While many may remember 2008 as a year plagued by financial worries, we at MEDiC are pleased to report that the gloomy economic climate did not impact MEDiC’s ability to provide quality healthcare to Madison’s underserved communities. In fact, despite the economic downturn, 2008 proved to be one of MEDiC’s most successful years to date: not only did the six MEDiC clinics increase the overall number of patients seen, they managed to do so while staying under budget! In 2008, MEDiC clinics saw 358 more patients than in 2007 (for a total of 1710 patients, up from 1352 in 2007), and yet spent $5,300 less than in 2007! In fact, the 2008 MEDiC Council ran more than $7,700 under budget for the year, and ran an entire year’s worth of clinics (including a weekly physical therapy clinic and a monthly dermatology clinic), as well as monthly health outreach and educational programs, on an operating budget of less than $10,000.

These impressive numbers highlight one of the great strengths of MEDiC, because providing quality health care on such a low budget takes both great teamwork and resourcefulness. Throughout the year, both physician and student volunteers sought new ways to better serve patients for less: pharmacy students used their knowledge to provide the clinics with less costly generic drugs, medical students worked to help patients access existing community health resources, and physical therapy students volunteered their expertise to aid patients in need of rehabilitation.

Above: Expenses for the 2008 year out of a total $9,673.45.

Additionally, for the first time ever, nursing students began lending their considerable skills to the MEDiC clinics in 2008, an event which not only improved the quality of patient care offered at the clinics, but also provided clinic volunteers with the opportunity to work with students from another health care profession.

In order to continue to serve a growing patient population, MEDiC will need to build upon its successes of 2008. The difficult economic times mean that donations to MEDiC will undoubtedly fall, but that the demand for MEDiC’s services will only increase. This means that MEDiC will continue to face the challenge of maintaining adequate funds as well as recruiting enough physician volunteers to handle the increasing patient volume. If you or anyone you know can help us with these goals, please don’t hesitate to contact us. Despite the challenges that lie ahead, the 2009 Council, inspired by the achievements of the 2008 Council, hopes to make this year as successful and rewarding as years past.

MEDiC Spring Newsletter
May 2009

Conservative Spending Pays Off in Tough Economy

By Carolynn Dude, Secretary

MEDiC Students
Volunteer at BSP

By Joe Hippensteel, Clinic Coordinator

Every Wednesday and Thursday, a group of local physicians arrive at 2711 Allen Blvd in Middleton to give back to their community. They are a part of the Benevolent Specialist Project (BSP), serving the uninsured of Dane County. Patients are referred by clinics from all around the community to receive specialty care ranging from urology to orthopedics, rheumatology to cardiology. Each specialty clinic occurs about once per month.

I spent an afternoon at the BSP clinic in mid-March. My hope was to deepen the relationship between MEDiC and this incredible community resource, as well as garner a greater understanding for the clinic’s capabilities and challenges by becoming a BSP volunteer for an afternoon.

(continued on p. 2)
LETTER FROM THE PRESIDENT

Greetings from the new MEDiC Council! The 2009-2010 Council started taking over from the 2008-2009 Council in February, and after much help from the outgoing members, the transition was completed in April. The 2009-2010 Council has a tough act to follow after the extremely successful work done by the outgoing group. One of the major challenges we will face in the upcoming year relates to fundraising. In the current economic climate, charitable giving is declining across the board; it will be up to us to ensure MEDiC’s financial stability for this year and the future. Other goals for the year include:

- Growing the organization’s institutional memory, including documenting the many activities and processes involved in running MEDiC’s six clinics;
- Further integrating the multiple health professions programs (Medicine, Nursing, PT, PA, Pharmacy) into MEDiC’s activities; and
- Increasing the awareness of and participation in MEDiC by more UW-SMPH faculty members and UW-Health physicians.

The entire Council will work towards achieving these goals over the course of the next year.

In the meantime, our first month in charge promises to be a busy one. Earlier this month, Carolynn Dude, Ph.D., part of our new Administrative team, represented MEDiC at the United Way Community Volunteer Awards; MEDiC had nominated Dr. Alida Evans, the Medical Director of ARC House, for one of the awards. Also in April, Diana Dvorany, our new Vice President, and I will attend the Wisconsin Free Clinic state meeting in Menomonee Falls, where we will learn more about the BadgerCare Expansion Program to provide coverage of childless adults throughout the state. Finally, on April 28th, members of our Community Resources and Referrals teams will represent MEDiC at Meriter Hospital’s Open House.

The new Council has enthusiastically taken on these and other tasks, and I am confident that with hard work and dedication, we will be able to continue the excellent job performed by our predecessors. I look forward to reporting back to you in the Autumn with information on our progress!

Farah Kaiksow, 2009-2010 MEDiC President

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BSP VOLUNTEER

(Continued from p. 1)

My duties at BSP included taking patients’ vitals and helping out with any paperwork that needed to be filled out. I also had the opportunity to sit in on a patient consult with an endocrine specialist. Throughout the afternoon, the staff, physicians and I discussed, amongst other things, health disparities, local medical politics and interesting clinical caveats. At the end of my shift, I was invited back as they are always in need of trained volunteers.

The volunteering physicians were able to maintain a level of continuity of care with these patients that is nearly impossible to achieve through MEDiC. Some of the patients seen were sent for follow-up care or examinations at specialty clinics around the city including St. Mary’s, Meriter, UW Hospital and Clinics and Wisconsin Heart. Patients with need were generally scheduled for another appointment with the same physician within one month.

Minor procedures were carried out and EKGS were collected on site. There was even mention of surgical procedures being performed at different community hospitals on a case-by-case basis. It was uplifting to see that the patients for whom we, as MEDiC clinicians, are unable to immediately provide care, will eventually receive the treatment they need.

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NURSING STUDENTS DEVELOP THEIR ROLE IN MEDiC

By Ula Backonja, Nursing Student Coordinator

In 2008, MEDiC forged new and dynamic ties with Nursing student volunteers. Starting in fall, junior and senior Nursing students have expanded their involvement in MEDiC to participating in all clinics, where previously it was only at one clinic. Pairing with Medical, Pharmacy, Physical Therapy, and Physician Assistant students, Nursing students work in multidisciplinary teams with residents, physicians, and other health professions students to gather patient histories, determine patient health issues, plan of care, and resource availability for patients. With their strengths in patient education and advocacy, nursing students have been able to provide another beneficial dimension to the MEDiC team.

Along with their involvement in the clinical setting, Nursing students also participate in Reach Out and Read at the Salvation Army, where volunteers read to children of patients. Many of us from various disciplines are extremely excited in the current expansion of nursing student involvement that will come to fruition in the coming months. This includes the development of patient teaching programs at the Southside Clinic, where a teaching station is going to be established, and at the Salvation Army Clinic, where students involved in Reach Out and Read will engage with patients when there are no children at the clinic. These education outlets will provide patients with an opportunity to ask questions and obtain information about issues other than what brought them to the clinic. It will also offer clinic volunteers the chance to refer patients for further education after a clinical appointment. As these are new entities to the clinics, they will evolve with patient need and volunteer innovation. Nursing students and Nursing coordinators are excited to be part of the continuing expansion of what MEDiC has to offer to the community.
**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…

**ARC House**
By Desiree Godar, Coordinator

The mission of the ARC House Clinic is to provide assessment, treatment, and continuity of care for chronic health concerns experienced by women transitioning out of incarceration and/or who are currently on parole. As the ARC clinic coordinator for 2009, I hope to further the mission of the ARC House by coordinating health education talks with the residents, supporting the learning of the student volunteers and continuing to improve communication with ARC staff.

**Grace Clinic**
By Jim Spencer and Dhaal Desai, Co-Coordinators

Greetings from Grace MEDiC Clinic! A few of our regular doctors have been helping us look for long term prescription drug plans to help patients who have chronic conditions. Charity programs through drug companies have proven to be a wonderful resource that we have taken advantage of to help these patients we see on a weekly basis.

In other good news, we are now able to refer a number of the veterans we see at Grace to the newly opened Homeless Veterans Clinic at the VA hospital. The clinic will offer these veterans not only acute medical care but also assist them in enrolling with a primary care provider for long-term care.

**Michele Tracy Clinic**
By Kristina Kraninger, Co-Coordinator

The goal of the Michele Tracy Clinic is prevention and education. We provide our patients activities and tools to learn about their health. Each month we focus on a different health topic. MEDiC volunteers begin clinic by asking patients specific questions regarding health habits, and then offering a series of educational stations where they can learn more through activities, handouts and displays.

Patients do not have a chief complaint, but most are able to come up with questions regarding their health. Some come to discuss specific health concerns but many come just to enjoy the social aspect of the activities. Looking around last week and seeing all the happy patients working with students at Michele Tracy made me very proud; proud of what we accomplish as a clinic and proud of our niche in MEDiC.

**Safe Haven Psychiatric Clinic**
By Danielle Ries, Coordinator

Safe Haven psychiatric clinic is going to be making some significant changes in the coming months. The changes have to do with the supply of medications necessary to treat our patients. In the past we have relied on donations of drug samples, which we will no longer be able to accept. This generosity has been greatly appreciated, and has kept Safe Haven running at a very low cost to MEDiC. In the last year, only 15% of prescriptions written for Safe Haven patients have been paid for through the MEDiC fund. As the new clinic coordinator, I will be working with our volunteers to explore new ways to provide the necessary medications to Safe Haven patients.

The majority of the population Safe Haven serves is homeless, making the process of applying for prescription assistance programs very difficult. Also the urgency of many of the patients’ psychiatric illnesses would make the waiting time for these programs suboptimal. We will be exploring fund raising options specifically to pay for the psychiatric medications needed by Safe Haven patients. We will be deciding on a balance between MEDiC stamped prescriptions and purchasing stock bottles of commonly needed medications for distribution.

**Salvation Army**
By Erika Ruad, Co-Coordinator

After a year of impressive coordinating, Jessica Hawley and Kjersti Knox are handing the torch to Rebecca McSorley and me. We will be carrying forward the structural changes begun by the outgoing coordinators. Health profession students will now cover patient intake duties. Additionally, MEDiC will be collaborating with the incoming free dental clinic at Salvation Army as it promises to provide desperately needed services to the community. The clinic is the project of Dr. Matthew Kutz, a local dentist who has donated many services to MEDiC, Laura Tills, his dental partner, and Lisa Bell, from the Department of Health Services.

**Southside Clinic**
By Ebba Hjerstedt, Co-Coordinator

Joe Huppensteel and I recently transitioned into the Southside MEDiC clinic co-coordinator positions for the upcoming year. Southside MEDiC is starting to see an increasing number of patients each week and it is not unusual to have 15 - 17 patients on any given Saturday morning. Despite this increasing demand and our limited resources, each week we aim to see everyone who’s there. We rarely have to turn anyone away. Along with transition that Joe and I have made into our current positions, Southside is also seeing a transition of most of our front desk staff in the upcoming months. The front desk does an outstanding job each week helping organize clinic and managing the patients who come in. The outgoing staff will be incredibly missed, but we look forward to working with the incoming staff and having a great year at Southside MEDiC.
Volunteer Reception
By Danielle Ebben, Public Relations Coordinator

On April 13th the outgoing and incoming MEDiC council members gathered at Grainger Hall with some of MEDiC’s most influential volunteers to recognize the contributions of the Volunteers of the Month for the past year. The evening began with refreshments, hors d’oeuvres, and conversation among the attendees. Later, the presentation began with the recognition of all of the Volunteers of the Month selected by the 2008-2009 Council. Dr. Schalch, the Medical Director of the organization, offered reflections on the year and thanked the outgoing council for all of their hard work throughout the year. Finally, the current president, Farah Kaiksow, and last year’s president, Meg Schultz, gave their perspectives on the impact that MEDiC has in the community and laid out some future goals for MEDiC. The evening offered a great opportunity for reflection on the year and expressing gratitude to the people that make MEDiC possible.

MEDiC Volunteers of the Month

October 2008: Emily Yu
November 2008: Dr. Ron Diamond
December 2008: Dr. John Beasley
January 2009: Dr. Daniel Cabrera
February 2009: Dr. Anne Eglash
March 2009: Dr. Jeff Yaeger

How You Can Help

Drug Donations:

We greatly appreciate drug donations, which are vital for the continued success of MEDiC. 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.

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

608-265-4972
Medic-drugs@lists.medic.edu

Physician Volunteers:

MEDiC is always looking for physician volunteers! 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:

Kerri Austin: scheduling.medic@gmail.com

*Our liability limits us to volunteers who have UW teaching appointments*