

Patient Profile in Courage

On the April day five years ago when Donna Atkinson ended up in the emergency room, she was feeling disoriented. She felt pressure in her head.

At the time, Donna had already earned a degree in family and human services and was employed, but in a demanding field, where she worked with adults who had severe, multiple disabilities. She was 53 with two children, including a seven-year-old son with autism.

Donna's son's needs were so vast that she could only work part-time. She was a single parent and living at the poverty level. Add to those factors one of genetics: High blood pressure is part of Donna's family tree.

Certainly there were enough reasons to force her blood pressure soaring, but as Donna puts it, "Whatever was going on set it off."

Donna was fading as she drove herself to Sacred Heart Medical Center where, with a blood pressure reading of 200 over 98, she got the immediate care she needed and she went home stabilized.

"At that point I knew I needed medical help."

A full checkup, blood work, an overall care plan—these were the things Donna needed from a primary



Donna Atkinson, left, during a checkup with VIM Medical Director Dr. Lois Garner, right.

care physician, to help identify, for her, a longer-term strategy to deal with her high blood pressure.

But like approximately three-quarters of all uninsured adults in the United States who are full- or part-time workers, Donna had no medical health insurance. It was at a dinner party, then, that a medical examiner for Lane County said she should seek help

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VIM By the Numbers FY 2009

Patient visits	12,000
Prescriptions Dispensed	18,800
Volunteers	450
Volunteer Hours	35,000
Referrals to specialists	1,900
Cost to patients	Free!

Lending her support, right from the start

Ellie Maliner is among a handful of very special people—volunteers who have been at VIM since the clinic opened its doors.

"I was here the second day the clinic was open," Maliner says, a retired medical receptionist.

After spotting a newspaper advertisement, Maliner jumped at the chance to give back, she says. She was attracted by the opportunity to be involved in something useful and necessary for the community.

"I have seen over the years more people who don't have access to medical care—the need has increased tremendously," Maliner says. And at VIM, she has nothing but the "utmost respect for this great bunch of people I work with, who will try to accommodate patients, and go the extra mile to make sure the patient is taken care of."

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A LETTER FROM THE EXECUTIVE DIRECTOR

This economic downturn—it has its palpable downsides for all, but low-income people in search of health care feel it most. A recent study by the American College of Emergency Physicians reports that the economic downturn has converted overworked emergency rooms into sanctuaries for the uninsured. A mother, for instance, brought her two young children to the emergency room because there was no place else for her to get the care they needed. Emergency rooms are bursting at the seams, with longer lines forming by both patients who are there to receive necessary triage and those who have apparently less serious illnesses or injuries looking for necessary care.



Jackie Mikalonis,
Executive Director

VIM is here to provide that necessary care, to support our community and to help divert patients from emergency room visits. In a way, then, VIM is absorbing the economic downturn as well—with an uptick in the number of patients we serve.

If ever there was a time to honor and support the valiant volunteers who, along with our dedicated staff, do an incredible job of keeping the medical clinic running and our patients served, we have just stumbled into it. The demand is great. Our staff and our volunteers dispense not only medicine and expertise, but a healthy dose of care—and dignity.

With this issue of the VIM newsletter, we are happy to announce our plans to expand our capacity to meet the need of the community to have more patient services: VIM plans to move into a bigger facility this year, with more exam rooms and better amenities. This fulfills a hope, and our mission, to serve more patients. Our other hope is that with your help we can continue to sustain and expand clinic operations. Please share this newsletter with friends and family, to learn about our volunteers, our staff and our wonderful donors. Most of all, I encourage you to read about our committed volunteers and VIM patients. Because of you, our low-income patients have someplace to go other than an emergency room. Because of you, our patients find the medical care they need at Volunteers In Medicine Clinic.

A handwritten signature in blue ink that reads "Jackie Mikalonis".

Our Vision

May we have eyes to see those rendered invisible and excluded, open arms and hearts to reach out and include them, healing hands to touch their lives with love and, in the process, heal ourselves.

Our Mission

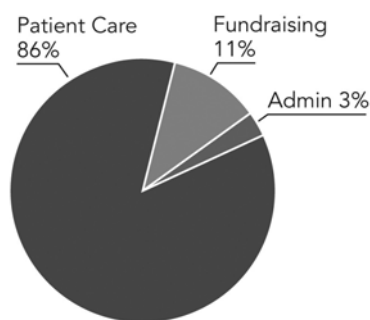
Our mission is to understand and serve the health and wellness needs of the medically under-served and other household members who live and work in the greater Lane County area.

ANNUAL CAMPAIGN

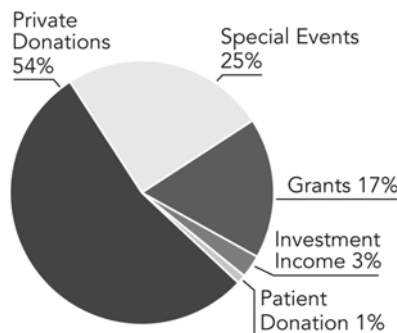
THE GIFT OF HEALTH

At VIM, we rely on two resources: donated time from health care professionals and financial support from community members and foundations. We need both to serve our patients. Our annual budget is \$1.6 million, and our goal for this annual community campaign is to raise \$600,000 toward our total budget.

The success of our free clinic depends on volunteers, a small and dedicated staff, and donors like you.

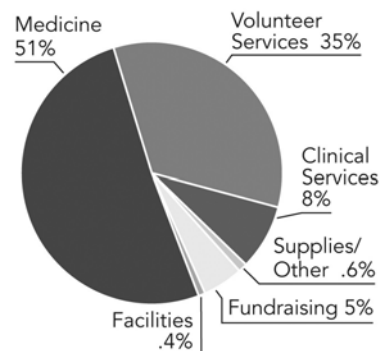
How we spend our money

Total Expenses
(including in-kind donations)
\$3,341,301

Where our money comes from

Total Revenue \$1,405,198

Funding comes from individual donors like you, grants from foundations and businesses, and two major fund raising events.

Here's the value of donated services and goods from the community

In-Kind Contributions/Services
\$2,343,111

Thanks to you, we have raised \$316,500 of our \$600,000 Annual Campaign goal. But we still need your help! Please give the Gift of Health today!

You can donate at VIM's secure Web site, www.vim-clinic.org. Or call Glenda Gordon, (541) 686-6361.

Passin' It On

Taking a transcontinental ride for VIM

Dr. Frank Turner, a volunteer physician at VIM, is taking his second bicycle trip in six years across the United States to spread the word about the good work of VIM and to ask support for the Clinic from the people he meets on America's scenic byways.

During this summer's trip from Cape Blanco, Oregon, to West Quoddy Head, Maine, Dr. Turner will ride with his wife, Pam, who hopes to do her own educating and fundraising for her favorite organization. The Turners will ride 4,040 miles as a way of "passin' it on," returning the favors that have been done for them in their lives, but also sharing with others who are less fortunate the good fortune they know and have.

Dr. Turner has been volunteering with the Clinic since 2000 and was its acting medical director at one point—he served the very first patient to walk through VIM's doors. He is committed to VIM because of all

the hardworking people he sees: neighbors, business owners and people holding multiple jobs but who do not have access to medical insurance.

These are the kinds of patients Dr. Turner says he wants to "pay back" on the bike ride across the country because "they are certainly deserving of the very best our community can offer them. VIM is an essential part of the local solution," he says.

Stay tuned! And keep checking our Web site. More details will be posted on this amazing cross-country trip in support of Volunteers In Medicine.

www.vim-clinic.org



Dr. Frank Turner, Pam Turner

One Fine Day

Co-Chairs

Jo-Mae Gonyea
Carol Hammons
Kathy Re
Kim Ward
Sarah Zachem
Marie Jones, Emeritus

VIM Special Events Coordinator
Nicole Gauron

Swingin' Summer Night

Committee

Julie Christensen
Glenda Gordon
Susie Kriz
Stephanie Pearl Kimmel
Shirley Randolph
Beth Sheehan
Michelle Wasner

VIM Development Associate
Jennifer Larson

Shop (and dance!) for VIM!



What do Dr. Tom Wuest and Louis Vuitton have in common? Their talents will both be featured at Lane County's premier luncheon and auction, which is just around the corner!

Now in its sixth year, One Fine Day offers a one-of-a-kind shopping experience, complete with a delicious lunch. Many who have been waiting all year for the April 21 event will don their finest attire to join their friends and colleagues at the Autzen Stadium Club Room.

The best part about One Fine Day is the support it provides for the Clinic. In the past five years, more than \$1 million has been raised through this extraordinary fundraising event. And now we are headed for another successful year: One Fine Day is almost sold out.

Without the amazing group of women who are passionate about providing healthcare to the uninsured in Lane County, this event could never be pulled off. Working closely with co-chairs Jo-Mae Gonyea, Carol Hammons, Kathy Re, Kim Ward and Sarah Zachem, Special Events Coordinator Nicole Gauron manages

more than 30 volunteers who work year-round to gather donations of new and gently used handbags, fine art, jewelry and other items that are auctioned at the spring event. Volunteers spend countless hours planning every detail of the event, from the color of the linens to the fine food that will be served.

Mark your calendars for dinner, dancing!

With the breathtaking backdrop of Sweet Cheeks Winery, a gourmet dinner and the

sounds of a big band lilting in the air, a night of music and good food is awaiting you at VIM's second Swingin' Summer Night Gala held July

15, 2010 at Sweet Cheeks Winery.

After the wonderful success of last summer's inaugural event, we are pleased to bring this one-of-a-kind gala back to the community. Last year, event-goers raised more than \$52,000 for clinic operating costs, and the goal this year is \$70,000.

Tables and tickets are on sale now. Tables of eight are \$1,500 and include recognition in the program. Individual tickets are \$150, and we welcome any individuals or businesses interested in sponsoring this year's event.



Tables, tickets, sponsorships available!

One Fine Day, April 21, 2010

There is still time to add your support. For sponsorship or donation information, contact Nicole Gauron at (541) 335-2827 or ngauron@vim-clinic.org.

Swingin' Summer Night, July 15, 2010

To inquire about sponsorship or to reserve your table, contact Jennifer Larson at (541) 868-3578 or jelarson@vim-clinic.org.

CLINIC IS MOVING TO A BIGGER HOME!



What's the first impression when walking into the Volunteers In Medicine Clinic? No question: great staff and satisfied, well-cared for patients. And what's the second?

Cramped.

For a decade, the Volunteers In Medicine Clinic located in West Eugene has provided free primary medical care and mental health services to low-income, mostly working adults who have no insurance. But there's no doubt, VIM needs a bigger home.

The current location provides no opportunity for expansion while the need for VIM services is increasing. There are only seven exam rooms, no room for blood draws or a nurses' station and the medical director, the physician assistant and the volunteer doctors are crammed into a small corner room. As well, providing in excess of \$1 million per year in medications, the dispensary has outgrown its small quarters. VIM currently provides 12,000 patient visits per year and volunteer shifts are 90 percent full. By expanding clinic space and increasing the number of exam rooms, VIM could accommodate more medical volunteers and increase the number of patient visits.

Now, serving more patients is within reach. To increase capacity, VIM plans to move from the wonderful but small clinic on West 11th Avenue in Eugene to a larger facility in Springfield.

PeaceHealth Oregon Region owns a now-vacant and much larger medical clinic in Springfield and is willing to lease it to VIM. The new, centralized location allows ready access via public transportation and for pedestrians, and is visible in one of Springfield's commercial cores on Marcola Road.

But the best part is the new location will double the square footage and, with remodeling, will provide 13

exam rooms, a secure and larger dispensary, four mental health offices, a nurses' station and a separate area for labs and blood draws.

Architect Loren Berry of Berry Architects and Bob Buss of Dorman Construction have generously stepped up to help with the project, and PeaceHealth will continue to be VIM's very generous landlord. The plans to move



include remodeling the larger site in Springfield and moving the clinic operations.

Total project costs are estimated at approximately \$380,000. Much of the costs

have already been donated as in-kind. The Volunteers In Medicine Board has commitments of \$10,500, and expects to raise the remaining \$200,000-250,000 during a focused capital campaign with grants, private donations and fundraising events and activities. There are several naming and commemorative opportunities.

You can become part of this exciting project and help VIM expand its capacity to serve the community by contacting Executive Director Jackie Mikalonis at jmikalonis@vim-clinic.org, or (541) 242-5389. And watch our Web site for details: www.vim-clinic.org.

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from Volunteers In Medicine Clinic. And she did.

"I was concerned about my child," Donna said. "I made an appointment with VIM right after."

During the appointment, Donna went through the eligibility screening process to determine whether she qualified for VIM services. She did. Her income was between 85 percent and 200 percent of the Federal Poverty Level. Donna signed up that day for an appointment.

"I had the most compassionate, professional treatment I've ever received," Donna says. "They were so thorough and so kind. I felt really good when I left."

Despite that she exercises every day, after that first appointment, Donna learned she also had high cholesterol, adding another layer of need for care and VIM services.

VIM's Prescription Assistance



Program provides Donna free cholesterol and blood pressure medications that she needs daily. Every few months, VIM checks her blood work for any necessary adjustments. Donna has also used the women's health program for annual checkups.

"What VIM has provided for me is access to excellent medical care for free. The staff are so caring, and the doctors are caring—they really listen," she says. "They have reassured me I am a healthy person, and they have reassured me that, even with high blood pressure, whatever I have can be maintained and controlled. And that's a relief. Being a single mom, it takes some worry off of me."

One woman's foresight, your legacy



Sister Monica Heeran

Many forms of charitable giving are available for donors who wish to consider VIM in their estate plans.

Through a thoughtful planned gift, you can help VIM provide health care benefits for future uninsured while receiving tax advantages and possible lifetime income streams for yourself and/or your beneficiaries.

All donors who establish a planned gift in support of VIM are recognized with membership in **The Sister Monica Heeran Society**. Members share a strong common bond of generosity that nourishes accomplishments and achievements.

By including VIM in your will or estate plans, you will be providing countless opportunities for future uninsured families to receive needed healthcare.

Types of Planned Gifts include

- Bequests
- Charitable gift annuities
- Charitable remainder trusts
- Charitable lead trusts
- Endowments
- Life insurance

For more information about The Sister Monica Heeran Society, contact Glenda Gordon, Director of Development, (541) 686-6361, or ggordon@vim-clinic.org.

NOTE: In all cases, decisions should be made with your qualified financial advisor to determine what best fits your circumstances.

Philanthropists keep donations local

Carlton and Joy Woodard have always been strong supporters of their community. Married for 65 years, they have been donating to community charities personally since 1947 and through the Woodard Foundation since its inception in 1952. Carlton's father created the foundation and the daily operations have now been passed on to Carlton and Joy's son, Casey. They raised their three sons to understand the importance of giving back as well, and the whole family is involved in philanthropy.

Strong supporters of the Volunteers In Medicine Clinic, Carlton and Joy have different, but compelling, reasons for giving to the clinic.

Carlton first began giving to the clinic because of VIM founder Sister Monica Heeran. He truly feels that even in her retirement, she is the cornerstone of the clinic. He continues to support VIM because of how funds are managed—specifically that 86 percent of all funds received go straight back into patient care and not to overhead. He is also impressed talking to volunteer physicians, including Dr. Kerry O'Fallon of Cottage Grove. Seeing the passion of the physicians who volunteer at the clinic has compelled Carlton to continue his ongoing financial support of Volunteers In Medicine Clinic.

Joy Woodard feels the clinic is a wonderful idea because it "allows people to get help that can't afford it, and its good care from accredited doctors. You have something really good going."

Both Carlton and Joy are impressed with the volunteer physicians and staff and how happy the patients seem to be and how well taken care of they are.

Being such strong philanthropists, the Woodards receive letters daily asking for help from organizations around the country. While Joy wishes they could help all of them, she realizes they can't meet the needs of all,



Carlton and Joy Woodard, generous supporters of VIM, raised their family to understand the importance of giving back.

and they try to be practical with where they donate.

Carlton adds that it is tough on people who don't have the means, and everyone should have quality health care. They both feel it is important to keep their donations local and focus on the Lane County area to support different non-profit organizations. The clinic is grateful to have such wonderful supporters such as Carlton and Joy Woodard.

Become a Fan! Tweet with us!



www.facebook.com/LaneCountyVIM
www.twitter.com/LaneCountyVIM

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Maliner herself has put in quite a few miles for VIM. She volunteers a minimum of eight hours per week, but is a regular on the schedule for two shifts per week. She's one of the front office people you'll see if you walk in, working reception, screening patients for eligibility, staffing the telephone and all together contributing to the front office activities. You will also frequently see Ellie as the face of VIM at public events.

And she continues to commit to VIM because of the increasing ways it serves the community and the patients.

"I think there are more people who are needing services, and especially those services that have been added in recent years..."

Diabetes awareness programs, smoking cessation, and mental health. These are the programs that Ellie has seen VIM expand in the many years she has been a volunteer.

"It has just all grown," Maliner says. "And I really believe in what VIM does, or I wouldn't be here. I just wish we could accommodate more people."

And we will, at our new facility—with volunteers like Ellie Maliner.



**VIM volunteer
Ellie Maliner**

THANK YOU, DONORS!

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- Wall mount oto-ophthalmoscopes
 - Stethoscopes, wall blood pressure cuffs, thermometer units, head lights, procedure lamps, hammers/tongs
 - Newer large size blood pressure cuffs
 - Exam tables and paper rolls
 - Physician stools
 - Wall-mounted sharps disposal
 - Keypad/Lock for secured, backdoor entry for volunteers, staff
 - Conference tables (2) 14 feet
 - Herman Miller-style office furniture (10 modular workstations)
 - Carpeting (9,000 square feet)
 - 6 counter-high office chairs with foot rests, adjustable height lever
 - Matching lobby furniture for 20-25
 - 10 Flat screen monitors (17 inch)
 - Photocopier with sorting bin/auto feed for Dispensary
 - Fax machine for Dispensary
 - 6 matching office chairs for provider dictation room
 - 6-10 Garbage cans with foot pedal access (3 feet)
 - Newer full size refrigerator (ice maker)
- Office supplies (year-round needs)**
- photocopy paper
 - #10 mailing envelopes (plain)
 - 10x13 mailing envelopes
 - paper clips (jumbo)
 - rubberbands
 - rolls of tape
 - staples (Swingline)