

# VIM VOICE



May 2020

APRIL PATIENT VISITS: 250

## NOTES FROM PAM

### Dear Volunteers,

I am happy to inform you that we are continuing to make plans to reopen the clinic. What our new normal will actually be remains to be seen, but we are beginning to see some renewed activity in our once oh-so-quiet halls.

We are currently qualifying patients to be seen at the clinic. We have 27 patients who had screening appointments from the middle of March through the end of May. These patients will be screened and assigned a medical provider.

Drs. Casey, Cross, Evans, Epps, Hererra and Harper have signed up to begin implementing our new telemedicine program. Thanks to the tremendous hard work done by Suzanne Taylor, we hope to begin “seeing” patients the week of May 18th. We are hopeful Drs. Irving and Cabrera will begin their clinic procedures by the middle of June. How long the telemedicine program will be our new normal has yet to be decided. We are hopeful that the clinic will open fully sometime in June, however, through careful planning - we will now have multiple ways to help our patients. Perhaps the combination of telemedicine and in-person visits will be our new normal. Thanks to all who have invested their time and talents to help us continue to provide quality service to our patients.



### I would like to introduce you to Crystal Howard.

She is a public health intern from the University of Nevada and will be working with a group of volunteers to implement our patient education department. This department will have a volunteer at



each clinic session to assist with referrals for diabetic education, nutritional counseling, signing up for the WelVista program and completing disability applications. In addition, volunteers will help our patients complete the appointment surveys. This program will be modified to comply with clinic operations moving forward. Crystal has been working with us for the past few weeks and will be part of our clinic for the next 18 months.

- Pam



### **COVID-19 Updates:**

To date, Ruth has spoken to over 250 patients during the time we have been closed ... filling prescriptions and reassuring our patients — many of whom have really been lonely. We have provided 40 masks to patients and requested 6 Covid-19 tests. We have received no positive results from any of these tests. Moving forward, we are able to refer patients for COVID-19 test at Coastal Carolina Hospital.

### **Steps to be taken when Volunteers come to the clinic:**

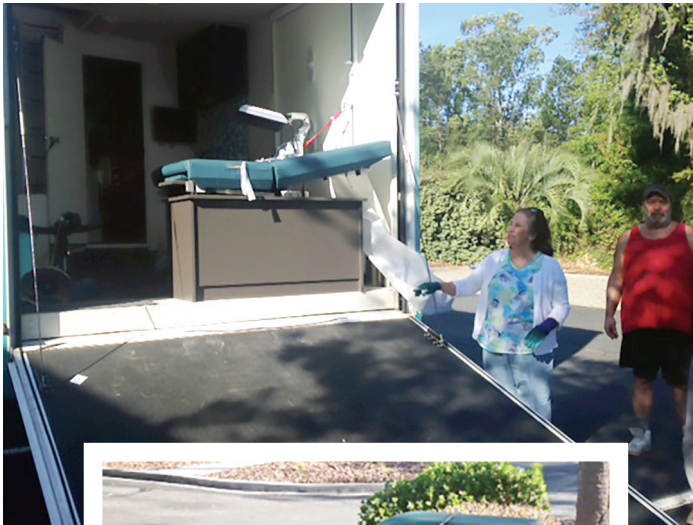
1. As usual, please enter through the back door.
2. Individual temperatures will be taken at the door with an infrared thermometer.
3. Volunteers will be asked to use a separate office when making phone calls.
4. If a volunteer is to come in contact with a patient, they will be provided with a face mask, face shield and gloves.
5. Work spaces need to be cleaned at the end of each shift.

### **Steps to be taken when a Patient comes to the clinic:**

1. Only patients will be allowed in the clinic unless accompanied by a caregiver or their interpreter.
2. Patients will check in by calling the front desk and then remain in their car until asked to come in.
3. All patients will be screened before coming into the clinic—including having temperatures taken.
4. Only one patient will be allowed in the waiting room at a time.
5. Call-in prescriptions will be available for pick up on Tuesday afternoons and Thursday mornings.



**Once again we have been blessed with wonderful friends of the clinic ...** making protective masks! Two ladies from the Riverbend Community brought us 60 masks to be used at both clinics. What a wonderful gift!



### Collaboration is so important to us all.

Recently we have been able to give the Pregnancy Center two patient exam tables that we have not been using. One is a permanent gift and will be used on their mobile van. The other is on “loan” for their new office located in Moss Creek. We were so excited to be able to share our gifts with an agency that does so much for our patients!

TICKET NUMBER: \_\_\_\_\_

NAME \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

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**\$25**

Drawing held at Spring Fling Fashion Show on March 26th. You do not have to be present to win.

HANDBAG SPONSORED BY: **LUX** **Blisk FINANCIAL GROUP** LUNCHEON BY: **HAMPTON HALL**

TO BENEFIT: **Greater Bluffton Jasper County VOLUNTEERS IN MEDICINE**

All proceeds will go to our Women's Health Program for uninsured women in our area.

### Spring Fling Going VIRTUAL!

On May 28th our Spring Fling Fashion Women Helping Women event will be linked from our web page. Tickets are still available at \$50/each and may be purchased online. You will then receive notification for the web link. The program will include tours of local boutiques, a silent auction of designer handbags and the winner of the Louis Vuitton \$1,400 handbag will be announced. Each participant will receive a \$20 lunch coupon redeemable at one of three local restaurants: Corner Perk, Downtown Deli or The Cottage. Visit our website for additional details.

**Please stay safe!**

