



## Ushering in a new year and a new name!

Hello community partners, patients, and friends!  
Here's our fourth quarterly newsletter of 2019 and a quick recap of our year.  
Read through and click on the links to learn more.

### Entering 2020 with a fresh new look

**TENDERCARE CLINIC IS OFFICIALLY OCONEE VALLEY HEALTHCARE IN 2020**

**Oconee Valley Healthcare** We are delighted to announce that our company name changed effective January 1, 2020 to **Oconee Valley Healthcare**. By re-branding ourselves and moving away from the negative stigma of the word "clinic," we bring the Federally Qualified Health Center program into a positive light.

**Same service** Our commitment to our patients remains our highest priority. We believe in serving everyone no matter their circumstances, and we aim to provide our patients with the best integrated healthcare model possible. As we are approaching our 20th anniversary as a health center, we want to make sure all people are more knowledgeable about what we offer. Our goal is to provide a variety of healthcare services, including medical, dental, pharmacy, wellness, and behavioral health, to the entire Oconee Valley area. The robust services and diverse locations we provide for our communities were simply not captured by the former name.

**New name and logo** Our renaming will not affect our quality of service that we provide to our patients, nor will it affect our leadership or staff. We are still dedicated to serving you and your health needs. Our website, paperwork, and signage at the offices will be updated over the next few months; please allow us patience as we make this transition.



**VISIT OUR (UPDATED) WEBSITE**

**THINK PINK, WALK PROUD**

TenderCare Clinic and St. Mary's Good Samaritan Hospital hosted Pink Out Day in October to promote Breast Cancer Awareness. The Power of One no-cost mammogram program served 35 women this year. TenderCare also supported

Team Terri this year as one of our own employees is currently fighting breast cancer. Here are a few pictures from our Breast Cancer Awareness events and activities:



### THANKSGIVING COLLECTION FOR THE LITTLE FREE PANTRY

We collected Thanksgiving foods for the Little Free Pantry in November. Cans of vegetables, pumpkin pie filling, and cranberry sauce filled the shelves, as well as stuffing and gravy mixes. Our community is so generous. Thank you for helping to make everyone's Thanksgiving a wonderful day!

[Like us on Facebook to see all our latest pictures and announcements](#)

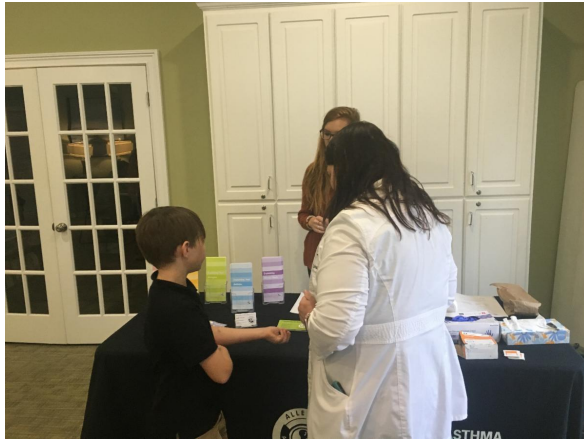
### INTEGRATED PHONE SYSTEM

Our offices frequently get questions about our phone system. The offices do have separate phone numbers from when they were different organizations, but now, all calls to the four offices go to our company-wide phone tree so you can choose the option that best fits your need. You are not calling a specific office, but rather your call goes directly to employees who are able to help you with your specific need.



For example, when you choose the option on our phone tree to schedule an appointment, your call is transferred to a front desk group. This way, if all of the representatives at one specific location are on the phone, someone at another location is able to pick up and help you! All of the front desk employees are trained to help you, no matter what provider or office you use. We are able to speak with more patients and assist more people at the same time using this method. Our offices receive a high volume of phone calls, and we want to be able to best serve you!





### **ALLERGY AND ASTHMA CLASS**

The Allergy, Asthma, and Sinus Center gave an informational talk at the Wellness Center in mid-October that was available to the whole community. Kaleigh De La Cruz, NP, spoke about common allergies and other allergy and asthma-related conditions. The center also offered free skin testing to the class attendees, which tested for the 7 most common allergens.

**Allergy, Asthma, and Sinus Center**



### **COMMUNITY OUTREACH**

Community outreach finished up a full year of events! We attended the Greene County Library's Community Block Party and Health Fair and offered blood glucose tests. We also helped at the NAPCO employee health fair with health screenings. Outreach staff attended Family Connection meetings and the ribbon cutting for the Greene College and Career Academy. We enjoy being a part of the community we serve.



### **WE LOVE OUR EMPLOYEES**

Although hard at work, our employees still find time for a little bit of fun!

All of the offices dressed up for Halloween at the end of October, and staff enjoyed a Varsity lunch in November to celebrate Thanksgiving.



### **HERE TO SERVE YOU**

Below are the numbers of visits & encounters we completed October-December:

Medical: 9,142 visits  
Dental: 1,654 visits  
Behavioral Health: 414 sessions



We finished off the year with a staff meeting for team-building exercises and the big name reveal!

### Be a part of our team



Patient Care Plans/Health Education: 756 visits  
Nursing Homes: 481 visits  
Nurse (shots, labs, etc): 649 visits  
Eligibility (slide, insurance): 355 visits  
Pharmacy: 10,994 prescriptions filled

Our medical visits (seeing the doctor, getting patient education, or coming in for a nurse visit) were also broken down by office location for the three months:

Greensboro: 3,861 encounters  
Lake Oconee: 2,587 encounters  
Milledgeville: 1,336 encounters  
Wellness Center: 1,261 encounters

### Our health services



### OUR PROVIDERS

We offer a wide range of services, and with that, many capable and caring providers!

Our physicians, nurse practitioners, dentists, dental hygienists, pharmacists, and behavioral health professionals are all dedicated to serving you and your health needs.

We have 19 regular providers as well as substitute pharmacists and rotating hospitalists.

Our website has information on their training and background so you can choose the right provider for you!

[Learn more about our providers](#)



### ADVOCACY

TenderCare Clinic received the Bronze Level Advocacy Center of Excellence recognition! Our efforts over the past year were focused on expanding our role in advocating for health centers. In 2020, we will focus on the Silver Level recognition, involving more participation from our staff as well as more involvement with our elected officials.

The House and Senate have approved community health center funding through May 2020.

[Learn about Health Center Advocacy](#)

### THE NEXT DECADE



TenderCare Clinic was founded in 2001. As we transition to Oconee Valley Healthcare over the next year, we will be prepping to celebrate 20 years as a health center providing care to this community.

We hope that the next two decades bring as many good things as the past twenty years have. The providers and employees of Oconee Valley Healthcare are as passionate and knowledgeable as ever. Our goal for the future is to grow and expand with more services and great staff who truly care about the communities we serve. Although the healthcare field is constantly changing, Oconee Valley Healthcare will continue to care for patients with the same quality and care.

### **Our new name**

**Thank you for letting us share our mission with you.**

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