

HOUSE CALL

NEWS FROM THE CHARLOTTESVILLE FREE CLINIC

SPRING 2010

CFC volunteers rock!

Every spring, the CFC extends an “official” thank you to our many dedicated volunteers for their support. In any year, the depth and scope of volunteer support for the Free Clinic is impressive, but when we looked back over the past year, we were amazed by what our volunteers accomplished. In addition to providing excellent medical and dental care for more than 2,800 people in our community and filling over 27,000 prescriptions, CFC volunteers:

- Donated 12,694 hours of their time.
- Helped design, raise funds for, renovate and move to the CFC’s new pharmacy and offices within the Charlottesville/Albemarle Health Department building.
- Took boxes to the recycling center.
- Screened patients for Peripheral Artery Disease.
- Signed more than 2,000 annual fund letters.
- Hosted an open house/ribbon-cutting event for our new home.
- Checked in and stocked medications.
- Reviewed patient charts and scheduled referral appointments.
- Interpreted for Spanish-speaking patients during their appointments.
- Administered EKGs.
- Planned/hosted a reception for members of the CFC Founders Circle.
- Retrofitted our pharmacy tech stands for the new pharmacy.
- Moved/organized 10,000 patient charts.
- Assisted with three Cville Triathlon Club triathlons.
- Organized a golf tournament to raise funds for the CFC.
- Started a monthly Saturday dental clinic.
- Installed medical equipment, donation boxes, bulletin boards and pictures on our “new” walls.
- Drew blood for lab tests.
- Initiated the Physicians Partner Network.
- Facilitated our Lifestyle Change and Smoking Cessation support groups.
- Cooked dinner for our evening volunteers.
- Maintained/updated the CFC website.
- Designed and produced CFC publications and promotional/fundraising materials.
- Completed applications for free medications.
- Painted a mural in our renovated space.

Thank you to our volunteers for all that they do to make the CFC a compassionate and effective health care provider and to insure that our community is a healthy place to live for everyone!



Volunteer Clinic Supervisor Harmony Caton with Volunteer Medical Director Dr. Bridget Bryer



Volunteers from State Farm Insurance for United Way Day of Caring



Volunteer dentist Dr. Ralph Latham with patient



Volunteer dentist, Dr. Virgil Marshall, Volunteer physician Dr. Tom Daniel and CFC Board Member Dr. John Owen

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Clinic Operations Administrator
Volunteer Coordinator

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Fax 434.296.0904
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Website www.cvillefreeclinic.org

From Executive Director Erika Viccellio



Dear Friend of the Free Clinic,

Now that the health care reform bill has passed, what will happen to the Charlottesville Free Clinic? I've heard this question many times in recent weeks. While this question had been discussed during our board's long-range planning process, the actual signature on the bill poses a reality we had only speculated about. It appears that the mantra that guided our planning will continue to be relevant with the current health care legislation: there will always be people who fall through the cracks. Our response will be to do what we have done since our inception in 1992—evolve to meet our community's unmet health care needs.

In the last year that has meant hiring a full-time paid dental staff to bolster our burgeoning volunteer dental program; renovating a new space within the Health Department building to increase the size of our pharmacy, administrative and medical space; and most recently, adding a new program, the Physician Partners Network (PPN), to increase our capacity for new patients. Through this initiative, general medicine physicians are agreeing to provide free primary care for designated eligible Free Clinic patients in their offices. So far through the PPN, 57 new patient slots have been made available.

As you can see, the Free Clinic isn't retreating now that health care reform is taking shape. Much of what the reform will mean is unclear. The

most sweeping insurance changes won't take place until 2014. Until then we will continue to operate exactly as we do now. Concurrently, we will plan thoughtfully about how to respond to the legislation. Be assured that we will continue to do what we have always done—make wise use of the community entrusting us with two of its greatest resources: volunteer time and donor dollars. We will leverage both to most efficiently and effectively provide high quality health care to our neighbors in need.

This issue of our newsletter pays tribute to the volunteers that are the lifeline of our clinic. Most days, as many as forty people walk through our doors to contribute to the compassionate care our patients receive. The value of this gift of time and skills can't be captured in the number of hours donated or even the number of patients seen. It is reflected in the dignity behind the new smile of a dental patient; the paycheck that provides three meals a day for a family of four because it isn't rationed to pay for medication; and the extra dollars tucked away in a jar for a family vacation because a smoking cessation group participant has been able to kick their pack-a-day habit. Thank you volunteers—your time translates to so much more than you realize.



CFC Board Members Bruce Murray and Susan Payne



Volunteer Linda Lester with CFC Volunteer Coordinator Laura Young

CFC volunteer makes medical mission trip to Haiti after earthquake

When UVA emergency physician Scott Syverud volunteered to join a medical mission trip to Haiti after the earthquake that devastated the country this past January, he anticipated that his experience in emergency medicine would be needed most. Instead, he found himself in an outdoor clinic treating people who were not only dealing with injuries from the earthquake, but also with the consequences of living a life without adequate health care. Syverud and his UVA colleague Audrey Snyder (School of Nursing) were originally going to work on the hospital ship USNS Comfort. When this deployment was cancelled, Dr. Bill Maloney quickly hooked the two up with a group organized by The Lutheran Church-Missouri Synod (LCMS) that was running a clinic in Jacmel, a town of about 40,000 people located on the south coast of Haiti about 60 miles from Port-au-Prince. Most of the large public buildings, including the only hospital and pharmacy, had been flattened by the quake. A temporary hospital had been set up in tents next to the ruins of the hospital. The 9-member LCMS team was assigned to work at a smaller clinic nearby based in an open-air Lutheran church. The field surrounding the church was filled with improvised tents sheltering the homeless and families afraid to return to their crumbling homes.

Every morning for 6 days, the LCMS team faced a long line of people waiting for medical care. More than half of the patients were children. In fact, Syverud observed that at age 53 he was one of the oldest people in the camp—the average life expectancy in Haiti is 61. There was no lab other than urine dipsticks, no radiology equipment and few supplies. A chart was 1/3 of a sheet of notebook paper. The clinicians had to rely on their experience, hands, eyes and ears to diagnose and treat

patients. The team treated about 120 patients each day. Many of the patients were fighting infections from wounds and bone fractures. Severe scabies was common, as was malnutrition and malaria. Dr. Syverud was struck by how patient, calm and considerate the Haitians were—smiling and laughing quietly while waiting for their turn and

“There was no lab other than urine dipsticks, no radiology equipment and few supplies. A chart was 1/3 of a sheet of notebook paper.”

moving on quickly after being treated; He noted sadly that many had a “90-mile stare,” had lost immediate family members, and seemed well-practiced in suffering. One of Dr. Syverud’s patients was a 7-year-old boy with pneumonia. His mother and sister were killed in the earthquake. His father had brought him to the clinic and seemed distraught when told of his son’s diagnosis. As they talked further, Dr. Syverud realized he thought he was going to lose his son too, since pneumonia is often fatal in Haiti. Fortunately, the boy improved rapidly with treatment. Although Haiti is an extreme example of the effects of poor health care, Syverud found many parallels with his work at the UVA ER and the CFC.

Dr. Syverud began volunteering at the CFC when it was started in 1992. After taking some time off from volunteering to help raise his five children, he returned to the CFC in 2008 and has been volunteering about once a month since then. When asked how his volunteer work at the CFC has affected him, he shares that his perspective about his work as an emergency physician at UVA has undergone a change as he’s gotten older and that the CFC has been a large factor in this change. In the

early years of his career, Dr. Syverud was focused on treating dramatic emergencies. As health insurance and health care became less affordable he started regularly seeing people who did not have emergency medical needs, but were still sick and didn’t have other options for care. In struggling to overcome his frustration with treating more and more “non-emergencies,” Dr. Syverud came to the realization that his real job was to, “help my patients as best I can with whatever they need, regardless as to whether it fits my old concept of emergency care.” His volunteer work at the CFC has helped him develop primary care and dental skills. Bringing flexibility and an open mind to his work at UVA and the CFC is important to him and served him well in Haiti. Syverud notes that working with like-minded teams of volunteers in settings like the CFC and Haiti have been the most rewarding experiences of his career. He admits that he is a “rookie” at international relief work, but hopes to participate in more medical mission trips in the future.



Thank you Staff Stuffers!

Many thanks to the following restaurants, caterers, individuals and groups for generously donating dinner for our evening volunteers during the past six months:

Agnes' Very Very
Bakemmm Bagels
Baja Bean Company
Big Jim's Bar-B-Que
Bonfish Grill
College Inn
Eppie's
Fellini's #9
Five Guys Burgers
Glorious Foods
Guadalajara
HotCakes
Junior League of
Charlottesville
Marks & Harrison Law
Offices
Maya Restaurant
McGrady's Irish Pub
Mellow Mushroom
Milan Indian Cuisine
Mona Lisa Pasta
Sandy Motley Catering
Omni Hotel
Padow's Hams & Deli
Pizza Bella
John Pratt
Raising Cane's Chicken
Fingers
Sticks Kebob Shop
Vocelli Pizza
Wayside Takeout &
Catering
Whole Foods Market
Zazu's Fresh Grille

We are in need of additional "staff stuffers." If you are interested, please contact Laura Young at 295-0008 or laura@cvillefreeclinic.org.

Sponsor packages available for Sheryl Crow benefit concert

We have reserved the best seats in the house for our sponsors! To look at the sponsor packages, go to the CFC's website at www.cvillefreeclinic.org. You can download/print the concert sponsor invitation and reply form. Packages are limited at all levels so mail or bring in your RSVP as soon as possible.

Questions? Contact Kathryn Cross at 295.0008 or kathryn@cvillefreeclinic.org.

Sheryl Crow

June 21, 2010

a benefit concert for the
charlottesville free clinic

with special guest
colbie caillat

HARVEST MOON
UNIVERSITY OF VIRGINIA HEALTH SYSTEM
WACHOVIA
CHARLOTTESVILLE PAVILION
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OAKWOOD FOUNDATION

Tickets will go on sale to the public on Friday, April 16, 2010 through the Charlottesville Pavilion at www.charlottesvillepavilion.com, 1.877.CPAV.TIX, select Crossroads or Plan 9 stores or the Downtown Visitors Center.

Presented by BUD LIGHT

CFC throws a birthday party for senior patients



When CFC patients turn 65, they become Medicare eligible. While we think having health insurance would be a joyous moment in their lives, it frequently causes patients to feel anxious. They are fearful of changing providers and navigating the complex health care system. The CFC provides information about available resources in the community to assist patients in obtaining Medicare, but many patients have additional questions and concerns. This year for the first time we held a birthday party for patients transitioning to Medicare. Sally Mank from JABA brought information packages and spent an hour talking with patients about the process and what they can expect. Birthday cupcakes and other goodies were enjoyed by all! The CFC plans to make this an annual event.

Volunteers (and participants) needed for Charlottesville Triathlon Club triathlons this summer

Each summer for the past 7 years, the Charlottesville Triathlon Club has hosted three triathlons to raise funds for local charities. This year's races will benefit the Charlottesville Free Clinic, Childhood Obesity Task Force, Boys & Girls Club of Charlottesville/Albemarle and the Leukemia & Lymphoma Society.

The CFC's portion of the proceeds depends on the number of volunteers we provide! Let us know if you are interested in volunteering.

Charlottesville Sprint Triathlon

Sunday, June 27

Charlottesville International Triathlon

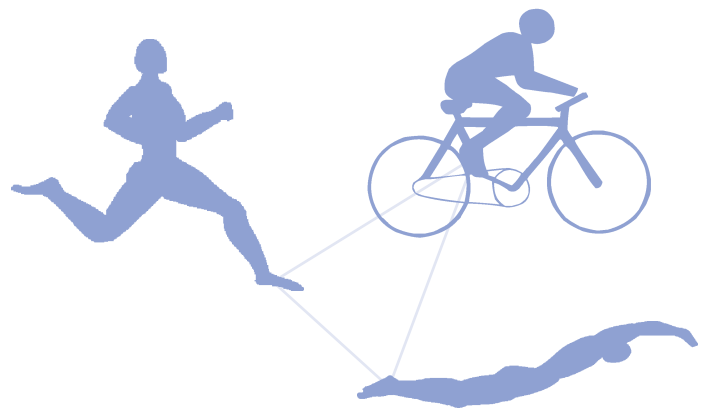
Sunday, July 25

XTERRA Charlottesville

Sunday, August 22

Volunteer opportunities for individuals and families:

- Course directing
- Water safety
- Road flagging/traffic control
- Water stops
- Finish line monitoring



To volunteer, contact Laura Young at 295-0008 or laura@cvillefreeclinic.org.

If you'd like to participate in a triathlon go to the Triathlon Club's website at www.cvilletriathlete.com.

The Charlottesville Triathlon Club is a nonprofit organization that promotes the sport of triathlon—swimming, biking, and running. We help established and aspiring tri-athletes with training events and social activities that encourage a healthy lifestyle.

Welcome to our new board members!

By Mariah Shaw, Intern from Monticello High School 2009-10

We are thrilled to welcome four new members to the CFC Board of Directors. Extensive experience, compassion, and dedication to service are among the many qualities that Sonjia Smith, Patricia Cluff, Leonard Sandridge and Scheline Crutchfield will contribute to our organization.

Sonjia Smith is a paragon of volunteerism and community activism; one would expect nothing less from a UVA undergraduate and law school graduate. From political campaigns to children's advocacy, she has committed her time to improving the lives of those around her. To date, Sonjia has played a key role in more than ten service-based organizations, including The Center for Nonprofit Excellence, the Legal Aid Justice Center, and the Shelter for Help in Emergency. She has been named Volunteer of the Year by both the Peabody School (2001) and Planned Parenthood of the Blue Ridge (1994), among other distinctions.

Patricia "Trish" Cluff, named Young Marketer of the Year by the Alliance for Healthcare Marketing, received an EdS and Masters degree from the University of Florida as well as a Bachelors degree from Stephens College. After graduation, she served in key leadership positions at Premier Health Alliance, which represents one third of the United States hospitals. Currently, Trish is the associate vice

president of marketing and strategic relations for the University of Virginia Health System. She oversees market research, planning, communications, and strategy; she also focuses on physician, public, and community relations. Additionally, Trish serves as the executive liaison to the UVA Children's Hospital and UVA Hospital Auxiliary. She also devotes much of her time to community service and she is on the board of multiple organizations.

Leonard Sandridge, a University of Richmond and University of Virginia graduate, grew up in Crozet, Virginia. From serving his country in the U.S. army to serving his community through various civic groups, Leonard has worked diligently throughout his career. He began his career as a member of the internal audit staff at UVA and has steadily risen to become the Executive Vice President and Chief Operating Officer of the University of Virginia. In this role since 1990, Mr. Sandridge oversees operations of all non-academic support areas at UVA, including the financial and managerial oversight of the UVA Health System. A few of Leonard's many distinctions include the Thomas Jefferson Award, Paul Goodloe McIntire Award, and the Tourism Achievement Award.

Scheline Crutchfield is a UVA graduate, artist and community activist with extensive financial experience.

For 20 years, Scheline worked in the financial services industry as market president and later regional director of wealth management for Wachovia Bank. Since then, Scheline has devoted her time to her art and to her community. She is extremely involved in multiple organizations such as Martha Jefferson Hospital, the SPCA, Habitat for Humanity, Piedmont Virginia Community College and the United Way-Thomas Jefferson Area.

The CFC enthusiastically welcomes our new board members. We look forward to benefiting from their diverse experiences and knowledge in the coming years!

Many thanks to Dr. Tim Garson and Pat Tiedeman for their service on the CFC board. Both have retired this year. Tim's extensive knowledge and understanding of the state of health care in our country and the efforts for reform have been invaluable as we have planned for the future of the CFC. Pat has been on the board and a volunteer pharmacist at the CFC for seventeen years. Her thoughtful guidance and pharmacy experience have enabled the CFC—particularly the pharmacy program—to meet to increasing and changing needs of our patients.



In Memoriam: Dr. Latham Murray

The Charlottesville Free Clinic lost a very dear friend and the greater Charlottesville/Albemarle community lost an exceptional physician and community member last fall with the unexpected death of Dr. Latham Murray. Dr. Murray was a surgeon affiliated with CRL Surgical & Radiology Associates and Martha Jefferson Hospital. For many years Dr. Murray provided free consultations for CFC patients in need of surgery and supported CRL's donation of radiology services for the CFC. Additionally, Dr. Murray and his wife Lang were generous supporters of the CFC. The CFC is tremendously grateful to the Murray family for designating the clinic for memorial donations and to Dr. Murray's family, friends and colleagues for the many generous gifts we have received—more than 100 to date.

Mural brightens CFC entrance



“It’s not what I do, it’s what you see.”

Eli Frantzen van Beuren

When patients and volunteers check in at the front desk at the CFC instead of a blank white wall, they are now greeted by a colorful, inspirational wall mural by local artist Eli Frantzen van Beuren. Through the annual Nova Vita Mural Project, van Beuren donates her bright and cheerful wall murals to local schools and nonprofits. The Charlottesville Free Clinic and the Adult Learning Center received Nova Vita grants in 2009. The CFC is fortunate to benefit from Eli’s artistic talent for the second time, as she painted a mural in our old office space when we moved to the Health Department building in 1996. For more information about the Nova Vita Mural Project, go to www.novavitamanifesto.com.

VCU dental students assist the CFC Dental Clinic

By Anne Cressin, Dental Clinic Coordinator

Last fall, Dr. Matthew Cooke, a regular volunteer at the CFC, offered to connect our dental clinic with students from the School of Dentistry at Virginia Commonwealth University. The VCU dental school provides an opportunity for senior dental students and dental hygienists to gain clinical experience through preceptorship agreements with community-based clinics and private practices. While the CFC had a preceptorship agreement in place, we had not finalized plans for the actual clinical experience, as this requires additional supervision by a licensed dentist, often for several weeks at a time.

Dr. Cooke introduced the idea of holding clinics on a Saturday and offered to bring the students to us and supervise the first clinic. We met with two of the students from a fraternity

connected to the school whose focus is community service, and discussed how to make this happen. All of the students who come to us are affiliated with this particular fraternity.

The first clinic was held in December with a focus on seeing patients connected with the International Rescue Committee. IRC clients often have limited English thus face challenges with communicating their medical/dental needs and have difficulty getting to/from appointments. Volunteer Barbara Cabell worked with our dental office to schedule appointment times and our first clinic took place on December 12, 2009.

Since then we have held one to two clinics a month, offering clinical experience for 6-8 students each time. Many of the students have returned for

a second or third clinic and we have had five local dentists participate as supervisors so far. Clinics have varied in populations served—IRC patients, homeless individuals, Spanish-speaking patients and people from our dental waiting list. Care has included general screening and treatment planning, acute care and restorative work.

We expect to continue this relationship with VCU dental students and hope to build upon this preceptorship agreement to further develop the program. We hope to continue with one to two Saturday clinics a month, eventually expanding and/or changing things to include a more complete clinical experience during weekday hours.

Thank you supporters!

The Charlottesville Free Clinic is very grateful for the generous support we receive from the community. The majority of donations we receive are from individuals, but we also receive substantial support from local foundations, businesses, churches, civic organizations and public funders as well as fundraising events. Many, many thanks to all of supporters. We couldn't do what we do without you!

Donations from the following supporters were posted between December 1, 2009 and April 16, 2010:

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12TH ANNUAL CHARITY GOLF TOURNAMENT

WEDNESDAY, MAY 19, 2010 — GREENE HILLS CLUB — STANARDSVILLE, VA

Registration 11:30 • Lunch Noon • Shotgun Start 1:00

Informal dinner, silent auction, and raffle to follow tournament.

CAPTAIN'S CHOICE FORMAT

Division I: one or more players with a handicap of 9 or less. **Division II:** all other teams.
Field limited to 25 teams. Soft spikes required.

PRIZES

1ST PLACE — \$200 Gift Certificate.
2ND PLACE — \$100 Gift Certificate.
HOLE-IN-ONE PRIZE — \$10,000 Cash.
OTHER PRIZES — Closest to the Pin Prizes on all Par 3's, Long Drive (both men & women), and much more!

SILENT AUCTION

Golf packages from The Homestead and Keswick Hall. Golf packages from local golf courses. Sheryl Crow Benefit Concert tickets. Certificates for local restaurants and shops. Travel packages, golf equipment and much more!

ENTRY FEES

\$125 per player; \$500 per team.
(Fee includes greens fees, cart, lunch, dinner, gifts, and raffle tickets.)

SPONSORSHIP OPPORTUNITIES

Beverage Cart Sponsors (2 carts) \$500
Special Hole Sponsor \$150
Hole Sponsor \$100
Silent Auction Prize Prize Value

FOR MORE INFORMATION CONTACT

Charlottesville Free Clinic — Maria Jones
434-295-0008 maria@cvillefreeclinic.org
NAIFA-CV — Skip Platt
434-220-1487 skip@plattfinancial.com

REGISTRATION DEADLINE: MAY 10, 2010



to benefit the
CHARLOTTESVILLE
FREE CLINIC

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