.

We Care is a very compassionate place and when I get better with my back and right arm, I want to work there because I love people just like Ms. Rose Marie."

*Anonymous*

"Roshanda Dorsey, along with this company, made a difference in my life. I could not have done it without her and this company. I am very thankful for everything that was done for me from the beginning to the end of the entire process. Roshanda was there when I needed her most in my life. Dr. Chukwuma Okoroji was the best.

He did miracles that were unbelievable by the grace of my Savior, and his goodness. Roshanda and Dr. Okoroji will never be forgotten. They are the best words that are unexplainable to describe for both of them. Thanks for all each and everybody."





Than

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DERMATOLOGY

Aaron Guyer, M.D.,  
ORTHOPEDIC SURGERY

Thomas Haney, M.D.,  
ORTHOPEDIC SURGERY

Gary Hansen, M.D.,  
NEPHROLOGY

Scott Hanson, M.D.,  
INTERNAL MEDICINE

Kristin Harmon, M.D.,  
ENDOCRINOLOGY

Larry Harper, M.D.,  
PLASTIC SURGERY

Jerry Harris, M.D.,  
PATHOLOGY

Celeste Hart, M.D.,  
ENDOCRINOLOGY

Muhanad Hasan, M.D.,  
PULMONARY MEDICINE

William D. Henderson, M.D.,  
ORTHOPEDIC SURGERY

Richard Henry, M.D.,  
ANESTHESIOLOGY

Robert Hoyne, M.D.,  
VASCULAR SURGERY

David Huang, M.D.,  
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RHEUMATOLOGY

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ORTHOPEDIC SURGERY

Iman Imanirad, M.D.,  
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Marc Inglese, M.D.,  
DERMATOLOGY

Okanta Jackson, M.D.,  
DERMATOLOGY

Edward Jackson, M.D.,  
ORTHOPEDIC SURGERY

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HEMATOLOGY/ONCOLOGY

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Jesse Judelle, M.D.,  
INTERNAL MEDICINE

Lawrence Kaelin, M.D.,  
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RADIOLOGY

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John Katopodis, M.D.,  
CARDIOLOGY

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RADIOLOGY

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Janice W. Lawson, M.D.,  
HEMATOLOGY/ONCOLOGY

Valerie Lazzell, M.D.,  
ANESTHESIOLOGY

Matthew Lee, M.D.,  
ORTHOPEDIC SURGERY

Stephanie Lee, M.D.,  
GYNECOLOGY

CONTINUED ON NEXT PAGE

## THANK YOU WE CARE VOLUNTEERS

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Peter Loeb, M.D., ORTHOPEDIC SURGERY	Vildan Mullin, M.D., PAIN MANAGEMENT	Christopher Price, M.D., PATHOLOGY	Philip Sharp, M.D., THERAPEUTIC RADIATION
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Charles Manning, Jr., M.D., PATHOLOGY	Thomas Noel, M.D., CARDIOLOGY	Adrian Roberts, M.D., OTOLARYNGOLOGY	J. Orson Smith, M.D., CARDIOLOGY
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Dorothy White, M.D.,  
GYNECOLOGY

Kenneth Whithaus, M.D.,  
PATHOLOGY

Stan Whitney, M.D.,  
NEUROLOGY

Dale Wickstrum, M.D.,  
THERAPEUTIC RADIATION

Christopher Wilhoit, M.D.,  
ANESTHESIOLOGY

Charles Williams, M.D.,  
RADIOLOGY

Brian Wilson, M.D.,  
ALLERGY/IMMUNOLOGY

Charles Wingo, M.D.,  
ORTHOPEDIC SURGERY

Andrew Wong, M.D.,  
ORTHOPEDIC SURGERY

William Yaakob, M.D.,  
RADIOLOGY

Daniel Yang, M.D.,  
RADIOLOGY

Jessica Yoon, M.D.,  
DERMATOLOGY

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Samuel Yu, M.D.,  
RADIOLOGY

Donald Zorn, M.D.,  
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Robert Pearson, D.P.M.

Russell Rowan, D.P.M.

Bryan Spooner, D.P.M.

## MEDICAL FACILITIES AND ORGANIZATIONS

Affordable Dentures

American Home Patient

Audiology Associates of North Florida

Beachton Denture Clinic

Bond Community Health Center

Capital Regional Cancer Center

Capital Regional Medical Center

CRMC Wound Treatment Center

Desloge Home Oxygen/Life-Time Solutions

FAMU Pharmacy

Gadsden County Health Department

Gadsden Medical Center

HealthSouth Rehabilitation Hospital

Jefferson County Health Department

Leon County Dental Association

Leon County Health Department

Leon County Health Department Center for Dental  
Care and Prevention

Neighborhood Medical Center

Radiology Associates of Tallahassee

Seven Hills Surgery Center

Southeastern Surgery Center

Tallahassee Diagnostic Imaging

Tallahassee Endoscopy Center

Tallahassee Health Imaging

Tallahassee Memorial Healthcare

Tallahassee Orthopedic and Sports Physical  
Therapy

Tallahassee Outpatient Surgery Center

Tallahassee Primary Care Associates - Imaging &  
Lab Services

TMH Diabetes Center

TMH Family Medicine Centers

TMH Family Medicine Residency Program

TMH Lipid Center

TMH Rehabilitation Center

TMH Sleep Center

TMH Wound Healing Center

Tri-County Family Health Care

Wakulla County Health Department

Wakulla Medical Center

Women's Imaging Center

CONTINUED ON NEXT PAGE

### WE CARE DENTAL NETWORK DENTISTS

Eric Amundson, D.D.S.  
Kala Balan, D.M.D.  
William Baldock, D.D.S.  
Joseph Barnett, D.M.D.  
Marcos Barrera, D.D.S.  
Richard JP Bastien, D.M.D.  
Glenn Beck, D.M.D.  
Marci Beck, D.M.D.  
Brian Beck, D.M.D.  
John Bidwell, D.D.S.  
Ransey Boyd, D.M.D.  
Steven Bryan, D.M.D.  
M. Darrh Bryant, D.M.D.  
Susan Byrne, D.M.D.  
David W. Cardman, D.M.D.  
Frank Cerra, D.M.D.  
Francis "Chip" Chaney, D.M.D.

Dennis Close, D.D.S.  
Walter Colón, D.M.D.  
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Eve James-Wilson, D.M.D.  
Barbara Leadbeater, D.M.D.  
Douglas Loveless, D.D.S.  
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Ashok Manocha, B.D.S.  
Viraj Manocha, D.M.D.  
William McFatter, D.D.S.  
E. Lynn McLarty, D.D.S.  
Gary McManama, D.D.S.  
Mark McQuary, D.D.S.  
Jim McSoley, D.M.D.  
Ralph Montalvo, D.M.D.

Robert Murrell, D.M.D.  
Lawrence Pijut, D.M.D.  
Russell Rainey, D.M.D.  
Kathryn Ryan, D.D.S.  
William Shaner, D.D.S.  
Stan Sheppard, D.M.D.  
Steve Silvers, D.M.D.  
Frank Swerdzewski, D.D.S.  
James Sykes, D.M.D.  
Barrett Tolley, D.D.S.  
Leonard Tolley, D.D.S.  
Quill Turk, D.D.S.  
Jay Walton, D.D.S.  
Lawrence Weaver, D.D.S.  
Ronald Willis, D.M.D.  
Ed Zapert, D.M.D.

### THANK YOU TO OUR FUNDING PARTNERS

**We appreciate your support and investment in the We Care Network to improve health outcomes and access to donated specialty medical and dental care in our communities.**

- American Express Members Give Program, Betty Ann Sturup
- Capital City Bank Group Foundation
- Capital Health Plan
- Commerce Credit Union
- Community Human Services Partnership (City of Tallahassee)
- Florida Dental Health Foundation
- Gadsden County Commission/Gadsden Community Health Council
- Jefferson County Health Department
- Leon County Commission
- Leon County Health Department
- Tallahassee Northside Rotary
- The Charles A. Frueauff Foundation
- The Perkins Charitable Foundation
- The Rotary Club of Tallahassee
- United Way of the Big Bend
- Wakulla County Commission
- Wakulla County Health Department

**If you are a We Care volunteer and your name is not listed, or if you are interested in joining the We Care Network, please contact Rose Marie Worley at 942-5215 ext. 100 or [rworley@capmed.org](mailto:rworley@capmed.org). If there is an inaccuracy in this list, please let us know.**

## SOVEREIGN IMMUNITY AND WE CARE

Our volunteer physicians, dentists and their clinical staff are eligible for Sovereign Immunity from the State of Florida for treatment of We Care patients. Through Florida Statute 766.115, the State of Florida becomes solely liable for any injury or damage suffered by a patient who receives treatment under a Sovereign Immunity contracted volunteer. In order to be covered by Sovereign Immunity, We Care volunteers must sign a State of Florida contract provided by the We Care Network staff. Once you have completed a Sovereign Immunity contract with We Care, it remains in force and no renewal is required.

## CME CREDIT AND SOVEREIGN IMMUNITY

Physicians who provide five hours or more of pro bono medical services under a Sovereign Immunity contract during their two year license renewal period may receive up to five (5) hours of Continuing Medical Education credit (on an hour per hour basis). Our We Care Network program can provide you with the required documentation.

Please contact Rose Marie Worley, We Care Network Program Coordinator, at [rworley@capmed.org](mailto:rworley@capmed.org) or 201-0130 for additional information or to request this documentation.



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## AN UPDATE ON THE WE CARE NETWORK TODAY...

By Sue Conte, CMS Executive Director, and Rose Marie Worley, We Care Network Program Coordinator

The We Care Network continues to build on its strong foundation and look for ways to improve its services to patients and physicians. We could not operate without the oversight and direction from an engaged We Care Advisory Committee and we are grateful for their leadership. (See sidebar.)

In particular, we are grateful to our Medical Review Team who assist us by reviewing many referrals for medical appropriateness. Drs. Scott Hanson (Immediate Past Chairman of the We Care Advisory Committee), Dr. Lisa Jernigan, Dr. Avon Doll, Dr. Ray Bellamy, and Dr. Kathy Langston have donated countless hours of service in this regard.

We heard from our pulmonary physicians that We Care's inability to provide CPAP machines was causing problems with referrals. Thanks to Paige Mitchell with HealthSouth Rehabilitation Hospital, we were able to convene a group of volunteers from key providers and agencies to help us solve this problem. Volunteers from HealthSouth, Ability 1st, Tallahassee ENT, and Desloge Home Oxygen have all come together to create an ongoing solution. Each has graciously volunteered resources, space, expertise and energy. Problem solved! We hope to have a supply of refurbished machines and the accompanying tubing and masks soon. Thank you to this fine group of community supporters.

And, we continue to work on our communication with you (see HIE Network's offer of free hMessage on page 28.) Making sure we meet the needs of our physicians is our primary goal. Without you, there is no We Care Network. If you have concerns, please tell us. We need to hear from you. Thank you for all you do! **CMS**



"The We Care Network is saving lives  
by making the impossible possible."

Oretha Jones, MSN, ARNP, HCRM  
Executive Director  
NEIGHBORHOOD MEDICAL CENTER

### WE CARE ADVISORY COMMITTEE MEMBERS:

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**R. Scott Hanson, M.D.**  
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**Wayne Sampson, M.D.**

**Ed Zapert, D.M.D.**

"We are pleased to report that the United Way of the Big Bend recently approved the We Care Network as a 'certified agency'. This means that the We Care Network will be listed on all local United Way campaign materials and gives donors the opportunity to designate their funds directly to our program. We hope that all our members, partners and friends will consider holding a United Way Campaign and designating at least a portion to the We Care Network."



"The United Way of the Big Bend's recognition of our We Care Network as a certified agency in Leon County will allow us to continue to enhance our case management services to help low income, uninsured adults gain access to necessary services and navigate our changing health care system. We are grateful for the support of the entire community as we continue to focus on our mission to increase access to health care."

Dr. John Mahoney  
President  
CAPITAL MEDICAL SOCIETY  
FOUNDATION



### United Way partners with 'We Care Network'

*Written by Doug Blackburn Democrat senior writer  
Jul. 22, 2013 |*

[tallahassee.com](http://tallahassee.com)

United Way of the Big Bend has added a new partner agency in Leon County: Capital Medical Society Foundation's We Care Network.

The We Care Network was created in 1992 by Capital Medical Society physicians. Their goal is to provide a safety net to those low-income, uninsured patients most in need in our community through donation of specialty medical and dental care.

More than 300 volunteer physicians provide donated specialty medical care, and over 40 dentists provide dental care, to low-income, uninsured residents of Leon, Gadsden, Jefferson, and Wakulla counties.

In addition to their volunteer physicians and dentists, all four hospitals participate, along with most ancillary providers in the community, including imaging services, home health care, and durable medical equipment.

# NEWS FROM HIE NETWORKS

By Kyle D. Crews, Account Manager

Something new is happening at HIE Networks, the brains behind BigBendHealth.com. Since the political landscape and terms associated with Meaningful Use requirements have gelled, we have been working hard to develop new patient care coordination tools. These care coordination services drastically simplify office workflow and the exchange of documents between medical facilities.

The majority of physician practices and both hospitals in our community are familiar with HIE Networks...but you may not be. HIE Networks has been in the business of improving the ways healthcare organizations share medical records and correspondence between healthcare office for years. We do this through our Health Line Communications Suite or just hLine (hMessage, hFax, hPrint, hCloud, and hConnect).

While the utopic view of health information exchange, or HIE, is fully automated medical records exchange and communications, the reality is that this utopia will take years to fully achieve. Our hLine suite was built with this in mind and helps you improve communication with other healthcare partners today. We focus on addressing your immediate needs while helping you plan for your data exchange future.

Let us remove HIE stress and help your practice meet Meaningful Use requirements. Contact an HIE Networks representative (850.702.0365) or visit our website [hienetworks.com](http://hienetworks.com) to sign up for a FREE hMessage account.

It's a simple way to make inter-office communications truly HIPAA compliant and reduce the communication headaches associated with phone, fax, and mail.



## Care Coordination. Simplified.

An easier way to share encrypted, HIPAA-compliant medical correspondence between medical offices.

**The Health Line Communications Suite.**

**Enroll for free**



### We Care is now able to Communicate via HIE Networks' hMessage - HIPAA-compliant, Encrypted and Secure

We Care Network case managers can now communicate via private message directly with our participating physician offices. This means we can securely transmit referrals, orders, progress notes, physician notes and more through HIE Networks' FREE hMessage solution. This HIPAA-compliant two-way communication tool will greatly simplify and improve the information flow from our primary care referral sources to the accepting physician. We will be reaching out to each of our specialty offices to explore this exciting new opportunity.

## CMS MEMBERS

DUES INVOICES HAVE BEEN SENT

Don't forget! If you want to take advantage of discounted CE Broker, please be sure to send in your CMS dues with your CE Broker payment by August 15 so we can set up your account.

**RENEW YOUR MEMBERSHIP TODAY;**

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What are some of the many the benefits of membership?

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Tamara-Kay Tibby, D.M.D.

James Walton, D.D.S.

Lawrence Weaver, D.D.S.

Ed Zapert, D.M.D.



## IN THEIR OWN WORDS FROM THE WE CARE STAFF



**ROSE MARIE WORLEY, PROGRAM COORDINATOR:** "I am grateful to all of the Program Coordinators who came before me and contributed to building and making the We Care Network the outstanding program it is today. To all of our generous volunteers, we can never thank you enough for your incredible generosity and making a difference in the lives of patients served through the We Care Network."

**NIKKI BANOS, CASE MANAGER:** "I don't want to live in the kind of world where we don't look out for each other. Working for the We Care Network has been both inspiring and rewarding because I am part of an incredible team that helps so many people in need of critical medical care."



**CHAKITA CAMPBELL, CASE MANAGEMENT AIDE:** "As a recent graduate I am very blessed to have become a part of We Care. The patients have been very grateful for the help that I have given them. I enjoy working with the doctors and their staff. They are very appreciative for the help that I give them as well. We Care has a special place in my heart and I enjoy being a part of a wonderful program."

**ROSHANDA DORSEY, CASE MANAGER:** "I don't just advocate for We Care because I work here. I advocate for We Care because day after day I witness the amazing effect that this program has on the lives of our patients."



**SUSAN SWICK, CASE MANAGER:** "It is my honor and privilege to work for We Care. Not many people get to see firsthand the depth of human compassion and generosity I have seen through this program by how much these amazing volunteers make a difference in the lives of those we serve. This program would not exist without these wonderful physicians who give their time and resources to save our patients' lives and for that we cannot thank you enough."

**SHANNON BOYLE, COMMUNICATIONS AND MARKETING COORDINATOR:** "I am extremely grateful to play a small role in the We Care Network. The past and current We Care staff has made this program run smoothly from 'behind the scenes'. Thank you to the physicians, dentists, and organizations/facilities that donate their time and talents to patients who are in need of medical care. I am honored to live in this community and witness the amount of generosity from the medical profession."



## How to Buy Dr. Williams' **More Simpler Times**

By Shannon Boyle

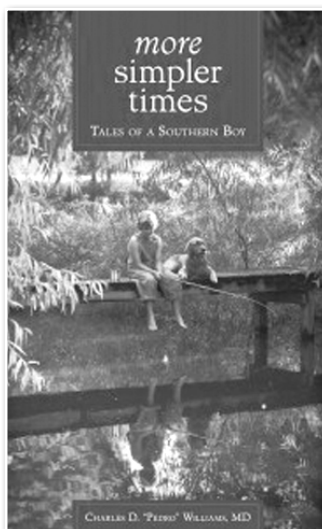
We are very grateful to Dr. Charles Williams that he has decided to donate to the We Care Network, proceeds from the sales of his new book and sequel, *More Simpler Times*.

The cost is \$20 per book.

You can buy copies of the book at:

- The CMS office – 1204 Miccosukee Rd.
- The Gift Shop at Capital Regional Medical Center
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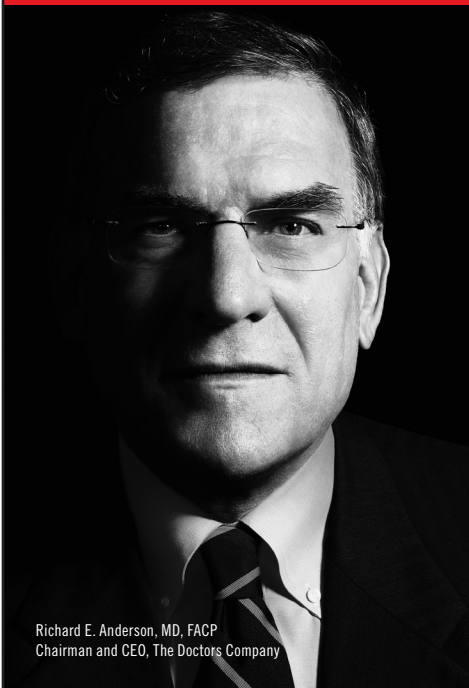


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