



# Community Health Internship

## Piedmont Health Services

### Summer 2024



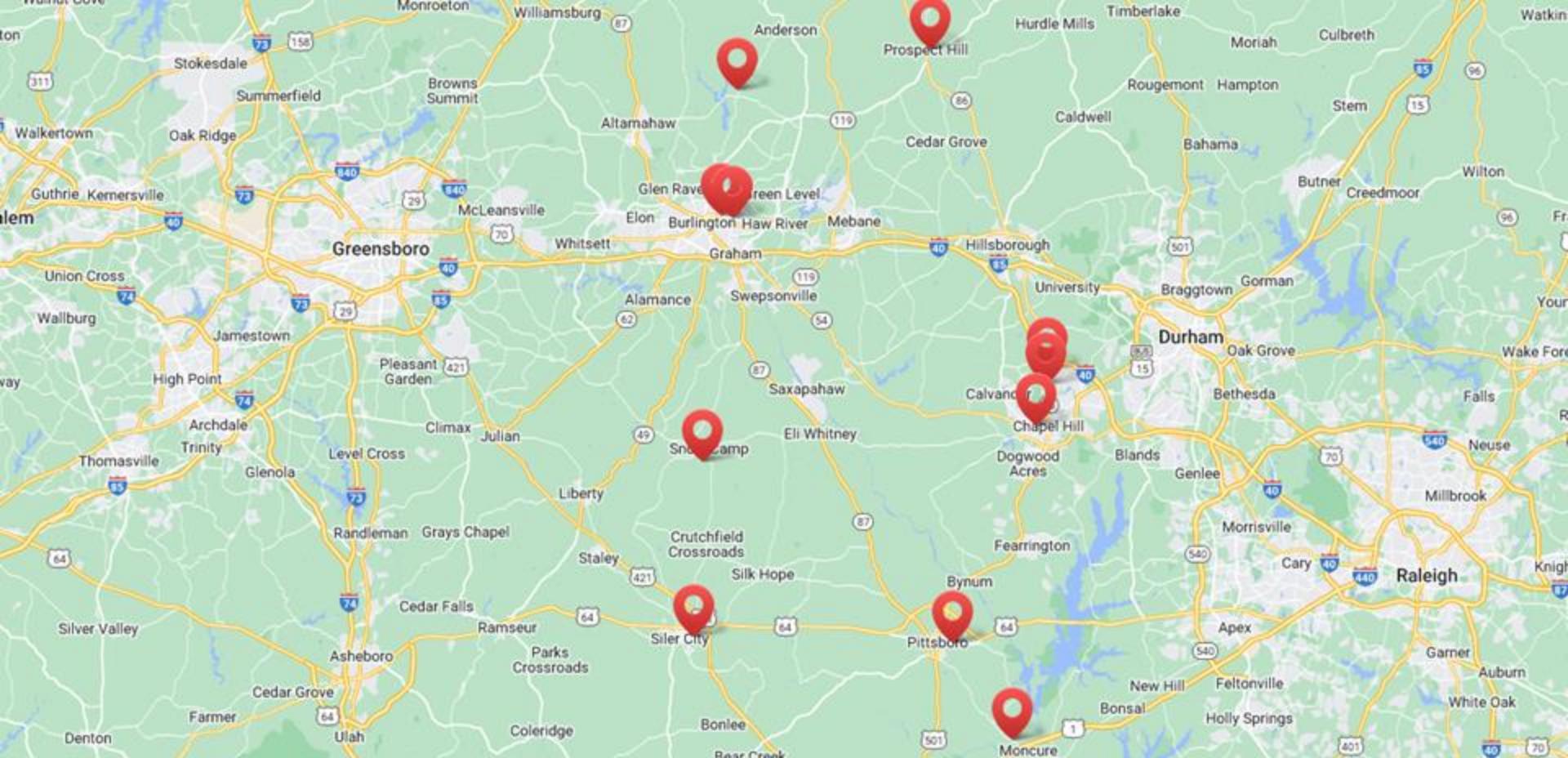
# Piedmont Health Services (PHS)



## Mission:

To improve the health and well-being of the community by providing high-quality, affordable, and comprehensive primary health care.

- Piedmont Health Services is a non-profit, Federally Qualified Health Center (FQHC) Community Health Center. This means PHS is recognized by the federal government as a institution that brings care to underserved populations, and receives federal grants.
- PHS services include primary care, dental, in-house pharmacies, senior care (through PACE), and Women, Infants, and Children (WIC) care.
- Community health centers aim to increase access to healthcare in their community, usually for underserved communities.
- One reason community health centers are needed is that people living in rural areas often are sicker and have less access to healthcare



## All PHS Locations

# Chapel Hill



**107 Conner Dr, Chapel Hill, NC 27514**

## Hours of Operation:

Monday - Friday: 8:30 AM - 5 PM  
Saturday & Sunday: Closed

**Phone:** (919) 951-7600

Its proximity to vital facilities makes PHS Chapel Hill an excellent option for underserved individuals to receive medical treatment

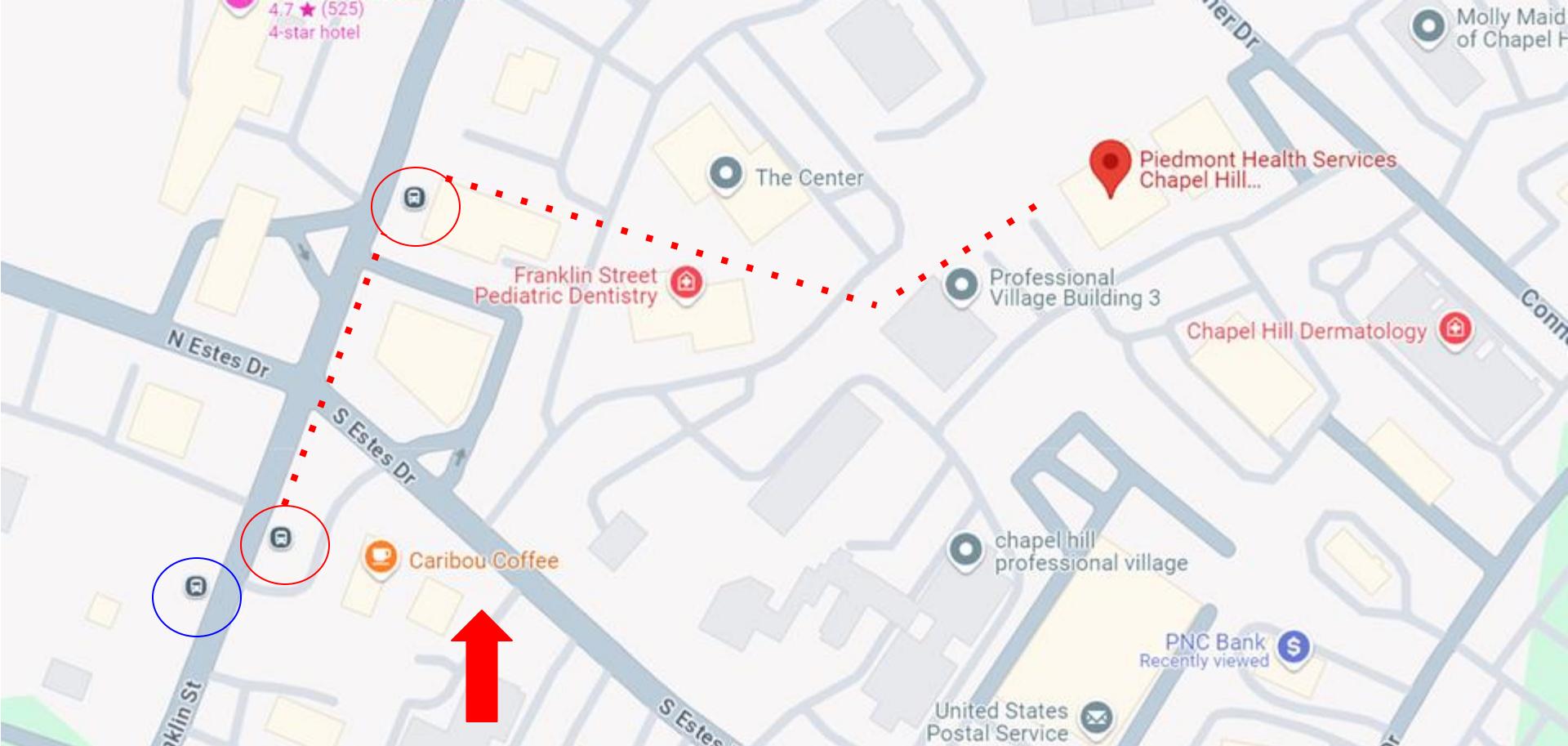
**Patients can use the bus to get to the clinic, acquire groceries, and medication.**

- Nearby grocery store: Harris Teeter = 0.6 miles away
- Pharmacy is built into the clinic
  - Walgreens = 0.2 miles away
- If patients need hospitalization, UNC Hospitals is only 4 miles away

**UNC Transit and GoTriangle systems run throughout Chapel Hill and surrounding areas.**

[CH Transit: D, CL](#)

[GoTriangle: 405](#)



PHS Chapel Hill

# Our Experience at PHS - Chapel Hill

## Demographics

- Low-income; may live in rural areas
- Newly acquainted with the U.S.
- Gender diverse
- Prenatal, pediatric, and geriatric populations

## Insurance Barriers

- Self-pay
- Medicaid, Medicare
- Financial aid was common (ex: Shingrex, UNC Financial Aid Application)

## Language Barriers

- Many patients primarily speak Spanish at this location
  - Instead of being a barrier, it is one of the clinic's strengths
- The majority of providers and medical assistants are fluent in Spanish
  - Translation tablets also available for access live, paid translators for a plethora of languages



## Staffing

- Adequately staffed, but sometimes understaffed
- Less compensation when working in community health clinics
- However, staff are passionate about their roles

# Learning Observations



Alix:

Connecting patients to resources is a priority of healthcare providers. Filling out financial assistance forms, for example, shows how the goal is not only about giving out medications, but providing patients with what is best for *them*.

Eli:

One thing I learned this summer was how integral medical assistants are to clinics. They do paperwork, clean, check in patients, give vaccines, organize, and if they are off, the whole clinic is off. Having excellent medical assistants is a must for a clinic to be successful.

# Moncure



Address: 7228 Moncure Pittsboro Rd, Moncure, NC 27559

Hours of Operation:

Monday → 8am to 8pm

Tuesday & Wednesday → 8am to 5pm

Thursday → 8am to 8pm

Friday and Saturday → 8am to 1pm

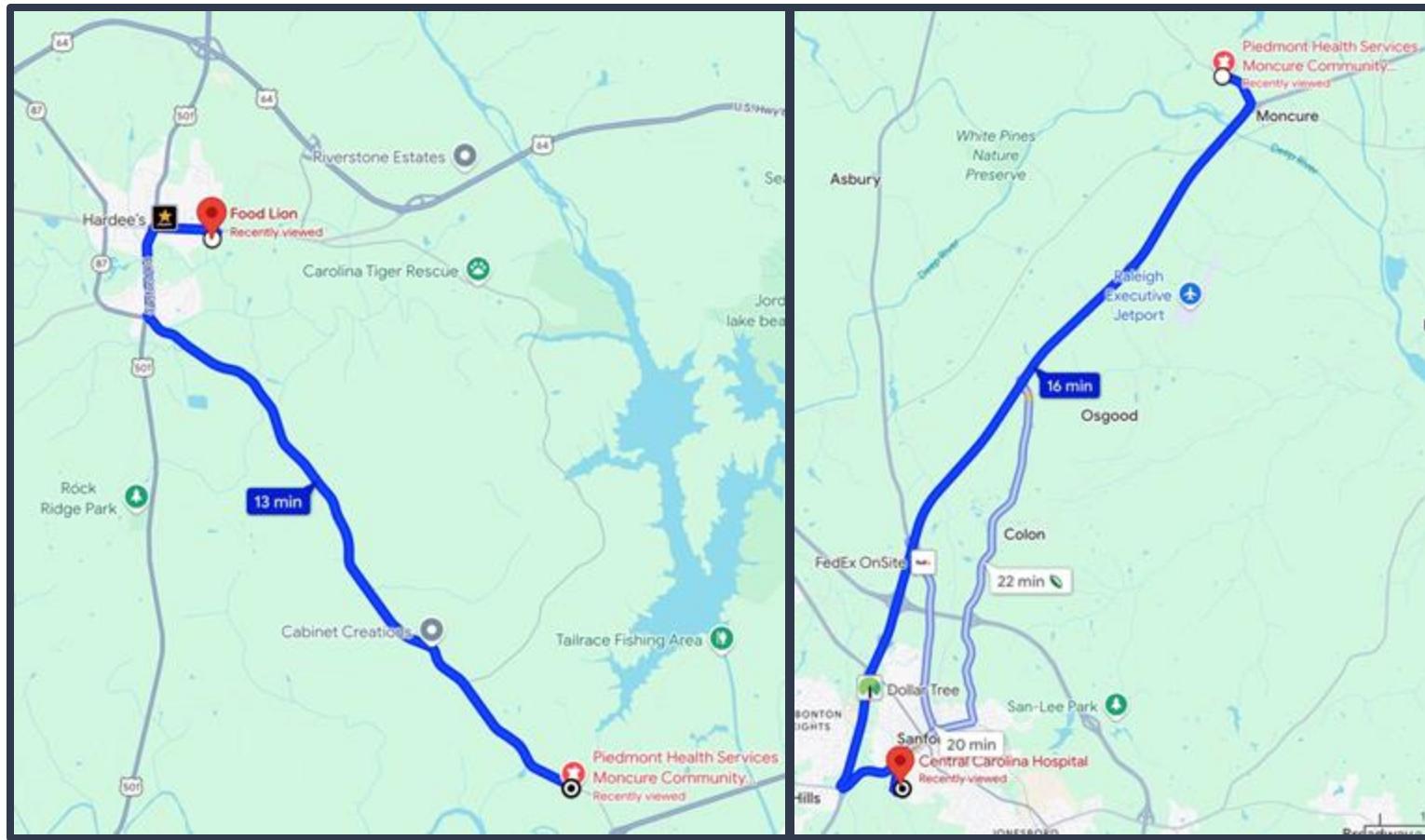
Sunday → Closed

**Closest grocery store — Food lion 3 mins  
(1.3 mi) away**

**Closest hospital community — Central  
Carolina Hospital 16 mins away(15.4 mi)**

**In house Pharmacy, Dental, Health, and WIC  
offices**





Moncure

# Moncure



Jadyn: Being able to interact with every person who made the clinic able to run was important to me in understanding the impactful role each person must play in order to have a functional clinic that provides exceptional care

Jaques: Building relationships and connecting with patients was something I found really important during my time in the clinic. Even though I was meeting each patient for the first time, being the friendly face that helped them feel comfortable was truly a pleasure.



- **Demographics:** Mainly Hispanic patient population; patients range from infants to elderly with supporting services in Pediatrics, Women health, Dentistry, Primary Care, etc.
- **Insurance Barriers:** Medicare/ medicaid, Self-pay, or through financial aid programs (care management team)
- **Language barriers:** Majority of patients solely spanish speaking but almost every provider and receptionist spoke spanish, as well as some MA's and other staff. Online translators via tablet or were available if/when necessary
- **Staffing:** each member of the staff is required to work one saturday a month; some staff float to and from different PHS locations, as well as travelling from different areas (i.e. PA who is a professor at Campbell, Research staff who work at corporate, etc.)

# Prospect Hill



## Nearest Stops

- Bus: (6.6mi) ~9 minutes
- Grocery stores : averages to be about 20 minutes away (Foodlion)
- Hospital Community: 15.6 mi Cone Health Medical Center~ 30 minutes

## Clinic Resources

- In Clinic Pharmacy, Dental Office, WIC, Farmworkers!

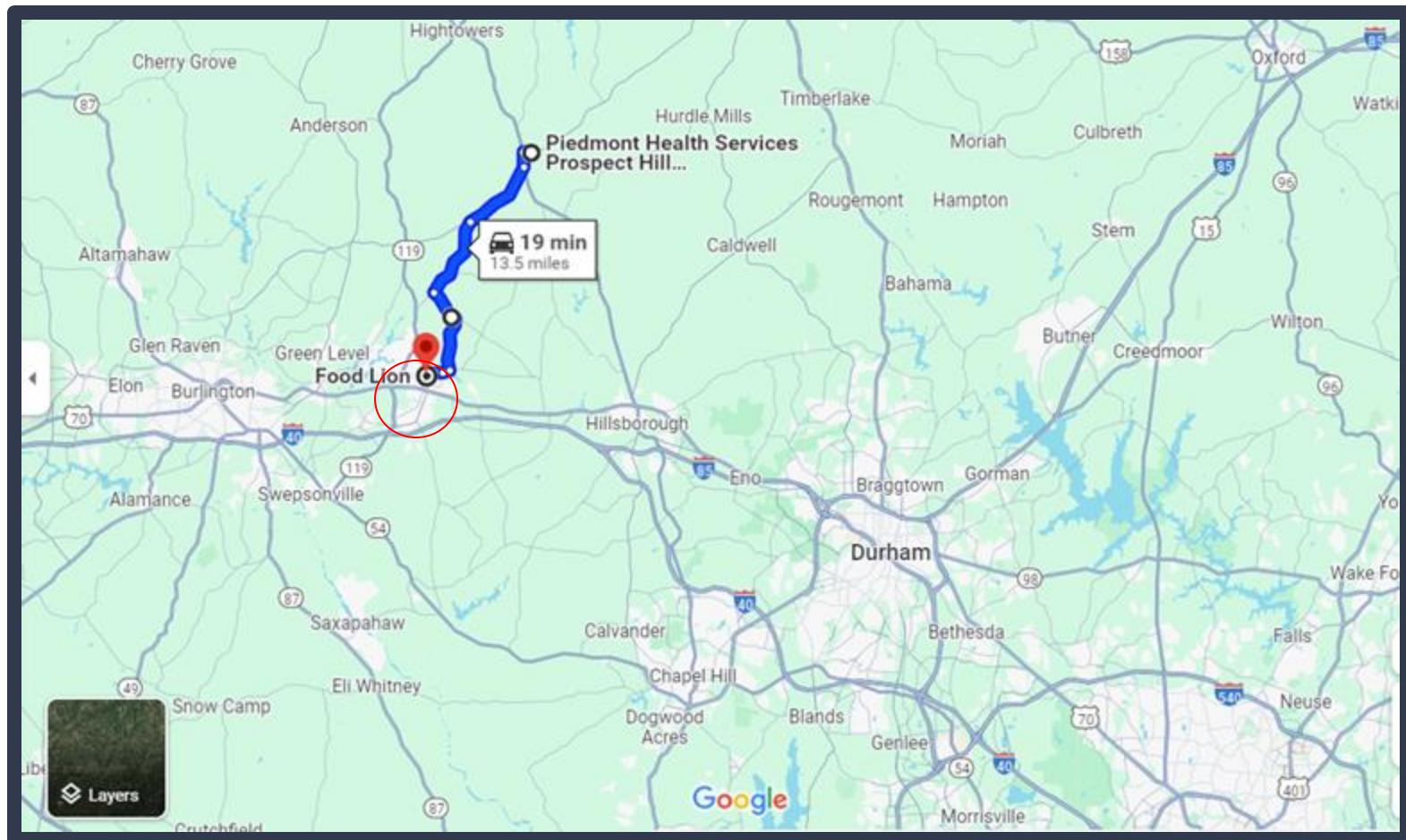
**Location: 322  
Main St,  
Prospect Hill,  
NC 27314**

## Distances:

- About 20 minutes North of Mebane, and about 40 minutes north of Chapel Hill



## What does the distance look like?



# Learning Observations

- What resonated with me throughout my summer experience was how each provider knew a degree of Spanish and was able to communicate fluently with their patients with minimal assistance.

- The jobs of the MA's also resonated with me, as they primarily take up the job of a typical nurse in a doctor's office.

**Demographics:** Majority Hispanic patient population. Patients of all ages, from infants to elderly adults, are seen at the Prospect Hill Center.

**Insurance barriers:** For those unable to get Medicaid, is the UNC Financial Assistance Program. Provides financial assistance for NC residents with federal income below 250% of the federal poverty line.

**Language barriers:** Some patients only spoke Spanish. Most of those I came into contact with spoke both Spanish and English.



# IFC Clinic



***1315 Martin Luther King Jr Blvd  
Chapel Hill, NC 27514***

**Phone:** (919) 913-2091

The IFC clinic provides medical and dental services for **unhoused patients**.

## Hours of Operation:

Mon, Wed, Thurs: 8am - 5pm  
Tues: 8am - 8pm  
Fri: 8am - 1pm

# Kids' Fests



Festival centered around the PHS initiative to gather children in the community to ensure they receive healthcare needed before school starts, while also providing resources (i.e. school supplies), in addition to food, for a morning full of fun!



# Thank You!

Gabby, Jadyn, Alix, Jaques, & Eli

**Thank you to Dr. Jan Lee Santos** for his work and dedication to providing us, and potentially, future RMPP scholars with this special opportunity to partner with Piedmont Health Services.

**Thank you to Dr. Borger and Dr. Hogan, Meredith Bazemore, Carolina Covenant, and the UNC School of Medicine** for making this 2024 summer experience possible for us.

**Thank you to our Medical Assistants:** Rosa, Melissa, Courtney, Monica, Fabi, Noemi, and **all staff at PHS** for helping to facilitate our learning over the course of this summer.