



Dear Free Clinic Friend:

The need continues to grow! The Free Clinic has seen a **35%** increase in the number of patients visiting the Clinic to date in 2009. Montgomery County patients alone had over **4,200** medical visits to the Clinic, area hospitals, specialty and primary care physicians, diagnostic centers and laboratories from January – October, 09.

Reviewing data for the entire New River Valley and across all Free Clinic services, patients had **18,992** visits – all free-of-charge!

It has been a challenge to keep up the pace but the Clinic’s dedicated staff and volunteer force continue to adjust to provide greater access (see article about the new internal medicine residency program) and a high level of quality care. That quality is confirmed and reflected in our bi-annual patient satisfaction survey. In our July survey, of those questions specific to quality, 93% of patients rated the Free Clinic with an “Excellent” or “Very Good” rating with respect to measures such as physician and staff care, patient’s physical comfort and coordination of care.

I’m proud of this finding and the dedicated work of our staff but to continue to persevere, we must ask for your help once more. **Local donations are down 45% from last fiscal year.** There is also a strong possibility that we may receive a reduction in state and local government support next year – a critical portion of our budget.

This is understandable - it is an unprecedented time nationally with extraordinary job loss and soaring unemployment. In our community, the environment is no better. We are now treating more “newly-unemployed” than ever before. But we are able to do this because of the wealth of volunteers who offer professional, hands-on care and the financial support of neighbors like you who care deeply about our mission.

Thank you for your past support and for considering our Free Clinic patients in this time of need.



Michelle Brauns

Michelle Brauns
Executive Director

Greater Patient Access to Care Provided through Montgomery Regional Hospital’s Internal Medicine Residency Program at the Free Clinic

In July, a new osteopathic Internal Medicine “Continuity Clinic” was introduced at the Free Clinic providing greater access to health care to Clinic patients.

Patients are seen by internal medicine (IM) residents of Montgomery Regional Hospital. The doctors see patients during two-half day appointment blocks. The resident becomes the patient’s primary doctor and sees him/her for the remainder of the residency training period. Because of this commitment, the patient will receive greater continuity of care that is so important to many of the chronically-ill patients that call the Free Clinic their medical home.



Dr. Jarod Bailey reviews a patient chart with Free Clinic nurse, Steve Stump.

Montgomery Regional Hospital’s collaboration with the Free Clinic provides an expansion of the hospital’s IM program giving a greater depth of experience to the resident as they prepare for practice. According to Scott Hill, CEO of Montgomery Regional Hospital, “The partnership is a win-win-win for all three entities as well as the residents of the New River Valley. We’re providing additional training opportunities for doctors who will, hopefully, stay with us upon completing their residency. In return, these residents are helping the Free Clinic with its goal of meeting the growing needs of this community.”

Every Gift Makes A Difference! Winter 2009

Name: _____
Address: _____
City: _____ State: _____ Zip: _____ Phone: _____

- Enclosed is my contribution to ensure vital health services to people who need it the most:
 \$1000 \$500 \$100 \$50 Other: \$ _____
- I am requesting *VA State Tax Credits* for my donation of \$500 (individual) or \$889 (business) or greater.
- A *Matching Gift Form* from my company is enclosed.
- * I wish to make a gift: In *Honor* of _____ In *Memory* of _____

Please notify those listed below of this donation:
Name(s): _____
Address: _____ City: _____ State: _____ Zip: _____

Thank You!

Hygiene Services Now Part of Regular Dental Care

A donation from a local fund has helped establish a new hygiene program at the Free Clinic. Dental Aid Partners has contributed over \$12,000 to hire a part-time hygienist in the Clinic's Dental Program.

In August, Wytheville resident Tracey Crigger joined the Free Clinic as the first paid staff hygienist and will coordinate and oversee hygiene volunteers who have long been a part of the program. Having a permanent staff member provides a greater continuity of care that all patients truly need.

Besides routine dental cleanings and x-rays, Tracey will teach patients about proper dental hygiene and educate patients about cleaning techniques. Currently, all Free Clinic patients receive oral health education and dental student volunteers are required to conduct this education as a pre-requisite for their volunteer tenure at the Clinic. Tracey will now oversee these students and with appropriate education, Tracey and the dental staff hope to improve the overall health of patients.



Tooth-Tacular Event a Success!

On October 30, the Clinic's Tooth-Tacular event was held with the assistance of five volunteer dentists who provided dental care to 26 patients. Dr. William Armour (pictured with his staff dressed to celebrate Halloween!) from Shawsville, Dr. Rick Mansell, Dublin and Drs. Lawrence Kyle, Kimberlyn Atherton and David Wallace of Blacksburg, provided a variety of services to Free Clinic patients who had been on a long wait-list. Treating 26 patients in a day triples the normal workload and is only possible through the commitment of the dentists to volunteer their time. Thank you!

Rotary Club of Christiansburg-Blacksburg Provides Funding and Elbow Grease to Free Clinic

The members of the Rotary Club of Christiansburg-Blacksburg provided \$6,000 in funding for new medical equipment to the Free Clinic in September. The Clinic's medical staff was able to purchase blood pressure cuffs, physician headlamps, an ophthalmoscope, pill-counting machines and a defibrillator.



Rotarian Bob Swain paints the Nurse's Station.

Rotary Club members also provided hands-on community service at the Clinic over several weekends by painting the Clinic's lobby and nurse's station. Bright colors have now updated the appearance of the drab walls.

"Rotary is all about community service," stated Dan Berenato, this year's club president. "We heartily support and applaud all that the Free Clinic's doctors, dentists, nurses and staff do for our community. Every day they live out the Rotary motto of "Service Above Self" and we are proud to be associated with them and help them serve those in our community who otherwise could not afford good healthcare."

Thank You!

The Free Clinic is grateful to the following civic clubs/organizations, businesses, and churches that have donated funds from July 1, 2008 through November 4, 2009:

AARP – Blacksburg Chapter
 All Saints Catholic Church
 Angels in the Attic
 Animal Care Clinic of Floyd
 Belmont Christian Church
 Beta Sigma Phi Sorority
 Beta Theta Pi Fraternity
 Blacksburg Christian Church
 Blacksburg Intermediate Woman's Club
 Blacksburg Jr. Woman's Club
 Blacksburg Presbyterian Church
 Blacksburg United Methodist Church
 Calvary Christian Church
 Calvary United Methodist Church
 Carilion
 Christ Episcopal Church
 Christian Women's Fellowship
 Christiansburg Mennonite Fellowship

Christiansburg Ruritan Club
 Community Housing Partners
 Dental Aid Partners
 Delta Dental
 Dodge Insurance
 First Wesleyan Church
 Floyd County Woman's Club
 King and Associates
 Lucas Real Estate
 Luther Memorial Lutheran Church
 Medicine Shoppe
 Montgomery Regional Hospital
 Mt. Tabor Ruritan
 National Bank of Blacksburg
 Northside Presbyterian Church
 Presbyterian Church of Floyd
 Presbyterian Church of Radford
 Radford Christian Church

Roanoke Valley Presbyterian Church
 Rotary Club of Blacksburg-Christiansburg
 Shawsville Ruritan Club
 Snyder and Associates
 St. Jude Catholic Church
 St. Paul United Methodist Church
 St. Thomas Episcopal Church
 The United Way of Montgomery, Radford and Floyd
 Unitarian Universalist Congregation
 United Fund of Giles County
 United Way of Roanoke Valley
 VFW Post #5311
 Wolfe and Penn
 Women's Center of VT
 Woodmen of the World
 Zion Oak Grove Pavilion/Lutheran Church



Proud To Be a United Way Partner Agency

Our Mission: The Free Clinic is committed to providing high quality health care and dental services to people who lack insurance and cannot afford healthcare

I would like:

- A tour of the Clinic
- To receive more information about your services
- To receive more information about volunteer opportunities at the Clinic