

# Volunteer Health Services Program



**2007-2008**

# ANNUAL REPORT



As required by the provisions of Section 766.1115, Florida Statutes  
November 2008

# TABLE OF CONTENTS

	<u>Page</u>
TABLE OF CONTENTS.....	1
EXECUTIVE SUMMARY.....	2
TOTAL PROGRAM VOLUNTEER PARTICIPANTS.....	3
TOTAL PROGRAM CONTRIBUTIONS.....	3
SUMMARY OF CHAPTER 110 VOLUNTEER ACTIVITIES WITHIN DEPARTMENT OF HEALTH FACILITIES.....	4
SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS IN DEPARTMENT OF HEALTH FACILITIES.....	5
SUMMARY OF THE CHAPTER 766 VOLUNTEER HEALTH CARE PROVIDER PROGRAM (VHCPP) ACTIVITIES.....	8
SUMMARY OF CONTRIBUTIONS BY CHAPTER 766 VHCPP PROVIDERS.....	8
APPENDICES:	
A. SECTIONS 110.501-.504, <i>FLORIDA STATUTES</i> .....	19
B. SECTION 766.1115, <i>FLORIDA STATUTES</i> .....	22
C. VOLUNTEER HEALTH SERVICES PROGRAM STAFF DIRECTORY.....	27
D. DEPARTMENT OF FINANCIAL SERVICES VOLUNTEER HEALTH CARE PROVIDER PROGRAM FINANCIAL LIABILITY REPORT.....	28

## EXECUTIVE SUMMARY

The mission of the Florida Department of Health (department) is to promote, protect and improve the health of all people in Florida. To that end, the Volunteer Health Services Program's role is to promote access to quality health care for the medically underserved and uninsured residents of Florida through the commitment of volunteers.

From July 1, 2007, through June 30, 2008, the value of goods and services donated to Floridians through the Volunteer Health Services Program totaled \$178.8 million. Since the inception of the Volunteer Health Services Program in 1992, the department has documented more than \$1.28 billion in donated goods and services provided through initiatives authorized by Chapters 110 and 766, *Florida Statutes*. The majority of these contributions were directly related to medical and dental care provided to department clients.

This annual report consists of two sections that describe the contributions of many individuals and organizations that participate in the two volunteer initiatives under the auspices of the department. Chapter 110, Part IV, *Florida Statutes – Volunteers* (Appendix A), authorizes the use of various volunteers in the department's facilities. The Volunteer Health Care Provider Program (VHCPP) extends sovereign immunity protection to healthcare professionals who donate their services to eligible clients referred by the department or its designees. The department's Volunteer Health Services Program promotes and provides technical support to these programs through a staff of 11 individuals operating in 11 regions of the state with an annual budget of \$639,633. (See Appendix C for a listing of staff and regions.)

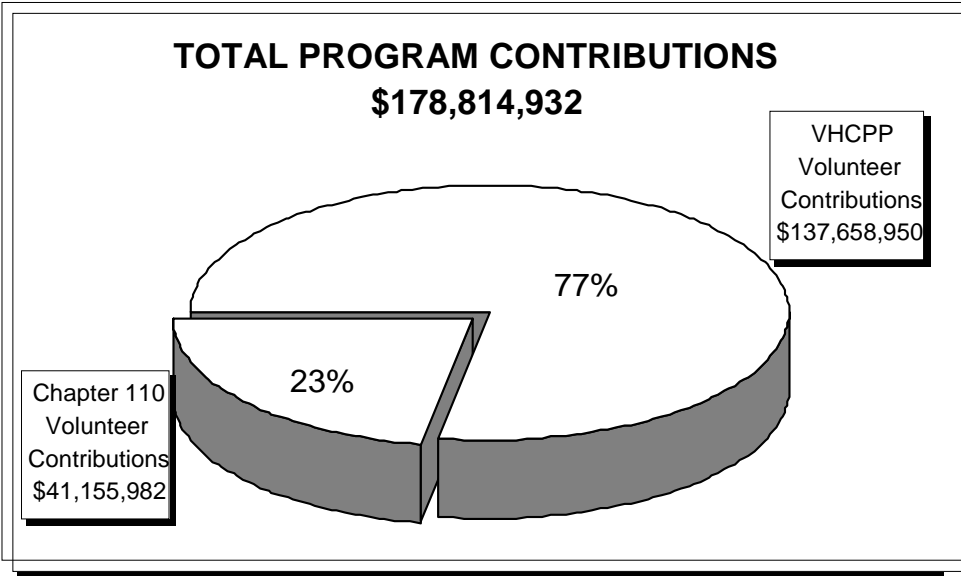
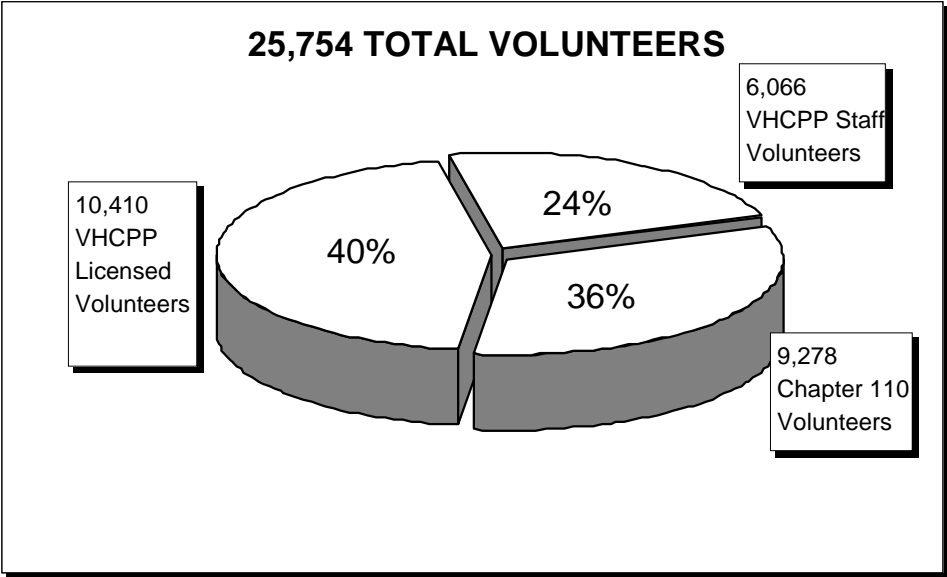
Florida encourages the use of volunteers within all state agencies as authorized in Chapter 110, *Florida Statutes*. The department, realizing its limited resources and fiscal constraints, as well as the value of volunteers, advocates the use of volunteers to augment its public health functions. Department volunteers hold many positions that directly benefit Floridians.

The VHCPP, a result of the "Access to Health Care Act" (section 766.1115, *Florida Statutes*, Appendix B), which was enacted in 1992, provides licensed healthcare professionals sovereign immunity protection for uncompensated services rendered to eligible clients referred by the department. Many program participants volunteer for community or faith-based organizations, and are agents of the state, in that they provide services for clients referred from the department and agree to certain contractual stipulations. This contract provides them with the same liability protection as state employees when they provide healthcare services. This program, with its limited resources and restrictive eligibility, is a small but vital component in the department's effort to increase access to health care for those in need throughout the state.

As specified in section 766.1115(7), *Florida Statutes*, the Division of Risk Management compiles an annual report of claims under this program. This report, in the form of a letter, is contained in Appendix D.

The key to the success of these volunteer initiatives has been the sustained support of the Florida Legislature through funding and the active involvement of various professional associations, public/private partnerships, and individuals who commit to strengthen and develop collaborative relationships in their local communities.

**TOTAL VALUE OF CONTRIBUTIONS  
SINCE PROGRAM INCEPTION  
\$1,287,989,924**



## **SUMMARY OF CHAPTER 110 VOLUNTEER ACTIVITIES WITHIN DEPARTMENT OF HEALTH FACILITIES**

The department recognizes volunteers and public/private partnerships will continue to be an integral part of its effort to increase access to quality health care for underserved Florida residents. This section of the report summarizes the contributions and donations made to DOH by a variety of volunteers as defined in Chapter 110, *Florida Statutes*, and organizations. The majority of goods and services were donated at county health departments (CHD) and Children's Medical Services (CMS) sites. During this reporting period, the department documented the participation of 9,278 volunteers, contributing 665,716 hours of their time, for a total value of \$41.1 million in donated services. \$15 million of this value is attributed to donated goods, primarily medications from patient assistance programs.

The department uses a broad range of volunteers and collaborations to augment existing local resources. They include, but are not limited to, licensed healthcare professionals providing direct patient care, technical personnel assisting in IT departments and environmental health-related areas, HIV/AIDS counselors/educators, interpreters, and administrative staff providing clerical support. The department has made many of its facilities throughout the state available to non-governmental organizations to provide healthcare education and services for residents of local communities.

The department offers a wide range of valuable educational opportunities. Several colleges and universities have contracted with the department to permit students to complete internships and/or clinical requirements in department facilities. In addition, many educational institutions have partnered with the department in support of health fairs, disaster preparedness and natural disaster events, immunization clinics, back-to-school physicals, and other events to improve the health of the community. Another recent innovative program involving volunteer nurses in public schools has been extremely successful in increasing the number of nurses available to address basic healthcare needs and health education of students. These collaborations not only benefit the students and the educational institutions, but also - and most importantly - they benefit Floridians.

The following documentation shows that the contributions of numerous individuals and public/private partnerships were extremely valuable to the department's mission and services to Floridians. Many educational institutions, community, faith-based, and secular organizations including, but not limited to, NOVA Southeastern University, the Medical Reserve Corps, Salvation Army, YMCA, Florida Baptist Convention, and Wal-Mart Corporation, were essential partners in the DOH's efforts to increase access to public health services for Floridians.

## SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS IN DEPARTMENT OF HEALTH FACILITIES

Program/Setting	Number of Volunteers	Number of Hours	Donations	Total Contributions
<i>Alachua CHD</i>	33	2,175	\$67,875	\$94,805
<i>Baker CHD</i>	11	2,933		\$72,598
<i>Bay CHD</i>	113	3,677	\$1,070,062	\$1,228,526
<i>Bay CMS</i>	15	150		\$4,553
<i>Bradford CHD</i>				NR
<i>Brevard CHD</i>	197	6,815		\$337,638
<i>Broward CHD</i>	336	10,477	\$430,475	\$700,111
<i>Calhoun CHD</i>				NR
<i>Charlotte CHD</i>	89	1,511	\$260,347	\$339,235
<i>Citrus CHD</i>	49	763	\$1,547,424	\$1,577,380
<i>Clay CHD</i>	94	1,902		\$78,428
<i>Collier CHD</i>	438	27,382	\$2,123,141	\$3,777,468
<i>Columbia CHD</i>				NR
<i>Daytona CMS</i>	18	242		\$4,721
<i>DeSoto CHD</i>	2	141		\$2,751
<i>Dixie CHD</i>				NR
<i>Duval CHD</i>	1,467	76,787	\$31,327	\$2,695,089
<i>Escambia CHD</i>	213	12,716	\$173	\$335,637
<i>Escambia CMS</i>	1	18		\$351
<i>Flagler CHD</i>	44	1,327		\$29,205
<i>Franklin CHD</i>	2	111	\$1,685	\$15,422
<i>Gadsden CHD</i>	11	80		\$1,561
<i>Gilchrist CHD</i>				NR
<i>Glades CHD</i>	3	442		\$102,423
<i>Gulf CHD</i>	14	718		\$14,008
<i>Hamilton CHD</i>				NR
<i>Hardee CHD</i>				NR
<i>Hendry CHD</i>				NR
<i>Hernando CHD</i>	6	2,930		\$105,337
<i>Highlands CHD</i>	25	4,394	\$4,564	\$85,722
<i>Hillsborough CHD</i>	62	4,184		\$81,553
<i>Holmes CHD</i>	7	241	\$450,655	\$450,944
<i>Indian River CHD</i>	110	1,564		\$174,656
<i>Jackson CHD</i>	75	1,480	\$140,700	\$184,580
<i>Jefferson CHD</i>	36	1,960	\$158,140	\$240,616
<i>Lafayette CHD</i>				NR

<b>Program/Setting</b>	<b>Number of Volunteers</b>	<b>Number of Hours</b>	<b>Donations</b>	<b>Total Contributions</b>
Lake CHD	183	2,694	\$87,066	\$151,330
Lee CHD	174	4,653	\$8,125	\$334,480
Leon CHD	16	968		\$18,886
Leon CMS				NR
Levy CHD	6	243	\$189,468	\$239,725
Liberty CHD				NR
Madison CHD	96	2,036	\$206,212	\$403,027
Manatee CHD	75	4,733	\$30,088	\$178,546
Marion CHD	92	23,075	\$745,047	\$1,252,269
Marion CMS-Ocala	3	759		\$14,803
Martin CHD	118	1,398		\$217,936
Miami CMS				NR
Miami, Division of Disability Determinations	1	134		\$33,500
Miami-Dade CHD	1,094	85,467	\$3,035,964	\$4,850,444
Monroe CHD	1	273		\$5,327
Nassau CHD	51	2,397	\$20,332	\$67,618
Okaloosa CHD	37	285		\$5,155
Okeechobee CHD	14	1,273		\$30,944
Orange CHD	848	25,819	\$5,322	\$973,003
Osceola CHD	42	629	\$158,907	\$191,735
Palm Beach CHD	1,866	257,739	\$1,474,780	\$12,000,468
Palm Beach CMS	28	208	\$11,433	\$221,128
Pasco CHD	29	1,801		\$35,219
Pinellas CHD	79	11,533	\$101,667	\$459,543
Polk CHD	86	11,988		\$254,256
Putnam CHD	9	191	\$10,954	\$29,094
Santa Rosa CHD	62	8,423		\$199,777
Sarasota CHD	334	39,111	\$2,442,893	\$5,708,875
Seminole CHD	203	4,791	\$1,850	\$36,939
St. Johns CHD	29	231		\$4,507
St. Lucie CHD	126	2,890	\$56,170	\$259,232
Sumter CHD	10	36		\$702
Suwannee CHD				NR
Tallahassee Hqts	5	354		\$6,887
Taylor CHD				NR
Union CHD				NR
Volusia CHD	71	2,169		\$42,111

<b>Program/Setting</b>	<b>Number of Volunteers</b>	<b>Number of Hours</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Wakulla CHD</i>	1	104	\$37,000	\$39,029
<i>Walton CHD</i>	18	191	\$150,640	\$154,314
<i>Washington CHD</i>				NR
<b>Total</b>	<b>9,278</b>	<b>665,716</b>	<b>\$15,060,486</b>	<b>\$41,155,982</b>

**Donations** – goods or monies received from external sources.

**Total Contributions** – summation of donations and value of service.

**NR** – Nothing reported.



## SUMMARY OF THE CHAPTER 766 VOLUNTEER HEALTH CARE PROVIDER PROGRAM ACTIVITIES

This section of the report documents the contributions made by participants in the Volunteer Health Care Provider Program (VHCPP). These activities are carried out under the terms and conditions specified under section 766.1115, *Florida Statutes*. These values are a compilation of data reported by providers for services rendered to eligible clients referred by the department throughout the state. In fiscal year (FY) 2007-2008 10,410 licensed healthcare professionals and 6,066 staff volunteers provided healthcare services for 304,432 patient visits with a total value of \$137,658,950. This value includes in excess of \$54.5 million in donations from grants and gifts from various entities to a variety of community and faith-based organizations.

Healthcare access for the underserved and uninsured Floridians, via this program, is wholly dependent on volunteer providers donating their services. The department is extremely thankful for the healthcare providers' commitment to this endeavor and acknowledges their positive impact on their local communities. Vital to the continued success of this program are the support and sponsorship of the licensed healthcare professionals, community and faith-based organizations, public/private partnerships, the Florida Medical Association, the Florida Osteopathic Medical Association, the Florida Dental Association and Florida Nurses Association. In numerous areas, providers and organizations have joined forces to develop extensive collaborations to support a complete, uncompensated, healthcare network for a portion of the neediest clients in their community.

### SUMMARY OF CONTRIBUTIONS BY CHAPTER 766 VHCPP PROVIDERS

#### ALACHUA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Acorn Clinic</i>	100	125	12,797	\$1,637,581	\$3,391,858
<i>Helping Hands Clinic</i>	21	46	1,289	\$50,542	\$233,604
<i>We Care Network</i>	895	975	2,137	\$14,000	\$4,920,901
<i>Santa Fe Baptist Association - BDV</i>	8	11	85	\$10,000	\$16,027
<b>TOTALS</b>	<b>1,024</b>	<b>1,157</b>	<b>16,308</b>	<b>\$1,712,123</b>	<b>\$8,562,930</b>

#### BAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Bay Cares</i>	128	128	901		\$7,140,931
<i>St. Andrew Community Medical Center</i>	86	161	2,769	\$534,632	\$1,144,710
<i>Northwest Coast Baptist Association - BDV</i>	6	6	55	\$625	\$11,749
<b>TOTALS</b>	<b>220</b>	<b>295</b>	<b>3,725</b>	<b>\$535,257</b>	<b>\$8,297,390</b>

**BREVARD COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Brevard Health Alliance (BHA)</i>	147	151	2,899	\$5,097,542	\$5,991,759
<b>TOTALS</b>	<b>147</b>	<b>151</b>	<b>2,899</b>	<b>\$5,097,542</b>	<b>\$5,991,759</b>

**BROWARD COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Light of the World Clinic</i>	73	221	4,549	\$255,918	\$711,910
<i>Living Water Care Centers</i>	14	21	690	\$45,000	\$290,528
<i>MediVan</i>	21	44	1,395	\$362,989	\$630,758
<b>TOTALS</b>	<b>108</b>	<b>286</b>	<b>6,634</b>	<b>\$663,907</b>	<b>\$1,633,196</b>

**CHARLOTTE COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Charlotte County Physicians for Volunteer Services, Inc.</i>	41	41	220		\$157,020
<i>Christian Health Ministries</i>	17	28	825	\$89,350	\$219,933
<i>Project Dentist Care - Give Kids a Smile</i>	26	26	199		\$41,388
<i>St. Vincent de Paul Community Pharmacy of Charlotte County</i>	39	407	1,943	\$286,208	\$1,057,548
<b>TOTALS</b>	<b>123</b>	<b>502</b>	<b>3,187</b>	<b>\$375,558</b>	<b>\$1,475,889</b>

**CITRUS COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>We Care of Citrus County</i>	40	40	374		\$148,699
<i>Nature Coast Baptist Association - BDV</i>	20	97	132	\$1,140	\$48,143
<i>Hunger &amp; Homeless Coalition of Citrus County, Inc.</i>	33	46	100	\$1,495	\$11,571
<b>TOTALS</b>	<b>93</b>	<b>183</b>	<b>606</b>	<b>\$2,635</b>	<b>\$208,413</b>

**CLAY COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Clay County We Care</i>	40	40	125		\$41,947
<i>Project Dentist Care - Give Kids a Smile</i>	6	19	56		\$26,988
<i>Clay County Dental cares</i>	10	36	249	\$2,300	\$102,386
<i>The Way Free Medical Clinic</i>	65	96	896	\$65,891	\$142,783

CLAY COUNTY (Con't)

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Clay County Volunteer Medical Clinic</i>	44	54	288		\$50,018
<b>TOTALS</b>	<b>165</b>	<b>245</b>	<b>1,614</b>	<b>\$68,191</b>	<b>\$364,122</b>

COLLIER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Neighborhood Health Clinic, Inc.</i>	120	120	2,338	\$2,130,523	\$2,970,804
<i>P. L. A. N. Collier We Care, Inc.</i>	239	242	1,066	\$100,000	\$2,084,869
<b>TOTALS</b>	<b>359</b>	<b>362</b>	<b>3,404</b>	<b>\$2,230,523</b>	<b>\$5,055,673</b>

DUVAL COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Christ the King</i>	143	223	227		\$173,234
<i>City Rescue Mission Dental Clinic</i>	5	51	624	\$10,000	\$52,618
<i>City Rescue Mission Medical Clinic</i>	20	32	975	\$82,827	\$181,802
<i>Healing Hands</i>	269	393	540		\$224,218
<i>I.M. Sulzbacher Clinic</i>	34	37	11,556	\$255,134	\$490,422
<i>Legacy of Care Health Clinic</i>	215	470	360	\$12,070	\$53,466
<i>Mission House Clinic</i>	64	74	1,941	\$114,000	\$239,227
<i>Project Dentist Care - Give Kids a Smile</i>	36	37	98		\$99,189
<i>The Help Center</i>	4	7	18		\$1,871
<i>Trinity Rescue Mission</i>	7	10	1,000	\$52,975	\$118,708
<i>We Care Jacksonville</i>	258	263	1,666	\$2,960,517	\$3,319,141
<b>TOTALS</b>	<b>1,055</b>	<b>1,597</b>	<b>19,005</b>	<b>\$3,487,523</b>	<b>\$4,953,896</b>

ESCAMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Escambia We Care</i>	184	186	4,247	\$75,000	\$5,551,471
<i>St. Joseph Medical Screening Clinic</i>	54	65	2,713	\$43,853	\$513,011
<i>Health and Hope Clinic</i>	42	77	1,519	\$804,152	\$1,128,000
<i>Pensacola Bay Baptist Association - BDV</i>	17	50	74	\$500	\$25,015
<i>Escambia Dental Cooperative</i>	2	2	109		\$42,884
<i>Sacred Heart Pediatric Dental Clinic</i>	1	1	51		\$95,098
<i>Pathways For Change</i>	1	6	3	\$75	\$2,776
<b>TOTALS</b>	<b>301</b>	<b>387</b>	<b>8,716</b>	<b>\$923,580</b>	<b>\$7,358,255</b>

FLAGLER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Flagler County Free Clinic</i>	32	37	1,286	\$216,491	\$257,811
<b>TOTALS</b>	<b>32</b>	<b>37</b>	<b>1,286</b>	<b>\$216,491</b>	<b>\$257,811</b>

GADSDEN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Pine Grove Baptist Clinic</i>	5	13	1	\$5,000	\$8,028
<b>TOTALS</b>	<b>5</b>	<b>13</b>	<b>1</b>	<b>\$5,000</b>	<b>\$8,028</b>

HERNANDO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Project Access</i>	36	36	98	\$79,655	\$82,155
<i>Project Dentist Care - Give Kids a Smile</i>	4	7	10		\$6,267
<b>TOTALS</b>	<b>40</b>	<b>43</b>	<b>108</b>	<b>\$79,655</b>	<b>\$88,422</b>

HIGHLAND COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Samaritan's Touch Care Center, Inc.</i>	37	122	4,564	\$1,290,759	\$2,517,294
<b>TOTALS</b>	<b>37</b>	<b>122</b>	<b>4,564</b>	<b>\$1,290,759</b>	<b>\$2,517,294</b>

HILLSBOROUGH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Center for Family Health</i>	13	16	2,502		\$240,181
<i>Catholic Mobile Medical Service</i>	23	26	1,310	\$10,000	\$88,768
<i>Red Crescent Clinic</i>	18	27	5,120	\$34,000	\$459,780
<i>Hillsborough County Dental Association – Give Kids a Smile</i>	6	43	33	\$24,188	\$33,178
<i>Smile Fridays/HCC/HCDA</i>	22	130	94		\$63,023
<i>Bridge Healthcare Clinic</i>	25	97	192	\$65,315	\$148,982
<i>Tampa Bay Baptist Association - BDV</i>	8	8	74		\$26,252
<b>TOTALS</b>	<b>115</b>	<b>347</b>	<b>9,325</b>	<b>\$133,503</b>	<b>\$1,060,164</b>

## INDIAN RIVER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Indian River We Care</i>	119	206	5,724	\$497,228	\$1,044,344
<b>TOTALS</b>	<b>119</b>	<b>206</b>	<b>5,724</b>	<b>\$497,228</b>	<b>\$1,044,344</b>

## JACKSON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Chipola Baptist Association - BDV</i>	8	16	64	\$1,000	\$19,425
<i>Project Dentist Care - Give Kids a Smile</i>	12	14	43	\$1,000	\$8,246
<b>TOTALS</b>	<b>20</b>	<b>30</b>	<b>107</b>	<b>\$2,000</b>	<b>\$27,671</b>

## LAKE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Florida Hospital Waterman, Inc., Community Primary Health Clinic</i>	46	61	2,562	\$1,784,971	\$1,990,930
<i>Community Medical Care Center of Leesburg, Inc.</i>	55	87	4,804	\$1,065,435	\$1,486,824
<i>South Lake Hospital, Inc., South Lake Health Clinic</i>	15	18	2,186	\$326,645	\$874,530
<i>We Care of Lake County, Inc.</i>	113	113	527	\$1,315,441	\$1,653,163
<i>Lake County Baptist Association - BDV</i>	5	23	40		\$11,999
<i>Project Dentist Care - Give Kids a Smile</i>	34	34	177	\$350	\$46,394
<b>TOTALS</b>	<b>268</b>	<b>336</b>	<b>10,296</b>	<b>\$4,492,842</b>	<b>\$6,063,840</b>

## LEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Lee We Care</i>	19	20	115	\$42,081	\$109,302
<i>Bonita Springs Club Eye Clinic</i>	4	4	218	\$61,390	\$94,090
<b>TOTALS</b>	<b>23</b>	<b>24</b>	<b>333</b>	<b>\$103,471</b>	<b>\$203,392</b>

## LEON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>We Care Network</i>	368	368	2,405	\$3,427	\$2,766,538
<i>Neighborhood Health Service</i>	23	31	2,267	\$216,116	\$540,154
<b>TOTALS</b>	<b>391</b>	<b>399</b>	<b>4,672</b>	<b>\$219,543</b>	<b>\$3,306,692</b>

LEVY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Harmony Baptist Association - BDV</i>	5	18	43		\$9,850
<b>TOTALS</b>	<b>5</b>	<b>18</b>	<b>43</b>		<b>\$9,850</b>

MANATEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>We Care Manatee, Inc.</i>	48	56	542	\$114,421	\$353,386
<b>TOTALS</b>	<b>48</b>	<b>56</b>	<b>542</b>	<b>\$114,421</b>	<b>\$353,386</b>

MARION COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>We Care of Marion County, Inc.</i>	464	466	857	\$4,061,739	\$4,209,897
<i>Interfaith Emergency Services, Inc</i>	1	12	206	\$45,661	\$51,924
<i>Dr. Gabriel Umana/Dr. Phillip D'Angelo Our Lady of Guadalupe</i>	9	13	259	\$754	\$21,807
<i>Dr. Jose Delgado-Elvir, Our Lady of Guadalupe</i>	1	2	130	\$1,237	\$267,469
<b>TOTALS</b>	<b>475</b>	<b>493</b>	<b>1,452</b>	<b>\$4,109,391</b>	<b>\$4,551,097</b>

MARTIN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Martin County Volunteers in Medicine</i>	69	98	8,320	\$3,503,330	\$4,424,778
<i>Christian Community Care Center (Dental)</i>	4	7	510	\$400	\$32,400
<b>TOTALS</b>	<b>73</b>	<b>105</b>	<b>8,830</b>	<b>\$3,503,730</b>	<b>\$4,457,178</b>

MIAMI-DADE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Dade County Dental Research Clinic/Community Smiles</i>	160	166	4,510		\$2,273,592
<i>Project Dentist Care - Give Kids a Smile</i>	34	58	39	\$300	\$31,815
<i>Good News Care Center</i>	83	85	28,534		\$12,900,860
<i>Baptist Health System*</i>				\$716,197	\$716,197
<i>Good Samaritan Holistic Clinic</i>	2	41	429	\$10,000	\$132,773
<i>League Against Cancer</i>	78	107	1,540	\$4,905,011	\$5,746,713
<i>Malta Projects of South Florida</i>	1	4			

MIAMI-DADE COUNTY (con't)

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Mercy Mission Services Reach Out</i>					
<i>Physician Referrals</i>	81	83	169		\$37,880
<i>Camillus Health Concern</i>	19	27	333		\$41,625
<i>St. John Bosco Clinic</i>	14	85	4,928	\$49,760	\$579,659
<i>North Miami Beach Medical Mobil Center</i>	12	43	1,467		\$447,402
<i>Open Door Health Center</i>	111	123	11,733	\$504,606	\$3,302,368
<i>Baptist health System South Florida*</i>				\$2,982,704	\$2,982,704
<i>Robert Morgan Dental Clinic</i>	43	45	2,454		\$1,303,257
<i>South Miami Children's Clinic</i>	7	14	233	\$50,896	\$107,761
<i>Baptist Health System*</i>			76	\$54,539	\$54,539
<i>Urban Mercy Clinic</i>	12	17	785		\$355,515
<i>University of Miami</i>	61	295	531		\$79,262
<i>Touching Miami with Love</i>	2	5	395		\$3,743
<i>Baptist Dental Van</i>	21	37	102		\$21,887
<i>Victim Service Center</i>	5	15	97	\$1,700	\$27,695
<i>University Heritage Clinic</i>	8	20	50	\$300	\$17,910
<i>*Estimated donations and services</i>					
<b>TOTALS</b>	<b>754</b>	<b>1,270</b>	<b>58,405</b>	<b>\$9,276,013</b>	<b>\$31,165,157</b>

MONROE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Good Health Clinic</i>	21	28	751	\$34,000	\$332,959
<i>Mariners Hospital*</i>				\$2,086,079	\$2,086,079
<i>*Estimated donations &amp; services</i>					
<b>TOTALS</b>	<b>21</b>	<b>28</b>	<b>751</b>	<b>\$2,120,079</b>	<b>\$2,419,038</b>

NASSAU COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>The Samaritan Medical Clinic</i>	25	35	919	\$160,860	\$302,892
<i>The Samaritan Dental Clinic</i>	15	21	1,191	\$2,750	\$223,520
<b>TOTALS</b>	<b>40</b>	<b>56</b>	<b>2,110</b>	<b>\$163,610</b>	<b>\$526,412</b>

**OKALOOSA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Crossroads Center Medical Clinic</i>	28	70	222	\$1,049,772	\$1,195,563
<i>Anglican Medical Ministries</i>	1	1	54	\$2,225	\$64,725
<i>SOZO Clinic</i>	2	5	13	\$9,000	\$13,811
<i>Project Dentist Care - Give Kids a Smile</i>	46	60	126	\$1,300	\$24,272
<i>Choctaw Baptist Association - BDV</i>	12	39	124	\$4,160	\$41,140
<b>TOTALS</b>	<b>89</b>	<b>175</b>	<b>539</b>	<b>\$1,066,457</b>	<b>\$1,339,511</b>

**ORANGE COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Health Care Center for the Homeless</i>	17	87	785	\$796,319	\$941,760
<i>Special Care of Central Florida, Inc.</i>	170	170	2,395	\$153,277	\$1,460,999
<i>Shepherd's Hope, Inc.</i>	545	1,297	9,195	\$1,186,925	\$3,218,254
<i>Dental Care Access Foundation</i>	154	165	627	\$15,156	\$417,888
<i>Central Florida Baptist Dental Van</i>	12	13	46		\$12,590
<i>Florida Hospital Clinic</i>	15	29	2,567	\$24,481	\$393,594
<i>Destiny Foundation Clinic</i>	41	104	385	\$300	\$92,264
<i>Mark Dogoli MD Medical Center</i>	10	20	883	\$7,500	\$83,528
<b>TOTALS</b>	<b>964</b>	<b>1,885</b>	<b>16,883</b>	<b>\$2,183,958</b>	<b>\$6,620,877</b>

**OSCEOLA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Osceola Christian Ministry Center</i>	8	12	597	\$21,693	\$76,453
<i>Osceola County Council on Aging</i>	23	24	1,933	\$136,389	\$347,440
<b>TOTALS</b>	<b>31</b>	<b>36</b>	<b>2,530</b>	<b>\$158,082</b>	<b>\$423,893</b>

**PALM BEACH COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Palm Beach Care Network</i>	287	294	61		\$123,624
<i>Caridad Health Clinic</i>	314	542	16,383	\$114,580	\$1,658,267
<i>Project: Dentists Care/Caridad</i>	242	1,221	6,551		\$436,068
<i>Project: Dentists Care-Café Joshua</i>	164	4			\$1,112
<i>The Hope Project</i>	3	11	1,619		\$514,773
<i>Community Health Center</i>	72	105	2,100	\$106,000	\$908,965
<i>Mission Medical Clinic</i>	23	37	5,068		\$764,935
<i>The Komen Foundation</i>			2,994		\$1,447,109
<i>Carelink of Jupiter</i>	63	89	3,106	\$1,100,000	\$1,240,667



PALM BEACH COUNTY (Con't)

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Jamaicans of the Palm Beaches</i>	20	46	750	\$2,250	\$25,506
<i>Project Access</i>	427	455	2,014	\$50,000	\$2,282,489
<i>Kiwanis Immunization Coalition</i>	7	80	5,318		\$29,135
<i>FAU Wellness center</i>	14	14	24		\$468
<b>TOTALS</b>	<b>1,636</b>	<b>2,898</b>	<b>45,988</b>	<b>\$1,372,830</b>	<b>\$9,433,118</b>

PASCO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>CARES Senior Health Clinic</i>	11	25	1,462	\$969,900	\$1,494,821
<i>La Casa de Esperanza y Salud at Farmworkers Self-Help</i>	8	30	368		\$57,931
<i>Good Samaritan Health Clinic</i>	100	112	2,076	\$59,700	\$199,944
<i>Pasco Hernando Community College - Give Kids a Smile</i>	17	29	32		\$17,057
<b>TOTALS</b>	<b>136</b>	<b>196</b>	<b>3,938</b>	<b>\$1,029,600</b>	<b>\$1,769,753</b>

PINELLAS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Clearwater Free Clinic, Inc.</i>	41	75	10,160	\$802,003	\$1,428,505
<i>HEP Free Dental Clinic</i>	14	61	1,449		\$163,254
<i>Pinellas County Dental Association - Give Kids a Smile</i> <i>Give Kids a Smile</i>	86	146	335		\$134,500
<i>La Clinica Guadalupeana</i>	21	51	2,762		\$1,003,246
<i>Suncoast Baptist Association - BDV</i>	10	29	82		\$16,163
<i>Pinellas County Dental Association PDC</i>	1	3	1		\$825
<i>Gulf Coast Dental Outreach</i>	36	38	306	\$48,441	\$112,023
<i>Willa Carson Community Health Resource Center</i> <i>Center</i>	10	28	2,615	\$275,000	\$478,327
<b>TOTALS</b>	<b>219</b>	<b>431</b>	<b>17,710</b>	<b>\$1,125,444</b>	<b>\$3,336,843</b>

POLK COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>We Care of Polk County</i>	211	211	680		\$805,715
<i>Good Samaritan Free Clinic at Talbot House</i>	30	51	4,035	\$1,381,225	\$1,543,939
<i>Lakeland Volunteers in Medicine</i>	133	221	20,525	\$786,514	\$2,237,185
<i>A Woman's Choice, Inc.</i>	3	4	431		\$3,935
<i>HCAP Dental Network</i>	45	46	790		\$254,945
<i>HCAP - Give Kids a Smile</i>	18	29	79	\$1,500	\$15,952
<i>The Haley Center FBC</i>	28	45	1,016	\$172,325	\$340,947
<i>The Haley Center FBC-FBV</i>	9	13	73	\$540	\$19,963
<b>TOTALS</b>	<b>477</b>	<b>620</b>	<b>27,629</b>	<b>\$2,342,104</b>	<b>\$5,222,581</b>

SARASOTA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>South County Community Clinic</i>	22	27	794	\$200,000	\$866,731
<i>Epilepsy Foundation of SW FL</i>	2	2	113	\$200,000	\$212,250
<i>Genesis Health Services, Inc.</i>	5	55	834	\$5,250	\$555,564
<i>Community Pharmacy</i>	4	50	25	\$154,000	\$229,520
<b>TOTALS</b>	<b>33</b>	<b>134</b>	<b>1,766</b>	<b>\$559,250</b>	<b>\$1,864,065</b>

SANTA ROSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Santa Rosa We Care</i>	121	121	1,100	\$982,524	\$1,641,077
<i>Good Samaritan Clinic</i>	43	84	2,410	\$1,174,471	\$1,610,576
<i>Santa Rosa Baptist Association - BDV</i>	24	53	193	\$600	\$45,871
<b>TOTALS</b>	<b>188</b>	<b>258</b>	<b>3,703</b>	<b>\$2,157,595</b>	<b>\$3,297,524</b>

SEMINOLE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Pathways To Care</i>	8	24	161		\$58,955
<i>Shepherd's Hope</i>	259	647	4,396	\$740,513	\$1,227,221
<b>TOTALS</b>	<b>267</b>	<b>671</b>	<b>4,557</b>	<b>\$740,513</b>	<b>\$1,286,176</b>

ST. JOHNS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Good Samaritan Health Centers, Inc.</i>	109	124	1,302	\$167,700	\$354,414
<b>TOTALS</b>	<b>109</b>	<b>124</b>	<b>1,302</b>	<b>\$167,700</b>	<b>\$354,414</b>

ST. LUCIE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Treasure Coast Dental Association</i>	2	2	12		\$1,200
<b>TOTALS</b>	<b>2</b>	<b>2</b>	<b>12</b>		<b>\$1,200</b>

SUMTER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Catholic Charities of Central Florida, Inc., Lazarus Free Medical Clinic</i>	16	16	52	\$1,470	\$12,756
<b>TOTALS</b>	<b>16</b>	<b>16</b>	<b>52</b>	<b>\$1,470</b>	<b>\$12,756</b>

VOLUSIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Halifax Baptist Dental Van</i>	16	46	124	\$34,914	\$51,430
<i>Jesus Clinic</i>	89	135	2,074	\$37,136	\$471,923
<i>Good Samaritan Clinic of West Volusia</i>	55	73	907	\$108,881	\$193,552
<b>TOTALS</b>	<b>160</b>	<b>254</b>	<b>3,105</b>	<b>\$180,931</b>	<b>\$716,905</b>

WALTON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Walton County Baptist Association - BDV</i>	16	28	71	\$50	\$18,575
<b>TOTALS</b>	<b>16</b>	<b>28</b>	<b>71</b>	<b>\$50</b>	<b>\$18,575</b>

<b>VHCPP Total</b>	<b>10,410</b>	<b>16,476</b>	<b>304,432</b>	<b>\$54,510,469</b>	<b>\$137,658,950</b>
--------------------	---------------	---------------	----------------	---------------------	----------------------

**Donations** – goods or monies received from external sources.  
**Total Contributions** – summation of donations and value of service.

## Chapter 110, Part IV, Volunteers

### 110.501 Definitions.--As used in this act:

- (1) "Volunteer" means any person who, of his or her own free will, provides goods or services, or conveys an interest in or otherwise consents to the use of real property pursuant to chapter 260, to any state department or agency, or nonprofit organization, with no monetary or material compensation. A person registered and serving in Older American Volunteer Programs authorized by the Domestic Volunteer Service Act of 1973, as amended (Pub. L. No. 93-113), shall also be defined as a volunteer and shall incur no civil liability as provided by s. [768.1355](#). A volunteer shall be eligible for payment of volunteer benefits as specified in Pub. L. No. 93-113, this section, and s. [430.204](#).
- (2) "Regular-service volunteer" means any person engaged in specific voluntary service activities on an ongoing or continuous basis.
- (3) "Occasional-service volunteer" means any person who offers to provide a one-time or occasional voluntary service.
- (4) "Material donor" means any person who provides funds, materials, employment, or opportunities for clients of state departments or agencies, without monetary or material compensation.

**History.**--s. 1, ch. 78-263; s. 24, ch. 79-190; s. 2, ch. 89-294; s. 671, ch. 95-147; s. 40, ch. 95-418; s. 47, ch. 96-399; s. 2, ch. 98-336; s. 15, ch. 2005-87.

**Note.**--Former s. 112.901.

### 110.502 Scope of act; status of volunteers.--

- (1) Every state department or state agency, through the head of the department or agency, secretary of the department, or executive director of the department, is authorized to recruit, train, and accept, without regard to requirements of the State Career Service System as set forth in part II of this chapter, the services of volunteers, including regular-service volunteers, occasional-service volunteers, or material donors, to assist in programs administered by the department or agency.
- (2) Volunteers recruited, trained, or accepted by any state department or agency shall not be subject to any provisions of law relating to state employment, to any collective bargaining agreement between the state and any employees' association or union, or to any laws relating to hours of work, rates of compensation, leave time, and employee benefits, except those consistent with s. [110.504](#). However, all volunteers shall comply with applicable department or agency rules.
- (3) Every department or agency utilizing the services of volunteers is hereby authorized to provide such incidental reimbursement or benefit consistent with the provisions of s. [110.504](#), including transportation costs, lodging, and subsistence, recognition, and other

## Appendix A

accommodations as the department or agency deems necessary to assist, recognize, reward, or encourage volunteers in performing their functions. No department or agency shall expend or authorize an expenditure therefor in excess of the amount provided for to the department or agency by appropriation in any fiscal year.

(4) Persons working with state agencies pursuant to this part shall be considered as unpaid independent volunteers and shall not be entitled to unemployment compensation.

**History.**--s. 2, ch. 78-263; s. 24, ch. 79-190; s. 48, ch. 96-399.

**Note.**--Former s. 112.902.

**110.503 Responsibilities of departments and agencies.**--Each department or agency utilizing the services of volunteers shall:

(1) Take such actions as are necessary and appropriate to develop meaningful opportunities for volunteers involved in state-administered programs.

(2) Comply with the uniform rules adopted by the Department of Management Services governing the recruitment, screening, training, responsibility, use, and supervision of volunteers.

(3) Take such actions as are necessary to ensure that volunteers understand their duties and responsibilities.

(4) Take such actions as are necessary and appropriate to ensure a receptive climate for citizen volunteers.

(5) Provide for the recognition of volunteers who have offered continuous and outstanding service to state-administered programs. Each department or agency using the services of volunteers is authorized to incur expenditures not to exceed \$100 each plus applicable taxes for suitable framed certificates, plaques, or other tokens of recognition to honor, reward, or encourage volunteers for their service.

(6) Recognize prior volunteer service as partial fulfillment of state employment requirements for training and experience pursuant to rules adopted by the Department of Management Services.

**History.**--s. 3, ch. 78-263; s. 24, ch. 79-190; s. 38, ch. 92-279; s. 55, ch. 92-326; s. 42, ch. 96-399; s. 13, ch. 99-399.

**Note.**--Former s. 112.903.

**110.504 Volunteer benefits.**--

(1) Meals may be furnished without charge to regular-service volunteers serving state departments, provided the scheduled assignment extends over an established meal period, and to occasional-service volunteers at the discretion of the department head. No department shall expend or authorize any expenditure in excess of the amount provided for by appropriation in any fiscal year.

## Appendix A

(2) Lodging, if available, may be furnished temporarily, in case of a department emergency, at no charge to regular-service volunteers.

(3) Transportation reimbursement may be furnished those volunteers whose presence is determined to be necessary to the department. Volunteers may utilize state vehicles in the performance of department-related duties. No department shall expend or authorize an expenditure in excess of the amount appropriated in any fiscal year.

(4) Volunteers shall be covered by state liability protection in accordance with the definition of a volunteer and the provisions of s. [768.28](#).

(5) Volunteers shall be covered by workers' compensation in accordance with chapter 440.

(6) Incidental recognition benefits or incidental nonmonetary awards may be furnished to volunteers serving in state departments to award, recognize, or encourage volunteers for their service. The awards may not cost in excess of \$100 each plus applicable taxes.

(7) Volunteers, including volunteers receiving a stipend as provided by the Domestic Service Volunteer Act of 1973, as amended (Pub. L. No. 93-113), shall be covered by s. [768.1355](#), the Florida Volunteer Protection Act.

**History.**--s. 4, ch. 78-263; s. 24, ch. 79-190; s. 8, ch. 83-159; s. 49, ch. 96-399; s. 14, ch. 99-399.

**Note.**--Former s. 112.904.

**766.1115 Health care providers; creation of agency relationship with governmental contractors.--**

(1) SHORT TITLE.--This section may be cited as the "Access to Health Care Act."

(2) FINDINGS AND INTENT.--The Legislature finds that a significant proportion of the residents of this state who are uninsured or Medicaid recipients are unable to access needed health care because health care providers fear the increased risk of medical negligence liability. It is the intent of the Legislature that access to medical care for indigent residents be improved by providing governmental protection to health care providers who offer free quality medical services to underserved populations of the state. Therefore, it is the intent of the Legislature to ensure that health care professionals who contract to provide such services as agents of the state are provided sovereign immunity.

(3) DEFINITIONS.--As used in this section, the term:

(a) "Contract" means an agreement executed in compliance with this section between a health care provider and a governmental contractor. This contract shall allow the health care provider to deliver health care services to low-income recipients as an agent of the governmental contractor. The contract must be for volunteer, uncompensated services. For services to qualify as volunteer, uncompensated services under this section, the health care provider must receive no compensation from the governmental contractor for any services provided under the contract and must not bill or accept compensation from the recipient, or any public or private third-party payor, for the specific services provided to the low-income recipients covered by the contract.

(b) "Department" means the Department of Health.

(c) "Governmental contractor" means the department, county health departments, a special taxing district with health care responsibilities, or a hospital owned and operated by a governmental entity.

(d) "Health care provider" or "provider" means:

1. A birth center licensed under chapter 383.
2. An ambulatory surgical center licensed under chapter 395.
3. A hospital licensed under chapter 395.
4. A physician or physician assistant licensed under chapter 458.
5. An osteopathic physician or osteopathic physician assistant licensed under chapter 459.
6. A chiropractic physician licensed under chapter 460.
7. A podiatric physician licensed under chapter 461.
8. A registered nurse, nurse midwife, licensed practical nurse, or advanced registered nurse practitioner licensed or registered under part I of chapter 464 or any facility which employs

## Appendix B

nurses licensed or registered under part I of chapter 464 to supply all or part of the care delivered under this section.

9. A midwife licensed under chapter 467.
10. A health maintenance organization certificated under part I of chapter 641.
11. A health care professional association and its employees or a corporate medical group and its employees.
12. Any other medical facility the primary purpose of which is to deliver human medical diagnostic services or which delivers nonsurgical human medical treatment, and which includes an office maintained by a provider.
13. A dentist or dental hygienist licensed under chapter 466.
14. A free clinic that delivers only medical diagnostic services or nonsurgical medical treatment free of charge to all low-income recipients.
15. Any other health care professional, practitioner, provider, or facility under contract with a governmental contractor, including a student enrolled in an accredited program that prepares the student for licensure as any one of the professionals listed in subparagraphs 4.-9.

The term includes any nonprofit corporation qualified as exempt from federal income taxation under s. 501(a) of the Internal Revenue Code, and described in s. 501(c) of the Internal Revenue Code, which delivers health care services provided by licensed professionals listed in this paragraph, any federally funded community health center, and any volunteer corporation or volunteer health care provider that delivers health care services.

(e) "Low-income" means:

1. A person who is Medicaid-eligible under Florida law;
  2. A person who is without health insurance and whose family income does not exceed 200 percent of the federal poverty level as defined annually by the federal Office of Management and Budget; or
  3. Any client of the department who voluntarily chooses to participate in a program offered or approved by the department and meets the program eligibility guidelines of the department.
- (4) **CONTRACT REQUIREMENTS.**--A health care provider that executes a contract with a governmental contractor to deliver health care services on or after April 17, 1992, as an agent of the governmental contractor is an agent for purposes of s. [768.28\(9\)](#), while acting within the scope of duties under the contract, if the contract complies with the requirements of this section and regardless of whether the individual treated is later found to be ineligible. A health care provider under contract with the state may not be named as a defendant in any action arising out of medical care or treatment provided on or after April 17, 1992, under contracts entered into under this section. The contract must provide that:



## Appendix B

- (a) The right of dismissal or termination of any health care provider delivering services under the contract is retained by the governmental contractor.
- (b) The governmental contractor has access to the patient records of any health care provider delivering services under the contract.
- (c) Adverse incidents and information on treatment outcomes must be reported by any health care provider to the governmental contractor if the incidents and information pertain to a patient treated under the contract. The health care provider shall submit the reports required by s. [395.0197](#). If an incident involves a professional licensed by the Department of Health or a facility licensed by the Agency for Health Care Administration, the governmental contractor shall submit such incident reports to the appropriate department or agency, which shall review each incident and determine whether it involves conduct by the licensee that is subject to disciplinary action. All patient medical records and any identifying information contained in adverse incident reports and treatment outcomes which are obtained by governmental entities under this paragraph are confidential and exempt from the provisions of s. [119.07](#)(1) and s. 24(a), Art. I of the State Constitution.
- (d) Patient selection and initial referral must be made solely by the governmental contractor, and the provider must accept all referred patients. However, the number of patients that must be accepted may be limited by the contract, and patients may not be transferred to the provider based on a violation of the antidumping provisions of the Omnibus Budget Reconciliation Act of 1989, the Omnibus Budget Reconciliation Act of 1990, or chapter 395.
- (e) If emergency care is required, the patient need not be referred before receiving treatment, but must be referred within 48 hours after treatment is commenced or within 48 hours after the patient has the mental capacity to consent to treatment, whichever occurs later.
- (f) Patient care, including any followup or hospital care, is subject to approval by the governmental contractor.
- (g) The provider is subject to supervision and regular inspection by the governmental contractor.

A governmental contractor that is also a health care provider is not required to enter into a contract under this section with respect to the health care services delivered by its employees.

(5) NOTICE OF AGENCY RELATIONSHIP.--The governmental contractor must provide written notice to each patient, or the patient's legal representative, receipt of which must be acknowledged in writing, that the provider is an agent of the governmental contractor and that the exclusive remedy for injury or damage suffered as the result of any act or omission of the provider or of any employee or agent thereof acting within the scope of duties pursuant to the contract is by commencement of an action pursuant to the provisions of s. [768.28](#). With respect to any federally funded community health center, the notice requirements may be met by posting in a place conspicuous to all persons a notice that the federally funded community health center is an agent of the governmental contractor and that the exclusive remedy for injury or damage suffered as the result of any act or omission of the provider or of any employee or agent thereof acting within the scope of duties pursuant to the contract is by commencement of an action pursuant to the provisions of s. [768.28](#).

## Appendix B

(6) **QUALITY ASSURANCE PROGRAM REQUIRED.**--The governmental contractor shall establish a quality assurance program to monitor services delivered under any contract between an agency and a health care provider pursuant to this section.

(7) **RISK MANAGEMENT REPORT.**--The Division of Risk Management of the Department of Financial Services shall annually compile a report of all claims statistics for all entities participating in the risk management program administered by the division, which shall include the number and total of all claims pending and paid, and defense and handling costs associated with all claims brought against contract providers under this section. This report shall be forwarded to the department and included in the annual report submitted to the Legislature pursuant to this section.

(8) **REPORT TO THE LEGISLATURE.**--Annually, the department shall report to the President of the Senate, the Speaker of the House of Representatives, and the minority leaders and relevant substantive committee chairpersons of both houses, summarizing the efficacy of access and treatment outcomes with respect to providing health care services for low-income persons pursuant to this section.

(9) **MALPRACTICE LITIGATION COSTS.**--Governmental contractors other than the department are responsible for their own costs and attorney's fees for malpractice litigation arising out of health care services delivered pursuant to this section.

(10) **RULES.**--The department shall adopt rules to administer this section in a manner consistent with its purpose to provide and facilitate access to appropriate, safe, and cost-effective health care services and to maintain health care quality. The rules may include services to be provided and authorized procedures. Notwithstanding the requirements of paragraph (4)(d), the department shall adopt rules that specify required methods for determination and approval of patient eligibility and referral and the contractual conditions under which a health care provider may perform the patient eligibility and referral process on behalf of the department. These rules shall include, but not be limited to, the following requirements:

(a) The provider must accept all patients referred by the department. However, the number of patients that must be accepted may be limited by the contract.

(b) The provider shall comply with departmental rules regarding the determination and approval of patient eligibility and referral.

(c) The provider shall complete training conducted by the department regarding compliance with the approved methods for determination and approval of patient eligibility and referral.

(d) The department shall retain review and oversight authority of the patient eligibility and referral determination.

(11) **APPLICABILITY.**--This section applies to incidents occurring on or after April 17, 1992. This section does not apply to any health care contract entered into by the Department of Corrections which is subject to s. [768.28](#)(10)(a). Nothing in this section in any way reduces or limits the rights of the state or any of its agencies or subdivisions to any benefit currently provided under s. [768.28](#).

## Appendix B

**History.**--s. 1, ch. 92-278; s. 22, ch. 93-129; s. 1, ch. 94-75; s. 246, ch. 94-218; s. 425, ch. 96-406; s. 126, ch. 97-237; s. 9, ch. 97-263; s. 11, ch. 98-49; s. 41, ch. 98-89; s. 233, ch. 98-166; s. 88, ch. 99-3; s. 286, ch. 99-8; s. 49, ch. 2000-242; s. 145, ch. 2000-318; s. 88, ch. 2001-277; s. 114, ch. 2002-1; s. 1900, ch. 2003-261; s. 51, ch. 2003-416; s. 1, ch. 2004-54; s. 1, ch. 2005-118.

## Volunteer Health Services Program Staff Directory

### HEADQUARTERS

**Mark Lundberg**, Director

Volunteer Health Services Program  
4052 Bald Cypress Way, Bin C23  
Tallahassee, FL 32399-1743  
(850) 245-4151 Cell (850) 519-3152  
Mark\_Lundberg2@doh.state.fl.us

**REGION 1** – Bay, Calhoun, Escambia, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, Washington

**REGION 2** – Franklin, Gadsden, Gulf, Hamilton, Jefferson, Lafayette, Leon, Liberty, Madison, Suwannee, Taylor, Wakulla

**Bob Hester**

Volunteer Health Services Program  
4052 Bald Cypress Way, Bin C23  
Tallahassee, FL 32399-1743  
(850) 245-4104 Cell (850) 251-4505  
Robert\_Hester@doh.state.fl.us

**REGION 3** – Alachua, Baker, Bradford, Clay, Columbia, Duval, Flagler, Nassau, Putnam, Saint Johns, Union, Volusia

**Jennine Kinsey**

Volunteer Health Services Program  
P.O. Box 1305  
Fernandina Beach, FL 32035  
(904) 548-1860 ext. 5331 Cell (904) 588-8307  
Jennine\_Kinsey@doh.state.fl.us

**REGION 4** – Citrus, Dixie, Gilchrist, Lake, Levy, Marion, Sumter

**Joyce Coufal**

Volunteer Health Services Program  
P.O. Box 1305  
Tavares, FL 32778  
(352) 360-6663 Cell (352) 551-8066  
Joyce\_Coufal@doh.state.fl.us

**REGION 5** – Orange, Osceola, Seminole

**Darlene Hilkert**

Volunteer Health Services Program  
Post Office Box 592127  
Orlando, FL 32859  
(407) 249-4704 Cell (321) 239-6945  
Darlene\_Hilkert@doh.state.fl.us

**REGION 6** – Hardee, Hernando, Hillsborough, Pasco, Pinellas, Polk

**Sonia Woycke**

Volunteer Health Services Program  
4135 Land O' Lakes Blvd.  
Land O' Lakes, FL 34639  
(813) 558-5173 ext. 133 Cell (813) 434-5483  
Sonia\_Woycke@doh.state.fl.us

**REGION 7** – Brevard, Highlands, Indian River, Martin, Okeechobee, Saint Lucie

**James Harris**

Volunteer Health Services Program  
5150 Northwest Milner Drive  
Port Saint Lucie, FL 34954  
(772) 873-4970 Cell (772) 370-3430  
James\_Harris@doh.state.fl.us

**REGION 8** – Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Manatee, Sarasota

**Frances "Kathy" Wilczynski**

Volunteer Health Services Program  
4501 Manatee Avenue West, Suite 248  
Bradenton, FL 34209-3952  
(941) 708-5791 Cell (941) 809-4220  
Frances\_Wilczynski@doh.state.fl.us

**REGION 9** – Palm Beach

**Diane Carlson**

Palm Beach County Health Department  
826 Evernia Street  
West Palm Beach, FL 33401-5708  
(561) 355-4514 Cell (561) 662-6330  
Diane\_Carlson@doh.state.fl.us

**REGION 10** - Broward

**Vera Sharitt**

Broward County Health Department  
780 Southwest 24th Street, Room 202  
Fort Lauderdale, FL 33315-9942  
Phone: (954) 467-4864  
Vera\_Sharitt@doh.state.fl.us

**REGION 11** – Miami-Dade, Monroe

**Maria Ortega**

Miami - Dade County Health Department  
8323 Northwest 12th Street, Suite 212  
Miami, FL 33126  
(786) 336-1280 Cell (786) 402-0290  
Maria\_Ortega@doh.state.fl.us



January 9, 2008

Mark Lundberg  
Director, Volunteer Health Services Program  
Department of Health  
4052 Bald Cypress Way, BIN # C23  
Tallahassee, FL 32399-1743

Re: Volunteer Healthcare Provider Program

Dear Mr. Lundberg:

Pursuant to s.766.1115(7), F.S., this is to report that 9 claims have been filed against the Volunteer Healthcare Provider Program with the Division of Risk Management. Information on these claims is shown below:

1. George Leonard, our file G12-01-521, reported 12/11/01, current status "Closed", \$100,000 paid for settlement, \$53,657.75 paid for defense costs, Hernando County Health Department.
2. Shari Ann Mills, our file G02-00-060, reported 02/15/00, current status "Open", we have paid \$37,649.40 in defense costs at this time, Martin County Health Department.
3. Ana Maria Pinto, our file G08-01-048, reported 08/17/01, current status "Closed", \$75,000 paid for settlement, \$164,792.58 paid for defense costs, Dade County Health Department.
4. Rosa Mercado, our file G07-03-001, reported 06/23/03, current status "Closed", \$43,000 paid for settlement, \$82,283.32 paid for defense costs, Dade County Health Department.
5. Cleveland Payne, our file G04-05-046, reported 03/16/05, current status "Open", \$7,343.52 paid in defense costs at this time, Orange County Health Department.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES  
LEWIS R. (RAY) WILLIAMS • BUREAU CHIEF  
DIVISION OF RISK MANAGEMENT • BUREAU OF STATE LIABILITY CLAIMS  
200 EAST GAINES STREET • TALLAHASSEE, FLORIDA 32399-0338 • TEL. 850-413-4850 • FAX 850-488-6992 • SC 293-4850  
EMAIL • RAY.WILLIAMS@FLDFS.COM

AFFIRMATIVE ACTION • EQUAL OPPORTUNITY EMPLOYER

Page 2  
Mark Lundberg  
January 9, 2008

6. The following two claim files involve the same claimant/plaintiff.

Karl Wester, our file G02-04-065, reported 08/12/03, current status "Closed", we paid \$123,472.52 in defense costs (no money paid to settle the bodily injury claim) for Dr. Janet M. Miles and Dr. Philip Lopez, Indian River County Health Department.

Karl Wester, our file G08-03-066, reported 08/12/03, current status "Closed", \$75,000 paid for settlement for DOH, Indian River County Health Department, and Doctors Richard J. Morgan and Fred Ackroyd, and \$104,057.14 paid in defense costs, Indian River County Health Department.

7. William Marshall, our file G12-06-510, reported 12/05/06, current status "Open", we have paid \$2,432.40 in defense costs at this time, Santa Rosa County Health Department.

Please call me if you need additional information.

Sincerely,

LEWIS R. WILLIAMS  
Bureau Chief

RW/amb

cc: Mike Andrews, Division of Risk Management  
Marc Stemle, Division of Risk Management  
Trilly Lester, Division of Risk Management

Submitted by:

**Volunteer Health Services  
Florida Department of Health**

