



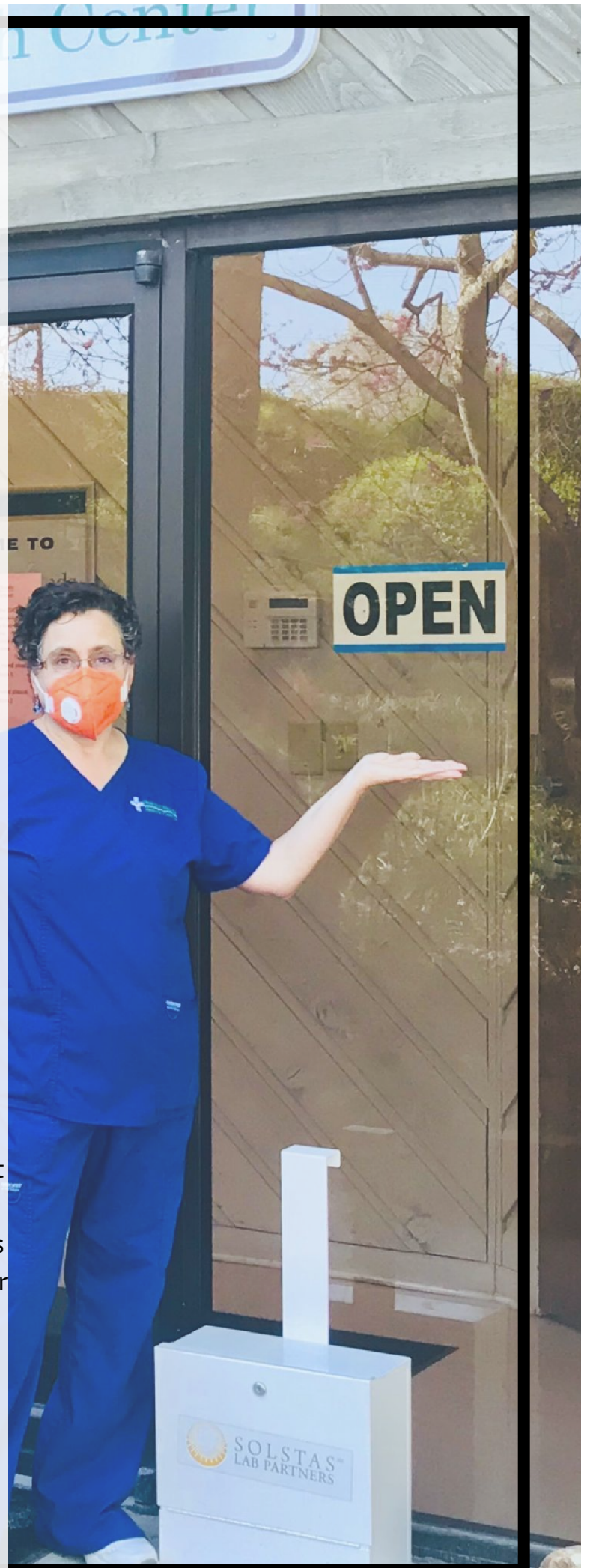
Healing Hands
Health Center

ANNUAL REPORT 2020

Our mission is to glorify Christ by providing quality, charitable healthcare to the working, uninsured of Northeast Tennessee and Southwest Virginia.

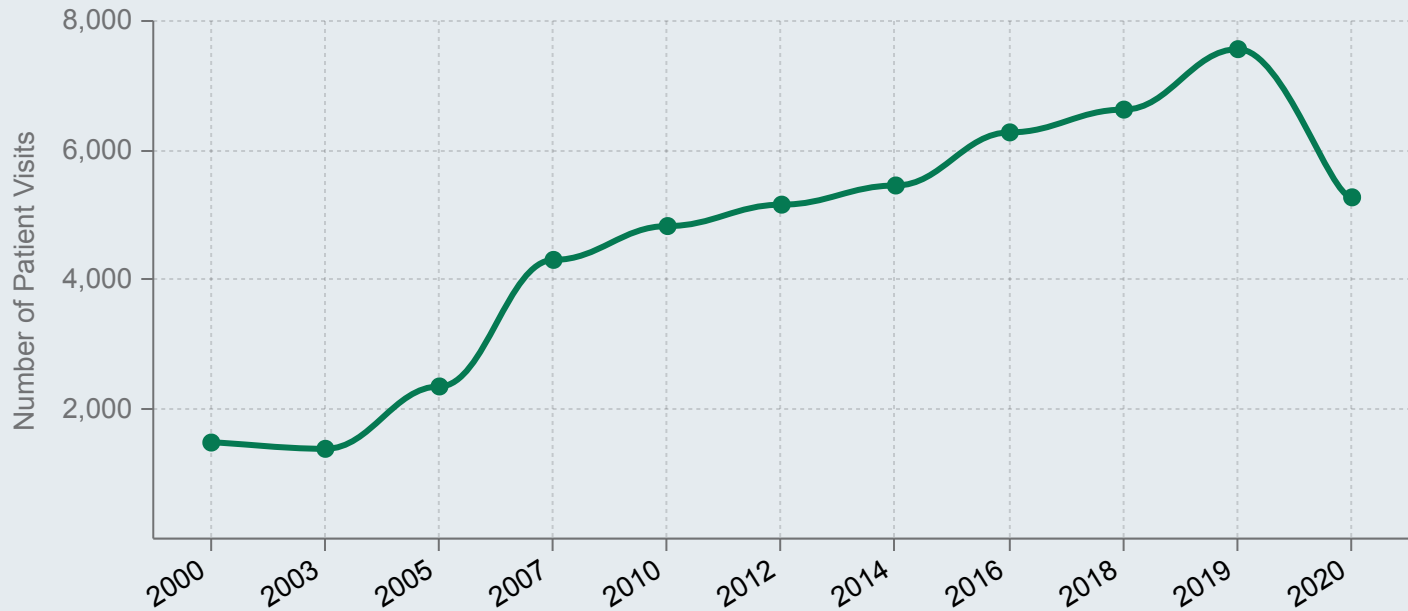
2020 started off with a bang when the US Surgeon General, Dr. Jerome Adams, visited our clinic in January. Soon after the COVID-19 pandemic hit our nation, and operations as we knew it, changed dramatically. Through **YOUR** generous support we were able to adapt so that our patients never lost us as a valued and important resource. We adapted our procedures to be safer. We adapted how patients access our services and how we provided care in order to meet COVID Protocols. We continued to fundraise even during hard times because our patients never needed us more!

**THANK YOU FOR YOUR CONTINUED SUPPORT
OF OUR MINISTRY!**





5,290 Total Patient Visits in 2020
94,591 Total Patient Visits to Date



Medical Statistics

522 Total Medical Patients



2,082 Medical Patient Visits

767 of Medical Visits were Primary Care Telemedicine Visits

Dental Statistics

1,127 Total Dental Patients



3,001 Dental Patient Visits

148 Teledental Visits

Provided 82 dentures and partials



546

New Patients in 2020

\$4,967,342

Value of medications provided in

2020



\$41,217,342

Value provided to date

Vision Statistics

We performed 124 Eye Exams and our patients received 186 pairs of Glasses.

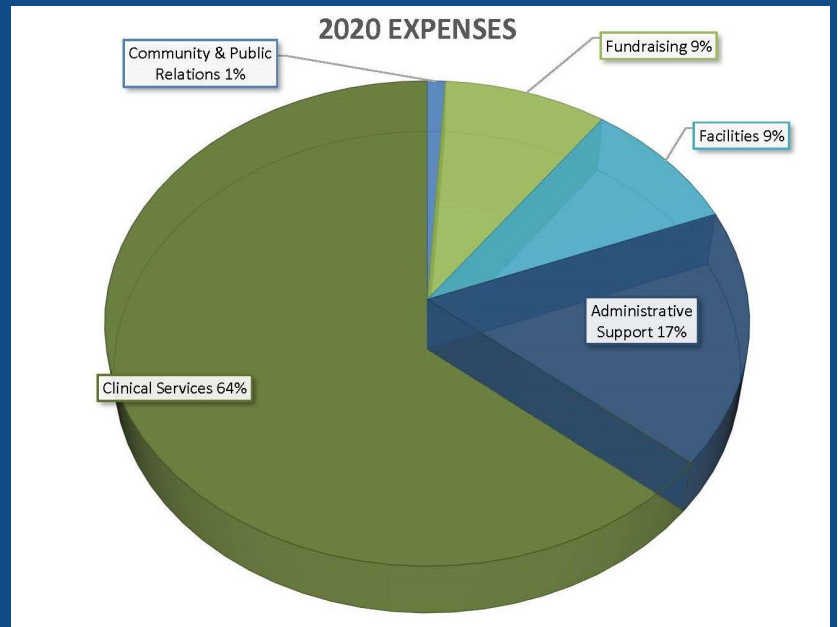
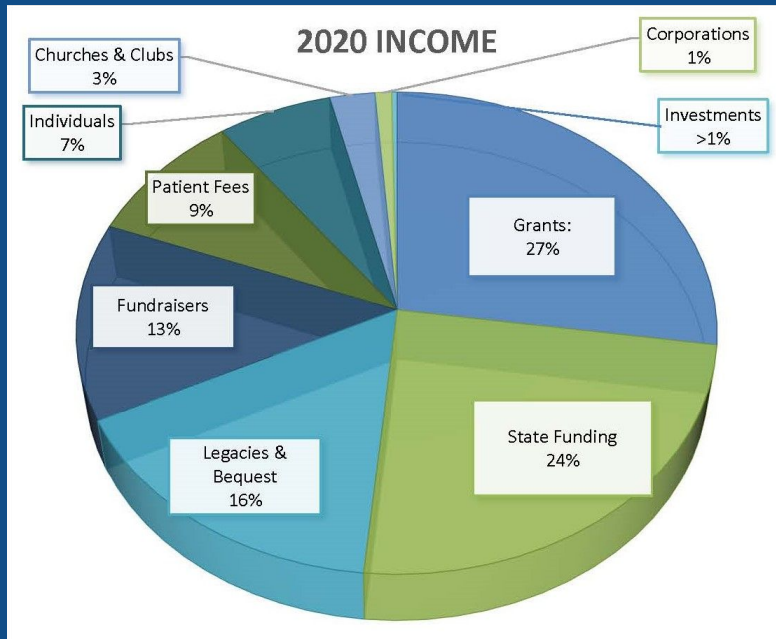


8,975

Dental Hygiene Kits Distributed to Children & Adults



Financial Review



2020 Volunteer Impact

203 Volunteers

\$314,400
Value of Time Donated

6,821 Hours Worked



Our volunteers include physicians, dentists, oral surgeons, dental assistants, dental hygienists, nurses, chiropractors, optometrists, opticians, counselors, office workers and lay volunteers. We are grateful for the tremendous help they provide!

Healing Hands serves as a learning site for over 100 students each year through internships, externships, and rotations. We are teaching the Christian aspect of healthcare as a ministry. We are proud of our partnerships with these educational institutions!



Appalachian



EAST TENNESSEE STATE UNIVERSITY



THE UNIVERSITY OF
TENNESSEE
HEALTH SCIENCE CENTER.



Our Patients

50% Have Hypertension

35% Are Obese

25% Have Diabetes

30% Have Mental Illness

22% Have Hyperlipidemia

“Healing Hands changed my life. I never thought that I would feel comfortable smiling again. Talking to people is a part of my job, and I always tried to hide my teeth when speaking to people. *Alicia*”



Alicia's Life Changing Story: Alicia Robertson had been complaining about her missing teeth. Having grown up in a large family, money was scarce and dental care was the least of their worries. Over time, her teeth became so painful that she wasn't able to chew very well or smile. Alicia was between jobs with no insurance and had lost all hope until a family member told her about Healing Hands Health Center. Alicia feels extremely fortunate that she found Healing Hands and was able to receive a partial denture at a very low cost. Alicia is employed again. "Healing Hands has had a great impact on my life. My friends and co-workers gave me the name "Sunshine" because now I smile all the time."

Daniel's Story: "In October of 2019, life threw me a curve ball! I was a senior at ETSU, working two part-time jobs and did not have health insurance. I had not been feeling well for quite some time. I visited an area urgent care clinic where they conducted blood tests and found my blood sugar levels to be alarmingly high. From there I was hospitalized and later diagnosed with Type 2 Diabetes. Shortly after the diagnosis, a friend told me about Healing Hands Health Center. This is where my story began.

I contacted Healing Hands to get an appointment. The medical clinic did not have an availability for about 6 weeks. I explained my dire situation and tried not to let fear take over. I had just taken my last dose of insulin for the day and had just enough left for one more day. Completely exacerbated and faced with tragedy, I bowed my head from within my car in a parking lot at ETSU and spoke these words, God, I know that you can work miracles, and I need a miracle.

Amazingly, the next day, my phone rang, and it was Cheryl at Healings Hands; they were able to work me in the following day! Talk about experiencing a miracle! Once the call ended, I cried tears of thankfulness and repeatedly thanked my Lord and Savior Jesus Christ. I visited Healings Hands two days after that prayer, and I have felt at home ever since."



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United Way of Bristol TN/VA