

# THE PATIENT'S NAVIGATOR

August 2021

Access Now - a program of the Richmond Academy of Medicine

[Visit our Website](#)



Total number of patients seen since Access Now began  
**16,252**



Total current number of specialty care volunteers  
**1,132**



Total reported value of donated care since Access Now began  
**\$57.8 million**

## Access Now earns top rating from NAFCC



**Access Now** recently earned a **2021 Gold Rating** from the National Association of Free and Charitable Clinics Quality Standards Program.

NAFC Quality Standards elements include policies and procedures related to the following areas: Administrative, Enhanced Access and Continuity of Care, Identifying and Managing Patient Population information, Planning and Managing Care, Providing Self-Care Support and Community Resources, Tracking and Coordinating Care and Measuring and Improving Performance.

Access Now serves thousands of uninsured patients in the Richmond area, connecting them with specialty providers who volunteer their time to ensure that no one goes without care.

## 'A true blessing'

*"I was having a very painful ear infection. There was no way I could afford to see a specialist without Access Now. Everyone I ever spoke to at Access Now has been very kind, full of compassion and caring. They could give lessons on how to treat people with dignity and respect. Access Now staff and physicians are a true blessing!"*

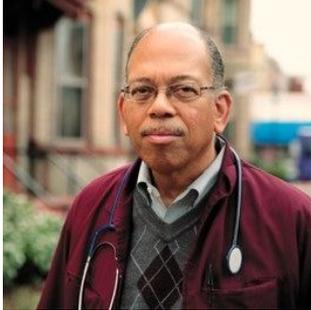
- **Marie C.**, Access Now patient



## Meet our Board: Joseph W. Boatwright, III, MD

### How does your "day job" relate to Access Now?

I am a solo semi-retired pediatrician in Jackson Ward. I spent my childhood here, and began my pediatric practice in 1978. My



mission was always to provide access to good health care which, from my birth, was a challenge in this city.

### What inspired you to join the Access Now Board?

Walking from my home in the Randolph area to my high school, Maggie Walker, along Lombardy Street, there were frequent reminders of the hospital and doctors' offices where Blacks were not welcomed, even though there were many middle-class families like mine not on welfare and with health insurance.

I thought the answer was simply more Black doctors opening offices, supporting the original Richmond Community Hospital where I was born, then seeing the next patient and sending in the bill for services rendered. I did not appreciate the other challenges to accessing health care, recently known as health disparities, social determinants of health, politics, etc. As a consequence, I joined numerous committees and boards that have addressed unique problems relating to accessing health care, which lead to my joining the Access Now Board.

### What do you think is the most important component of Access Now?

I feel Access Now serves a unique purpose. Many strategies have developed over time, including indigent care, managed care, meaningful use, Obamacare, etc., but somehow there are still many patients who fall between the cracks. So many patients have benefited greatly from the health care they have received through Access Now.

## New QR code helps connect patients to services



To provide a more efficient way to guide uninsured patients to information about the safety net and how to qualify for the program, Access Now has created a flyer with a **unique QR code** that can be put up in participating specialist's offices.

Interested in having flyers sent to your office? Please contact us!

## Introducing new Access Now staff members

Access Now is pleased to welcome two new bilingual staff members to our team!

**Kyomi Ota** joined us this summer as a Care Coordinator. With a background in interpreting, she is committed to helping patients get the care they need. "We are all humans right? In different situations but we all need the same care, an appointment to a gynecologist or treatment for cancer. How could I not help others when I can? I could be one of them one day."



She says she's impressed with the teamwork dynamic she's found at Access Now. "We help each other so much one way or another, trying to help as many patients as we can."

**Zugeily Ramirez**, our new Input Coordinator, joins us after several roles in accounting. She also had worked as a freelance translator for a health system, a position she says inspired her to join our team. "The main thing that attracted me to the position was how much we service those in need here in the area. We are a small team, yet we help so many people."

Ensuring that all patients can access quality care is important to her. "I take a look at all aspects of the application," she says. "If I – or a loved one – ever needed care, I'd hope to get the same type of compassion."

## Enriching our community

"By working with area safety net clinics, and partnering with physicians and area hospitals, Access Now enriches our community by coordinating specialty care referrals for individuals without insurance. We see how Access Now, one patient at a time, makes for a healthier, stronger, more vital Richmond community, to the benefit of us all."

– **Georgian deBlois, MD**, longtime volunteer, donor and former Access Now board member



## The gift of giving with Amazon Smile



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### Access Now

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