Long-time Clinic benefactor dies

Clinic benefactor and friend, Phyllis Fiske Smith of Irvington, passed away peacefully at her home on October 30, 2016.

Phyllis has been a key part of the Clinic virtually from the beginning. She began as a volunteer in the 1990s, when business operations were in the Kilmarnock Town Office and the weekly evening clinic was in the Lancaster County Health Department.

Key donations soon followed. In 1995 she gave—annonymously—$100,000 to create the first Clinic home, at the end of DMV Drive in Kilmarnock. This represented the first major individual donation to the concept of creating a health-care home for those who did not have access to a medical provider. That building has been remodeled and is still used for specialty clinics and as a dormitory for VCU dental students. The building is named in her honor.

Major donations and a regular weekly presence at the Clinic, where she worked as a volunteer eligibility screener, continued for the next two decades. Over the years she also underwrote the costs associated with the Clinic’s annual volunteer picnics.

See the Executive Director’s report inside for more on Phyllis’s generosity, moral support and dedication to the Clinic.

What we do and why we’re needed

JK was discharged from the hospital following a stroke, came directly to the Clinic, enrolled as a new patient, was seen by a provider, had prescriptions filled, and is scheduled for the Dental Clinic as well as follow-up care.

See pages 4 and 6 for more patient situations

Students and staff: all smiles

Staff dentist Cris Dedmond, DDS (far back) oversees VCU dental and hygiene students three days a week, including this team. Four of the dental students are shown with Dental Clinic staff members Lindsey Martin (second from left), Nick Neal (third from left) and Terri Baldwin (far right). In a little under three days one week the students saw 46 patients and performed $25,135 worth of services.

Our operating budget this year is $1,314,000

Please donate to assure the community has a much needed health-safety net
Back in 2007 the Clinic, for the first time, set a budget exceeding $1 million. We were able to meet that and a similar budget for 2008. Flush with success, recognizing the need for future sustainability, and spurred by a matching grant, an additional $500,000 endowment campaign was launched in 2008 as well.

That was also the year that the economy caved. Still, the Clinic was able to meet its funding goals, and since then has kept its budget in check. This year the Clinic’s annual budget is $1.3 million, or 30% higher than nine years ago. But far more than 30% in growth has been accomplished:

- At the end of 2007, the Clinic had served 5,477 unduplicated individuals and hosted 58,087 visits. Eight years later, at the end of 2015, the number of people served had risen to 13,500 and the number of visits to 143,624—increases of 146%.
- The number of prescriptions and the number of volunteer hours both more than doubled in those eight years.
- The value of services provided more than tripled, from $25,905,186 at the end of 2007 to $82,078,407 at the end of 2015.

Raising a million-dollar budget has never been easy. It’s a lot of money—but it enables us to provide a far greater amount in services. This year the Clinic is on track to generate well over $8 million worth of health care for those in need, or at least $6 for every $1 in the budget.

The Clinic, in other words, is doing great work on a shoestring budget, and we need your help. The budget has not kept pace with the services so many in our area need. Only 10% of the budget goes toward administration and fund-raising (including this newsletter), and a major, three-year grant to expand services ends soon. Thank you for helping us fill the funding gap, allowing the Clinic to better play its role of filling the gaps in health care.

Inherent with this position are enormous challenges, offset by even greater rewards. We’re challenged daily, for example, in finding ways to better reach those needing health care services. We’re also rewarded daily knowing that thousands of people have been helped.

Beyond the patients we serve, my greatest rewards come through knowing and interacting with our volunteers and supporters. I can’t start naming all of them. They are far too many. But right up there among the angels is Phyllis Smith, whose support extended far beyond the Clinic walls and into my personal life. She’s been a major Clinic champion, but I know her best as my best friend, full of grace and humor, a true moral supporter.

She’s been that way for essentially the life of the Clinic, and I have to wonder where the Clinic would be today, or if it would be, without her. One of my most memorable high points here came by way of a phone call more than 20 years ago when Phyllis, then a volunteer at our fledgling organization, called and asked, “If the Clinic had a hundred thousand dollars, how would you spend it?”

That hypothetical became a reality. In short order she donated the funds and we built the Clinic’s first home.

She made the gift anonymously and only years later allowed her name to be associated with it. Meanwhile, it transitioned the Clinic from a one-night-a-week affair to something permanent. We moved into the building in

Volunteers have contributed 338,195 hours since the Clinic’s founding.
**In the Medical Clinic**

**Nurse Practitioner, Physician join Medical Clinic**

**Tamara Hall**, a longtime resident of the Northern Neck and familiar face in health care in the area, has joined the Clinic as a full-time staff provider.

A nurse practitioner, she graduated from RCC in 1988 with a nursing degree, and earned her Bachelor’s in 2000 and Masters in 2003 from Medical College of Virginia. She worked with the hospitalist at RGH for three years, and for the past ten years has been a nurse practitioner at CMG in Kilmarnock.

She and her husband, Andy, live in Sunnybank and have three grown children—two daughters and a son—all living in the area.

**Dr. Grace Stonerock** has been filling in at the Clinic through a locum (personnel) agency for the past year and a half and is now a permanent employee. While she continues her private practice in northern Virginia, she also sees patients on Tuesday evenings and Wednesdays each week at the Clinic in Kilmarnock.

“We are thrilled with our provider staff. Patients are getting great care,” said Director Jean Nelson.

**Two new Physicians join those who volunteer hours for Clinic patients**

Dr Charles Maresh, Medical Director, announces two new physicians who have joined the Clinic’s volunteer medical team. **Dr. Richard Rhame**, a retired MD from northern Virginia, volunteers at the Clinic every Monday working as a general provider. **Dr. Douglas Ludeman** of Virginia Urology is now seeing patients on Thursday evening. He is a part of Access Now, an organization of private practices that provide consultations for the underserved. He focuses on difficult cases, providing a route for further consultations and treatments for Clinic patients.

The Medical Clinic is delighted to have Dr. Rhame and Dr. Ludeman join our other volunteer providers who so generously donate their time and expertise at the Clinic and in their own offices in behalf of those in need.

**More volunteer providers are needed. Please consider joining our volunteer team.**

**In the Pharmacy**

The Clinic’s Pharmacy was recognized October 5 for dispensing more than $7.8 million worth of medications to 3,709 patients through its 12-year affiliation with RxPartnership (RxP).

The recognition came during the 11th annual RxP Affiliate Roundtable at the Medical Society of Virginia in Richmond.

The Clinic Pharmacy staff also gave a presentation during the event on partnering with charitable medication distributors and improving health-care outcomes.

RxP provides medicines from five pharmaceutical companies. The Clinic also uses The Pharmacy Connection (TPC) software to access a range of patient assistance programs operated by individual companies, and purchases other medicines.

**From left are Clinic Pharmacist Britney Dedmond, Pharmacy Coordinator Angie Rich, assistant Judy Garriss, and RxP Executive Director Amy Yarcich.**
Clinic helps her get back to her old self...

Amelia, a patient of the Northern Neck – Middlesex Free Health Clinic (NNMFHC) in Kilmarnock, VA., first visited the NNMFHC Dental Clinic for an infected tooth. During her initial exam, final-year dental students from Virginia Commonwealth University, who are overseen by the staff dentist, took x-rays and set up a treatment plan for her. The decision at the end of that appointment was that all of her upper teeth should be extracted and she would be best suited with a complete maxillary denture and a partial for her lower teeth.

After coming in for multiple appointments for extractions over a period of four months, she was ready to start the denture process. Two-and-a-half months later, she walked out of the clinic with a brand new smile.

Amelia made 13 dental visits, paid a total of $430, and received $6,599 in dental services. With a family income of $28,726, this smile would have never have happened without the Northern Neck – Middlesex Free Health Clinic. It would have consumed 23% of her family’s income.

A couple of days later, we received a card in the mail in which she wrote:

Dear Dr. Dedmond and VCU Students,

I want to sincerely thank you and your staff for all the help you have given me and others like me. You have relieved us of physical, mental, and emotional pain. If not for this Dental Clinic a lot of us would still be suffering.

I can go back to being around people again. I love people but I started to avoid being around them because I was ashamed of my mouth. That was a sad time for me, because being around people makes me happy. “It feels good to be pain free and able to be happy again thanks to all the work you all do for us.

Gratefully Yours, Amelia
In the first nine months of 2016, the Clinic provided more than $7 million worth of care and turned every $1 donated into $7.08 worth of health-care services.

By the numbers
October 7, 1993 through September 30, 2016

Health-care visits: 150,550
Pharmacy prescriptions: 509,615
Medical referral visits: 113,018
Volunteer hours: 338,195

In the Dental Clinic
Hazel Luton (center) spent two days this summer helping with inventory in the Dental Clinic. She is shown with Dental Clinic Coordinator Lindsey Martin and Dental Assistant Terri Baldwin.
Clinic staff members again helped work the Kilmarnock-Irvington-White Stone Rotary Club’s annual Bay Seafood Festival this year, manning one of the busiest booths. From left are Wendy Henderson, James Moody, Erinn Headley, Angie Rich, and Spencer Headley.

While updating her eligibility status this summer, CH of Richmond County noted the Clinic’s “excellent work” and “excellent doctors,” stating that at the Clinic are “people who care. This Clinic is awesome. I recommend it to everyone I know."

Her statements reflect the NNMFHC’s mission of assuring health care reaches those in need. The mission is realized daily, one person at a time:

RP was discharged from the hospital but had no medical home. That evening at the Clinic he was screened for eligibility and seen by a provider, his prescriptions were reviewed and filled, and he was scheduled for follow-up care.

JS is self employed, his wife works, and their monthly income totals about $600 – well below the federal poverty level (FPL). He suffers from diabetes, coronary artery disease, and hypertension. Through provider visits and medications filled at the Clinic he is able to manage his conditions and continue working. If he had to purchase the medicines on his own the cost would be $1,130 a month, or about double the family’s entire income.

FP was due to be discharged from the hospital but needed follow-up care and medicines. The Clinic Pharmacy filled the prescriptions, delivered them to him at the hospital to take home for the weekend, and scheduled him for a follow-up visit at the Clinic.

JN, a single mother, works part time and attends college full time toward a professional medical career. She also makes too little money to qualify for health insurance through the Affordable Care Act. She – and many others like her – found health care services at the NNMFHC.

SL works full-time and makes about $1,400 per month, or 150% of the FPL. Since the Medical Clinic serves those with incomes up to 200% of the FPL, she is able to see a provider and obtain medicines to manage her chronic conditions. A diabetic with hyperlipidemia, her medicines alone would take half her gross income every month if she purchased them on her own. Instead she is able to pay for other living expenses – and keep working.

If you can’t find a doctor, are ineligible for insurance, can’t afford insurance, can’t afford your medicines, can’t find a dentist, need chronic disease management, or need a health-care home, call the Clinic at 435-0575. New patient screenings are held daily.

The Clinic is a community-driven non-profit funded entirely by donation, delivering services through a vast volunteer network. All donations are deeply appreciated and may be sent to the NNMFHC at P.O. Box 1694, Kilmarnock, VA 22482.
Northern Neck—Middlesex

FREE HEALTH CLINIC

Thanks for thinking of us this holiday season!

The Clinic’s overall budget for July 1, 2016 to June 30, 2017—our 24th year—totals

$1,314,000

Please help us reach our goal

Health care is an issue in transition, but through it all the need for clinics, now and in the future, is indisputable.

Every $1 raised results in $7 worth of care.

W&M student returns for summer; two to return next year

Each spring as a part of the College of William & Mary’s Branch Out Program, about a dozen students spend their spring break working at the Northern Neck – Middlesex Free Health Clinic. During the week they help move the Clinic forward by assisting in all departments – medical, dental, pharmacy, and administration.

This summer, one of the Branch Out students returned on her own to help out some more. Elena Parcell spent the first half of her summer break in Spain and the second half at the Clinic before returning in mid August for another year at William & Mary.

“Returning to the Northern Neck gave me the opportunity to learn how every member of the clinic team works and collaborates in order to serve the community,” she said. “The clinic is extraordinary, due in large part to the volunteers and staff members whose compassion, dedication, and generosity will continue to inspire me.”

Elena and another student from the March 2016 Branch Out week, Shweta Kumar, are both returning to the Clinic for the Branch Out program next March. They are the group leaders for 2017 and already have begun planning.

From left are Jean Nelson, Lindsey Martin, Wendy Henderson, Nick Neal, Elena Parcell, Kim Verlander, and Erinn Headley.

Another masterpiece from Edna Earle Mizzelle and Friends, whose gardens produced a dinner and decorations this summer for volunteers. From left are Edna Earle Mizzelle, Julie Ghiselin and Connie Felvey; others in the group who helped with the dinner are Katherine Pickle, Nancy Frank, Tami McCauley, and Nancy Thorndike.
Two Locations in Kilmarnock

Main Facility at 51 William B. Graham Court:
Medical, dental, mental health, and pharmacy services
5 days and 2 evenings per week
Phyllis Smith Building at 115 DMV Drive:
Patient education, and group patient care

In Montross

Andrew Chapel United Methodist Church:
Outreach Medical Clinic every other Thursday,
8:30 am to 1 pm

In Hartfield

Lower United Methodist Church:
Outreach Office every Tuesday, 12:30 pm to 4:30 pm

The Northern Neck—Middlesex Free Health Clinic’s Mission:

We embrace health and wellness as the foundation for quality of life, and we dedicate ourselves to providing the highest level of health care to all those who ordinarily lack access to it within our community.