



The Heart of the Matter

Centre Volunteers in Medicine • 251 Easterly Parkway, Suite 102, State College, PA 16801 • 814-231-4043 • www.cvim.net • Fall 2008

A Week in the Life of CVIM

When you send your donation to CVIM, do you ever wonder where your money goes or how it is being used? Join us for a typical week at the clinic and learn what a difference your dollars make!

Monday, August 18

Blake, volunteer greeter, arrives first as usual to the clinic. A volunteer receptionist, a volunteer file clerk, and Tanya, our front office coordinator, arrive shortly thereafter. Patient files and the daily appointment schedule were prepared Friday and are waiting for the first patients to arrive at 9:00 a.m.

The front desk area, designed for two people, is routinely staffed with four. The greeter stands for their four hour shift and the stepladder used by the file clerk to retrieve files becomes a makeshift seat. Desk space is at a premium, which becomes evident when Blake announces that someone moved the patient file he needs.

In the medical clinic, Dr. Rogers McLane, CVIM's medical director, and Dr. Robert Klingler are ready for today's 14



CVIM volunteers greet patients, answer questions, and prepare for a full day of visits to the clinic.

From the Director's Desk



Dear Friends:

After five years of service at our current location, we are celebrating a new milestone – CVIM is moving to a larger facility! Thanks to the incredible support of our donors and volunteers, this change will allow us to serve more patients and greatly improve patient care. In this issue we offer you a look at a "typical" week at CVIM. The entire clinic is incredibly busy! We cannot cover everything, or even mention every volunteer who worked, but we hope to give you a glimpse of the work occurring at CVIM.

This observation reveals some of our challenges, including space and accessibility limitations, at our current location. The congested check in/out desk and nurses station and crowded hallways on both floors contribute to a lack of patient privacy and inhibit our ability to provide the highest quality patient care. There are other challenges which are not so readily evident. Our outdated phone and computer systems limit our patients' ability to schedule or change appointments, and our floor plan creates accessibility concerns for both patients and volunteers.

I am so pleased to announce that CVIM will be moving to a new home in early December. The new offices will be located on Green Tech Drive in the former Geisinger Patton Forest Family Practice building, and will offer CVIM nearly 3,100 additional square feet in patient care space. This will enable us to ensure privacy and confidentiality to our patients, accessible hallways and workspaces to patients, volunteers and staff with mobility needs, and a better layout and flow, all on one floor, for more efficient service delivery. Keep your eyes open as the year closes – we'll be inviting you to come visit us in our new home! I hope you will join me in celebrating this milestone in CVIM's history.

Health and Happiness,

Kristen Houser, MPA
Executive Director

This issue of "The Heart of the Matter" is sponsored by the Geisinger Medical Groups in Centre County.



Dr. Heather Raymond provides dental care services ranging from routine work to crowns & extractions.



CVIM provides over \$600,000 worth of life-saving medications to patients annually.

Fun & Fundraising

A Great 1-Day Volunteer Opportunity

Tussey Mountainback Race

CVIM is looking for 50-75 volunteers to help staff the Tussey Mountainback race on Saturday, October 11. CVIM is the beneficiary for the 2008 race. Volunteers are needed for shifts all day long. Please contact Laura at 231-4043 or ldinini@cvim.net

scheduled patients. When the clinic opened in 2003, we thought we would most frequently treat common complaints like allergies and the flu. While we do treat common ailments, many of our patients have been unable to afford care for chronic health conditions for years and have complex health concerns that require close monitoring and guidance.

The dental clinic upstairs is expecting 10 patients today. Many of our dental patients have been without dental care for years; many have never seen a dentist. One patient arrives with his crown in his pocket. He is treated by Dr. Heather Raymond and leaves saying, "Boy, I never thought I would be leaving here with a new tooth!"

Tuesday, August 19

Tuesday is a medication pick-up day. The reception area is very crowded with patients checking in and out and others picking up medications. Most of our patients cannot afford their medicine, especially for chronic conditions, so CVIM's free medication program is key to maintaining their health. Today, we hand out 41 prescriptions.

The eligibility volunteers in our Social Services area meet with six potential new patients today. This intake interview is the first step in becoming a CVIM patient and can take up to an hour to complete. After this, patients meet with a Case Manager. Case Managers address non-medical basic needs like affordable housing, food, and finding job training. These life stressors can have adverse effects on a person's health, so we do our best help alleviate these challenges.

"Centre Volunteers in Medicine has made it possible for me to keep up on medications without interruption..." - Alan M.

Wednesday, August 20

It is unusually quiet downstairs this morning. During these times the clinical and front desk staff pull patient files and do paperwork. Wednesday is also a day for patients to come in for lab tests; 11 are scheduled for today. Twelve patients will be coming in the afternoon for appointments with our new dermatologists, Drs. James and Gay Dunne.

By 10:00 a.m. the waiting room is overflowing with patients - eight for dental care, four for eligibility interviews, and six for case management appointments.

On such a day it is easy to understand CVIM's need for more space. T

Patients will have much more privacy in our new facility. They will no longer have to step on the scale in the reception area, or have their medical concerns or medications discussed in the very open nurses station. Eligibility volunteers will have a dedicated space to meet with people seeking our services, and Dr. Raymond, our dentist, will have an office rather than a desk in the hallway.

Thursday, August 21

Thursdays are crazy at the clinic. We usually have 2 or 3 doctors, a full patient schedule in the dental clinic, medication pick-ups, and eligibility and case management appointments.

Away from the chaos, in a quiet office upstairs, the CVIM Medication Assistance Program Team (MAP Team) is busy filling out form after form to request free medications for our patients from drug company programs. So far this week, these volunteers have filled out 51 applications and received 100 new prescriptions for our patients. This successful program has taken years to develop and requires the dedication of eight volunteers and a part-time staff member. The MAP Team works on behalf of our patients to secure \$600,000+ worth of medications annually.

Friday, August 22

Fridays are typically a little quieter at CVIM. This is usually a welcome relief for our volunteers and staff.

In the dental clinic, our Dental Assistant, Diana, schedules appointments and makes referrals to area dental providers who donate or provide free or low-cost services to our patients. When we have a volunteer dentist in, Fridays can be very busy for the dental clinic.

There are three eligibility appointments scheduled today, a welcome break from the eight we had last Friday. CVIM works with many of the 90+ area social service agencies for Centre County residents to help find food and other resources (including support for much needed surgery that will help the patient continue to work) and will even enroll patients in insurance programs that they never knew were available.

Even on a quiet day, the front desk is busy preparing for the upcoming busy week. In addition to our regularly scheduled clinics, we have two doctors volunteering to provide evening clinic hours next week. Doctor schedules are printed, patient files are pulled, reminder calls are made and the constantly ringing phone is answered. We have three incoming lines at the clinic and it is not unusual for all three to be busy all day.

At the end of the week, 128 patients have received services at CVIM; 21 lab tests were administered, case management staff met with 21 people, 283 dental x-rays were taken, 75 medications were given out, 18 patients were referred to other social services agencies for help, 4 dental patients were referred elsewhere for care and 20 new people applied to be patients. Not a single person was charged for these services.

Although CVIM does have paid staff, there is no way we could provide the many services we do without our volunteers. This week alone, volunteers donated 262.5 hours to the clinic. The amazing thing is that day after day, week after week, our CVIM volunteers will be back. CVIM could not exist without their time and talents. We are extremely grateful for all of their help and dedication to making Centre County a healthier community.

“Thank you to everyone who has helped my family. I obtained health services during a time when we fell through the cracks. Without you, my kids would have not had access to healthcare.” - Doug L.



Volunteer nurses are important to providing top-notch patient care.



Volunteers play a critical role in maintaining records and ensuring a smooth-running clinic schedule.



cut here

Give Health and Hope to Those in Need

Your donation to Centre Volunteers in Medicine makes it possible for uninsured residents to receive needed medical and dental care that they would not otherwise be able to access. Thank you for your continued support of CVIM!

Enclosed is my gift of \$500 \$250 \$100 \$50 \$25 Other _____
(Note, you may also donate on-line at www.cvim.net.)

Name _____ (Please complete information as you wish to be recognized.)
Address _____ State _____ Zip _____
Phone _____ Email _____

Please charge my VISA MASTERCARD or Check enclosed (payable to CVIM)
Card# _____ Exp. Date _____ 3-digit security code _____ Signature (required) _____

- I do not need a thank-you letter from CVIM. Please contact me about making a planned gift or bequest to CVIM
- I would like my donation to remain anonymous.

Thank you for your support of Centre Volunteers in Medicine!

Donations can be made on-line at www.cvim.net or mailed to: CVIM, 251 Easterly Parkway, State College, PA 16801

Centre Volunteers in Medicine is a 501(c) (3) organization and its tax identification number is 25-1897969. The official registration and financial information of Centre Volunteers in Medicine may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

Special Thanks

Christmas in July

Challenge Met!

Thank you for helping us meet the \$25,000 challenge grant offered by the Highmark Foundation. These funds will help us provide dental services to even more patients who are in need of care.

Extra special thanks to our friends at Pediatric Dental Care, Drs. Kelly, Kilareski and Kreamsner and staff, for making a generous gift to help us meet our goal!

Shaner Charity Golf Tournament

A Day on the Links for CVIM!

Thank you to the Shaner Companies and the many golfers who supported the 8th Annual Shaner Charity Golf Tournament and raised \$44,000 for CVIM!



CVIM fills a critical need in Centre County, providing free medical and dental care for those in need. Won't you help us bridge the gap?

Wish List

White copy paper

Scrapbook supplies

(12"x12" plastic top-load pages,
pastel acid-free pages)

1"x3" fabric Band-aids

Digital picture frame

Commercial coffee maker

If you or your organization are able to donate any of the above items, please call CVIM at 231-4043. Supplies may also be dropped off at the clinic at 251 Easterly Parkway.



Centre Volunteers in Medicine
P.O. Box 10365
State College, PA 16805

Return Service Requested

Non-Profit Org.
U.S. Postage

PAID

State College, PA
Permit No. 210