

# THE PATIENT'S NAVIGATOR

August 2020

Access Now - a program of the Richmond Academy of Medicine

[Visit our Website](#)



Total number of patients seen since Access Now began  
**15,363**



Total current number of specialty care volunteers  
**1,072**



Total reported value of donated care since Access Now began  
**\$53.2 million**

## Introducing our newest team members

Access Now is excited to introduce two new care coordinators that were hired this spring. Karina Vences and Cindy Mejia joined team members Jim Beckner, Sue Speese, Leslie Gibson, Meli Bultron and Sanchita Dasgupta who together ensure that Access Now patients get the medical care they need from our more than 1,000 volunteer physicians.



Karina, a recent graduate of James Madison University, believes that everyone deserves high-quality medical care, regardless of ability to pay or to obtain health insurance. "Being part of a program that aims to help uninsured individuals get the medical attention they need is truly rewarding" she says. "I believe I'm a good fit for Access Now because we both share the same overarching goal – to help those in need!" Karina also is taking an online medical interpreter course that will enable her to assist more Access Now patients get the care they need without delay due to language barriers.

Cindy, who is working towards a health science degree, says she is proud to work at Access Now. "Helping people has always been in my nature and I think it's critical for everyone to have access to a provider regardless of their income or insurance status," she says. "Working with this incredible team has been an honor. I see them work hard every day, and I always learn a thing or two everyday I'm here. I'm also thankful of everyone being so welcoming and friendly."



***"I had been in serious pain for five months with hip pain, but Access Now to the rescue! I was blessed to have a total hip replacement. The staff at Access Now really rocks! They are very professional and very helpful." – Treina F.***

**Pandemic hasn't stopped us from helping patients**



In mid-March, it seemed like much of the world shut down completely. But at Access Now, we knew our patients' care couldn't always wait. So like many physicians' offices, we created a way to ensure that patients' conditions didn't spiral out of control.

- We extended some patients' coverage while clinics moved from in-person to virtual visits.
- We assisted patients with re-enrollment.
- We reached out to our active patients to explain what to expect, including screening questions and area COVID-19 hotline services.
- We rescheduled some visits to be virtual and explained different protocols they could expect.

Access Now staff learned that being nimble during challenging times is one of our biggest assets. "The Access Now team never missed a day and never lost focus on what mattered most, our patients and their needs," says Access Now's Executive Director James G. (Jim) Beckner. "They met every new challenge with an even better solution. Access Now made sure patient care kept going because patient need never stopped."

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***"I will always keep you all in my prayers. Love you all for your support in my hard times." – Nida J.***

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## **Bold Women of Richmond**

Connie Moslow, executive director of the *Free Clinic of Powhatan*, first moved to Powhatan about 37 years ago she began volunteering and noticed a lack of affordable medical care. It was after she discovered that Powhatan residents were visiting Richmond's free clinic in search of care that she decided to create one for her community. "I waited around thinking someone else would start one, and no one did. So I thought, 'Well, let's go do it.' It's been a great thing for the county, it's been a great thing for me, it's been a good thing for our patients, it's been a good thing for our staff."



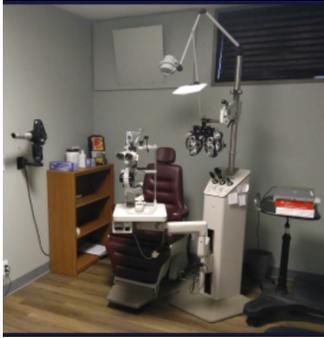
**Dr. Wendy Klein**, medical director at Health Brigade, never saw a female doctor while growing up. Despite not seeing these role models, she developed a passion for medicine at a very young age and continued to pursue her dream. "It's an incredible privilege to be able to take care of people, and it's also very challenging and very intellectually fulfilling," she says. "I love learning and I love teaching, and medicine is a pathway to those things."

Dr. Klein retired this summer, and Access Now thanks her for her tireless commitment. We wish her all the best.

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***"I don't know how I would have made it without Access Now. They have helped***

## Volunteers needed!



COVID-19 has seriously disrupted many lives and businesses. Free clinics also have been hit hard. Pre-COVID, CrossOver Healthcare Ministry's eye clinic had four to five ophthalmologists and optometrists on its roster of regular volunteers. However today, there's only one – and plenty of patients who need care. CrossOver is seeking providers to donate a half day each month (or every other month) to see patients at its Quioccasin Road clinic.

If you can help, please [CLICK HERE](#) for more information.

***"I would have been completely blind. Since I have been seeing the Access Now physician, it has been well managed. I have been able to live a better life, doing things for myself and going for walks. I do not need assistance from people." – Victoria S.***

## RAM Gala moves to 2021

Good news; you'll have more time to practice your dance moves. Because of concerns about the coronavirus pandemic, the Richmond Academy of Medicine has rescheduled its 200 Year Celebration Gala, originally planned for Nov. 14, 2020 to Nov. 13 2021. Proceeds from the Gala will benefit Access Now. Expect a party befitting the Academy's 200-year anniversary, with dinner, dancing, a silent auction and lots more! Look for more information coming early in 2021.



[Make a donation](#)

## Access Now

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<http://www.AccessNowRVA.org>

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

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