

## Our Patient Encounters

We have been open since July 14<sup>th</sup>, 2017. In those four months, 194 unique patients have been served, producing 240 medical encounters and 236 dental encounters.

- Two clients came in for their first physicals in a long time and found out they have Hepatitis C; they now have a treatment plan and are moving forward in treatment.
- One woman with a history of severe sexual trauma came in for her first pelvic exam and STD testing in over four years and completed the exam with the help of the patient advocate.
- One young man with active psychotic features (severe paranoia with visual hallucinations and auditory command hallucinations) was able to complete paperwork and a blood draw with the help of the patient advocate and phlebotomist. This client is homeless with chronic difficulties attending appointments, and has now seen both the medical provider and dental provider multiple times to address his health issues. He also received housing support while here.
- One client developed an abscess with MRSA due to an inability to manage certain life skills, and came in to the clinic for multiple appointments to treat his condition. He was able to follow through with these appointments and treat his infection successfully.
- A client who came in for dental work was so motivated after her first visit that she scheduled a standing appointment every Monday afternoon until her dental work was completed. She did not miss an appointment and reported that she now feels very proud of her dental health.
- One client who has not received medical care for over five years due to lack of trust in providers came in due to persistent shortness of breath. The client was triaged and determined to need a higher level of care, and thus was transported without the need of an ambulance to the emergency room, where he was sent immediately to the ICU. After leaving Cottage Hospital, he returned to the Integrated Care Clinic for follow up services. He has continued to follow up at the clinic and has also started seeing out dentist to further increase his well-being.
- We have had multiple clients walking in with high levels of shame at the poor state of their oral health. One such client came in first hiding his smile with his hand, and has since attended multiple appointments and proudly shows off his smile. After receiving services, this client brought in his friend, who also had severe dental needs and medical needs. He followed through on both his dental and medical treatment plans. The new client has since been connected with Sanctuary Center's Co-Occurring Disorders program and has been sober for several months for the first time in over three years.
- One new Sanctuary Center's client came in originally for medical attention, and during his visit learned that he could get dental services covered. He had been suffering from severe dental pain for several years to the point that his diet was restricted to soft foods and he could not chew without pain. This man has severe depression and has difficulties caring for himself and getting the appropriate nutrition. He began receiving dental services, and after several weeks, shared in group that for the first time in four years, he can enjoy food. He stated that being able to eat without pain has restored one of life's major pleasures for him, and that he felt more comfortable at our clinic than any other medical office he has ever been to. It has been wonderful watching his medical and dental symptoms decrease drastically in tandem with his mental health symptoms, and he has turned from a taciturn and withdrawn client to a hopeful man.