

The Pulse

of The Neighborhood Christian Clinic

RESTORING HEALTH & RESTORING LIVES • JUNE 2014

She Just Can't Stay Away!

by Paul Lorentsen, Medical Director

At morning prayer at our clinic today, I looked across our conference room table to see a wonderful friend sit down to join us in prayer. Over the years, volunteers have come and gone, but some keep returning to serve the Lord. Edith has volunteered as an interpreter for portions of 13 years; skilled as an interpreter but also as a powerful witness for the Lord. She joyfully serves the Lord here, at her church, and wherever God places her, but it's a miracle that she's still here on this earth.

As a high school student living in rural Mexico, she met a missionary who introduced her to an American family that was willing to sponsor her to live as a student in the USA. Her goal was to learn English in order to increase her capacity to serve the Lord. In a step of faith with full trust in the Lord's leading, her family allowed her to make the move to Phoenix, where she spent a year learning English, "immersed" in our culture. This same American family was then led by the Lord to provide a college education for her at Cedarville College, where she majored in education and was hired to teach high school Spanish in Phoenix. One week from the day when she would begin teaching, her life was changed forever. She was critically injured in an auto accident, and was in a coma for two weeks. Following the accident, she would need to relearn life's simplest tasks, including walking and talking.

The American family simply deepened their commitment to her. She received

excellent medical care, and began the long road to recovery. Two years later, she began volunteering at The Neighborhood Christian Clinic. Her deep love for Christ was evident to me from the beginning. She was uniquely able to connect with our Mexican patients, putting them at ease with her warm smile and familiar accent. She became a regular volunteer with us, although she has been required to return to Mexico for periods of time to satisfy the requirements of her visa.

I asked Edith today what keeps bringing her back to us year after year. Her eyes brightened, as if she was hoping I'd ask.

"I've been praying that God would allow me to share the hope He's given me. People need His hope! I'm not a doctor, but I can share the hope of faith."

But what is it about our clinic that impresses you? "The clinic shows so much love for the people. The poor here are treated so well here because of the love of God. People receive care for both their physical needs as well as their spiritual needs."

I praise God for Edith's testimony, that God is able to bring hope to the poor, and that spiritual care is valued by one who has suffered great physical pain.



Goodbye to Carol McCourt

by Paul Lorentsen, Medical Director



Sixteen years ago, I completed my service with the US Air Force, and was interviewing for jobs in the Phoenix area. The Neighborhood Christian Clinic had not yet opened, so I was looking at existing opportunities in the Phoenix area. I recall one interview with a particularly energetic clinic manager, to whom which I shared that I was helping to start a volunteer based Christian clinic in town. She was eager to hear about our plans, but I thought nothing further of the meeting until nearly a year later. God had led me to take a step of faith and open up The Neighborhood Christian Clinic, and I needed a clinic administrator. I received a call from one of our board members, who recommended the woman who had interviewed me for the position I had turned down. Now I was the one interviewing Carol, and she became the first and only clinic administrator we've had in our 15 years of operation. And after helping grow our clinic from a small start-up clinic to a multispecialty facility open 4 full days a week with hundreds of volunteers, Carol is riding off into the sunset.

Carol has been, in her own way, preparing us for her retirement for years. Whenever I asked her about the location of a file or the name of a key vendor or contact, Carol would always answer the question and then show me how to find the same information in the future. She always told me that she never stayed in one job for long. Yet whenever the "itch" came along to move on, God convinced her to stay. The clinic has reaped the benefits of her faithfulness. Carol's skills and familiarity with health care administration have guided the Clinic through the murky waters of practice management and state licensure. Her attention to detail in the

continued on back



Current Clinic Stats

| | Patient Visits | Volunteers | Hours | Turn Aways |
|-----|----------------|------------|-------|------------|
| Feb | 677 | 82 | 661.9 | 137 |
| Mar | 700 | 101 | 729.7 | 106 |
| Apr | 650 | 99 | 701.2 | 140 |

Welcome Cheryl...

As you know from reading the adjacent article, Carol McCourt is retiring from the Clinic after 15 years. The daunting task was mounted to find her replacement and ended with hiring Cheryl Soteris who started Monday, May 19. Come say hello to her!!

Cheryl's challenge is to fill the void that Carol leaves but when you meet her you know she is up to the task. She has an extensive background in diverse medical environments having worked for Cas Management which is a company that provides administrative support for all types and phases of medical practices. Cheryl's most recent experience was being the Healthcare Administrator for a multi-disciplinary medical office specializing in internal medicine, physical therapy, nutrition, weight loss, acupuncture and chiropractic medicine.

On a personal note, Cheryl was born and raised in Southern CA, accepted Christ as Lord when she was high school junior in Sylmar, CA. She studied at Cal State University Northridge after which she attended Portland Bible College in Oregon. She is married to Tom who is a Chiropractor who expanded his practice by starting a family medicine practice as well. Cheryl has four children all of whom are grown; Rachael, Samantha, Levi and Jordan.

Cheryl has a heart for ministry having been involved with several non-profit organizations. She loves to garden, cook and hike. She and Tom have lived in Scottsdale for 15 years and we welcome her with open arms and consider her a great addition to the team.



Thinking About Estate Planning?

Did you know that you can name the Clinic as a beneficiary on a life insurance policy? Ask us 602.254.0445 or AZ Community Foundation 602.381.1400. Please help secure the future of the Clinic.

Jesus looked at him and loved him. "One thing you lack," he said. "Go, sell everything you have and give to the poor, and you will have treasure in heaven. Then come, follow me."
Mark 10:21 (NIV)



Used Car or Trucks.

Have a used vehicle? Want to donate it to the Clinic? Give us a call at 602 254-0445 or e-mail gplooster@tncclinic.org. We will arrange for pick up and handle all the paper work. It's a great way to support the Clinic and receive a tax deduction.

...let us not love in word or in tongue, but in deed and in truth.
I John 3:18

Keep Current with TNCC Social Media:

[facebook](#) The Neighborhood Christian Clinic

[twitter](#) Twitter/ChristianClinic

continued from front

area of credentialing has protected the clinic and our volunteers in regards to medical malpractice. Her willingness to jump in and serve whenever a volunteer cancelled their shift has kept day to day operations moving forward, whether it was receiving patients at the front desk, serving in the pharmacy, or assisting the nursing staff. I still cannot forget the day that I pulled up to clinic only to see Carol, dressed in heavy work clothes, weed-whacking the parking lot in a cloud of dust. Whether it was baking a cake for a volunteer's birthday or driving across town to a doctor's office to pick up a supply of donated medication, Carol was willing to serve the Lord in any capacity.

Carol has been not only an employee, but a friend as well. Carol's office has been a haven for volunteers, who stop in and share stories, ask advice regarding family issues, and show off photos of grandchildren. Personally, she has supported me and my entire family in countless ways. During times of illness, she has brought meals to our home and has babysat our children when my wife and I were away. Most importantly, she lifts up all the needs and problems that are presented to her to the Lord in prayer.

Along the way, there were times when the clinic leadership made decisions that directly affected Carol. A less mature individual would have demanded more compensation, defended her territory, and refused to stoop down to serve in menial duties. In contrast, Carol trusted God and followed the Clinic's leadership through many challenging circumstances. She has persevered and faithfully fulfilled her commitment to the clinic, and can now look back with joy over the fruit of 15 years of labor. Carol, true to form, is carefully orienting her successor, and soon will be enjoying retirement life in the White Mountains of Arizona. We are so sad to see our friend and colleague go, but we send her on her way in gratitude for the time we have spent with her at The Clinic!



Save this Date!
October 2, 2014

**For a special evening with
Hugh Hewitt & Bill Bennett
at the
Sheraton Phoenix Downtown.
Register at
TheChristianClinic.org/15Years**



**The Neighborhood
Christian Clinic**

1929 W. Fillmore St., Phoenix, AZ 85009

602.254.0445

gplooster@tncclinic.org

www.TheChristianClinic.org