

THE PATIENT'S NAVIGATOR

Summer, 2019

Access Now - a program of the Richmond Academy of Medicine



Total number of patients
seen since Access Now
began
14,623



Total current number of
specialty care volunteers
1,025



Total reported value of
donated care since Access
Now began
\$48.7 million

Medical Interpreters: An Important Part of the Care Team



Imagine that you desperately need medical care, but you can't speak the language. How would you be able to communicate to your physician?

It's a reality for many people living in Central Virginia.

Medical interpreters facilitate communication between patients and providers who speak different languages. They can help explain cultural differences that could affect health care delivery.

Becoming a medical interpreter is more than being bilingual. Trained interpreters must also understand medical terminology and know how to mediate any cultural misunderstanding. They must hold a certificate from a credited interpreter training program.

"I interpret to be the voice for people who often don't have one because of a language barrier," says volunteer **Kelly Grzech**. "Patients sometimes arrive anxious and confused about their health issue, but through interpreting I am able to help them feel more at ease and in control of their health, a luxury native English speakers often take for granted."

Access Now is looking for trained medical interpreters to help patients get the care they need. [Learn how you can join us.](#)

"I encourage you to contact the volunteer coordinator at an organization near you to learn how you can help them and at the same time benefit yourself. I promise you will be welcomed and appreciated by the immigrant families that you serve." – **Larry Newark**, medical interpreter

"If you are bilingual, interpreter training can help you develop the skills necessary to be a voice for non-English speakers in healthcare settings. Even as a non-native Spanish-speaker, I facilitate communication between Spanish-speakers and their English-speaking health care providers every day." – Kelly Grzech, medical interpreter

Tee Up Donations with Birdies for Charity

Here's a fun way to support Access Now. We're once again participating in a charitable fundraising program offered by the Dominion Energy Charity Classic.

The program, called **Birdies for Charity Presented by TowneBank**, will pay us a 10% bonus on the funds that we generate starting now through the end of the event on Oct. 20.

Birdies for Charity offers the option to give either a flat amount or an amount based on the number of birdies made by PGA TOUR Champions players during competition Oct. 17-20 (a birdie is one stroke under par).



[Read more about how it works.](#)

It's easy to support Access Now:

- [Visit the Birdies for Charity website](#), click donate and choose Access Now, Inc. as your charity. (Credit card fees will be taken out for online donations).
- If you'd rather make your donation by check, **write your check out to PGA TOUR Charities Inc. and write Access Now, Inc. in the memo line.** Mail your check to:

Dominion Energy Charity Classic
ATTN: Birdies for Charity
707 East Main Street, Suite 1025
Richmond, VA 23219

Thanks for your support!



'Kindness, respect and dignity'

*"When my health problems began, I had completely given up hope since I had no income, no insurance and no Medicaid. When they told me Access Now will help me get specialty care, I was very relieved. I was reborn." - **Demeke Habtewold**, who has seen specialists for a variety of medical conditions*

Check Out Access Now's New Website



Learn how you can make a difference and ensure the health of our community. Access Now's new website has information for patients, for clinics and for physicians.

[Click here to visit AccessNowRVA.org.](http://AccessNowRVA.org)

Helping a Volunteer Get Back to Community Service

A former truck driver who now volunteers for the American Red Cross, **Michael See** was

hesitant to get the care he needed for a variety of ailments. *"I almost waited too long to go to the hospital because I didn't have insurance."*

Fortunately, he learned about Access Now, and saw specialists in cardiology and orthopedics. *"Access Now was a godsend. They treated me very well, and I'm better now,"* says See.

Thanks to Access Now, he's looking forward to returning to the Red Cross and continuing to be an active community member.

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Now when they're shopping at Amazon Smile. No problem! It's easy to support care of patients in Central Virginia while you shop! If you're prompted to select a charity, be sure to choose **Access Now Richmond**.

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- [Click here](#) to support Access Now.

And while you're getting your groceries, please support Access Now at all Kroger stores:

Kroger Community Rewards

- Kroger Community Rewards makes fund-raising easy.
- All you have to do is shop at Kroger and swipe your Plus Card!
- [Click here](#) to sign up.

[Visit our website](#)

Access Now

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<http://www.AccessNowRVA.org>

The Board of Directors and Staff of Access Now thank the following for their generous support:

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