



Volunteers in Medicine, Chattanooga, Inc.
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Therese Padgett, Editor

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www.VIM-CHATT.org

Sherry Jennings, Contributing Writer

WELCOME Stephanie Wilson, CPhT

Stephanie Wilson, a Pharmacy Tech, has been on staff since January overseeing the Dispensary under the guidance of Pharmacist, Riley Dickerson. Stephanie graduated second in her class at CSTCC. An active volunteer at the clinic since August 2005, Stephanie joins the VIM staff on a part time basis. It is a real relief for the staff to have someone who is over the dispensary!

From Wylie Gross, Chairman of the Board to All Volunteers:

Nancy Franks, President of VIM Chattanooga, is being honored along with nine other ladies as a Woman of Distinction on Tuesday, May 16th at 11:45 at the Trade Center. Nancy says that this is VIM's honor as well. She is being honored because you caught the vision for serving our friends and neighbors in this community. If you would like to come to the event, please call the American Lung Association, 629-1098, and request to be seated at a table for VIM or Nancy Franks. There is one catch --- this event is a fund-raiser for the American Lung Association, so the tickets for the luncheon are \$50 per person before May 1st and \$55

after May 1st. I hope as many of you who can fit this in your schedule will join me for this occasion.

Editor's note: Nancy was reluctant to have us run this article. We all know how humble she is and that's one reason we love her so much!

Parkridge Medical Center is providing a Radiology Tech to VIM in two 4-hour sessions a month. Thank you, Parkridge!

- April is Volunteer Appreciation Month. We greatly appreciate all the volunteers who have worked so hard to establish and operate this clinic.
- The first week in May is the "Cover the Uninsured Week." It will coincide with our First Anniversary of providing free health care for the low-income uninsured of Hamilton County.
- Congratulations to Dr. Bob Bowers, VIM's Medical Director, for being selected as the Tapestry of Volunteers in the area of Health by United Way. He will be honored Thursday, April 27th at the Chattanooga Zoo.

Volunteers in Medicine Update: May 2005 – March 2006

Key data as of the end of March concerning the primary care area of the clinic:

Category	March 2006	YTD (May '05 – March '06)
Patients screened and qualified	25	972
Patient visits	445	2,645
Medical care delivered (clinic rates)	\$65,550	\$458,821
Medical care delivered (emergency room rates)	\$131,100	\$917,642
X-rays	31	133
Referrals – Memorial Hospital Breast Center	19	100
Referrals - Project Access	25	208
Volunteer Service Hours	755	12,227
Estimated Value of Donated Volunteer Hours	\$34,291	\$374,163

You may go on our website: www.vim-chatt.org and click on 2005 Annual Report to have more information.

Positions of Clinic Administrator (formerly called Clinic Director) and Office Assistant (formerly called Office Manager) need to be filled. Camille is moving to Chicago. She has been a great asset to VIM and she will be greatly missed. We wish her well as she moves to the next phase of her life. If you know of anyone that is qualified for either position and would be interested please have them call Nancy Franks at 238-9520 or leave message at the clinic 855-8220. The Clinic Administrator would provide day to day direction and leadership for the staff and volunteers, as well as addressing clinic issues and longer range objectives. The Office Assistant would be responsible for our office systems (Amazing Charts, phone system, schedules, etc.) and be the communication link with patients and volunteers. Please make these positions a matter of prayer and pass this information along to potential candidates.

Colleen M. Schmitt, MD, MHS, FACC

Dr. Schmitt is one of VIM's volunteer physicians and also serves on the Board of Directors. She sent the following message to Nancy Franks recently. The "you" in her message refers to all of you, the volunteers serving at the clinic.

"I also wanted to let you know that the clinic functioned so well today. There is a sense of serenity, but energy. It is a joy to work here, and I treasure the people that volunteer and work here. The ministry of Jesus Christ continues through the work that you do. One of the patients I saw today kept saying over and over, 'I just can't believe how nice everyone has been here. I didn't know a place like this existed.' He didn't mean free care...he meant Care."

Spotlight on Volunteer, Polly Henry

VIM Chattanooga is fortunate to have Polly Henry as a clinic caregiver. Polly, who holds a BS in Nursing from UTC, offers her care skills to clinic patients and serves on the Board of Directors.

Her service with VIM began when she was her church's parish nurse. Her minister asked her to attend the first informational meeting held by Nancy Franks. Polly was asked to join the board of directors and in that role began spreading the word about VIM. She spoke to the East Ridge City Council with Wylie Gross, to Chattanooga City Council members and various civic organizations.

Polly's experience as a public health nurse with the Chattanooga-Hamilton County Health Department gave her valuable knowledge to share with her audiences. When she heard a common misconception that the uninsured people VIM wanted to reach were

covered in some part by existing programs, she explained that most people don't have any resources and had to pay for their healthcare.

Polly has spent many hours at the clinic in the lab, pharmacy and working with physicians as a triage nurse. Polly takes patients to the exam rooms, looks at their vital signs, reviews their current medications and asks what has been going on with the patients since their last visit to the clinic. She also types notes into the electronic files while the doctor talks to the patient.

She sees that the patients are very appreciative of their care. Some people were only taking their medications every other day or making some type of sacrifice to keep their healthcare costs down. Polly explains that many patients were previously diagnosed with a health condition, but were not given proper education on that condition. VIM Chattanooga has a dietitian and other volunteers who can offer the needed education. Polly hears from patients that local ER's who are treating them for emergencies are more frequently referring them to VIM for the important follow up care.

A joyful VIM moment that Polly shares is a time when a Hispanic man came to the clinic with his son as his interpreter. His son interpreted Polly's questions until the doctor entered the room. When the doctor started talking to the man in his native language, he was overjoyed and shared a hug with the doctor. Polly is warmed by the time two women patients spontaneously joined the clinic staff and volunteers in their morning prayer.

Polly is married to Ken, an English teacher at McCallie. They have three daughters and a son. Polly's oldest child, Millie, is married and attending law school in Boston. Nancy is a freshman at Tufts in Boston. Jeff, her son, just graduated from Furman and works in Greenville, and her youngest, Ginny, is a junior at GPS.

Polly loves basketball and attended many games when her husband coached for 25 years. Polly was born and raised in Chattanooga and now lives three houses away from her childhood home. She recently took the position of school nurse at Tiger Creek Elementary School. Because of the new position, Polly will volunteer in the clinic when she can and hopes to spend lots of time there during her summers and school year breaks.

Polly believes visitors to the clinic know they're in a place that is part of the Kingdom and workers at the clinic are believers who show it by their actions. VIM is thankful this Chattanooga native lends us her wonderful talents and spiritual strength.