

# THE PATIENT'S NAVIGATOR

Summer, 2017

Access Now - a program of the Richmond Academy of Medicine



**Total number of patients  
seen since  
Access Now began**  
12,533



**Total current number  
of specialty care  
volunteers**  
888



**Total reported value  
of donated care since  
Access Now began**  
\$38.6 million

## Virginia Urology's "Awesome" Care

When Jean Randolph visited the [Goochland Free Clinic](#) several years ago, **Dr. Pamela Richardson** told her about a free health program that could meet her needs. The former nursing assistant had lost medical insurance coverage, but she needed to see a urologist as soon as possible.

That's why it was music to her ears when she was told about "a program called Access Now," she explains.

After filling out an application, she was equally thrilled to hear she would qualify for services.



*Jean Randolph*

Randolph, a former CNA (certified nursing assistant) at Our Lady of Hope Health Center in Henrico County, knows quality care when she sees it.

Still, when she was told she had an appointment at [Virginia Urology](#), she was nervous as she walked into the

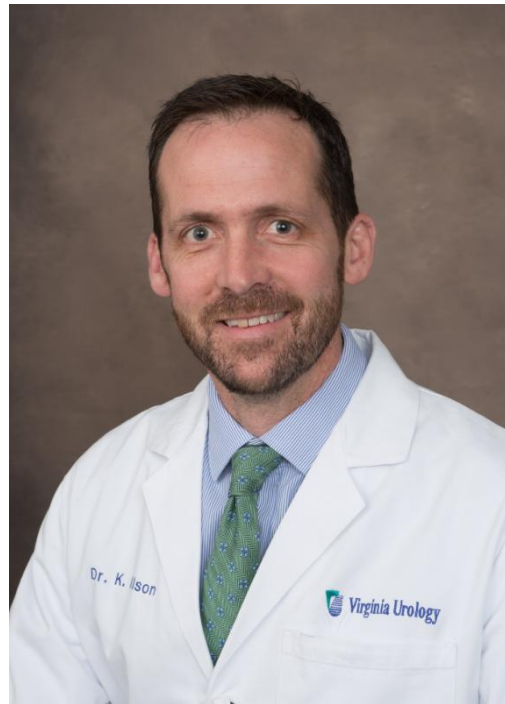
office. What did it mean to be an "Access Now" patient, anyway?

She soon found out: It meant being treated with the same respect and dignity as everyone else.

She first experienced that sense of belonging at Virginia Urology with **Dr. Kinloch Nelson**.

"He's very, very nice," Randolph said. "I liked him because of the way he treated me. I felt very comfortable, and we talked and we laughed."

When she met **Dr. David Rapp** for follow-up care, she experienced the same level of compassion and professionalism.



*Dr. Nelson*

**Virginia Urology** has plenty of experience in making Access Now's patients feel right at home. Since the program began in 2008, the practice has served *more than 1,000 Access Now patients* and scheduled *nearly 3,000 appointments*.

"Virginia Urology is passionate about providing quality urologic care to those in the greater Richmond community," explains **Administrator and Chief Executive Officer Brigette A. Booth**. "We have partnered with Access Now for many years to provide an avenue for those truly in need."

In turn, Booth notes, Virginia Urology has "provided thousands of dollars' worth of time and resources."

Booth calls Access Now "a crucial piece of the area's healthcare safety net. It helps those in need navigate the healthcare system and ensures the patient has all the necessary resources to help them."

Now one such patient - Jean Randolph - has kept a journal of her experiences with navigating the healthcare system.

Opening its pages, she reads aloud, "Thank you, Dr. Kinloch Nelson for



providing your time and services to me. You are an awesome doctor."

*Administrator & CEO Booth*



*Dr. Rapp*

The same can be said of Dr. Rapp and everyone at Virginia Urology!

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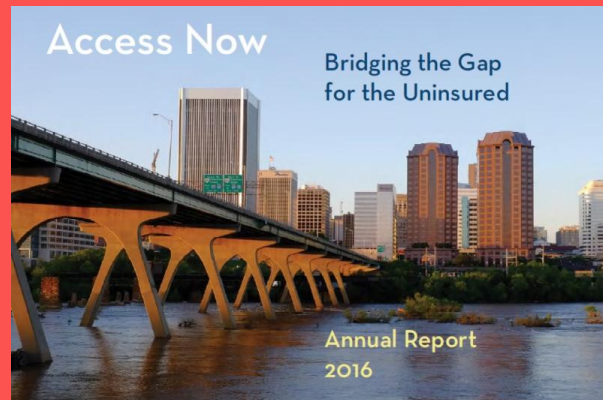
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## Access Now: Bridging the Gap for the Uninsured

If you want to take a quick, yet informative look at the phenomenal work being done every day by our physician volunteers, practices, hospital systems, and donors, just click [here](#) for our annual report!



*You'll see that in 2016*

- We referred 2,425 patients (a 15% increase from 2015) to 105 physician practices and three hospital systems for the complex care they needed.
- We received 3,798 referral requests for specialty medical care, an increase of 16% from 2015.
- Our care coordinators scheduled 10,687 office appointments and hospital procedures.
- Physicians and other healthcare professionals donated care worth more than \$3.8 million.
- We began accepting referrals from 4 additional community health centers.



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