



## The Free Medical Clinic Provider Network Program Summary

**Objective:** To enlist clinics and providers to serve low-income and uninsured patients through The Free Medical Clinic Provider Network Program To offer our vetting process to identify those patients in need then register them for FMC services. To schedule providers in the FMC program with approved registered FMC patients for Telehealth virtual appointments.

### Overview

How does FMC increase volunteer providers to support low-income and uninsured residents of Anderson, Morgan, and Roane Counties? How do clinics and providers compassionately say “no” to requests made for free or discounted care at their clinics? How can we maximize the time of volunteer providers to do what they love to do and FMC do the administration, “leg work” and heavy lifting for them? How do clinics and providers properly vet patients with real needs for medical care? How do we grow our provider base while also increasing care for patients in need? This program seeks to bridge FMC with local clinics and providers in the entire State of Tennessee so residents who need no charge medical care can receive needed services. This program answers the questions of provider, FMC and patient needs. We do what the clinics and providers cannot do. The clinic and providers who are members of The Free Medical Clinic Provider Network Program provide what low-income and uninsured residents need. And FMC fulfills our mission and provides a helpful compassionate framework for local clinic and providers to help those in their community. **This program could increase the specialists we have in our volunteer provider network, increase awareness for patients in need of FMC services, and enlarge our volunteer provider pool prospects. This all translates to more people receiving the care they need.**

### Problems solved through this program for providers and clinics

- 1. Clinic and Providers were not set up to properly vet patients requesting free or discounted services:** How do clinics and providers identify patients in real need? They were not set up to provide this vetting process and information, they were set up to provide care through payment and/or insurance.
- 2. Clinics and Providers can now compassionately say “no” to requests for free or discounted services because they have a way of saying “yes” to them through The Free Medical Clinic Provider Network Program**
- 3.** When clinics or providers are approached with a request they can now say, “We do provide free services through the FMC. Here is the information for you to register and schedule your appointment for no charge medical care.” This provides a compassionate way of directing the patient will help each clinic and provider member in this program a path forward.
- 4. At the heart of each healthcare provider and clinic is the need to help others who are hurting:** Healthcare providers entered the field to make a difference in the lives of hurting people. FMC offers a way for them to escape the rigid healthcare system and simply provide care to those in vital need. The provider can simply do what they love to do by leaving the rest to FMC.

### Problems solved through this program for low-income and uninsured patients

1. **There is another way for low-income and uninsured residents to know about no charge medical care:** This increases information streams to people in need at point of care requests.
2. **There is an ever-expanding pool of providers that can be called on to provide no charge medical services:** We have more people to provide care so our capacity of patients is increased.
3. **There is a way to properly vet patients for clinics and providers and to track that care for annual tax deductions:** We serve as a vetting hub for clinics and providers to identify those in real need of no charge medical care and we track those results with the patient and contributions/donations for the provider

#### **Provider Role and Responsibilities in the Program:**

- Identify and enlist potential FMC Community Host reps in local townships
- Train Community Host in their responsibilities, inspire and motivate them to success
- Serve as an FMC point person for the program to FMC Leaders
- Supply each Community Host with supportive tools and help during their service
- Remain in monthly contact with each Community Host rep to ensure effectiveness
- Represent the program to FMC for any issues, concerns, ideas, suggestions and strategies
- Update Community Host as needed, utilizing them to help special events and funding campaigns

#### **FMC Role and Responsibilities to Providers and Patients:**

- **FMC was built to vet people requesting no charge medical care, it's what we do:** Provide the vetting of each patient clinics and providers send to the FMC for registration. We vet those needing real medical care but cannot afford it
- **FMC already has the framework in place:** FMC offers our entire organization to the clinics and providers to say "yes" to patients requested discounted or free services. They now can say "yes" here is how we provide you free care through our partnership with FMC; we vet, we schedule for you. You simply take the appointment by Telehealth
- **FMC helps clinics and providers do what they were created to do:** This program gives clinics and providers the ability to donate their services to patients in real need of medical care helping them do what the clinics and providers were created to do, provide care
- **FMC provides an easy turn key system to help those in need:** will provide the clinic and provider with on-and off-line information and communication pieces to provide those patients who request free or discounted services; we will then register and vet the patient and set up an appointment with an FMC provider either on our clinic sites or through the FMC Medical Co-Op program through an FMC Telehealth tool we provide
- **FMC tracks contributions:** FMC provide an annual donation of "gifts in kinds, services" to each member of the FMC Medical Co-Op Program which is tax deductible

#### **Items provided to each FMC Provider Network Program Member**

1. Free vetting, registration, and appointment schedule services through FMC
2. FMC on and off-line communication pieces to provide potential patients in need
3. FMC Telehealth Tools that can be used anywhere at anytime
4. An annual "gifts in kinds, services" contribution record that can be reported for tax deductions

### **Steps of the Program (From enrollment to 1<sup>st</sup> patient care)**

1. **Enroll:** A clinic or provider enrolls in The Free Medical Clinic Provider Network Program and decides how many Telehealth appointments they will provide per week; A welcome and quick-glance training guide with video will be sent to the new member for on-boarding
2. **Point Patient to FMC:** FMC provides on-and-off line communication and information pieces to the clinic and provider to give to those needing no charge medical care. The patient follows the steps and information provided; FMC gives the provider member access to FMC Telehealth Tools and EMR systems and support for their Telehealth visits
3. **Accept Appointment – Do what you love to do:** FMC schedules patient appointments for providers based on their enrollment information (capacity) with FMC pre-registered patients (already vetted); no provider in this program will see a new patient. New patients will be covered by FMC on site providers
4. **FMC does the heavy lifting:** FMC vets any patients that are sent to FMC from FMC Medical Co-Op Program members for registration and appointments
5. **FMC tracks your contribution:** FMC tracks all providers in the program for an annual contribution and donation record for “gifts-in kind,” services for their tax reporting and deduction. The provider will set the amount of the service (value of care) given through The Free Medical Clinic Provider Network Program and FMC will confirm that amount if asked from the IRS.