

VIM VOICE



June 2020

MAY PATIENT VISITS: 102

PRESCRIPTIONS FILLED: 200+

On Friday, June 12th, the Staff & Board of Directors issued the following statement:

COMMUNITY, COMMITMENT, COMPASSION & CARING

As our nation reels from the recent events and deals with so much pain, we at Bluffton Jasper County Volunteers in Medicine take this moment to show our support to the end of systemic racism and senseless violence. We also confirm our desire to do our part towards bringing about a positive change.

As frontline care givers, we are all too aware that people of color are suffering at a greater rate from COVID-19. This pandemic has highlighted what we in the medical community have always known: racial, societal and economic factors have a direct impact on people's health and their ability to access health care. Without primary care for underlying illnesses such as diabetes and hypertension, people of all color are especially vulnerable to challenges like COVID-19.

At this time of national crisis, we at Bluffton Jasper County Volunteers in Medicine are reminded of the core values that drive us in our daily quest to provide access to care for medically underserved people and seek to address health equity for our patients. We re-dedicate ourselves to these values:

COMMUNITY—The continued health and well-being of our community is our highest priority.

COMMITMENT—We are dedicated to serving the needs of our patients and providing quality professional health care to any individual in our community with limited access to health care.

COMPASSION—We value and respect all human life and strive to protect human dignity while improving the quality of life and health for all our patients.

CARING—We stand with those who believe in the right of all people, regardless of race and economic status to have quality health care.

We remain committed to working toward health equality and to addressing the societal barriers that negatively influence peoples' health. We will work within our community to be agents of change, hope and healing in a time where all three are so desperately needed.



The last three months have seen challenges for the BJVM staff and volunteers as we have cared for our patients but in our typical manner we have answered these challenges! In May we began a telemedicine program. Dr. Casey, Dr. Cross, Dr. Herrera, Dr. Evans and Dr. Stoller have been “seeing” patients with over 100 patients receiving health care via telemedicine. On June 15th the clinic will officially reopen. Dr. Irving, Dr. Casey, Dr. Cross, Dr. O’Malley, and Dr. Epps will be in the clinic during their regular shifts. Dr. Herrera, Dr. Evans and Dr. Stoller will continue with telemedicine. Dr. Harper, Dr. Ulrich, Dr. Cabrera and Dr. Sunderlin will begin later in the summer and Dr. Kondor will begin to see patients in July. The Ridgeland clinic will also reopen in July.



We have now implemented a new program for reminding patients of their appointments. Thanks to the hard work of Suzanne Taylor, our patients will be reminded of their pending appointments via text messaging. Patients will receive 3 reminders; a week in advance, 36 hours in advance and 24 hours in advance of their appointments. They also will have the opportunity of confirming their appointment which then will be reflected in the appointment section of Practice Fusion. Any patient who has not confirmed their appointment will receive a call the morning of their appointment. We are very hopeful this will reduce no-shows and ease some of the work load on the admin staff allowing them to work more closely with patients.

In addition to this new way of contacting patients, many of our doctors are now able to e-prescribe directly to the patient’s pharmacy! As I keep saying that old phrase ... we have come a long way baby!!



Thanks to the many of you who participated in our Spring Fling Fashion Show

which went virtual on May 28th. Our resource development department answered the challenge of having to cancel the live event but came up with the idea of each of the five boutique stores submitting a video of their fashions. In addition we teamed up with the Corner Perk, Downtown Deli and The Cottage by providing coupons for the ticket holder to purchase lunch! Wendy Barrett, Lyn Stanley and Carrie Hahn each bid and won beautiful handbags and we held a “watch party” here at the clinic to view the show. Final figures are not in but looks like we will make about \$18,000 after expenses.



On Thursday, June 10th we received word that **BJVM earned a 2020 Gold Rating** from the National Free and Charitable Clinic’s Quality Standards Program. This is very exciting news and is a tribute not only to the high quality of care we provide our patients every day but to the oversight of our Board of Directors. Congratulations to us all!



We continue to receive face masks from ladies in the community. Over the last few weeks we have received over 200 masks and have been able to hand them out to both patients, staff and visitors. These gifts continue to remind us that we certainly live in a community that cares!



Please remember to follow all clinic guidelines when working at the clinic.

1. Take and record your temperature when entering the building
2. Wear a mask at all times except if you are alone in an office, face shields are available when working with patients
3. Wash your hands frequently
4. Clean your work station before and after each use, including the phone receiver and keyboard
5. Please do not come to the clinic if you are not feeling well



In the summer months we always lose volunteers who head to other parts of the country to visit family and friends resulting in gaps in our shifts.

Please continue to look at sign-up-genius for any vacant spots in schedules and please fill in where you can. We will be resuming our volunteer orientation on the second Thursday of each month in July. If you know of any potential volunteers please invite them to participate!



Update on our dental program

On June 2nd we received a check in the amount of \$100,000 from Delta Dental Insurance Company. This grant combined with the \$40,000 we received in December from the Magro Family and \$10,000 from the First Non-Profit Foundation will allow us to transform the back two restrooms into our very own dental clinic!! Final blueprints are being drawn up and the next step will be to obtain building permits. Fraser Construction Company will begin work on our project sometime in August with a completion date set for some time in November! Linda Wolff has agreed to serve on our dental committee and others are welcome to join.

We look forward to having everyone back in the clinic!

