



THE UNITED METHODIST CHURCH

A ministry of the West Ohio  
Conference of the United  
Methodist Church

# DONOR UPDATE

## CHARITABLE PHARMACY OF CENTRAL OHIO, INC.

200 E. Livingston Ave, Columbus, OH 43215

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charitablepharmacy@gmail.com / www.charitablepharmacy.org

Hours: Tuesday, Wednesday, & Friday, 9am to 3pm (as of April 1)

## PHARMACY CHANGES DAYS, HOURS, NUMBER OF NEW PATIENTS PER DAY

On February 13, 2012, less than two years after the Charitable Pharmacy opened, the Pharmacy's 2,000th patient walked out the front door with the medications she needed. In those two years, the Pharmacy grew much more rapidly than anticipated, topping 50,000 prescriptions by the end of 2011. With typical days now seeing 60 patients and 325+ prescriptions dispensed, the Charitable Pharmacy has begun to reach a saturation point. With the limitations of space, staffing, and financial resources, something had to change. That something is the number of new patients qualified each day. Where the Pharmacy accepted six new patients on Mondays and Wednesdays, that number has now been reduced to three (plus three on Fridays). Already qualified patients continue to be served and re-qualified every six months. About two-thirds of qualified patients come back to the Pharmacy at least once every six months, and many use the Pharmacy on a regular basis.

Two other changes will also be made as of April 1: the Pharmacy will be open on Tuesdays instead of Mondays, and the Pharmacy's hours will be 9am-3pm on each day (Tuesday, Wednesday, and Friday). By changing the open hours to six each day, the hope is to spread patients out more evenly on those three days. As the Pharmacy continues to look for grant opportunities and other strategic partnerships, the number of new patients accepted will be revisited in the future.

## GOVERNOR'S OFFICE VISITS PHARMACY

The Governor's Office of Faith Based & Community Initiatives visited the Charitable Pharmacy on Weds., February 29. Kim Hettel, Deputy Director, and her assistant, Tracy Ensign, came to see how the Pharmacy works and to find out what they can do to connect the Pharmacy with various government resources. Hettel, a member at Marysville First United Methodist Church, heard about the Charitable Pharmacy when one of the Pharmacy staff was invited to speak there.



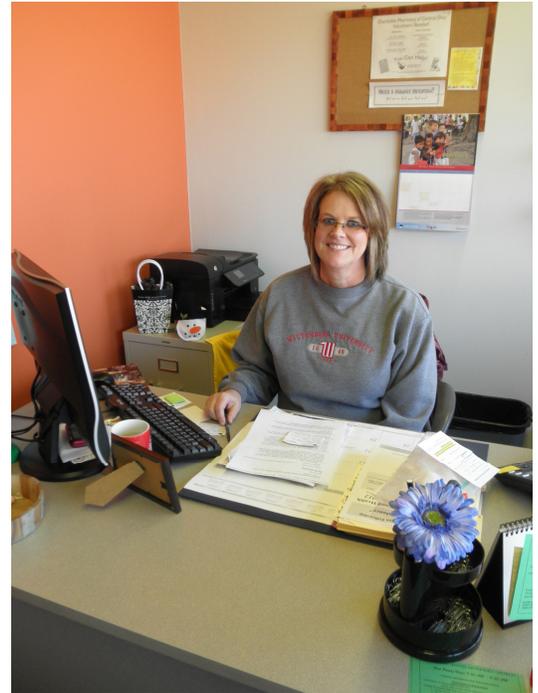
### DID YOU KNOW?

#### Fall 2011 Survey Results:

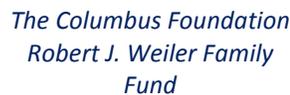
- 85% of Charitable Pharmacy patients come back every month.
- 74% of patients rate their overall experience at the Pharmacy as 'Excellent.'
- 83% rate the Pharmacy staff's helpfulness as 'Excellent.'
- 57% rate the amount & quality of time spent with the Pharmacist as 'Excellent'; 20% as 'Good'; and 14% as 'Satisfactory.'
- For the amount of time spent waiting for prescriptions, 21% of patients rate it as 'Excellent'; 24% as 'Good'; 38% as 'Satisfactory'; and 18% as 'Bad.'

# VOLUNTEER SPOTLIGHT

**Bev Hurlburt** drives an hour and a half each way to volunteer once a week at the Charitable Pharmacy. Bev and her husband are individual volunteers with the United Methodist Church and are waiting to be placed somewhere within the United States for up to 2 months at a time. While they wait, Bev has volunteered as a door greeter, receptionist, and patient services coordinator! Bev's dedication and work ethic have been greatly appreciated by her colleagues at the Pharmacy. "Many days at the Pharmacy have been less stressful thanks to Bev," says Mariellyn Dunlap, the Pharmacy's patient services coordinator. "She's someone I can trust to do any job, and do it well. I can't tell you the number of times she's been in the right place at the right time." The Charitable Pharmacy continues to need volunteers, especially to serve as door greeters, medication sorters, and substitute volunteers.



WE CAN DO WHAT WE DO THANKS TO THE FOLLOWING PUBLIC AND PRIVATE PARTNERS...



## STAFF MEMBERS

Allan Zaenger, Executive Director / Pharmacist  
 Jenni Seifert, Associate Pharmacist  
 Tara Schiller, Pharmacy Specialist  
 Laura Poling, Pharmacy Specialist  
 Mariellyn Dunlap, Patient Services Coordinator  
 Pamela Carter, Hospitality Aide

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Charitable Pharmacy  
of Central Ohio, Inc.