Dear Friend,

You’ve been incredible during this time.

Today, I am sending a huge thank you for your commitment to our patients and their care. Your generosity in the past several months has helped us meet the challenges we faced because of COVID-19.

With your support, we have been able to accomplish so much for our patients.

**Telemedicine.** Donors like you helped us establish a telemedicine program for our patients and providers. This keeps more patients out of the clinic setting while the risk of COVID-19 transmission remains and it better serves patients who have transportation issues.

**PPEs.** Our staff and patients have been protected because donors like you supported our COVID-19 appeal in late March. Personal protective equipment inventory at the clinic was just enough to meet our normal patient needs. But we weren’t prepared for the huge increase in PPE demand. You’ve helped keep us safe.

**Vital medication.** Your generosity supplied many patients with maintenance inhalers and thermometers when you responded to our Giving Tuesday Now campaign last month. Our patients have peace of mind knowing they were going to be able to address their shortness of breath and make sure they and their families do not have a temperature.

Thank you for all of you and your support. Together, we are stronger.

Together, we will see our way through this crisis and to better days for our public health.

Together, we will make sure that people who have lost their jobs will have access to care at the clinic.

Together, we will help our community be healthier.

With wishes for your continued health, and gratitude for your kind heart,

Suzanne Hoban  
Executive Director
Gail thanks you.

Gail lost her job unexpectedly ten years ago and she lost her medical insurance at the same time. “I didn’t know where to find medical care at the time. I was so unsure and scared that I would have to go without.” A short time later, Gail met someone who told her about the clinic and she made her first appointment in 2010.

Gail again found help at the clinic when she needed a physical and labs drawn in 2013. She had been working, but she was underemployed without insurance. She was in a long stretch of not getting responses from her job search and was very worried about her situation. “Fortunately, I did not have to worry about health care at the same time I was worrying about finding a better job. I was so relieved the clinic was still available.”

“I am grateful you are all here for people like me.”

In 2016, Gail found herself in the same position but had been working a lot of extra hours. She began to feel rundown and assumed that it was all the hours she was putting in. However, one day when she got up from a nap she was disoriented and discovered red areas on her leg. Things got worse, and her leg became very swollen. She went immediately to the emergency room. “I was in a terrible situation and realized I would need some serious follow up care when I was discharged and I prayed that the clinic staff would be able to provide that care.”

Gail was treated at the clinic after her ER visit for an evaluation and management of her condition. Our Patient Navigator, Berenice Herrera, helped her apply for Medicaid. Gail now has Medicaid and, even though she is no longer a clinic patient, she tells people about the clinic. “I believe in the clinic and tell people that it is not a weakness to be in need of help, that we all need each other. I am grateful you are all here for people like me.”

— Gail B., Lake in the Hills, IL

We care about you.

We care about you and, with all that is going on in our lives, we know that stress is with us all.

For support and assistance, please refer to the McHenry County Department of Health COVID-19 Resource Guide that gives information in response to your survey answers - you will get direction and support for your particular areas of concern.

Visit their website at www.mchenrycountyil.gov and click this image on the home page to be taken to the survey.

And, the Centers for Disease Control and Prevention has a wealth of information on all things COVID-19, including how to handle your stress. Please refer to their website at https://www.cdc.gov
The clinic joined with the Pink Door Thrift Store in July 2019 and in that time it had its highest grossing month ever with $10,535.00! The success of our partnership is apparent in many ways. There is a fleet of incredible volunteers and they make the shop run independent, allowing clinic staff to be focused where they need to be. And, this means we have increased our outreach and awareness in the county! Spending a day at the Pink Door explains why it is so successful.

Marguerite B. saw an announcement on Facebook and decided to meet with Janet Byrnes, one of the store's managers. “I was volunteering quite a distance from home and now I am much closer and I really like that the store sales benefit people in need.” She continued to price a stack of new donations while her picture was taken, explaining she prefers not to pose.

Marguerite is a new volunteer compared to Sherry O. who has been volunteering for 10 years at the Pink Door. “I love my coworkers, I mean I really love them. And I get to spend time with a great group and know we are helping the community. By telling customers about the clinic, we are able to let them know they are helping by shopping here.” She introduced Ava who was working the cash register with her. They were laughing and chatting with shoppers. Ava said she thoroughly enjoys the ladies and pointed to Terry to introduce him. Terry laughed – “I have been here 10 years helping with any little thing. And, yes I am the only man here!”

At the end of the day, store manager Janet said, “We have so many donations, more than we have ever had. We are getting more because of the improved presence on Facebook. More people are hearing about us.” She was excited to share that 35 – 40 volunteers help the store run smoothly and that everyone does any task necessary when asked. “Everyone here is so happy to be with the clinic and its staff. We are blessed to have found each other!”

Do you know?

You may have friends, family, colleagues or acquaintances who are uninsured. We can help! The number one reason why people don’t get care is because they don’t know the clinic is here. Please help expand our reach and tell people about the clinic.

How can you help?

• Follow us on fb, Instagram, Twitter and share our posts.
• Encourage people to go to our website; hpclinic.org
• Keep our phone number handy, 779.220.9300.
• Ask your healthcare provider if they know about the clinic.

We can always use more volunteers!
Imagine being told that you have diabetes. You might be overwhelmed with having a chronic disease. No one seems to understand how frightened you are – not only because you don’t understand what it means to be a diabetic but because you have no way to pay for treating it. Medication and testing strips are expensive.

Minority groups are disproportionately affected by diabetes, particularly Hispanic Americans. Without needed care, individuals with poor glucose control experience more complications, including heart, kidney, nerve and eye disease. They also incur more medical and pharmacy costs and a poorer quality of life.

When there is nowhere else to turn, newly-diagnosed diabetics can find high quality care, medications, education and support at the clinic. Our team of dedicated health care professionals are available to provide patients with culturally- and linguistically-appropriate health education materials and care management strategies.

An important member of the team is our health coach, Jaret Ross. Jaret, who is bilingual, provides an initial six-visit, three-month program for each patient. During the first visit, she assesses the patient’s understanding of the disease and establishes a rapport with them, many of whom she describes as either “depressed” or “in denial”. At least once a week, Jaret follows up with a telephone call to offer support and encouragement.

In an effort to decrease blood glucose levels, Jaret gently advises patients how they can make small changes in their diet and provides simple strategies to add exercise into their daily routine. She also teaches them how to read and understand prescription and food labels. Throughout the entire program, patients are asked to measure and record their blood glucose readings so they can see how changes in diet and exercise, as well as taking their medication as prescribed, can positively affect their health.

The success of the bilingual health coach program at FHPC cannot be overstated. Being able to effectively communicate with patients using their own language, while taking into account their culture, not only increases adherence to both medications and lifestyle changes but also improves their overall health status.

Through health coaching, clinic patients are healthier and when they are healthy they contribute more to their families, jobs and communities – your support of our program makes this possible!

-FHPC guest author, Susan Richmond