



GIVING BACK TO THE COMMUNITY

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"I don't know what we would have done... I brought my mother here because she recently became unemployed and uninsured and suffers from third degree burns over her left arm from falling near a campfire. She had gone 6 days without treatment until we found you guys and I really wanted to say thank you for helping."
- The daughter of a patient

The Free Clinic Holiday Ball held on December 5, 2009, was a festive evening of celebrating the joys of friendship and community good will. This event, hosted by the Friends of the Free Clinic, was attended by 160 guests from the community who enjoyed an evening of holiday caroling, dining and dancing at Royal Oaks Country Club.

The Free Clinic wishes to thank the "Friends of the Free Clinic", Anne John, and Mark Mathias, for their exceptional planning and execution of the Holiday Ball. Due to the generosity of the guests at the event the Holiday Ball realized over \$95,000, to provide free, compassionate, quality medical, dental and vision care at the Free Clinic for individuals in our community without insurance and who lack the financial resources to pay for quality health care.

The 2nd Annual Holiday Ball is scheduled for December 4, 2010 at The Heathman Lodge. Mark your calendars now. Join us to celebrate with our community of friends who support the Free Clinic.



Dr. Michael Liu &
Nien-Wei Hsiao

Special thanks to the Friends of the Free Clinic:

Donna Bleth
Joanne Boyd
Joan Cavanagh
Mari Greves
Randi Holland
Terry Prill
Cinda Redman
Karen Sahlstrom
Marcia Stromquist
Barbara Bersani
Carole Collins
Nancy Kelly
Donna Hidden
Dr. Susan Davis
Jani Thompson
Kay McClaskey
Susan Worthy
Lois Tennant
Sondra Powell



Gayle & Greg Kimsey



Dr. George Dechet, Britt Martens,
Mari Greves & Dr. Henrik Martens



Ali Novinger &
Mark Mathias



Bonnie & Leonard Graham

Holiday Ball Sponsors:

First Independent
The Vancouver Clinic
Providence Health & Services
Legacy Salmon Creek Medical Center
Southwest Washington Medical Center
William Lockwood, Wells Fargo Advisors



Free Clinic of SW Washington

Our Mission is to provide and facilitate access to free, compassionate, quality health care for children and adults who are otherwise unable to access such services.

Free Clinic of Southwest Washington Board Members

- Steve Ebert, MD - *President*
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- Ron Bertolucci - *Secretary*
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- Michael Strickland, RPh
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Executive Director
- Patrick Callahan,
Clinic Director
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- Kacey Humbert,
Project Access Clark County Administrative
Coordinator, AmeriCorps
- Mitch Hustad,
Dental Coordinator, AmeriCorps
- Hannah Heller,
Volunteer Coordinator, AmeriCorps
- Jillian Landeck,
Clinic Coordinator, AmeriCorps

SAVE THE DATE

6TH ANNUAL

FREE CLINIC CLASSIC GOLF TOURNAMENT

FRIDAY, JUNE 4, 2010

AT

ROYAL OAKS COUNTRY CLUB



2ND ANNUAL

FREE CLINIC

HOLIDAY BALL

SATURDAY, DECEMBER 4, 2010

AT

THE HEATHMAN LODGE

SPECIAL ANNOUNCEMENT

Patrick Callahan, Clinic Director, has been accepted into the Robert Wood Johnson Foundation Ladder to Leadership program. This is a 16-month learning experience to prepare individuals for future community health leadership roles and responsibilities.

FROM THE BOARD PRESIDENT...

This past holiday season represented a season of giving, sharing and thanks for the many gifts received at the Free Clinic.

I am truly thankful for the amazing group of people who make the mission of the Free Clinic possible. We have a spectacular board...17 dedicated individuals who give of their time and resource for a variety of jobs from raising money to debating the future course for the Clinic. The future of medicine is unknown and exactly how the Free Clinic could best serve our community remains a fluid target.

I am thankful for the multi-lingual talents of the people who staff the reception desk at the clinic. They answer the phone over 100 times a day, taking questions from people who have difficulty finding health care and social service resources. Triaging these patients to various local services, as well as getting them scheduled into our general medical clinics is a daunting task and they handle it with skill and a smile.

The volunteers who greet and room the patients are professional and empathetic. Many of our patients are frightened, ill and very worried about their condition and potential financial burdens. Often they are somewhat distrustful of the medical community.

The volunteer physicians, nurse practitioners and physician assistants are all multifaceted and amazing. There are retired physicians who have traveled the world working in remedial conditions in foreign countries with minimal resources and young emergency room personnel who are used to working with the latest in cutting edge technology. They all bring diverse and valuable skills to the Free Clinic.

A group of "backstage" people help with accounting needs and meet the express wishes of the donors by managing grant requirements. Contrary to popular belief, we pay for almost all of our medical supplies and medications. We do receive some greatly appreciated in-kind donations and are thankful for the generosity of others for giving us the "best deals in town."

The skillful pharmacists that staff the dispensary and help make the transition from what the provider thinks he wants and what we actually do have are real diplomats. (They can even read our handwriting!)

It certainly takes an entire village of people to bring about the smooth daily running of the Free Clinic. For these people and all their work, I am indeed thankful. Without their efforts, the job just could not be done.

Happy New Year and many thanks to all who serve their fellow man through the Free Clinic of Southwest Washington.



A handwritten signature in black ink, appearing to read "Steve Ebert". The signature is fluid and cursive.

Dr. Steve Ebert
Board President

H1N1 FLU SHOTS

This year providing flu shots for the medically under-served took on a new urgency at the Free Clinic, as the staff and volunteers stepped up to meet the need.

If you, or someone you know is uninsured and has been unable to get vaccinated against the H1N1 flu, the Free Clinic is offering vaccination clinics every Friday morning starting at 8:30am.

If you have questions, please call (360) 313-1390

GLAUCOMA PATIENTS SEE NEW HOPE

Ward Peterson was diagnosed with glaucoma at the age of 25 and had been using medicated eye drops to treat his symptoms and prevent further degeneration of his vision. His father had slowly lost his sight to the disease and Peterson understood the need for continual treatment. Peterson became unemployed and although a friend was helping him get back on his feet, he could not afford the glaucoma treatment and his condition worsened.

EXTREME GLAUCOMA



ADVANCED GLAUCOMA



EARLY GLAUCOMA



NORMAL VISION



“ I noticed that I needed to shift my eyes to read and I began carrying a magnifying glass around with me. There were blank spaces in my vision that concerned me while driving. ”

He ran the risk of losing his vision entirely if his glaucoma continued to go untreated. In November of 2008, he was seen through the Free Clinic’s vision program by a volunteer optometrist and was then referred to the Free Clinic’s Project Access Clark County program where he had follow-up care and received help obtaining his glaucoma drops.

In the Spring of 2009, the Free Clinic identified the need for ongoing care for uninsured patients with glaucoma and developed a glaucoma treatment program. Due to the high cost of glaucoma medications and the need for quarterly visits with an ophthalmologist, many uninsured, low-income glaucoma patients cannot access care and progressively lose their sight. In June, Peterson and nine other patients enrolled in the program and are now receiving ongoing treatment for their glaucoma at the Free Clinic.

Due to generous contributions from the community, the

time donated by the dedicated volunteers and the visual field exams donated by Vancouver Eye Care, the staff at the Free Clinic is excited to be able to take on the care of uninsured glaucoma patients in Clark County.

“ I couldn’t afford my drops [...]. I am thankful that the Free Clinic is able to help me with my drops. With one less worry, I can focus on trying to keep up with the rent and groceries. ”

IMPROVING HEALTH AND SAVE LIVES

Project Access Clark County (PACC) is a program of the Free Clinic of Southwest Washington that coordinates donated specialty care services, including hospital care, for low-income uninsured patients living in Clark County.

Deborah Spivey was referred from the New Heights Clinic to PACC for cardiac issues. She had been having serious cardiac symptoms for some time and after the screening/eligibility process, was enrolled in PACC. Spivey had her initial consult with a cardiologist at Cascade Heart and was immediately scheduled for a cardiac catheterization procedure. The cardiac catheterization test found a 90+% blockage in her heart and resulted in a quadruple bypass surgery.

“I just want to thank you for saving my life. If not for you I would have never had seen a heart doctor and had, had the life saving surgery I needed. Your skill and efficient ability to work your resources saved my life and I am grateful to all. Words alone can[’t] describe how I feel. If it had not been for Project Access I might not be here. Thank you, Thank you, Thank you...”

During her enrollment in PACC, Spivey also had referrals to Ophthalmology and Orthopedics for other medical needs. With her health stabilized, she has recently returned to full time employment.

2009 PACC Facts

434 patients enrolled

332 specialists available

4 health care systems involved

ANGELS SENT FROM GOD

Relocating closer to family in Clark County was what Sonja Stark wanted, but it coincided with a downturn in the economy and the challenge of unemployment. When her chronic asthma flared up and medication ran out, Stark, like many others without health insurance sought the support of Free Clinic of SW Washington.



Volunteer providers at a recent Basic Health Clinic

Stark was impressed to learn that almost everyone working in the clinic were volunteers. The front desk volunteer made her feel at ease and cared about. Volunteers “walked me through the whole process...it was truly a great experience. Very professional and courteous.” Later, thinking she would have to find a pharmacy (and the funds) for her prescription, she was amazed to learn of the on-site dispensary where she would receive a one-month supply of medication, free of charge, from a volunteer pharmacist.

Compassionate quality care and genuine smiles make up the true heart and soul of the Free Clinic. Sonja Stark agrees, “motivation stems from the heart. [You] have to want to help people and you have to love people. It’s an unselfish act...You all are angels sent from God!”

In 2009,
607 volunteers,
contributed more than
22,000 hours
to help their community
access basic health and
dental care.

If you would like to join
this team of remarkable
people, please visit our
website at
[www.freeclinics.org/
volunteer](http://www.freeclinics.org/volunteer)
or call the volunteer
office at
360-313-1399.

ADULT DENTAL CARE IN HIGH DEMAND

Samantha White had working hard for the past 5 years and was making positive changes to improve her quality of life. Inappropriate past decisions lead to poor oral health and made it difficult to find employment. The majority of her teeth were visibly sharp and broken with only root tips remaining. She had an infection from several teeth and had been suffering from oral pain for many years. During a number of appointments, twenty teeth were removed, two teeth were saved to stabilize a lower denture, and a suspicious lump was found under her tongue leading to a Project Access Clark County referral where she received donated specialty care to remove a right submandibular duct stone.

She had lacked trust and faith in the health care system, and was surprised and comforted by the care and attention she received at the Free Clinic, “the way you are has given me reasons to believe in people again. I can never tell you how much you have helped me...as I had pretty much given up. Now I know there are people who really do care. You are angels on earth. Thank you so much for your thoughtfulness and caring hearts! The help that you have given me and others will always be appreciated. There is not enough words to tell you how special you are.”

Due to a wait list of about 300 adults, the Free Clinic’s dental program is not currently accepting new adult applications.



Volunteers working in the Free Clinic Dental Express van.

THE FREE CLINIC IS A SOURCE FOR EDUCATION & TRAINING

When most people think about the Free Clinic of SW Washington, they picture a facility with dedicated volunteers caring for people with health problems. However, the Free Clinic is also an important source of education, training and experience for many of the volunteers who “work there”.



Nichole McIntosh, a volunteer through the PIC program, will be working with the Free Clinic until April 2010

Often when a person is new to the job market, experience is required to secure a position or job. This is certainly true in the medical profession. New medical assistants and office workers receive training at school, but may find it difficult to break into the real job market without major experience.

The Free Clinic is a source of training to gain experience, hone skills and apply “book learning” for people of all education levels. Currently, the Free Clinic has five Partners in Careers’ (PIC) volunteers. These are individuals who need medical/dental office and patient communication experience. The Free Clinic provides the platform for this experience and training. A recent group of medical assistant graduates from Apollo and Everett Colleges have completed their training and are maintaining their skills at the Free Clinic while looking for full-time employment.

Four AmeriCorps volunteers are building their work experience at the Free Clinic. This program is a type of Peace Corps in the United States. The participants are usually new college graduates who are developing job skills in preparation for business, graduate school and often, medical or dental school.

A medical school graduate from Romania, Robert Klein, and a Cairo-trained doctor, Islam Elfaki, are shadowing volunteer physicians at the Free Clinic. This provides a unique international teaching opportunity for our volunteer physicians, most of whom enjoy the opportunity to teach.

Agreeing to teach others the art of medicine is part of the Hippocratic Oath.

Seven Family Practice residents from Southwest Washington Medical Center and nurse practitioners from Washington State University rotate through the Free Clinic. Again, they work under the direction of the volunteer physicians and nurses.

Dental hygienist students and dental assistants train with volunteer dentists in the Free Clinic mobile dental van. Eight students from Pacific University Optometry programs and the Portland Community College Ophthalmic tech programs assist in the weekly vision clinic.

The Free Clinic provides excellent quality health care for patients in need AND it is also training the caring hands that will heal patients in the future.

2009 SIGNIFICANT CONTRIBUTIONS BY INDIVIDUALS & ORGANIZATIONS

Anonymous: \$40,000 (*designated for children’s dental*)

Columbia United Providers: \$25,000 (*unrestricted*)

Community Giving Fund held within the Community Foundation for Southwest Washington: \$25,000 (*unrestricted*)

Free Clinic Dental Endowment Fund held with the Community Foundation for Southwest Washington: \$25,379 (*designated for children’s dental*)

Gloria John: \$75,000 (*\$25,000 designated for children’s dental & \$50,000 unrestricted*)

Kaiser Permanente: \$120,000 (*\$105,000 designated for dental & \$15,000 designated for Project Access Clark County*)

Kind Heart Free Spirit Foundation: \$25,000 (*unrestricted*)

Project Access NOW: \$30,250 (*\$20,000 designated for Project Access Clark County & \$10,250 designated for medication assistance*)

Providence Health System: \$25,000 (*designated for Basic Health Clinic expansion*)

Southwest Washington Medical Center: \$100,000 (*unrestricted*)

Al & Ladda Toelkes: \$15,000 (*unrestricted*)

Washington State Health Care Authority: \$16,500 (*designated for Project Access Clark County*)

Please note that the donations listed above represent lump sum donations made during the 2009 calendar year of \$10,000 or more, not a cumulative total. These organizations and others not listed may have given more cumulatively over the year.

In honor of...

July through December 2009

- Dr. Gerald Bader**
Heidi Kaushagen
- Dr. Sam & Marj Beall**
The families of Allen Ford and Ed Miller
PEO Sisterhood Chapter DY
- Dr. Calvin Chen**
Heidi Kaushagen
- Louise Clair**
Gary & Vickie Nabors
- Debra and Ron Codemo**
Elsie Grooms
- Mary Crowden**
Chad Dillard
- Dr. Susan Davis, to celebrate her birth and all the wonderful things she has done**
Michelle Davis
- Kristina Deckard**
Elsie Grooms
- Murella De Vries**
Charles & Diana Mulligan
- Julia & Robert Donaldson**
Dr. Steve & Grete Ebert
- Carolina S Fernando Pineda**
Karen Pineda
- Good Friends**
Alan & Ann Nielsen
- Mari & John Greves' 39th wedding anniversary**
Patricia G. Dyhrman
- Naomi Hall**
From all of your grandchildren:
Dan, Joe, Anna & Stephen
- Randi Holland**
Lee & Sondra Powell
- Mary Margaret Howell**
Anonymous
- Marion Noe**
Evan Hull
- Marti and Bryan Olson**
Elsie Grooms
- Bill Osheroff**
Michael & Shiela Osheroff
- Project Access Clark County Staff**
Sheila Dewey
- The Referring Providers to Cascadia Women's Clinic**
Cascadia Women's Clinic
- Robert & Susan Randolph**
Robert & Susan Randolph
- Dorothy Ritzmann**
Dr. Kenneth & Frances Jones
- Dr. Juan Rivera**
Heidi Kaushagen
- Don & Barbie Roberts**
Dr. Thomas & Gerrie Reis
- Stu & Lorrie Singleton**
Dr. Steve & Grete Ebert
- Dr. Jacquelin Smith**
Heidi Kaushagen
- Dr. Megan Spohr**
Heidi Kaushagen
- David Swanson**
Gerald & Patricia Swanson
- Dr. Monica Tranetzki Lucht**
Heidi Kaushagen
- The Vancouver Medical Community**
Cascade Heart
- Vancouver Vision Clinic**
The doctors of Vancouver Vision Clinic
- Dr. Melissa Weddle**
Heidi Kaushagen
- Dr. Sally Williams, an inspiration to many people**
John & Mary DeVore
- Sherly Williams, PA-C**
Heidi Kaushagen

In Memory of...

July through December 2009

- Sue Bader**
Marcia Black
- Oresto "Rusty" Borroz**
Nina Borroz & Gail Durance
Deborah Florence
Wayne & Edna Stonebrink
- Dr. Robert Bump**
Peter & Leigh Bump
Edward & Kathy Lipp
John & Sandra O'Rourke
- John Day**
Stephen & Grete Ebert
- Arden Goodrich**
Phyllis White
- Dr. Archie Hamilton**
John & Sandra O'Rourke
Ronald & Shirley Ann Royer
- Dr. Marvin Harner and in honor of our wedding anniversary**
Annemarie Harner
- Dr. Marvin Harner**
Annemarie Harner
Claudia Harner
Charles & Lan Shibue
- Marcia Howery**
Karen Batroukh
Todd & Joan Berinstein
John & Sandi Daller
Garnett & Edwin H. Graf
Kim Meinert
Anne P. Moore
Robert & Teresa Rasmussen
- Bruce Johnson our son**
Ray & Harriet Johnson
- Deanne Johnson**
Dennis & Mary Frances Duggan
- Dr. Paul Krestchmar**
Esther E. Krestchmar
- Helen Kunkle**
Dr. Otie & Janice Burris
- Loved ones**
Mary L. Anderson
- J. Dolores Maurice**
Alfred P. Maurice
- Ret. Judge C. B. Nevin**
Irene G. Nevin
- Dr. Donald Newell**
John & Sandi Daller
- Mrs. Dorothy Olichwier**
James & Mary Olichwier
- Luke Raschke**
Walter & Sandra Raschke
- Jeff Strong**
Mary Pat Peterson
- Those without healthcare, those who died without healthcare; because everyone deserves healthcare in America**
Joe & Terri Davis
- Granddaughter Emmalyn Grace Toulou**
Martin and Annette Erickson
- Hilda Vail**
James Vail
- Ann Louise Wilson**
Richard & Jerrie Ballew
Mark D. Masters
Roger and Barbara Sims
John L. Soelling
Harriet R. Wilson



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WEBSITE: www.freeclinics.org

BASIC HEALTH CLINICS

Mondays, Wednesdays & Fridays

Doors open at 8:30am for sign-in

Tuesdays & Thursdays

Doors open at 6:00pm for sign-in

IMMUNIZATIONS

1st, 2nd & 3rd Wednesdays

5:30pm - 7:30pm

Sign - in begins at 5:00 pm

HEALTH SCREENINGS

Fridays

*(cholesterol, blood pressure, &
blood sugar)*

Sign - in begins at 9:00am

DENTAL

By application only

Phone for more information

(360) 313-1397

VISION CLINIC

By application only

Phone for more information

(360) 313-1380

NUTRITION CLASS

Phone for consultation information

(360) 313-1390

For more information or
for general questions, please call:

(360) 313-1390

Monday - Friday

9:00am to 4:30pm

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2008 - 2009 Annual Report
is coming in March 2010!
Check it out on-line at www.freeclinics.org!