



QuestCareClinic

A Watermark Community Church Partnership



2017 YEAR IN REVIEW

We exist to serve the
community by awakening
and empowering the local
church to care for acute
care physical needs and
engage souls with the love
and power of the gospel of
Jesus Christ.



A LETTER FROM OUR DIRECTOR

"Give me your tired, your poor, Your huddled masses yearning to breathe free, The wretched refuse of your teeming shore. Send these, the homeless, tempest-tossed to me, I lift my lamp beside the golden door!"

These are the words etched into the Statue of Liberty. Borrowed from Emma Lazarus' poem *The Colossus* they have welcomed immigrants entering the United States for over 130 years.

I think of these words often as I survey our lobby. Standing at our front desk we can see the tired. The poor. The huddled masses, or as we like to call them around here, the multitudes. They come from both near and far. They are hurting, broken, and yearning (both literally and figuratively) to breathe free.

At the QuestCare Clinic, we can identify with Lady Liberty...standing with our lamp held high, inviting those that have no where else to go to enter in through our doors. We are not inviting them into the "colossus" of America. But a different colossus all together. We are there holding the door open as they come to meet the body of Christ.

Every day we see amazing things happen inside of our four walls and I am confident it is because the body of Christ is here, sitting across from the hurting in our city and offering them the love of a Savior that can conquer all things. When this is the model we have created, it should not surprise us that Jesus is working miracles in our midst.

As we reflect on 2017, we first want to thank you for being a part of this beacon of hope; for helping us to invite the hurting into healing. Your prayers, support, and service are the fuel that makes this lamp stand shine.

We also want to introduce you to a few of our friends. This is a small sample of the hurting men and women who are finding healing through the love of Christ inside of our four walls. We know you will be blessed by their stories. Now, meet the multitudes...

Christy Chermak

OVER 9,700 PATIENT VISITS IN 2017.

We count it a privilege to serve men, women, and children that would not have health care options elsewhere.

Without the clinic meeting their acute care needs, our patient population often resorts to our city's Emergency Rooms.

Conservatively estimating the cost of a visit for our patients without insurance, that means in 2017 our clinic saved the residents of DFW over

\$10.2 MILLION.



"It's Jesus...
IT
HAS
TO
BE
JESUS."

Two months after his first visit to the clinic, Shuja walked through our doors for a second time. As our front desk greeted him and asked how we could serve him, he looked beyond them into the area our nurses sit and pointed avidly. "Her!" He exclaimed. "I need to talk to her! I have something to tell her!" Shuja was referring to Paige, our charge nurse and Operations Manager. At his first visit to our clinic the two of them had a chance to talk about more than medicine and he wanted to revisit the conversation.

Shuja is the son of an Imam and grew up in a country that does not allow men or women to convert from Islam. But early on, he developed frustrations with his family's faith. He did not like how followers of Mohammed treated women and saw the hurt those who follow the Quran cause. As a teen, he became vocal about his grievances and it cost him. At the age of 19 he was thrown in jail for his statements.

After three weeks in jail, Shuja was allowed to leave and soon fled the country on refugee status. His journey through Turkey, the Pacific Northwest, and Amarillo finally landed him in Dallas. As a student at Richland College, a school nurse referred him to QuestCare to help with his cold.

At his first visit, Paige and Shuja became fast friends. A spiritual conversation began and they talked about Jesus and His Good News as Paige drew the bridge illustration on the table paper in the exam room. During that visit, Shuja knew he had heard the truth, and was drawn to the message Paige was sharing but wanted to learn more before responding. He chose to leave with a New Testament in hand and a promise to keep investigating.

When he walked back in our building that second time, he had kept his promise. He was excited to share with our staff and volunteers that he had continued to research the Christian faith after leaving his first visit. And as he sat with Paige a second time, he said, "It's Jesus. It has to be Jesus."

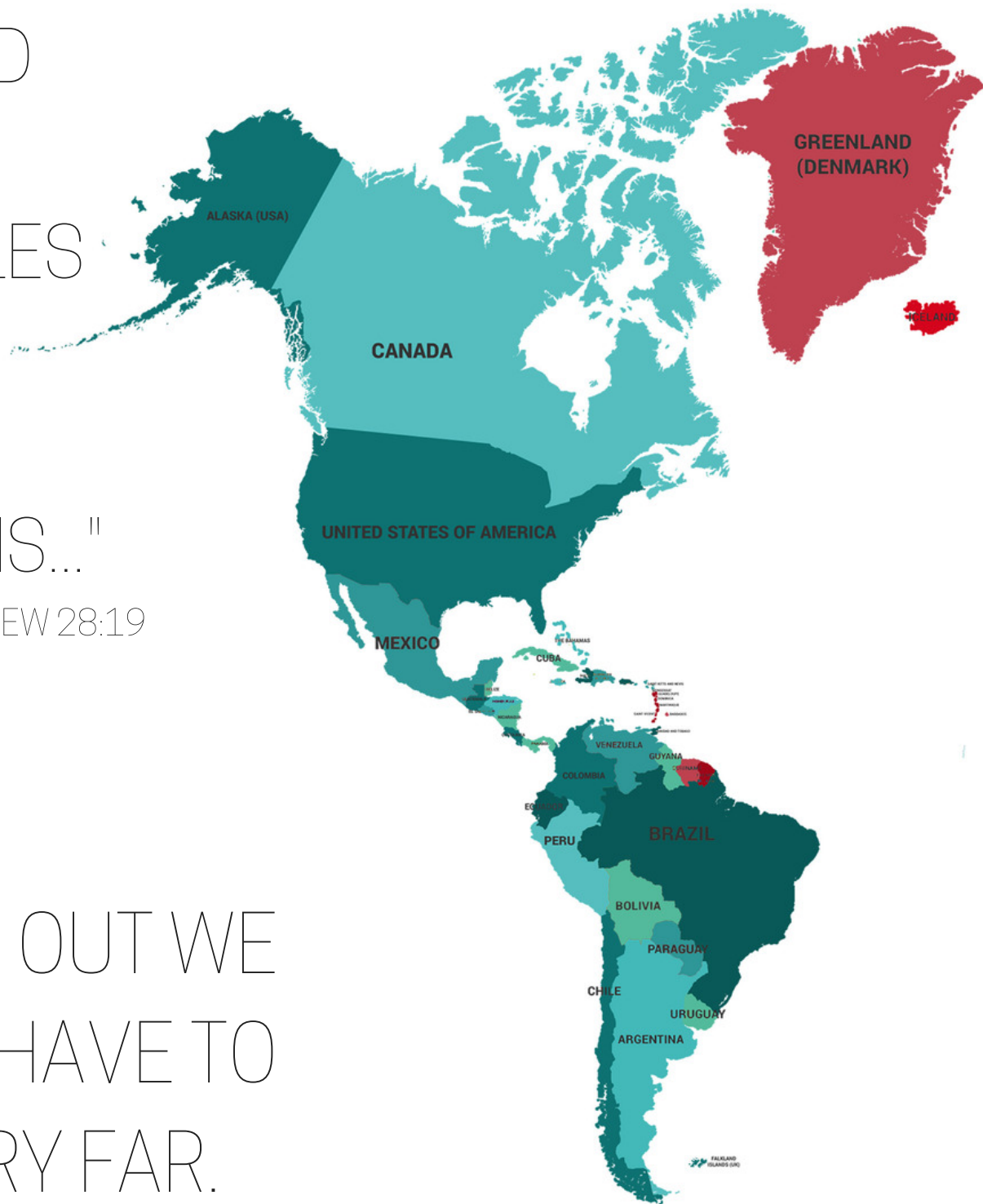
Shuja asked if he needed to get dressed up and go to church to formally convert to follow the God he had come to know through the New Testament. Paige explained Romans 10:9-10 and told Shuja that responding to Jesus' message was possible no matter what he was wearing or where he was. So Shuja decided to pray to receive Christ that day.

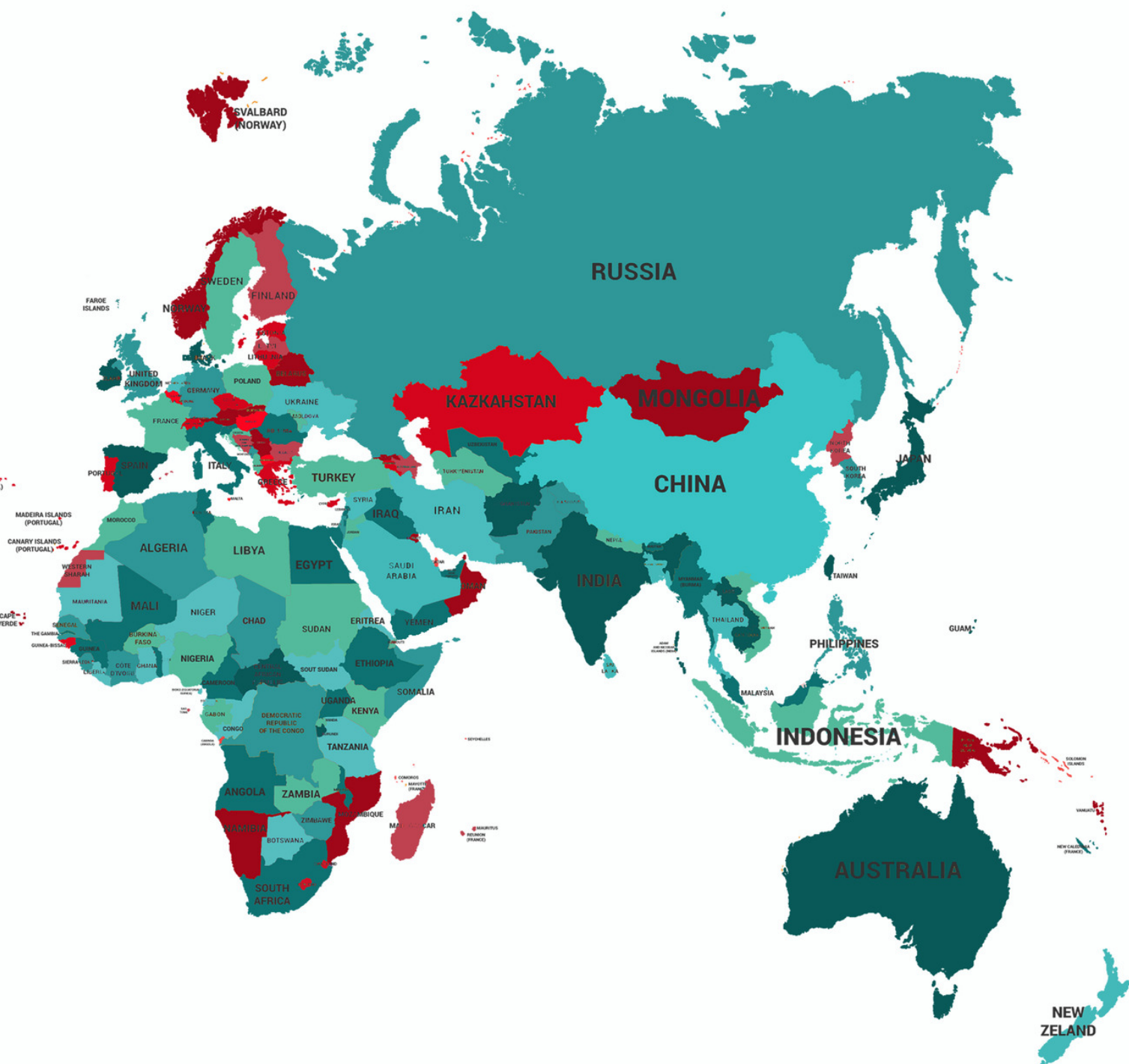
"I guess it's fitting that I do that here." He said. "This is where I met Jesus, after all."

"GO AND
MAKE
DISCIPLES
OF ALL
THE
NATIONS..."

-MATTHEW 28:19

TURNS OUT WE
DON'T HAVE TO
GO VERY FAR.





COUNTRIES IN BLUE HAVE BEEN SEEN IN THE CLINIC.
COUNTRIES IN RED HAVE YET TO WALK THROUGH OUR DOORS.



"AND THEN SHE TOLD ME...
YOU'RE GOING TO
GO IN THERE AND
SHARE THE GOSPEL.
I'LL BE HERE WHEN
YOU COME OUT."

When Amy first signed up to volunteer at QuestCare she was excited to use her medical experience and nursing skills to serve. But, she never thought she would be incorporating her faith. "I'll do the nursing," she remembers thinking. "The other volunteers here can handle the spiritual conversations."

As Amy started serving alongside other medical professionals who were modeling what it looked like to share their faith, she began to be challenged in her way of thinking. That, along with training she received in preparation for a clinic trip to Haiti, helped equip her to articulate the faith she had not known how to share in her past.

One day while serving on site, she was challenged to put what she had been learning into practice by engaging spiritually in a patient room. Despite being nervous, Amy obliged and quickly found out how simple it was to transition conversations. She even got to pray with her patient. Something that seemed daunting before was now doable!

Amy continued to practice sharing her faith and it is now a normal part of her life, not only in the clinic but at work, on planes, and with friends. In 2017, Amy began serving on our leadership team and in that role trains other volunteers on how to share their faith as well. She also now signs up to serve in the pastoral care role instead of the nursing ones.

One study indicates that 94% of patients desire that their medical staff would discuss spiritual things with them, but a majority of Christian healthcare workers feel intimidated or ill-equipped to share their faith. Within our four walls, medical professionals are learning how to not only live out their faith through acts of service but how to articulate the reason *why* they do what they do.

"I JUST COULD NOT STOP THINKING ABOUT THAT LIFE."



One busy morning as Liana helped our front desk get started she found herself intercepting a surprising phone call. A woman was calling for abortion services and asking if we could refer her to a provider. Liana was honest with the caller, explaining those were services we do not offer, but we did know of locations that could discuss other options if she was interested in that. We could also direct her to a location where she would get sonogram services for free. Our caller took the information but explained she'd still be looking for an abortion referral. She also gave Liana permission to call her again in a few days to check in.

For over a week Liana would call every few days just to check in and see how she was doing while building a friendship. Liana and the caller discussed morning sickness, spirituality, and what they both believed about when life begins. Finally, about a week into their conversations, Liana was told that our caller had scheduled an appointment to get the abortion. Liana was devastated and grieved for the loss of that baby's life and the mom's situation. Liana shared that we were here for her no matter what she did but would still love to have the chance to meet with her before that decision. Liana spent the next day praying for the woman on the other end of the phone. When the appointment time came and passed she prayed through her grief for the baby.

The following day, Liana still followed up with the mom through another phone call. If the caller had gone through with the abortion, we knew that there were still many ways to serve her and care for her well. As soon as they started talking, Liana could tell something was different. For the first time since they had started their conversations, the caller was excited and joyful.

"I saw my baby on the sonogram." She explained hurriedly. "I have to keep it. That's my baby. I know it's a life."

The two new friends celebrated together through tears and prayer. Our caller was invited to come in and get a positive pregnancy diagnosis at the clinic, as well as pick up a gift to celebrate her child.

"AS AN IMMIGRANT ONE OF MY GREATEST FEARS WAS GETTING SICK."



Milagro was nervous to walk in our doors. As a Venezuelan immigrant, she knew that being sick could mean big expenses and put her family in debt. But as she took in our clean facilities, professional staff, and welcoming environment her nerves began to calm.

During her visit she met one of our providers, Ryan. After the medical part of the visit Ryan introduced Milagro to Jennifer, a pastoral care volunteer serving that day. Jennifer had also immigrated from Venezuela to the United States and the two connected quickly. Some of Milagro's fears came up as they talked and Jennifer got to point Milagro to scripture during the visit, encouraging her to read the book of John to better understand who Jesus was. The two prayed together over Milagro's fears and Jennifer promised to follow up with Milagro via our clinic connecting team to see how she was doing.

As that friendship continued to grow, Milagro one day called Jennifer and asked to meet. She had been reading in her Bible and had a question. "If Jesus died for our sins and it's a free gift, why have I been working so hard?"

Milagro had come from a cultural background that told her the harder she worked the more God approved of her. She had believed she could earn her way to heaven via good works. Jennifer clarified the freeing message of the Bible, specifically referencing Ephesians 2:8-9 that Jesus' sacrifice for our sins was a free gift we only need accept. The good works we do are an overflow of His love, not an attempt to earn His love. For the first time, Milagro understood the freedom of the Gospel.

Because of the ongoing relationship built through the clinic connecting team, Milagro now knows Jesus and has begun attending a Bible-believing church. When asked about the change she has experienced since that first time at the clinic, she speaks of the fear that marked her when she walked in. "My new faith has removed the fear I used to have. I now know that no matter what hardship life's circumstances bring, God will provide for me and I only need to trust him."



WHAT'S NEXT FOR 2018

At the beginning of this year, our Board and Director anticipated that 2017 would be the year we approached maxing out our facility's ability for patient volumes. As we round out the year, we're seeing that to be true. This year we have added clinical hours on Saturdays, additional provider coverage throughout the week, and expanded our ministry reach with additional trainings, programming, and resources. While we continue to refine and improve patient care at our current facility, the natural question became, what's next?

As we considered where the Lord would have the ministry go next, we naturally saw a partnership be revealed with Watermark's Plano Campus in Collin County. Throughout the course of 2017, we investigated this opportunity and are pleased to share that in the spring of 2018 we are opening our second clinic, this time in Plano, Texas.

In Collin County, those who cannot afford health insurance have limited options. In fact, earlier this year Parkland Hospital, the publicly funded hospital designed to provide care for those without insurance in Dallas County, released data that showed the hospital had 6,000 patient visits from Collin County in 2016 alone. The cost to the hospital for that year from Collin County residents was over 6 million dollars. Because they cannot receive low cost care in Collin County, residents are driving south to Parkland for healthcare. In 2018 we aim to provide relief to this issue by addressing the acute care needs of Collin County as we mobilize the local church to be the solution.

In addition to launching our second clinic in 2018, we will continue to improve patient care at our North Dallas location. We will be working on volunteer training materials, improved patient education resources, and increasing our dental clinic capacity. We also anticipate celebrating our 5 year anniversary in the fall by sharing some of the many stories we've seen God orchestrate over the time we've been open!

THANK YOU FOR HELPING TO MAKE THIS HAPPEN

SINCE OUR BEGINNING,
the clinic has been a place that exists because men and women who are a part of the body of Christ have raised their hands to offer their time, talents, and treasures toward our collective mission. We invite you to join us as we serve the multitudes God is sending our way. Contact us if we can help to get you connected at questcareclinic.org or clinic@watermark.org

PRAY follow our blog for current events to know how to pray
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....SO THAT THE MULTITUDES MAY BE HEALED.

LUKE 6:17-19

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