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Volunteers in Medicine, Chattanooga, Inc.
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www.VIM-CHATT.com
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Service With A Smile! Within the first 24 hours of the Grand Opening on April 28, 2005, VIM-Chattanooga had 158 calls from prospective clients. Through the end of May, 182 patient visits were served in eleven 4-hour segments and 206 clients were screened and are now in our system. Over \$17,000 in medical care was provided, not including the cost of dispensed drugs. To give you some idea of the magnitude of these figures, in its first month of operation, the Hilton Head VIM clinic saw only 80 patient visits and they were open 4 half days per week.

VIM-Chattanooga has added another piece to the Chattanooga healthcare network and we have used that network to get care in Emergency Rooms for those patients with excessively high blood pressures and blood sugars. Several people required more complex care than VIM is able to offer and they are now receiving that care through physicians in the Project Access program. Persons are now getting medications and care for illnesses they didn't even know they had because without insurance, they hadn't been able to go to a doctor.

Grand Opening: Grand it was, with about 300 in attendance! Hundred's of volunteers and thousands of cookies! It was truly a celebration of our volunteers and the fruition of dedicated hours of service by so many. Here is a partial list of the numerous dignitaries who honored us with their presence: Dr. Ron Blankenbaker, Dean of the UT College of Medicine in Chattanooga, Dr. Jim Creel, Head of the Emergency Dept. of Erlanger Medical Center, Mr. Jim Brexler,

CEO of Erlanger Medical Center, Ms. Denise Ray, Director of Nursing at Erlanger Medical Center, Ms. Ruth Brinkley, CEO of Memorial Hospital, Mr. Howard Roddy, Head of Community Affairs, Memorial Hospital, Dr. Valerie Boaz, head of the Hamilton County Health Department, representatives from the Parkridge Medical Center, heads of Foundations and representatives of Foundations who have given or pledged to the clinic, and representatives from the local, state and federal governments.

An extension of the Grand Opening came on the first day of patient visits, May 4th, when Tennessee Governor Phil Bredeson, Chattanooga City Mayor Ron Littlefield and Hamilton County Mayor Claude Ramsey met at the clinic for a round table discussion led by Garry Mac, Dr. Bob Bowers, Medical Director, Barbara Weinholt, Clinic Director, Dr. Colleen Schmitt and VIM President, Nancy Franks, plus two patients. A few comments from the governor were: "A great facility, I am really impressed. I will do everything in my power to replicate it across the state."

The media coverage was wonderful and really helped get the message to the community that we are open to serve with love and compassion for God's creation!

Know someone in need of our services? Please have them call the clinic at **855-8220** to set up an appointment for screening.

Mark your calendar now for a Volunteer Covered Dish Picnic, September 10 at Ridgedale Baptist Church.

VIM-Chattanooga is currently open on Mondays and Thursdays between 9 AM and 1 PM, and on Tuesday afternoons from 1 to 5 PM. Please keep in mind that the hours are subject to change depending on availability of physicians and staff.

Growing Pains – A Mixed Blessing! The need for VIM-Chattanooga is certainly in evidence, but we want to make sure we do not grow too fast too soon. It takes a while to work out all the kinks and wrinkles in any new program. Several learning curves are simultaneously at work. Each physician goes at his own pace and the schedulers have to learn what each pace is. The doctors are learning the electronic medical records system as they go – need we say more about that, other than a big thank-you for their willingness to learn? Qualification for a prescription drug program has been added to the screeners' responsibility, requiring more time (clients are asked now to bring a copy of last year's tax return). The Clinic Director is distracted from administrative duties while she assists in clinical areas. But help is here!

Amber Roache' MSN, RN, C-S, begins full-time June 13th as our new Nurse Practitioner. She brings the following work experiences to VIM-Chattanooga: Nurse Practitioner, Chattanooga Urology; Staff Nurse, Phase II Surgery/Orthopedics/Neurology, Memorial Hospital; Nursing Assistant, Siskin Hospital; and Work Study, T.C. Thompson's Children's Hospital, Chattanooga, Tennessee. Amber's licensure and certifications include: 2004 - Parish Nurse Program- Memorial Hospital; 2000 - Certified Nurse Practitioner by American Nurses Credentialing Center; 2000 - Certificate of Fitness to prescribe and/or issue legend drugs; 1993 - Registered Nurse State of Tennessee. Amber is a member of Hixson United Methodist Church where she is active in various local and world

mission programs. Please help us share her enthusiasm by welcoming Amber Roache' to VIM-Chattanooga!

Fund Raising and Recruitment: Notification of two new grants has been received. The Lyndhurst Foundation will give \$38,000 and the SunTrust Foundation will provide \$20,000 over the next three years beginning May of 2006. Eight Dell printers have been received through Gifts in Kind. Nancy Franks and other Board members continue to make presentations to groups in order to raise funding for 2006, to recruit volunteers, and to educate the public. Anyone interested in a presentation can call Nancy at 238-9520 or email her at npfranks2004@yahoo.com.

“Everyone should see this clinic!” It's one thing to hear about VIM-Chattanooga, but until you have walked through the halls and visited with the staff and really experienced the genuine love that flows throughout the clinic, you just cannot appreciate it so much. Tours are encouraged and welcomed because we want as many people as possible to see the clinic first-hand, so if you know of a group or an individual interested in a tour, please contact Nancy Franks at 238-9520 or email her at npfranks2004@yahoo.com for an appointment with a Board member as tour guide. Physicians, please come to see us!

Project Access is sponsoring a community resource fair on June 21 at the First TN Pavilion, 1826 Carter Street, from 3 to 8 PM. The purpose is to help people in the community know where to find health care, especially if they do not have insurance. VIM-Chattanooga will participate in a round table discussion at 3:30 and again at 6:30.

Forum for Volunteers: Share your volunteer experiences by emailing your comments to Therese Nobles at tpnobles@comcast.net. Testimony is often a great tool for recruitment. But we also want to know if you have any suggestions for improvements, so tell us the good, the bad

and the ugly, too. With your permission, of course, we may publish some of your comments in the next newsletter, which will likely come out in the early fall or late summer.

Congratulations to Nancy Franks, President of VIM-Chattanooga, recipient of the 2005 Women's Community Service Award, presented by the Chattanooga Pilot Club, on March 28th. Congratulations also to Dr. Robert E. Bowers, VIM Medical Director, who received the Tennessee Medical Association's Outstanding Physician Award on Saturday, April 16th. VIM is blessed with dedicated leadership!

A Note from our Directors of Volunteers:

What a privilege it is to work with you, our volunteers. We have had so many willing dedicated volunteers give their time and ideas to help us begin and run the clinic during these first five weeks. In May alone, we have had over 742 volunteer hours donated. That is the equivalent of almost five full-time positions! It is amazing what the volunteers

have done. Some come in occasionally as they were able to work volunteering into their regular schedule and we thank you very much. A few who are not working full-time have been able to come for nearly every clinic. They have added valuable consistency and learned their area well enough to train other volunteers. Thank you, you have made such a difference!

Our next monthly orientation/training sessions will be held on July 20 and August 24, from 10:30 a.m. to 12:00 p.m. Since April, 123 people have participated in our general orientation and training sessions. If you have an interest and have not been able to come to a session please call the clinic at 855-8220 to reserve your space for the next training. Invite a friend to reserve a space with you. We especially need more physician involvement. If you are in to see your physician, please tell him about VIM and give him a brochure. We would enjoy talking with them. Thank you again for all you do helping us reach out to our friends and neighbors!

Volunteer Spotlight on Jenneth Randall

Ms. Jenneth Randall is keeping VIM Chattanooga's books in order. Jenneth is the woman responsible for ensuring our financial records are accurate and up-to-date. Her involvement goes back to December of 2003, when she learned about VIM through her Sunday School Teacher, Richard Franks and his wife, Nancy.

Just one month after learning about VIM, Jenneth was knee deep in helping the Franks complete our 501(c)3 and compiling the business plan. The first step was completing the lengthy federal tax form necessary to qualify as a non-profit, tax-exempt organization, then submitting it to our attorney, Mr. James L. Henry, Jr., for final review. For the business plan, she helped type the skeleton model for the board and committees to input data while she primarily concentrated on the budget portion. Next, applications had to be made to the State of Tennessee to register VIM as a charitable organization and to apply for sales tax exemption.

Jenneth also takes care of the necessary monthly financial obligations, the monthly financial reports to the VIM Board and quarterly State and Federal payroll tax returns.

Professionally, Jenneth is a Senior Auditor for Hamilton County government. She performs audits for various offices/agencies within the county such as the Sheriff, Circuit Court Clerk, Juvenile Court Clerk, and volunteer fire departments. She also provides management assistance to any county office in establishing effective accounting systems, internal controls, computerized accounting systems, etc.

Jenneth is proud to be a native Chattanooga and received her BS in Business Management: Accounting from UTC in 1988. Her daughter, Julie, is following in mom's footsteps as an accounting student at UTC, and has blessed Jenneth with her 3-year-old granddaughter, Jasmine. When not crunching numbers, Jenneth enjoys biking on the beautiful downtown River Park and line dancing. She attends Philadelphia Baptist Church in Ringgold, Georgia.

A big "thank you" goes out to Jenneth for all her financial assistance. As long as Jenneth is here, our books will be straight!