

7TH AVENUE CLINIC

A Medical Home for the Homeless and Underserved
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INTRODUCTION:

A homeless person by definition is an individual without permanent housing who may live on the streets; stay in a shelter, mission, single room occupancy facilities, abandoned building or vehicle; or in any other unstable or non-permanent situation including staying with friends or couch surfing. This population suffers from increased barriers to healthcare and mistrust in the system. By partnering with other community organizations our goal was to set up a clinic in a central location to help decrease barriers and increase continuity of care to help patients have a primary care provider and medical home.

DESCRIPTION:

Our project was to move an already established resident-run homeless clinic out of a homeless shelter into a neutral location to reach a larger group of homeless patients and expand services to create a medical home. This was accomplished by partnering with the community to offer a variety of integrated services to this population in one location to provide medical care, behavioral health, patient navigator, pharmacy, food, transportation, clothing, vocational and legal services.



LOGISTICS:

This project is a joint effort by Blue Ridge Health and the Hendersonville Rescue Mission. Monthly meetings are held to identify needs, establish goals and keep on track. Clinical support staff is at the clinic daily to assist with needs assessment, build continuity relationships and provide guidance and resources for appointments, pharmacy, transportation, food and clothing. Once weekly an attending and resident physician work with a behavioral health provider to provide integrated healthcare for patients. A patient navigator is also there to help identify needs and connect patients to different resources. Keeping with the tradition of the clinic, a resident physician is the medical director.

RESULTS

since December 2015:

787

Patients seen

2,362

Encounters
(74% Uninsured)

PATIENT RESOURCES:

- Continuity clinical support staff
- Medical provider
- Behavioural Health Provider
- Patient Navigator
- Pharmacy
- Transportation
- Legal Advice by Pisgah Legal Services
- Food and Clothing Closet
- Vocational Rehab
- Nutritionist
- Vaccinations
- Weekly Cookouts

TOP CONDITIONS TREATED:

- Hypertension
- COPD
- Tobacco Abuse
- Type 2 Diabetes Mellitus
- Major Depression
- PTSD
- Lack of Housing
- Bipolar Disorder
- Alcohol Abuse
- Acute Care

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