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### **IMPROVING ACCESS to HEALTHCARE in NEW ORLEANS: An up-to-date guide of free or low-cost clinics and medication assistance**

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# IMPROVING ACCESS to HEALTHCARE in NEW ORLEANS: An up-to-date guide of free or low-cost clinics and medication assistance.

By: Richard Brucker & Peggy Chehardy, EdD, CHES, Tulane University School of Medicine

## Learning Objectives:

1. List five requirements that improve the utility of a healthcare guide for the homeless.
2. Identify two major target populations for healthcare guides, given the limited access to internet for homeless individuals.
3. Describe how physicians can quickly and easily improve the likelihood that homeless patients will fill their prescriptions.

## Why did NolaFreeHealthCare.com develop?

After Hurricane Katrina, New Orleans' safety net, Charity Hospital, was closed. Numerous free or low-cost clinics opened around town. Yet homeless individuals still expressed a need for more free clinics, as they were unaware of the resources that already existed.

In August 2007, the resources available were out-dated, inaccurate, and lacked information regarding cost of medical care. Upon verifying information, print guides were assembled and thousands of copies were dispersed to homeless individuals.

A website, with both online and print guides, was created to address the difficult task of redistribution following guide updates. The master list is always available online, thus ensuring accurate, up-to-date information for health workers and community members. Additionally, the website has a \$4 drug checker, links to other useful resources, and is accessible in Spanish and Portuguese.

## How can physicians easily improve the chances that patients fill their prescriptions?

Enter the prescription drug name you are looking for here:



**TUSOM: NOLA Free Health Care**  
A FREE & LOW-COST HEALTH CARE GUIDE brought to you by: TULANE PHYSICIANS for SOCIAL RESPONSIBILITY

Home | Online View | Print Edition | Español, Português | \$4 Drugs Search

If you would like to search for another drug, please enter it below:

carvedilol

Results 1 - 1 for carvedilol. (0.12 seconds)

[Retail Prescription Program Drug List](#)  
File Format: PDF/Adobe Acrobat - Quick View  
Carvedilol 3.125mg tab ..... 60 ..... 180. Carvedilol  
6.25mg tab ... Carvedilol 12.5mg tab ...  
i.walmartimages.com/ii/hmp/fusion/customer\_list.pdf

This drug checker allows physicians to ensure that a drug is covered by Walmart's \$4 Prescription Plan by searching for it's generic name.

## What are 5 essential components of a healthcare guide?

1. Name / Address / Location
2. Days / Hours
3. Phone Number
4. Detailed description of services provided / populations served
5. Cost

**FREE HEALTHCARE GUIDE from Tulane Physicians for Social Responsibility available at WWW.NOLAFREEHEALTHCARE.COM**  
The clinics listed below are the free clinics in town. Read the descriptions of each to see about any limitations.

### Medication Information: \$4 for a 30 Day Supply

- Wal-Mart, Winn-Dixie, and Target offer over 300 generic drugs for \$4 per 30 day supply even if you do not have any medical insurance.
- Please ask your doctor if the prescription is available through the Wal-Mart, Winn Dixie or Target \$4 Prescription Program.
- If your prescription is for a name-brand medication, ask your doctor if a generic alternative would work.
- Please visit <http://www.nolafreehealthcare.com> for a quick and simple search to see if your prescription is covered by any of the \$4 Prescription Programs.
- If you are homeless, the Ozanam Inn (843 Camp) will give you a voucher for most prescriptions so that you do not have to pay.

NAME	ADDRESS	HOURS	PHONE	DESCRIPTION
Tulane University Community Health Center's:	Covenant House 611 N. Rampart Street	Covenant House Mon & Thurs: 8am – 7pm. Tues, Wed & Fri: 8 am – 5 pm New Orleans East 4626 Alcee Fortier Blvd. Suite D	Covenant House 504-988-3000  New Orleans East 504-255-8665	\$10 for urgent care, \$5 for primary care, will not turn patients away based on ability to pay * All medical services are by appointment only. If you have urgent needs, please call or walk-in to make an urgent care appointment for the same or the next day * each patient can be assigned a primary physician to lead their medical home team * on-site mental health counseling * behavioral health services * geriatrics care * reproductive health services
Tulane Drop-In Clinic @ Covenant House:	Covenant House 611 N. Rampart St.	Pediatric Clinic Mon – Fri: 9 am – 12 pm Teen Clinic Mon – Fri: 1 pm – 5 pm Reproductive Health Clinic Mon & Wed: 5 – 9 pm Sat: 9 am – 1 pm	504-584-1112	This is a low/no cost primary care clinic for clients under the age of 24. Appointments are encouraged but walk-ins are welcome. * The Pediatric Clinic provides primary care, urgent care and psychiatric services for infants, children and adolescents until age 12. * The Teen Clinic provides primary care and urgent care for adolescents and young adults until age 24. * The Reproductive Health Clinic is for young women and men until age 24 specifically for STD screening and treatment and family planning services.
Tulane Drop-In Center	1428 N. Rampart St.	Mon: 9:30 am – 11 am & 2 pm – 6 pm Tues: 3 pm – 7 pm Wed: 9:30 am – 12 pm Thurs & Fri: 9:30 am – 1 pm	504-948-6701	Free mental health care, behavioral health care and supportive services for homeless youth and youth at-risk for homelessness * Services include but are not limited to group activities, case management, job search assistance, substance abuse services and psychiatric services.
Fleur de Vie Clinic at Covenant House	611 N. Rampart St.	2009 Dates: 8-8, 8-22, 9-12, 9-26, 10-10, 10-24, 11-14, 12-12. 2010 Dates: 1-9, 1-23, 2-27, 3-13, 3-27, 4-10, 4-24, 5-8, 5-22, 6-12, 7-24. 9am – 2pm (last patient seen at 1pm)	504-988-3000	This is a free clinic run by Tulane Medical Students. Every patient is seen by medical students and then by the doctor * Please call to make an appointment * Mental Health Visits * Social Workers Available * Health Education * Prescriptions * Servicios en Español

Revised: October 31, 2009

Please e-mail updates and corrections to: nolafreehc@gmail.com

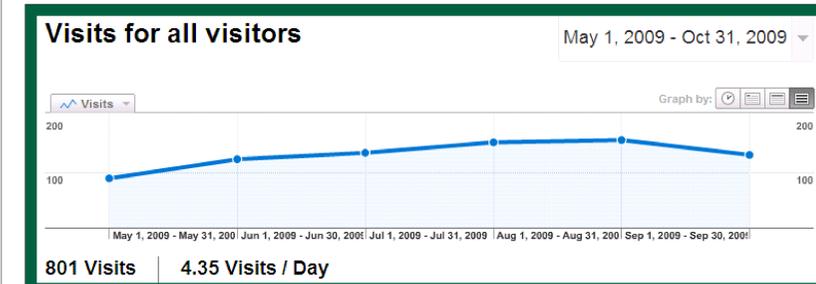
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## What are some other components needed to make a guide more useful?

1. Date the guide was last updated.
2. E-mail address for updates and corrections.
3. Requirement that clinics will see patients regardless of their ability to pay..
4. A readily available, updated, print version of the online guide.

This website is funded by the Tulane University School of Medicine's Medical Student Government

## Is this resource used?



In the past 5 months (May—October) [www.nolafreehealthcare.com](http://www.nolafreehealthcare.com) was visited 133.5 times per month and 4.35 times each day. Of these visits 31.5% were returning visitors and the average time spent on the site was 2 minutes and 30 seconds.

## Who are the major target populations for healthcare guide?

1. Healthcare Providers
  - A. Staff Physicians
  - B. Interns / Residents
  - C. Medical Students
  - D. Nurses
  - E. Social Workers
2. Homeless Outreach Agencies
  - A. Food Banks
  - B. Homeless Shelters
  - C. Religious Organizations

## What challenges need to be addressed?

1. Making sure that healthcare providers and homeless outreach agencies print and disperse the most current guides instead of photocopying old guides.
2. Working with clinics to ensure that the information on the guide is accurate.
3. Increasing the publicity of the guide amongst homeless individuals and those involved in homeless healthcare.

## For further information:

Feel free to contact Richard at [rbrucker@tulane.edu](mailto:rbrucker@tulane.edu)