On Thursday September 9th, Representative Tammy Baldwin visited MEDiC’s free dental clinic at Salvation Army. She arrived just as we were starting a long root canal procedure, and after a tour of our facilities she retired to Salvation Army’s conference room for a discussion. There, she met with Lisa Bell, the founder of the dental clinic, Dr Laura Tills, one of the founding dentists, Ian Stormont, MEDiC’s current president, Willie Albiero and Rebecca McSorley, respectively a current and former coordinator of the clinic, and some of the Salvation Army staff, including Anne Eichmeyer and Sarah Gilmore. The discussion was wide ranging and exciting. The Salvation Army staff spoke with the congresswoman about their client population and the work they do to meet their client’s needs, while the MEDiC and dental clinic personnel were able to speak to the incredible demand for dental services we see week in and week out, not just at the Salvation Army but at almost all the MEDiC clinics. We spoke about the services we are able to provide at the dental clinic, the challenges we face serving our patients and our vision for the future the clinic. Then, after a few photos in the clinic (including the patient still undergoing root canal therapy!), Tammy was gone.

Representative Baldwin has been Wisconsin’s congressional representative for the 2nd District since 1999. She serves on the Congressional Committee on Energy and Commerce, and specifically on its Subcommittee on Health and its Subcommittee on Energy and Environment. She has been a strong advocate for health care reform, and continues to fight to guarantee health care for all. In addition, she fights to reduce greenhouse emissions and promote renewable energy sources, in an effort to ensure energy independence for America. She was a Co-Founder and Co-Chair of the Congressional LGBT Equality Caucus and fights for civil rights for the LGBT community, including federal benefits for same-sex partners. Tammy is the first woman to serve in the U.S. House of Representatives from the State of Wisconsin and the first non-incumbent, openly gay person to serve in Congress.

Drs. Ted Goodfriend, MEDiC founder, and Don Schalch, MEDiC Medical Director, led a light-hearted role playing exercise with several new student volunteers that illustrated a basic patient interview and demonstrated how to work with a translator. When asked how many students spoke another language besides English, an overwhelming majority of student volunteers raised their hands. The skills in this year’s incoming volunteer class will undoubtedly serve as a tremendous asset to improving the quality of MEDiC services.

The second half of the Orientation Session consisted of 24 student-led small group sessions. The small groups offered our new student volunteers a chance to learn basic vital taking skills. Because many student volunteers would like to start volunteering early in the year, the MEDiC Orientation Session provides an opportunity to learn basic physical exam techniques even before health professions students learn these skills in school. A special thanks goes out to all the current and former MEDiC (Continued on p. 2)
LETTER FROM THE PRESIDENT

The MEDiC Council is now back in session after a very busy summer. Council members’ summer activities ranged from providing medical care in underdeveloped countries, to staying in Madison in order to ensure MEDiC maintained its high quality services. We are very proud of all the council members who continued their service throughout the summer.

As the year begins, the MEDiC Council has a number of exciting updates. Vice President, Natalie Htet, organized the MEDiC volunteer orientation that over 150 Health Science Professional Students attended. These volunteers will make up the next generation of MEDiC leadership. We look forward to working with them. MEDiC recently received a $3,700 donation for the University of Wisconsin-Madison Anatomy department. This generous donation will allow MEDiC to purchase eight new computers that will house our electronic medical records (EMR). We are also on the cusp of receiving a donation of a mobile EMR program. Once we have this mobile EMR unit up and running, MEDiC will move away from the paper charts and be better equipped to track and care for our patients. To go along with this advancement in technology, MEDiC has been working to create a new, updated website that will be live at med.wisc.edu soon.

MEDiC’s Salvation Army Dental Clinic continues to gain visibility with Representative Tammy Baldwin’s September 9th visit. Congresswoman Baldwin toured the dental clinic and then had a round table discussion with dental clinic founders Lisa Bell and Dr. Laura Tills, Salvation Army staff, and MEDiC Council members. She asked numerous questions about the dental clinic and MEDiC, and was very supportive of the work that we do. We also discussed ways to improve access to dental care in the Madison area. This was an inspiring visit and we hope it will help us secure the resources we need to maintain and expand the Salvation Army Dental Clinic in the future.

Additionally, MEDiC continues to work hard to raise funds to support our seven clinics. We recently received generous donations from the Wisconsin Medical Alumni Association and from a number the UW Foundation employees. This past spring the Physical Therapy students put on a 5K run/walk that earned over $800 for MEDiC.

This fall MEDiC has a major fundraising events scheduled: The Annual MEDiC Turkey Bowl will occur on Monday, November 22nd – for details on how to support/contribute, please see page four.

The 2010-2011 Council thanks you for your support of the MEDiC mission. Together we can continue to improve the health services available to the underserved in the Madison area.

Ian Stormont, 2010-2011 MEDiC Council President

MEDiC, PORCHLIGHT, AND UW PSYCHIATRY WORK TO IMPROVE SERVICES AT SAFE HAVEN
BY: REBECCA RADUE, SAFE HAVEN CLINIC COORDINATOR

Over the summer, MEDiC brought a team together to discuss the state of mental health care in the Madison area. This included a discussion about improving our Safe Haven Psychiatric Clinic. Attendees included Steven Schooler, Executive Director of Porchlight Inc., Dr. Claudia Reardon of UW Psychiatry, and Sharon Younkin, MEDiC Advisor. The team made lots of progress, and as a result a number of exciting changes are taking place at Safe Haven.

Our referral process has been an ongoing project for many years at Safe Haven. After working extensively with Safe Haven staff and community partners, Porchlight has developed a referral process that allows patients to be referred directly, without having to visit the shelter multiple times before being seen in clinic. MEDiC has begun using this direct referral process, and with time we hope that we’ll be able to get patients in need of mental health services into Safe Haven with a shorter waiting period than some of our other referral partners are able to offer.

Another part of streamlining the referrals process to our clinic had been increased involvement by Safe Haven shelter staff, including a move to scheduling and case management exclusively by Safe Haven, and we’ve appreciated the hard work of Safe Haven shelter manager and social worker Jennifer Bell. The change has been bittersweet, however, as our clinic enjoyed a long relationship with SOAR Case Management. We thank SOAR for their years of service to our patients and clinic, and continue to count them among our community partners.

There is, of course, more that the team would like to accomplish. One widespread issue that we face at Safe Haven is the difficulty of providing AODA services onsite and the critical shortage of these services in the Madison Area. There will be no fast or easy solutions to this problem, but this meeting presented a great opportunity for discussion and ideas, including the possibility of involvement from psychiatrists in the Addiction Fellowship program at UW. Another major limiting factor to improving services at Safe Haven is the space where the shelter and our clinic are currently housed. Steven Schooler gave us all an update on the Madison Cares Campaign, which is aiming to replace the cramped and aging home that currently houses the Safe Haven shelter and our clinic – fundraising continues, and we encourage you to visit the campaign website: [http://www.porchlightinc.org/madisoncares/index.html](http://www.porchlightinc.org/madisoncares/index.html)

At MEDiC, we recognize the need for mental health services in our community and continue to work with community partners to better meet the need. Be on the lookout for further updates about our progress at Safe Haven and the Salvation Army!
MEDiC CLINIC UPDATES

MEDiC operates six different clinics in Madison. While all share the foundational goals of our organization, each clinic is distinct from the next in its needs, resources, patient population, and sometimes even has an exclusive set of volunteers. Taking this into consideration, we wanted to give the coordinators of each clinic the opportunity to offer a perspective from their clinic. Here’s what they had to say…

ARCHouse
By Alison Bauer, Coordinator

At ARCHouse, pharmacy, physical therapy, and medical student volunteers work together to treat our patients and each student attends multiple consecutive monthly clinics to offer continuity of care to the residents. ARCHouse was the first MEDiC clinic that integrated physical therapy student volunteers, and we are grateful for their continued involvement. Many of the residents of ARCHouse have multiple medical problems, including chronic pain, and with these students’ involvement, we are able to offer our patients physical therapy, including teaching them strengthening exercises and stretches, to help alleviate their symptoms. We are excited that Lisa Steinkamp, PT program director, has been working to obtain equipment so that we can better serve our patients and expand the options we have for their treatment.

Grace Clinic
By Mike Regner, Co-Coordinators

Grace Clinic has been running smoothly, and many first year medical students are eager to begin volunteering. This summer has been productive, and we have been able to make helpful changes to the referrals process to expedite care.

The Grace Clinic has been working particularly hard to connect homeless veterans with the resources that are available to them through the VA system. This can be very helpful, in particular for patients with long-term care needs.

Salvation Army
By Anne Becker, Co-Coordinator

The Salvation Army MEDiC Clinic continues to see adult and pediatric patients whose top concerns include pain, mental health issues, dermatological problems, chronic respiratory disease, and acute upper respiratory infections. The ratio of adult to pediatric patients in our clinic is about 3 to 2. Health resources for patients at Salvation Army continue to improve! The Meriter HEALTH Outreach Program now goes to the shelter on the third Monday of each month to assist patients in applying for public assistance and obtaining care with local primary care providers. To serve the extensive and complex mental health needs of our patients, MEDiC has a workgroup dedicated to implementing regular mental health services in addition to the current medical and dental services we provide. In addition, Lutheran Social Services may be providing mental health services for Salvation Army residents as well in the near future. Clinic Coordinators Anne Becker and Kristin Sonderman, and medical director Dr. Murray Katcher, continue to strive to provide excellent health services to the residents of the Salvation Army shelters.

Michele Tracy Clinic
By Suzy Lin, Co-Coordinator

Michele Tracy recently held an education clinic on dermatology for the residents of the Porchlight community. Patients enjoyed lunch as they talked about their skin concerns with medical and physician assistant students as well as a dermatologist. The dermatologist helped answer patient questions and taught the students about skin concerns. Since the second year medical students just finished learning about dermatology, it was a great way to apply what we learned and interact with our patients. We are excited about our upcoming dental clinic in October.

Salvation Army Dental Clinic
By William Albiero, Co-Coordinator

As of late, the Salvation Army Dental Clinic has been riding a wave of excitement! Over the past few months we’ve welcomed three new dentists to the corps of volunteers. Each has been an excellent addition, balancing their dedication between providing quality patient care and effectively teaching student volunteers. We also welcomed Congresswoman Tammy Baldwin to the clinic this month! We hope our efforts to gain support will allow us to further advance our mission of providing oral and dental health care to those who need it most.

Safe Haven Psychiatric Clinic
By Rebecca Radue, Coordinator

Our clinic has seen a wave of exciting new changes this fall, and one change we’d especially like to share involves a huge increase in the number of UW psychiatry residents at our clinic over the last few months. This is due primarily to a new requirement that residents on their community psychiatry rotation must visit Safe Haven for one clinic session. This exposes residents to a population they might not otherwise see — homeless persons dealing with mental illness and often concurrent substance abuse — in a setting they might not otherwise experience — a cramped room where psychiatrist, resident, medical student, coordinator, and case manager surround the patient. This of course also benefits our clinic greatly, as many of these residents have already expressed interest in returning to volunteer. We owe this change to Dr. Claudia Reardon, former medical student coordinator of the Safe Haven clinic, who as a resident was instrumental in initiating the involvement of psychiatry residents at Safe Haven. We’re incredibly thankful to Dr. Reardon and the UW Psychiatry Department for supporting this change, and for the help that these psychiatry residents provide.

Southside Clinic
By Michael Wauters, Co-Coordinator

This summer, the Southside MEDiC Clinic continued to serve increasing numbers of patients, many weeks having to turn away at least 5-6 patients each clinic. A group of dedicated volunteers, many Spanish speaking, provided the patients with great care. Regarding Spanish, some days we would have upwards of 80% of our patients as primary Spanish speakers and having fluent volunteers made everything run smoothly. In addition, upper level M3/4 and NP students were an integral part of the clinic’s summer operations, assisting the student teams in improving interviewing skills and understanding disease states. The summer also saw the phase-in of a new front desk crew who have done a fantastic job. Overall, things are busy but good at Southside!
We would like to take a moment to recognize the dedication of one of our physician volunteers, Dr. Greg Sheehy. Dr. Sheehy has been the sole physician mentor at the Michele Tracy Clinic since the clinic started thirteen years ago. He has been a model for volunteers, a source of continuity for patients, and a teacher for patients and students. We recognize his commitment to the underserved and to health education. Next month, Dr. Sheehy will retire from his position of clinic mentor and will be replaced by his colleagues, Dr. Valmadrid and Dr. Newcomer. We will miss Dr. Sheehy in clinic, but are excited to welcome new mentors into the MEDiC community. Thank you Dr. Sheehy!

Dr. Greg Sheehy, Michele Tracy Clinic Director, Retires from MEDiC
By: Arianna Sundick, Michele Tracy Clinic Co-Coordinator

2nd Annual Turkey Bowl
MEDiC 2010

What: The Turkey Bowl, a MEDiC fundraising event started in 2009 with the hope of fostering interdisciplinary team building while raising money for our organization. Health professional students come together for football and other field games to raise money for an excellent cause. Last year MEDiC Turkey Bowl raised over $2,000!

When: November 22nd from 4:30-8:30 pm, West Natatorium Field

Can I Help? Yes! We are looking for event sponsors and would love for you to be a part of the Turkey Bowl.

Contact MEDiC councilmember Kara Petrashek at kpetrashek@wisc.edu
Making a Gift:

Your gift will allow us to continue our mission of providing health care to those most in need in our community while enhancing practical educational opportunities for health professions students. For information on how to make a gift, please visit our website at medic.uwmedstudents.com

To discuss philanthropic opportunities please contact Jill Watson
Director of External Relations and Development
University of Wisconsin Foundation
(608) 263-3173
Jill.Watson@uwfoundation.wisc.edu

Donating Medications:

We greatly appreciate donations of medications listed on MEDiC’s formulary. Due to our inability to monitor and follow most patients with chronic conditions, many chronic care medications are not useful in our clinics, especially those second line medications that would be too costly for our uninsured patients to continue using. Our current policies allow us to distribute pharmaceuticals that are less than 2 years past their expiration date, but we ask that liquid medications are less than 3 months past their expiration date. No surgical equipment or accessories are used in the MEDiC Clinics. We are not able to accept any medications that have been prescribed to a patient. We are also unable to accept donations from pharmaceutical or medical device companies.

If you are interested in donating medications to MEDiC, please contact the MEDiC office at:

(608) 265-4972
Medic-drugs@lists.wisc.edu

Physician Volunteers:

MEDiC is always looking for physician volunteers! We currently do not have an adequate number of volunteer physicians. While MEDiC provides primary care, physicians from all specialties are encouraged to volunteer. If you’re interested in providing care to the underserved populations of Madison while working with health professional students or would simply like more information, please contact the MEDiC physician scheduler:

Lane Benes: scheduling.medic@gmail.com

MEDiC Volunteers of the Month

June 2010: Sara Saunders
July 2010: Dr. Anne Eglash
August 2010: Joseph Green
August 2010: Dr. David Bernhardt
September 2010: Dr. Mitchell Illichmann
October 2010: Raandi Schmidt

Based on the amazing turnout and excitement at this year’s MEDiC Orientation Session, we are happy to announce that the 2010-2011 school year kicked off with a strong start. We are looking forward to the many wonderful accomplishments, helpful service, and clinical education that MEDiC will provide this year.