This year’s tournament will be held at the
Glenmore Country Club
May 14, 2012

To benefit the: charlottesville FREE CLINIC

Dinner, raffle and prizes to follow tournament. To register or for sponsorship opportunities please contact Lesley Bradley (NAIFA-CV) 434.220.1487 or golf@NAIFA-CV.org
Charlottesville Free Clinic marks 20th anniversary: a co-founder's reflections on 20 years of the CFC

By Dr. Mohan M. Nadkarni

Twenty-one years ago, when Dr. Paul DeMarco and I first conceived of the Charlottesville Free Clinic, we had no idea that it would exist 20 years later. The notion that uninsured patients deserved access to excellent medical care fit in with the political momentum of the time around the Clinton administration’s health care reform proposals. We thought that surely the CFC would only need to exist for a few years at most.

When we started, our motto was actually “health care for people outside the system,” and we were seen as somewhat radical. 20 years later, it’s interesting to reflect on what has changed and what hasn’t.

What has changed:

Our location. The CFC started out on the first floor of the dormant MacGregor Motors building, an old auto showroom on West Main Street that we renovated with donated designs and supplies. 20 years later, we have our own administrative offices, pharmacy and dental suite, and we share a medical suite and patient waiting rooms through our partnership with the Charlottesville/Albemarle Health Department.

The needs of our patients. When we started, most of the patients we saw needed a single acute care visit for resolvable problems. 20 years later, the majority of our patients have multiple chronic illnesses like diabetes, heart disease and depression, requiring specialty care and many medicines.

The breadth and depth of medical and dental services. During our first few years, CFC volunteers provided primary medical care services. 20 years later, the CFC is the main entry point for uninsured patients into the more traditional health care system. We provide basic primary care services including continuity of care with a dedicated full-time nurse practitioner, specialty services on site and through local health care specialists, primary care through the Physician Partners Network, physical therapy, limited mental health services, wellness programs like diabetes support groups and quit smoking classes, interpreter services, laboratory, radiology and pathology services, mammograms and annual gynecological exams, as well as dental services for acute and chronic problems.

The pharmacy. In the early years of the clinic, we dispensed a small number of mostly donated medications to CFC patients. 20 years later, we have a licensed on-site pharmacy that dispenses more than 31,000 prescription medications annually.

Continued on page 3
Dear Friend of the Free Clinic:

I feel certain I am writing a letter that was never anticipated when the Charlottesville Free Clinic (CFC) was founded 20 years ago. Not only do we exist 15 years beyond the 5 years that the founding board thought we would be needed, we are positioning ourselves for significant growth to meet the incredible demand for our services. Even with health care reform back on the table for the first time since our inception in 1992, ambitious plans are underway for increased dental and medical services to respond to our patients’ needs and our donors’ investment in us to provide those services.

In some sense it seems strange to celebrate 20 years as we’ve always hoped that the need for free clinics would go away. Instead, we find that the CFC is part of the fabric of our community’s health care system and the fact is that we are vital and seemingly irreplaceable. The celebration is that through the CFC the community has created a health care safety net held fast by local doctors, dental students, pharmacists, retirees, undergraduate students, individual donors, nurses, dental hygienists, foundations, local businesses, city and county government and dentists. We’ve grown from one open door at our first clinic on West Main Street to a network of open doors throughout the community. Our partnerships with the Charlottesville/Albemarle Health Department, Martha Jefferson Hospital and the UVA Health System are supported by a consortium of local medical and dental practices, businesses and other health-and-human-service agencies.

On the occasion of our 20th Anniversary we feel particularly indebted to everyone who has gotten us to this point. Starting with an anniversary party in April and concluding with opening our doors to the community in September, during 2012 the CFC will bring together and recognize our many supporters to say thanks and to renew our commitment to engage the community to provide many open doors to our neighbors in need.

A bittersweet celebration occurred at the end of 2011 when we honored the service of several board members whose terms had been fulfilled and who have been pivotal to our successes: Wendy Brown, Karen Maughan, Bruce Murray, Susan Payne and Skip Platt. Many of them had been involved for most of the existence of the CFC and have left an indelible mark on our history. We are pleased to be welcoming Cynnie Davis, Holly Edwards and Gloria Rockhold to the CFC board of directors and will properly introduce them in our next issue of House Call.
The patient population. The CFC’s mission was to serve the low-income uninsured adults and their families who would otherwise fall between the cracks of the health care system. 20 years later, we still provide much-needed medical care, prescription medications and dental care for our low-income neighbors and community members.

The willingness of volunteers to pitch in. When we began, more than 100 volunteers came forth annually to volunteer their services. 20 years later, more than 550 volunteers contribute their time (over 15,000 hours annually) and expertise to provide comprehensive services for CFC patients.

What I’m most proud of is that when the idea was conceived, the core values of the CFC and our board were to provide services to those who needed it most yet had the least access to care. 20 years later, we are still dedicated to our mission to provide high-quality compassionate care to those who need it most.

It is too early to tell if the Free Clinic will be around 20 years from now. My most fervent hope is that the need for its services will be eliminated by then, but I have a sneaking suspicion that there will still be a need for a volunteer driven “open door to health care” that provides compassionate high quality care for people who would otherwise fall through the cracks.

Dr. Mohan M. Nadkarni is a professor of medicine at the UVA School of Medicine and chief of general internal medicine for the UVA Health System. He and Dr. Paul DeMarco co-founded the CFC in 1992. Dr. Nadkarni still volunteers regularly at the CFC and continues to serve as a member of the clinic’s board of directors.
You lent a hand and the CFC got fifty grand!

We did it! Our volunteer providers—nurse practitioners, mental health professionals, pharmacists, dentists and dental hygienists—rose to the challenge in 2011 and volunteered more than 1,282 hours above their total time in 2010. Because of their dedication, a generous anonymous donor gave $50,000 to the CFC!

The increase in volunteer hours translated to approximately 1,100 more patient appointments available in 2011 compared to 2010. In monetary terms, those additional hours have a total donated service value of $112,684.

The terms of the challenge stated that any hours from brand new volunteer providers would count toward the goal and any hours from current volunteers above their total time in 2010 would count. We had more than 50 new provider volunteers in 2011.

We needed about 600 new or additional volunteer provider hours to meet the goal. Our medical providers volunteered more than 970 new or increased hours, while dentists and dental hygienists volunteered more than 132 hours toward the challenge and more than 180 new or increased hours came from our pharmacists.

Even though we met the goal for the grant, we need to keep the momentum going in 2012. We are still in need of doctors, nurse practitioners, mental health professionals, pharmacists, dentists and dental hygienists to staff our evening clinics. If you are interested in volunteering, contact:

**Medical and Mental Health Providers:** Christine Worsham – 434-295-0008 or chris@cvillefreeclinic.org

**Dentists and Dental Hygienists:** Anne Cressin – 434-972-6215 or anne@cvillefreeclinic.org

**Pharmacists:** Ben Minehart – 434-295-0008 or pharmacy@cvillefreeclinic.org

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**News from the CFC Dental Clinic**

The CFC Dental Clinic has been extraordinarily busy over the past four months and the new year is reflecting the same pace. During September, October, November and December 2011, our volunteer and staff dentists treated 1,167 patients—297 more than the same time period in 2010.

On Saturday, January 14, the CFC partnered with local dental practice Charlottesville Dental Health Partners—the office of Drs. Bill Viglione, Gary Haines and Desiree Bagheri—and the Monticello Dental Hygienist Association to host a Dental Hygiene Day for 66 CFC dental patients who had been referred for hygiene care. Pam Grobmyer, a dental assistant with the office of Dr. Greg Wall, Betsey Soulsby, a hygienist with Charlottesville Dental Health Partners and Judy Eppard, CFC Dental Office Coordinator, organized the event.

Notably, 15 volunteer hygienists and 6 dental assistants from a variety of local dental practices participated in the day as well as 5 dentists. Charlottesville Dental Health Partners has 13 operatories and 9 were used for the clinic. All of the patients had been evaluated by a CFC staff dentist and were recommended for hygiene care.

By all accounts, the clinic was a success. In addition to helping 66 people have brighter smiles, the event attracted lots of media attention, which increased our community’s awareness of the urgent dental needs of the local low-income population and of local dental professionals’ willingness to help. We are currently planning another Dental Hygiene Day for April 2012. Hopefully we can continue this effective partnership to bring together dental volunteers and the people who urgently need their services but cannot afford them.

Thanks to a grant from a local foundation awarded to the International Rescue Committee, the CFC is providing dental care for 55 IRC refugees from our waiting list. The IRC is coordinating appointments with the CFC and providing an interpreter to assist the patients during their visits. The CFC has hired Dr. Elizabeth Alcorn on a per diem basis to work with the IRC patients. To date, 21 of these patients have been screened and will be or already have been given appointments for treatment.

We are always in need of volunteer dentists and dental hygienists! If you are interested in volunteering, please contact CFC Director of Dental Operations Anne Cressin at 434-972-6215 or anne@cvillefreeclinic.org.

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**Prescription refills go online**

Thanks to a program offered by Survey Monkey, CFC patients are now able to order prescription refills online on the CFC’s website. Previously, patients ordered refills by leaving a message on the pharmacy voice mail. Writing down pharmacy voice mail messages is time-consuming and the margin for error is high, which often results in the need to place follow-up phone calls to patients.

CFC Pharmacy Coordinator Ben Minehart states, “Anything we can do to streamline the process saves time for our volunteers and helps us get prescriptions filled faster.”

Currently, we are receiving about 30 online prescription refill requests each month.
Nutrition program helps CFC patients
Leap into a Healthy Lifestyle

A new educational program led by a UVA graduate student will help CFC patients make smarter, healthier choices when it comes to cooking at home and dining out.

Ainsley Kirby, RN developed the Leap into a Healthy Lifestyle program as part of the practicum for her master’s degree with the goals of promoting wellness nutrition and healthy lifestyles in the community. She spent the fall of 2011 surveying CFC patients and meeting with staff to assess the needs of our patients with chronic illnesses like diabetes and hypertension and to determine what educational program would best suit them. The first program begins on February 29, and once the pilot session ends, she hopes to use patient feedback to tweak the program and make it sustainable for future sessions.

The program is open to all CFC patients who are interested in learning tips and strategies for healthy eating. The class will teach good food habits and behaviors, and each session includes a healthy snack, information to take home and useful door prizes. Speakers from Martha Jefferson Hospital and the UVA Health System will anchor the program with featured talks on reading nutrition labels, planning healthy and affordable meals, making healthy choices when eating at restaurants and understanding the new MyPlate icon, which replaced the MyPyramid image in 2011 as the USDA’s primary food group visual. The program also includes a cooking class held by a local chef from the Charlottesville Cooking School to demonstrate preparing a healthy, affordable meal. Participants will be sent home with ingredients to prepare the meal for themselves.

The program begins on Wednesday, February 29, and the group will meet each Wednesday for 6 weeks from 5:30 to 6:30 p.m. in the CFC kitchen. If you are interested in information on a future session of the group or supporting the program by donating door prizes, supplies or expertise, contact CFC Executive Director Erika Viccellio at 434-295-0008 or erika@cvillefreeclinic.org.

Looking beyond the pill bottle

The CFC has always recognized that prescription medications are an important component in the successful treatment of acute illnesses and the management of chronic diseases. Each month we are dispensing about 2,600 30-day prescriptions to our medical and dental patients. Volunteer pharmacists are available during evening pharmacy hours and on Wednesday mornings for patient questions, but as in a retail pharmacy, the hustle and bustle of a typical pharmacy shift at the CFC and lack of privacy may inhibit patient questions. Moreover, research shows that it takes more than patient education to manage an effective medication regimen, particularly for patients who are challenged with two or more chronic diagnoses and/or are taking more than eight medications. This past September, Joe Connor, a pharmacist at Martha Jefferson Hospital, approached CFC Pharmacy Coordinator Ben Minehart about starting a Medication Therapy Management (MTM) program at the CFC. Using the MTM model, the CFC staff and medical directors identify patients with chronic illnesses taking multiple medications and match them with a volunteer pharmacist. The pharmacist reviews the patient’s medical records and medication list to assess his/her compliance with the prescribed medication regimen and success with managing symptoms. The pharmacist then meets with the patient after a medical appointment to map out a manageable regimen, discuss the signs to look for indicating that a medication is not working as well as it could or is causing an adverse reaction and, if possible, talks through a plan to reduce the number of medications the patient is taking. The goal is to improve the patient’s quality of life, to slow down the progress of chronic illnesses and ultimately to lengthen the patient’s life. Joe and some other volunteer pharmacists have started meeting with patients using the MTM protocol. As many of the CFC’s patients are struggling with chronic illnesses, we would like to enroll more patients in the program. If you are a pharmacist and interested in participating in the program please contact CFC Pharmacy Coordinator Ben Minehart at 434-295-0008 or pharmacy@cvillefreeclinic.org.
Quit Smoking Charlottesville

With a new year comes a new session of Quit Smoking Charlottesville, a smoking cessation support group facilitated by retired thoracic surgeon and CFC board member Dr. Tom Daniel and CFC Nurse Practitioner Barrie Carveth. The name of the group has changed to advertise that the group is open to everyone in Charlottesville—not just CFC patients. The format of the group remains the same, with featured speakers presenting on aspects of smoking cessation, participant discussion and goal setting in a welcoming and supportive atmosphere.

Thanks to a $3,000 community outreach grant from Martha Jefferson Hospital, the group has been able to purchase radio ads promoting the upcoming session. The spots started running on Charlottesville Radio Group stations beginning in mid-February.

The next session starts on Thursday, March 1, and the group will meet every Thursday from 5:00 p.m. to 6:00 p.m. until May 17 at the Charlottesville/Albemarle Health Department, located at 1138 Rose Hill Drive at Entrance #3.

Quit Smoking Charlottesville is sponsored by the CFC, Martha Jefferson Hospital and the UVA Health System.

If you’re a doctor, consider referring your patients to the group. If you’re an employer, feel free to share information about the group with your employees. For more information, contact Dr. Tom Daniel at tmd5d@virginia.edu or (434) 465-1851.

Online With The CFC

The CFC is committed to keeping our community partners, volunteers and donors informed about how we are using your time, expertise and donations. We also use our publications to increase public awareness of the CFC and our mission. In addition to our print publications—our newsletter House Call and annual report—during 2012 we are introducing e-news blasts to share time-sensitive news, advertise volunteer needs and promote our volunteer and fundraising events.

With environmental concerns top-of-mind, the high cost of paper and rapidly increasing postage costs, you may be asking yourself why the CFC is still producing print publications. The honest answer is that it is still a very effective way to communicate with our supporters and the community in general. Most publications have a shelf life and extended reach. You may glance at it as you sort your mail, it may live for a while on your kitchen counter or bedside table and you may pick it up again. It might catch the eye of another family member or you may pass it on to a friend, colleague or employee. Emails are a great way to grab our attention for a quick bit of news or as a reminder about an upcoming event, but if an email lands in our inbox during a busy day, we may give it a quick glance but may not return to it or pass it on. Therefore, the CFC plans to continue producing at least two issues of House Call annually in addition to our annual report and will complement our print publications with occasional emails, updates on our Facebook page and posts on our website. If you would like to receive CFC emails, please use the donation form to send us your email address or contact CFC Development & Operations Assistant Kelly Durkin at 434-295-0008 or kelly@cvillefreeclinic.org. When our new website launches in March, you’ll be able to sign up for e-news directly on the site. If your address has changed or you wish to be removed from our communications mailing list, please contact Kelly Durkin.

Help us celebrate 20 years of the CFC: Tell us your story

We are collecting stories from patients, volunteers, donors and community partners for our 2012 annual report and other 20th anniversary promotional materials. If you’d like to share your story, contact Kelly Durkin at 434-295-0008 or kelly@cvillefreeclinic.org.

Coming soon CFC website under renovation

With the help of Payne, Ross & Associates, the CFC’s website is undergoing an overhaul with the goal of making it easier for patients, volunteers and donors to find the information they need. The new site is scheduled to go live in March.

Stay up-to-date with the CFC on Facebook

The CFC Facebook page now has more than 100 followers! If you haven’t followed us yet, check out the page at facebook.com/cvillefreeclinic and ‘like’ us for updates on news, special events and a behind-the-scenes look at the day-to-day operations of the CFC.
Bonnie Raitt
With special guest Mavis Staples
Tuesday | June 12, 2012

Charlottesville Free Clinic
20th Anniversary Benefit Concert

At the nTelos Wireless Pavilion
Doors 6PM  Concert 7PM

Pre-Concert Sponsor Party at The Key Center
Catered by Harvest Moon and Live Music by the Terri Allard Trio

Sponsor Packages
Sponsor packages including lower orchestra seats and admission to the pre-concert Sponsor Party at the Key Center will go on sale in March. For more information, contact CFC Development Director Kathryn Cross at 434-295-0008 or kathryn@cvillefreeclinic.org.

General Admission Tickets
General admission tickets will go on sale on Friday, April 6, 2012, at 10:00 a.m. through the nTelos Wireless Pavilion at 877-CPAV-TIX (272-8849), www.thenteloswirelesspavilion.com, Crossroads or the downtown Charlottesville Visitor’s Center.
Thank You CFC Supporters!

The Charlottesville Free Clinic is very grateful for the ongoing generosity of the greater Charlottesville/Albemarle community. Special thanks to the community members who responded to our 2011 annual fund drive, fall newsletter and FY2011 annual report mailings. To date, during fiscal year 2012, (which started on July 1, 2011) we have received more than 1,100 donations from individuals, patients, foundations, businesses, churches and civic organizations. Notably, the CFC received a $50,000 donation from an anonymous community member in fulfillment of the 2011 Volunteer Provider Challenge grant. Additionally, we receive regular payments for donations pledged by UVA and state employees through the annual Commonwealth of Virginia Campaign and grants from the City of Charlottesville, Albemarle County and the Commonwealth of Virginia. With the support the CFC has received to date, we have raised 69% of our FY2012 budget of $1.3 million. Before June 30, we need to raise the remaining $407,047. Your donations and support of our 20th anniversary benefit concert and the NAIFA-CV charity golf tournament will help us reach our goal. Thank you for your commitment to the CFC and to ensuring that health care services are available for the low-income uninsured adults and families in our community who urgently need them.

The following donations were posted between between July 1, 2011 and February 9, 2012:

PARTNERS ($10,000+)
Albemarle County
Batten Family Fund in the CACF
Paul Bechtner Foundation
City of Charlottesville
Commonwealth of Virginia Campaign
Bebe Heiner and Bill Atwood
The Hilltop Foundation
Martha Jefferson Hospital
Perry Foundation-Expansion
Campaign Challenge Grant
Steven M. & Autumn B. Powell
Mindy & Ryan Vaughan
Virginia Association of Free Clinics--State Pharmacy & Health Care Services Grants
Volunteer Provider Challenge Grant 2011
Sheila & Ted Wescroller

PATRONS ($5,000-$9,999)
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Bobbie & Bob Bruner
Jefferson Nephrology
Martha Jefferson Outpatient Surgery Center
Sarah & Grey McLean
Patient Donations
PICO Foundation
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Alexandra D. Summers Scholarship Fund in the CACF

COLLEAGUES ($2,500-$4,999)
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Dr. R. Pryor Baird III Charitable Foundation
Wendy & Jack Brown
Elizabeth Crawford
Molly & Robert Hardie
Martha Jefferson Hospital
Dave Matthews & Tim Reynolds
Charity Benefit Concert at the rTielos Wireless Pavilion 8/20/11
Quantitative Investment Management Fund in CACF
The Stultz Foundation

FELLOWS ($1,000-$2,499)
Anonymous (3)
Lester Andrews
Madelaine B. Harrison, MD and
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Inez Duff Bishop Trust
Bonner Family Fund in the CACF
Barbara & Jim Boyd
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The Charles Fund, Inc.
Carol & Steve Clarke
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Susan W. Davenport and W. Edgar Spiegel Fund in the CACF

CFY Fund

Cyndi & Mike Davis Family Foundation
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Dreaming Hand Foundation
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Karin R. Ellis Charitable Trust
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Shirley & Bob French
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Julie & Alan Matsumoto
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Thelma & Ray Murphy
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Juan M. Olazagasti, MD
Olivet Presbyterian Church
Christine Peterson and John Horneff
Prince Michel Vineyard & Winery

Fellows-Grant 2011
Volunteer Provider Challenge
Care Services Grants
Clinics–State Pharmacy & Health Care Services
Virginia Association of Free Clinics
Virginia Charity Corporation (ECHO) of Northrop Grumman Corporation
Jefferson Nephrology
Cavalier Diner

Rotgin Family Fund in the CACF
Anne Bryson and Jim Kramer
St. Paul’s Memorial Church
Standish Family Foundation–Liza & Mark Jackson
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Thomas Jefferson Lions Club
Unity Church of Charlottesville
D. Mark Webb
Philip G. Wendel
Westminster Presbyterian Church
WestWind Foundation
Robert Bell Williamson
The Yorkshire Foundation
UVA Law Student “Section L” Fundraiser–No Shave
November 2011

RESIDENTS ($500-$999)
Anonymous (6)
Ann M. Askew
Carolyn & David Beach
Diana & Richard Beyer
Mary S. & Nelson E. Bickers
Bodo’s Bagels
Lisa M. Bowman
Sharon Math & Nick Brandt
Victoria & Peter Brunjes
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Charlotte Patterson
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Thomas A. Massaro, MD
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Ellen & Richard Merrill Fund in the CACF

Summer Triathlon Series 2011
Inis L. Claude, Jr.
Mr. & Mrs. Thomas J. Cook
Carole & Philip Cooper
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Dr. & Mrs. Richard S. Crampton
Crutchfield Corporation
Alexis Cutchins, MD and
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Charlottesville Self Storage
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Angelina Lillard and
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Deborah M. Elder, MD
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Drs. Rebecca Lindsay and
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ADVOCATES ($250-$499)
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Amy Alson
Mary & Michael Ashby
Drs. Lori & David Balaban
Gail Schweikle Bashore and
Randy Bashore, MD
Jane & Patrick Betsile
Kath Bollfrass
Lori & Larry Borish
Janice & Howell Bowen
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M. Virginia Brobeck
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Rose & Robert Capon
Matthew D’Alessandro
Madeleine C. Watkins and
Martin D. Chapman, MD
Charlottesville Parking Center, Inc.
Charlottesville Tri Club–
Summer Triathlon Series 2011
Inis L. Claude, Jr.
Mr. & Mrs. Thomas J. Cook
Carole & Philip Cooper
Kathy & Rick Cornelius
Dr. & Mrs. Richard S. Crampton
Crutchfield Corporation
Alexis Cutchins, MD and
William Cutchins, Jr.
Charlottesville Self Storage
Charlottesville Self Storage at Crozet
Angelina Lillard and
William Detmer, MD
Malissa & David Drake
Ande & Jonathan Earnhardt
Deborah M. Elder, MD
Mr. & Mrs. Jeffrey B. Ferrill
Brenda Fishel and Daniel Hodgson
Geraty, Holub & MacQueen PLC
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Mr. & Mrs. Steven W. Ham
Sarah P. Hendley
Marsha & Bill Herbert
Stephen Hill
Dr. & Mrs. Stuart S. Howard
Dr. & Mrs. Andrew Huciek
Dr. & Mrs. John A. Jane, Jr.
Jefferson Nephrology
Carol & Charles Johnston
Karyl & Irving Kayton
Howard C. Kutchai, PhD
Mr. & Mrs. Fred S. Landess
Drs. Rebecca Lindsay and
Scott Pearse

Jane & Hugh Lynch
B. Gail Macik, MD
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Katharine Mau
Mary & David McCarthy
The Charlottesville Free Clinic needs your support!

A majority of the CFC’s funding comes from donations from individuals, patients, foundations, businesses, churches and civic organizations. Thank you for considering making your gift today.

Name(s) __________________________________________________________
Address ______________________________________________________________________
City ____________________________________ State ___________ Zip _____________ Phone ___________________________
☐ Yes, I would like to receive email communications from the CFC.   Email __________________________
☐ List my name in CFC print and online publications as __________________________________________________________
☐ Make my donation anonymous  ☐
☐ My gift of $__________ is enclosed (please make checks payable to the Charlottesville Free Clinic)
Charge my gift of $__________ to my credit card: Visa ☐ MasterCard ☐
Card # ___________________________ Exp Date ________________
Signature ___________________________ Date ________________
Designate my gift to the Bob Gregg Memorial Pharmacy Fund ☐
☐ My gift is in memory of ☐ in honor of ☐
Please notify: Name(s) ___________________________ Address ______________________________________________________________________
City ____________________________________ State ___________ Zip _____________

Please mail your donation to:
Charlottesville Free Clinic, 1138 Rose Hill Drive, Suite 200, Charlottesville, VA. 22903

The CFC is a 501(c)(3) nonprofit organization. Donations are tax-exempt to the fullest extent allowed by federal law. The CFC will mail you a receipt for your donation.

Thank You!