

# Healthcare Connection

Issue 21

Spring 2007

We do our best to express our gratitude to ALL that donate time, money, and supplies to the VSFC, and we apologize for any omissions. Please bring changes or additions to the attention of Cyndi O'Donnell. Thank you.

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## Message from the Executive Director

Dear Friends,

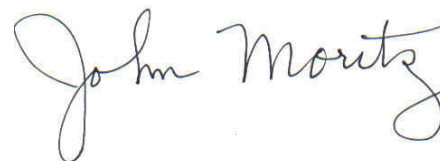
Life is full of changes. Life at clinic is no different. After almost eight years as Medical Director at the clinic, Dr. Mike Manuel has left to take a position in Findlay. We appreciate the years of service that Dr. Manuel dedicated to the Free Clinic, and we feel fortunate to have Dr. Sung Taylor as our new Medical Director. Dr. Taylor owns ASAP Medical Care Center in Wooster and has been a volunteer physician at the clinic. Previously, he was the Medical Director and full time physician at Third Street Family Health Services in Mansfield. Dr. Taylor began his duties as VSFC Medical Director April 1.

Another change is that our staff nurse practitioner, Ric Tompkins, has left to assume the Apple Creek medical practice of Dr. Jeff Schultz, former clinic board member, who is also going to Findlay. We are aggressively searching for a new nurse practitioner.

Since the Wayne County Health Department opted to close the Medicaid Dental Clinic that was housed at our facility until last November, we have been searching for a dentist to reestablish this service. We have been successful and Dr. Robert Burns has begun to come every Thursday, which is his day off from his private practice in Fredericktown. Dr. Mark Gustafson, a long-time volunteer dentist at our clinic, will also work some Fridays at the Medicaid Dental Clinic. This dental clinic is entirely separate from the Viola Startzman Free Clinic and will be named the Wayne County Dental Clinic. We will continue to see our uninsured dental patients every other Thursday evening as usual, staffed by our loyal dental volunteers. The Medicaid Dental Clinic will open when the registration procedures are complete, and in the meantime, Dr. Burns will begin seeing our uninsured patients from our long waiting list.

In spite of the changes mentioned above, we continue to successfully treat patients with the same high level of care and have even added some new patient services (refer to article on page four). We have been able to see an increased number of patients with the help of our volunteer physicians, physician assistants and nurse practitioners who have agreed to treat patients during walk-in clinics until a staff nurse practitioner is hired. It has been a real team effort! Although change can sometimes be difficult, it can also be just a new challenge to overcome.

Sincerely,



President

## Message from New Team Members at VSFC

Dear Viola Startzman Free Clinic Supporter,

I would like to introduce myself as the new medical director of The Viola Startzman Free Medical Clinic. I am married with three daughters. I currently commute from Mansfield waiting for my eldest daughter to graduate from high school in just over a year before relocating to Wayne County. I graduated from Des Moines University of Osteopathic Medicine in 1998 and finished my family practice residency at St. Vincent Mercy Medical Center in Toledo, Ohio in 2001.



I have been the medical director of a Federally Qualified Community Health Center for four years and understand the tremendous needs that people have in access to health care with limited resources. I have experienced the difficulties of navigating through the health care system when there is lack of medical insurance. I understand the importance of the services provided by the Viola Startzman Free Clinic in providing crucial basic health care for individuals and families. It will save the community in unforeseen costs by preventing more costly complications from under-treated or untreated medical conditions and provide a better quality of life for those under our care.

I am excited and look forward to participating with a great group of people providing medical care for the underserved community of Wayne County. Viola Startzman Free Clinic with its strong foundation of staff, volunteers and community support has gone through tremendous growth and changes which provides us a challenge to maintain the quality and vision of its mission.

Sincerely,

A handwritten signature in black ink that reads "Sung Taylor".

Sung Taylor, D.O., Medical Director

Dear Friends,

It is an honor and privilege to be the Administrative Assistant for the clinic. I would like to thank Judy Bonk for making the transition into her job go so smoothly. Our staff deserves a thank you for the tremendous amount of support and patience they have shown since I have moved into this job. Last, but not least, I would like to thank my husband, John, and children, Sarah and Chatfield, for their continued support while I am attending classes and working.



I am currently enrolled in classes at Wayne College and will graduate in December 2007 with an Associate Degree in Healthcare Office Management. One of the classes I am taking this spring is my Healthcare Office Internship. It has been wonderful to have the support of my associate professor, Colleen Teague and a privilege to be working under the direction of John Moritz. We have been making small changes in some of the services that the office uses and hopefully these will help to keep the administrative costs down.

What a great year this has been! I have a strong belief in supporting my community as a volunteer and had not done so for several years, so last spring when Colleen asked me if I had any time available to give to the Viola Startzman Free Clinic, I immediately said YES, I can! I never imagined that in less than a year I would go from being a volunteer, and then hired as the front desk receptionist, to my new position as Administrative Assistant. I truly miss the interaction I had with the patients and I do miss seeing them, but I feel I can better serve the clinic and its patients in my new position. Please feel free to stop in to share any ideas that may be helpful or benefit the clinic. I look forward to serving our clinic and the community.

Sincerely,

A handwritten signature in black ink that reads "Karen Redick".

Karen Redick, Administrative Assistant

## First-Ever “A Meal that Heals” Event Raises over \$13,700!

“A Meal that Heals,” held at TJ’s trio of restaurants on Monday, January 29<sup>th</sup> from 4 to 9 pm, raised \$13,738 in profits for the Viola Startzman Free Clinic. We were thrilled with the results, from both a financial and a logistical standpoint.

TJ’s served 623 meals that night, keeping the staff and volunteers hustling! Thank you to everyone who purchased a ticket, volunteered their time or donated a raffle prize. A good time was had by all, and we plan to hold the event again next January.

### Camp VI-Sion 2007

## CAMPER AND COUNSELOR REGISTRATION FORM

Camp VI-Sion is a new program designed to help teach young people about the value of giving back to the community. Camp VI-Sion is open to children and grandchildren, ages 4 and up, of VSFC volunteers, supporters, and employees. Counselors, both adults and children over 12, are needed to help supervise activities. Therefore, children age 12 and older who register will be considered “counselors” and will help those children ages 4-11. Thank you.

Possible projects include cleaning flower beds, spreading mulch, and planting flowers; cleaning windows; cleaning the clinic interior; and helping with office projects. More specific project details will be determined based on the weather and the number and ages of people registered for each particular day.

**Sessions:**

- A: Thursday, June 14, 9:30-11:30 am
- B: Friday, July 20, 9:30-11:30 am
- C: Thursday, August 9, 9:30-11:30 am

**B: \*\*\*Please detach and return the following form (one per participant), along with a one-time payment of \$12 per participant, payable to**

**“Viola Startzman Free Clinic”**

**to Cyndi O’Donnell, VSFC, 1874 Cleveland Road, Wooster, OH. 44691.**

**You will receive confirmation via mail.**

**Forms and money are due no later than May 25. Thank you!**

Name of camper \_\_\_\_\_ age \_\_\_\_\_ t-shirt size \_\_\_\_\_

Session(s) attending: (circle all that apply)                      A                      B                      C

Printed name of person completing form **and** relationship to camper

Your complete address (where confirmation info should be sent)

Your daytime phone number

## Broad Array of Medical Services Available to VSFC Patients

Perhaps you're aware that the VSFC treats more than just acute conditions like runny noses and coughs. Like any medical office, the VSFC sees patients with all kinds of health issues, and patients often require additional treatment that we are unable to provide at our clinic. We feel very fortunate to have relationships with over fifty local specialists who are willing to treat our patients in their own offices, on a referral basis, at low or no cost to the patient. Without the help of this network of "Outside Providers," whose names are included in a complete listing of volunteers on page 7, we would be limited as to the care we could give our patients. The next time you see one of these providers, be sure to thank them for their service!

In addition to the outside providers, several providers treat our patients regularly on Clinic premises. New to the volunteer team are the following providers: Dr. Everett Burgess, Endocrinologist (retired), treats diabetic patients on a weekly basis; Dr. Padma Vellanki, Rheumatologist, treats arthritic patients once a month; and Annette Cary, licensed hypnotherapist, helps patients who wish to quit smoking. They join a group of volunteers who provide specialized care on the premises, including: Paula Chenevey and Tracey Cook, Licensed Massage Therapists; Beau Dooley, Smoking Cessation Specialist; Dr. Jon Oliverio, Podiatrist; and mental health counselors Charles Gibson, PhD; Cheryl Gooch, LISW; Traci Hanger-Hoffman, MA, LSW; and Gloria Questel, LISW.

Another service we've reintroduced is our free monthly diabetic education series for patients. The newly revised program is being coordinated and taught by frequent VSFC volunteer Barb Landis, RN, with additional information provided by registered licensed dietician Sharon Sneller, registered pharmacist Dave Braddock, and a fitness instructor from the Wooster YMCA. The group strives to help diabetic patients lead healthier lives, whether they've been recently diagnosed or they've had the disease for a long time. Thanks to the generosity of these volunteers, the VSFC is able to provide a full range of healthcare treatment options to patients. Thank you!

## Have Your Newsletter Delivered Electronically!

If you would prefer to receive this newsletter via e-mail, please notify Karen Redick, Administrative Assistant, at 330-262-2500 or [kredick@startzmanfreeclinic.org](mailto:kredick@startzmanfreeclinic.org). Thank you!

## Clinic Wish List

For information, please contact Karen Redick at [kredick@startzmanfreeclinic.org](mailto:kredick@startzmanfreeclinic.org) or by phone at 330-262-2500. Thank you!

### PAPER PRODUCTS

Paper Towels [multi-fold and roll]  
Toilet Tissue  
Kraft/Lunch bags #5 and #10  
6 ounce drinking cups, plastic and/or paper

### OFFICE SUPPLIES AND OFFICE FURNITURE

90 minute cassette tapes  
Canon multimedia memory card, larger than 16M, for digital camera  
Brite White and Brite Color Copy Paper 8½x11 (20 lb.)  
Dry White-Out  
Mailing labels/30 per page; 1" X 2 5/8"  
Scotch Tape rolls  
Postage stamps: Denominations of 39 cents, \$1.00 ea.  
Three Ring Binders: 1", 2", 3", 4", 5"  
Jeter Systems Locking End File Unit  
Wall shelving  
Sound System upgrade  
New computers and monitors  
Fertilizer spreader for both salt and fertilizer  
New small microwave oven

### MEDICAL/DENTAL EQUIPMENT AND PATIENT SUPPLIES

Pulmonary Function Test  
Dental supplies: toothbrushes, floss, paste  
Crackers for diabetic patients (ex:peanut butter, wheat/cheese, saltines)  
2007 pocket calendars for patients, to assist them with keeping VSFC appointments

### GIFTS OF MONEY & MISCELLANEOUS

Monetary Donations for operating expenses  
Underwriter for expenses associated with "Camp VI-Sion 2007"  
Underwriter for Newsletter Postage  
Underwriter for expense of event fundraisers  
"Our Family" brand labels for fundraising  
Artificial Christmas tree and lights for Clinic lobby  
American flag and pole

### GIFTS OF TIME

Additional volunteers: handyman or woman, dentists and dental assistants, nurses, physicians, nurse practitioners, LSW or LISW to provide mental health counseling, data volunteers, clerks, custodians, project volunteers and people who speak Spanish to provide interpretation.

Thank you for considering donating these items of need to the *Viola Startzman Free Clinic*.

# Thank You for Your Support

The following organizations and individuals recently provided needed resources to the VSFC. We thank them for their generous support.

Len Abrams for donating a fax machine

Anonymous supporters for donating a television for the patient lobby, plus cable installation and basic monthly cable service

College of Wooster Office Services Staff, Joyce and Jeff, for printing the Clinic newsletter, and VSFC Project Volunteers for labeling, folding, and sorting the newsletters

Julie and Bill Earnest for donating a fax machine

Laura B. Frick Foundation for awarding a grant that enabled us to purchase a laptop and Power Point equipment so we can share the VSFC story with our community

Local Nurse Practitioners and Physician Assistants for agreeing to treat patients during walk-in clinics

until a staff nurse practitioner is hired: Greg Barton, PA; Michelle Murray, PA; Barbara Tickton, NP; Matt Wayt, PA

The "Meal that Heals" committee and donor merchants for organizing and supporting the event

Quailcrest Farm and Wooster Book Company for selling "Glass for Good" necklaces as a fundraiser

Moorefield Pottery for selling "Lucinda Pins" as a VSFC fundraiser

Fr. Dan Reed of St. Mary Church for consulting with staff on reaching our Spanish patient population

Alison and Troy Schmidt for donating three new subscriptions for children's magazines for the patient lobby

Students from St. Mary Junior High School for cleaning the clinic interior and washing windows

Volunteer Landon O'Brien for

working with Clinic staff to set up a VSFC website (details forthcoming...)

Volunteers Julie Earnest, Lois Fowler, Jill Hockenberry, and Betty Lewis for purging inactive patient charts at the beginning of the year

Volunteer physicians for taking on additional hours to help keep the walk-in clinics operating

WalMart for donating \$500 through its Community Involvement program

John Weaver for donating a large fish tank and fish for the lobby, and regular cleaning and maintenance of the tank

The "Wine Tasting" committee and donor merchants for organizing and supporting the event

## Funding Sources

Listed below are the sources of funding of the Viola Startzman Free Clinic. We appreciate their continued support of free medical and dental care in the community.

- \* Wooster Community Hospital
- \* United Way of Wayne and Holmes County
- \* Private donations
- \* Patient donations
- \* Orrville Area United Way
- \* Grants
- \* Foundations
- \* Dunlap Memorial Hospital
- \* Corporations
- \* Clubs and organizations
- \* Cleveland Clinic Wooster
- \* Churches

## Household Income Guidelines

The table below provides the Household Income Guidelines at 200% of Federal poverty levels for 2007 from the Federal Register dated 1/24/07. These represent the income levels at which persons become eligible for services of the Viola Startzman Free Clinic.

Household Size	Annual Income	Monthly Income	Weekly Income	Hourly Wage
1	\$20,420	\$1,702	\$393	\$9.82
2	\$27,830	\$2,319	\$535	\$13.38
3	\$34,340	\$2,862	\$660	\$16.51
4	\$41,300	\$3,442	\$794	\$19.86
5	\$48,260	\$4,022	\$928	\$23.20
6	\$55,220	\$4,602	\$1,062	\$26.55
7	\$62,180	\$5,182	\$1,196	\$29.89
8	\$69,140	\$5,762	\$1,330	\$33.24
<b>Additional persons add:</b>	\$6,960	\$580	\$134	\$3.35

## Year to Year Comparative Data

2005 to 2006	% change	2006	2005
<b>TOTAL VOLUNTEER HOURS</b>	29%	6,376	4,931
Total patients served	-6.2%	1,630	1,738
Ave. annual visits per patient	4%	5.2	5.0
Total new patients	-20.1%	725	907
% new to total	-15.7%	44.0%	52.2%
Total patient visits	-0.8%	8,583	8,651
<b>Top 5 Patient Visit Types</b>	-1%	8,231	8,313
Medical visit (reflects increase in patients seen by volunteer providers & staff NP)	18%	4,042	3,433
Medications only	-5%	2,836	2,997
Dental visit (decrease due to loss of full-time dentist)	-48%	628	1,200
Meds & labs	7%	446	416
Lab work only	4%	279	267
<b>Total number of patient care clinics</b>	-0.8%	252	254
Ave. patient visits per patient care clinic	0.0%	34.0	34.0
Ave. new patients per patient care clinic	-25.0%	3.0	4.0
Visits by non-Wooster residents	2.0%	4,373	4,287
Visits by Wooster residents	-3.5%	4,210	4,364
<b>TOP 5 DIAGNOSES</b>	% change	2006	2005
Hypertension	21.5%	2,906	2,391
Mental health	27.3%	2,068	1,625
Cardiovascular	0.0%	2,044	2,045
Respiratory	11.8%	1,936	1,731
Diabetes	6.5%	1,590	1,493

PATIENT DEMOGRAPHICS	% change	2006	2005
<b>Household Income</b>			
\$0-500	-33.8%	601	908
\$501-1,000	1.6%	380	374
\$1,001-1,500	36.9%	408	298
\$1,501-2,000	41.2%	161	114
\$2,001-2,500	53.1%	49	32
\$2,501-3,000	316.7%	25	6
\$3,001-3,500	-40.0%	3	5
\$3,501-4,000	0.0%	0	0
\$4,001-4,500	100.0%	2	1
\$4,501-\$5,000	0.0%	1	0
<b>Ethnicity</b>	% change	2006	2005
White	-1.5%	1,340	1,360
Black	5.3%	80	76
Hispanic	-5.3%	54	57
Asian	-20.0%	16	20
Mixed	5.6%	19	18
Other	-40.0%	3	5
<b>Gender</b>	% change	2006	2005
Female	-1.1%	899	909
Male	-11.8%	731	829
<b>Age</b>	% change	2006	2005
0 to 11 months	-66.7%	1	3
1 to 11 years	-15.6%	27	32
12 to 18	-22.6%	41	53
19 to 35	-15.6%	617	731
36 to 64	3.3%	911	882
65+	-10.8%	33	37
<b>Total</b>	-6.2%	1,630	1,738

TOP 5 REFERRALS TO OUTSIDE PROVIDERS	% change	2006	2005
<b>X-ray</b>	26.4%	163	129
<b>Planned Parenthood</b> <i>(for female preventive health; fund established by a private donor in 2006)</i>	n/a	99	0
<b>Dental</b> <i>(general, surgery, other)</i>	6.6%	97	91
<b>Mammography</b>	-35.7%	63	98
<b>Ophthalmology</b>	-22.6%	24	31
<b>Referrals to ALL Outside Providers</b> <i>(specialists who treat VSFC pts. by referral in their offices)</i>	20.7%	631	523

## Volunteers Make It Happen!

Nuris Acosta	Ann Gasbarre	Louise Miller, MD	Pat Sheffer
Dale Angerman, MD	Fran Gengo, RN	Mike Miller, DDS	David Shewmon, MD
Emily Armour	James Gesler, MD	Rodney Miller, MD	Betty Shull
Judith Arzuaga	Charles Gibson, PhD	Charles Milligan, DO	Bernie Shunk
Bill Baird	Cheryl Gooch, LISW	Ann Mismas	Robert Sibia, MD
Mary Baird	Thomas Graves, MD	Paul Moodispaw, MD	Mike Sigg
Wayne Bare, MD	Mark Gustafson, DDS	Elsa Mora	William Skelly, MD
Tammy Barrington	Richard Guttman, Jr., MD	Joann Morrison, CPA	Becky Smith
Greg Barton, PA	Jim Hamlin	Earl Moser	William Smith, MD
Gwen Bayless	Tucker Handley	Nancy Moser	Fran Smolko
Brian Beam, MD	Traci Hanger-Hoffman, MA, LSW	Judy Moss	Sharon Sneller, RD, LD
Jim Bean	Kathryn Helmuth, MD	Cindy Mullet	Lotta Sommer, RN
Don Beane	James Hessler, MD	Esther Mullet, LPN	Viola Startzman, MD
John Belanger	Jill Hockenberry	James Murphy, MD	Gale Stauffer, RN
Mary Anne Belanger, RN	John Holley, Jr., EMT	Michelle Murray, NP	Rod Steiger
Philip Bellow, MD	Barbara Howard	Linda Nicely, RN	Anne Stine, RN
Ginger Besselman, LSW	Sandra Hull	Sandy Nichols	Judi Stock
Tony Biggio, DDS	Marilyn Humrichouser	Alexandros Nicolozakes, MD	Summit Neurology
Julie Bishop, LPN	Vincent Jabour, MD	Landon O'Brien	Gordon Tait
Mary Ellen Bolt	Sue Jenkins, RN	Mike O'Donnell	Sung Taylor, DO
John Bone	Sarah Johns, DDS	Cyril Ofori, MD	Colleen Teague
Dana Bonezzi, MD	Chris Jones	Sue Olive, RN	John Thomas, MD
Judy Bonk, RN	Joan Kanne, RN	Jon Oliverio, DPM	Cindy Thorpe, CNP
Dave Braddock, RPh	Laura Kelly	Daniel Peabody III, MD	Barbara Tickton, NP
Tammy Brooks, MA, LSW	Ella Kick, RN	Jeffrey Perkins, MD	Anthony Tizzano, MD
Charles Brown, MD	Alan Kiefer, DDS	Anna Perrine	Ric Tompkins, FNP
Everett Burgess, MD	Joan Kiper, RN	Marcia Pesicek	True Care, Inc.
Mimi Burgess	Mary Kittinger	Marcia Pesicek, DDS	Michelle Uhl, MD
Dave Burke, MD	Jay Klemme, MD	Steve Peterson	Don Van Cleef
Patti Burkey	Michael Knapic, DO	Elaine Peterson	Mina Van Cleef
Shirley Buytendyk	Melissa Kosier	Russell Phillips, LPN	Joyce Van Keuren, RN
Dan Calhoun	David Lance, DO	Planned Parenthood	Crystal Veigl
Janet Calhoun	Barb Landis, RN	Ken Plusquellec	Victor Velasquez, MD
David Call, DO	Elton Lehman, DO	Becky Pratt, RN	Padma Vellanki, MD
Teresa Canfield, MD	Dick Lewellen	Gloria Questel, LISW	Susan Vizzo
Gail Carter, RN	Arn Lewis	Lillian Raff	Alicia Wallace
Annette Cary, MA, CHt	Betty Lewis, LPN	Becky Raifsnider, RN	Matt Wayt, PA
Kay Casterline	Cindy Lindamood	Raj Rambhatla, MD	Peggy Weaver, LPN
Carlye Cebul, RN	Kay Lindsay, LPN	Richard Ransom, DPM	Doug Webb, DDS
Cathy Cebul	Rob Lindsay, DO	Sue Redman, RN	Harry Weckesser
Frank Cebul III, MD	Mary Jo Logee, MD	Fr. Dan Reed	Jennifer Weeks
Linda Cebul, RN	Owen Logee, MD	Thomas Richard, MD	Sheila Wells
Robert Cebul, MD	Ruth Long	Christy Rickard, LPN	Bennett Werner, MD
Paula Chenevey, LMT	Lapman Lun, MD	Christine Robinson, RN	Sharon Weyer, DNP, RN, NP-C
Cleveland Clinic Wooster	Dawn Maibach, RN	Sharon Romich, RN	June Chandler White
Tara Conner	Diane Maletich, RN	Edna Romick	David Wilkin
Tracey Cook	Rev. Evelyn Manzella	Nydia Roque	Perry Williams, MD
Angel Cooper	Judy Marble, RN	Pam Rose	Anne Wilson
Pam Cosentino	Liz Martin, RN	Bill Ross	Harry Zink, MD
Rod Crider	Paul Masci, DO	Kristin Rufener, RN	
Paul Crowley, MD	Arun Mathur, MD	Shellie Russell, MD	
Charlotte Currens, RN	Kevin Mathur, MD	Larry Sander, MD	
John Dawe, DDS	Chris Matthew	Bert Saurer	
Beau Dooley	Marjorie McClure, RN	Linda Saurer, RN	
Dunlap Memorial Hospital	Jordan McCord	Lee Russell Sayner, DPM	
Laila Dutton	Elizabeth McCoy, RN	Jill Schaeffer, MD	
Julie Earnest	Carol McKiernan, RN	Eric Schmid, DC	
Marcia Edwards	Russ McQuate	Michael Schuler, MD	
Morgan Ellison	Cindy Mendoza	Kenneth Shafer, MD	
Rich Engstli	Corienne Miller	George Shambaugh	
Thomas Fenzl, MD	John Miller, MD	Ruth Shambaugh	
Vincent Fiorita, DDS			
Lois Fowler, RN			
Jackie Fry			
Sam Fry			
Tom Fry			

# VSFC Administers Survey to Patients

Over an eight-day period in late 2006, 145 patients (10% of our patient population) completed a lengthy survey. In it, we asked why they came to the VSFC, how they heard of us, their opinions of the services we provide, and ways we could improve. Most respondents offered very favorable comments, while some were more critical and offered suggestions. Below is a summary of what we learned. We've shared the results with patients, staff, and Board members, and we thought you'd be interested, too.

Fully 49% of respondents would not seek medical treatment if the VSFC were not here, and 35% would go to a hospital emergency room to seek care.

Approximately half of the respondents reported an improvement in their overall health or quality of life since coming to the VSFC.

91% agree or strongly agree that they're treated with dignity and respect. This is an important part of the Clinic's Mission Statement.

40% had been coming to the clinic for one year or less and/or were first time patients.

97% rated the clerical staff and volunteers as good or very good. The same percentage rated the medical staff and volunteers as good or very good.

93% agree or strongly agree that they're satisfied with the care they receive and would recommend the VSFC to friends and family. Further, most respondents reported hearing of the VSFC through friends and family.

80% rated the clinic hours as good or very good, while only 60% rated "wait time" as good or very good.

We were so pleased (but not surprised!) with the high marks that our patients gave us in terms of compassion and care, proving that we ALL are accomplishing the Mission our founders set out for us: to treat patients with "dignity and respect." We were a little concerned with the high proportion of new patients. That statistic, coupled with the fact that nearly half of respondents would forego medical treatment without us, further emphasized the tremendous need for the services we provide.

Behind the numbers is a bittersweet story; one of success in the midst of hopelessness. Sweet in that together, over time, we've built a place where patients

say they feel "like a person" and where they are "treated with kindness;" bitter in the sense that the need for our services is growing at an alarming rate. The quotes that grateful patients took the time to write were both heartwarming and heartbreaking. "I don't know where I would be without you." "You saved my life." "You talk to me like I'm not poor." It goes on and on...

As a Free Clinic supporter, YOU have helped us to build this wonderful place to what it is today. Whether you share time or your wealth or both; whether you volunteer behind the scenes or face-to-face with patients; YOU should feel proud that you've contributed to the health and well-being of some of our poorest neighbors.

In addition to allowing us to benchmark our progress over the years, the survey provides us with data to use in grants and proposals. We also keep hard statistics tracking patients' medical progress, relying on data entered and compiled by the volunteer data entry team.

For more information on the survey, please contact Cyndi O'Donnell at [codonnell@startzmanfreeclinic.org](mailto:codonnell@startzmanfreeclinic.org) or 330-262-2500, ext. 209. THANK YOU for making a difference in our patients' lives.

## Question and Answer Corner

### **"Can I donate my unused and/or unopened medications to the Free Clinic?"**

Unfortunately, no, we can not accept any medications that have been in any unlicensed hands. Medication can only be accepted from personnel who handle distribution of medications in nursing homes, hospitals, etc.

### **Why does the Free Clinic send me letters using a first class stamp?**

Last year the VSFC secured a "Nonprofit Standard Mail Permit" for use with bulk mailings, meaning 200 or more identical pieces. Using this stamp allows us to pay approximately half the first-class stamp rate. Many mailings that we send, however, do not qualify for the bulk rate because they are sent to under 200 addresses. To help save on postage, we e-mail correspondence whenever possible.

# VSFC FUNDRAISING OPPORTUNITIES

## St. James Episcopal Church Brown Bag Concert Series

The spring series of the 29<sup>th</sup> season of eight Brown Bag concerts at St. James Episcopal Church in downtown Wooster kicked off March 29. Concerts begin at 12:05 pm Thursdays at St. James on the corner of Market and North Streets. Complimentary coffee and tea are provided and attendees are invited to bring their lunch. Admission is free and donations benefit the VSFC. For information visit [www.stjameswooster.org](http://www.stjameswooster.org).

### Buehlers Patio Sales:

**Friday May 11, 10 am – 4 pm at the Orrville Store**

**Friday, June 22 at the Milltown (Wooster) Store**

The VSFC has reserved a spot for the popular Buehlers Patio Sales at two Buehlers stores this spring. VSFC volunteers will be there to sell hot dogs, sausages, chips, and drinks. Satisfy your hunger and help the Free Clinic at the same time!

### The Clothing Warehouse “Spring Scrubfest” May 1-June 16

“The Clothing Warehouse is working with the Viola Startzman Free Clinic for the 1<sup>st</sup> Annual Spring ScrubFest. The ScrubFest runs May 1- June 16, during which time 10% of all scrub sales will be donated to the VSFC. Scrubs are available in a variety of colors and prints, sized XS-3XL. Prices below include sales tax, and the Clothing Warehouse accepts MC/Visa/Discover/Amex, personal checks, and cash.

Scrub sets	\$20
Print tops	\$10
Jackets	\$15
Bottoms	\$10

The Clothing Warehouse would like to bring an assortment of scrubs to your facility to make it easy for your employees to make purchases onsite. Please call Lizbeth or Danielle at 330-264-8776.” The VSFC appreciates this generous offer from The Clothing Warehouse, located at 1981 Portage Road in Wooster.

### GoodSearch

Perhaps you read a recent article in the *Daily Record* about a new fundraising opportunity for nonprofits like the VSFC. According to company literature, GoodSearch.com is a new search engine that donates ad revenue, about a penny per search, to the charity its

users designate. Use it just like any search engine, and it’s powered by Yahoo!, so you get the same results. Just go to [www.goodsearch.com](http://www.goodsearch.com) and enter VIOLA STARTZMAN FREE CLINIC as the organization you want to support.” Please spread the word! See Cyndi O’Donnell with questions. Thank you!

### Our Family Brand Labels

When you visit the clinic, please remember to bring with you UPC codes from “Our Family” brand products, which are found primarily at Buehlers Stores. Once we accumulate 500 or more labels, we send them to the manufacturer to receive a rebate.

## Wine Fundraiser Nets over \$35,000!

Many thanks go out to the Charity Wine Tasting committee, whose popular invitation-only wine tasting event raised more than \$35,000- an increase of 25% over last year’s amount! Under the leadership of Pat Richard and her diligent committee, the event was held on March 3<sup>rd</sup> at Montavino Wine Market and featured select wines, delicious hors d’oeuvres, and plenty of valuable auction items. We appreciate the committee’s hard work and commitment!

**Please join fellow VSFC Supporters for a casual opportunity to discuss current Clinic issues.**

*“Director Chat” with John Moritz*

**Each month in the Sue Redman Board Room Chats last approximately one hour.**

*Wednesday, May 9, 11:00 am*

*Monday, June 11, 6:30 pm*

*Tuesday, July 17, 9:30 am*

*Thursday, August 16, 2:00 pm*

*Wednesday, September 12, 6:30 pm*

*Tuesday, October 16, 2:00 pm*

*Monday, November 12, 11:00 am*

*Wednesday, December 5, 6:30 pm*



Address Service Requested

Phone: 330-262-2500  
Fax: 330-264-8713

1874 Cleveland Rd.  
Wooster, OH 44691

Nonprofit Standard Mail  
U.S. Postage Paid  
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Wooster, OH 44691



## The VSFC Mission

The Viola Startzman Free Clinic will provide, in an atmosphere of dignity and respect, acute and preventive health care, as well as education, referrals and patient advocacy to the adults and children of Wayne County who may need free services and have no means to pay for care. The Clinic will work with existing health care resources in the County to avoid service duplication and initiate appropriate consolidation.

## The VSFC Staff

John Moritz, Executive Director  
George Snedeker, RN, Clinical Supervisor  
Barb Bricker, LPN, Staff Nurse  
Julie Kelley, LPN, Staff Nurse  
Tina McNutt, Staff Medical Assistant  
Karen Redick, Administrative Assistant  
Rita Crider, Receptionist/Clerical  
Linda Wenegerd, Receptionist/Clerical  
Cyndi O'Donnell, Volunteer Coordinator

## Services and Hours

### Patient Care Hours

#### Monday & Thursday Evenings

Patient Sign-In 1:00 to 6:00 pm  
Assessment 5:00 to 6:00 pm  
Patient must arrive before 6:00 pm

#### Wednesday Morning

Patient Sign-In 8:00 to 9:30 am  
Assessment 8:30 to 9:30 am  
Laboratory Testing 8:00 to 10:00 am  
Patient must arrive before 9:30 am

### Medication Pick-Up

Monday	1:00 to 8:00 pm
Tuesday	1:00 to 3:00 pm
Wednesday	8:30 am to Noon
Thursday	1:00 to 8:00 pm
Friday	9:00 am to Noon

Patients must provide proof of income and Wayne County residency at each visit to the VSFC.