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Volunteers in Medicine, Chattanooga, Inc.
P.O. Box 81057, Chattanooga, TN 37414
Therese Padgett, Editor

423/855-8220
5900 Building, Suite 1400
Eastgate

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www.VIM-CHATT.org
Sherry Jennings, Contributing Writer

EXPANDING SERVICES: A Note from Pat Dennison, Clinic Administrator. Since our last newsletter, we have seen the fruits of two services that we have recently initiated. Our counseling intern, sponsored by the Summit Counseling Center, has been very intently helping many of our patients who are dealing with the complexities that life's issues may bring. By aiding these patients in this manner, their physical health can and will improve as they learn to handle some situations in a more constructive manner.

Our dental support unit has been in place since the beginning of September. VIM's physicians and nurse practitioners now have the option to refer a patient with serious, emergency dental issues to this support unit, which consists of three dentists and an oral surgeon. We are so grateful for their commitment to treat VIM's patients in order to minimize the grave condition of their dental health.

As we enter this last quarter of 2006, we continue to explore new ways to serve VIM's patients and give them as much support as we possibly can. As we add new services, I will make you aware of them. Thank you for your continued support and prayers as we search for opportunities to enrich the lives of our patients.

VOLUNTEER HIGHLIGHT

VIM-Chattanooga is proud to recognize and highlight Tobie Cox, a dedicated nurse volunteering her valuable time and talents to the clinic.

Tobie works in the exam rooms where she starts the patients' histories, takes their vital signs and continues to ask them questions while the physician reads the patients' charts. She completes all the charting for the doctor while he or she examines the patient. Tobie also escorts each patient to the lab or to the pharmacy after the doctor orders the necessary tests or prescriptions and then prepares paperwork for the patient's next appointment. In addition to the exam, she believes the education and suggestions she can give the patients is an important part of the care she offers.

Tobie says she must "clean up in a hurry" to prepare for the next patient. She is pleased to report that the staff and volunteers don't stop from the time they begin work to the time the clinic closes. She sees anywhere from 10 to 13 patients in a day. Tobie arrives at the clinic each Tuesday at 12:30 to prepare for the first patient and works happily, non-stop until 5 pm.

Tobie retired from the Invitro lab at East Ridge Hospital in 1996. She is enjoying her return to nursing in the volunteer clinic setting. She heard about the VIM clinic when her priest, Jim Marquie of St. Paul's Episcopal Church, gave a sermon at St. Luke's in Cleveland on Dr. McConnell's book. The priest's talk about the clinic convinced her she needed to be there volunteering her time as a way to give back to the community and to serve God who has been so good to her. Tobie joined the clinic right after it opened its doors in May 2005.

Tobie says, "it's hard work, but it's fun." She emphasizes that the patients are really in need of help and they make the staff and volunteers feel so good because they are receiving help and attention at a level they rarely get. Tobie says for most of the patients, this is the "first time some have ever been given a personal touch and need a hug as much as a prescription."

In addition to the patients, the staff at VIM-Chattanooga feels so fortunate that Tobie is involved at the clinic. They stress that she is a warm, giving person and works tirelessly to serve the patients who seek the clinic's help.

Tobie graduated from Auburn University with a degree in Nutrition, and then received her nursing degree from the University of Kentucky. Tobie worked many years in labor and delivery. She likes to needlepoint and enjoys gardening and raising orchids. Tobie lives in East Brainerd with her husband, Jim, and has two sons Hayden and Blake, and 9 grandchildren living all over the U.S.

Thank you, Tobie, for your dedication and continued work at VIM.

You have caught the vision with us. Thank you for caring for "the least of these."

Volunteers in Medicine Update: May 2005 – April 2006

Key data at the end of the first year of operations concerns the primary care area of the clinic. These statistics are updated to include the value of PAP medications:

Category	May, '05 thru April, '06
Patients screened and qualified	1,008
Patient visits	3,049
X-rays	155
Medical Services provided, X-Ray	\$273,127
Laboratory Services	\$57,843
Clinic Dispensary	\$183,336
PAP meds (90day supply)	\$409,582
Total Medical Care Delivered (clinic rates)	\$923,887
Total Medical Care Delivered (ER rates)	\$1,438,192
Referrals – Memorial’s Breast Center*	111
Referrals - Project Access*	235
Volunteer Service Hours*	13,217
Est. Value of Donated Volunteer Hours*	\$408,556

* Value is not included in Medical Care Delivered

- We delivered \$923,887 of medical care at clinic rates and \$1.4 million at ER rates. The clinic spent \$300,614 in operational cost; thus providing 307% leveraging of funds at clinic rates and 478% at ER rates

Volunteers in Medicine Update: January – August 2006

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

Category	Aug. 2006	YTD (Jan. – Aug., 2006)	1 st 8 months of operations May-Dec. 2005
Patient visits	377	2,981	1,610
X-rays	21	143	91
Medical Services provided, X-Ray	\$30,887	\$239,040	\$150,023
Laboratory Services	\$6,000	\$52,420	\$31,116
Clinic Dispensary	\$8,724	\$118,215	\$110,116
PAP meds (90day supply)	\$52,481	\$378,519	\$253,115
Total Medical Care Delivered (clinic rates)	\$98,082	\$788,194	\$546,369
Total Medical Care Delivered (ER rates)	\$143,703	\$1,197,868	\$839,623
Referrals – Memorial’s Breast Center*	21	110	62
Referrals - Project Access*	16	160	141
Volunteer Service Hours*	1,038	7,839	9,177**
Est. Value of Donated Volunteer Hours*	\$34,108	\$268,201	\$204,617 ***

* Value is not included in Medical Care Delivered

** Volunteer Hours from Jan. – November 2005.

*** Value is based on the entire year Jan. – Dec. 2005.

- Denise Smith, a RN and VIM volunteer, has been hired on a part time basis to aid in the Dispensary and to assist Amber, VIM’s Nurse Practitioner.
- The Ronald McDonald Dental Mobile will be at the clinic Oct. 9 – 13th to offer dental care for children of VIM patients as well as other Hamilton County children.
- Fundraising is beginning for our 2007 budget. In addition to our traditional funding sources, we are seeking funding thru direct mail to individuals and businesses.

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