

THE PATIENT'S NAVIGATOR

August 2022

Access Now - a program of the Richmond Academy of Medicine

[Visit our Website](#)



Total number of patients seen since Access Now began
17,183



Total current number of specialty care volunteers
1,189



Total reported value of donated care since Access Now began
\$64.1 million

Introducing our newest employees

This summer, Access Now welcomed two new staff members to our team! **Claudia Wall** and **Lilian Moran** will help ensure that uninsured patients in Central Virginia get the care they need.

Claudia, Input Coordinator, joined our staff in May after working for a nonprofit clinic for more than three years. "I have had the opportunity to have a relationship with Access Now for a few years now and in many ways," she says. "A few years ago, my father fell very ill and was diagnosed with cancer. I was the only financial support for my



parents, and it was an impossible task to cover the cost of their medical treatment. I was able to get help at a nonprofit clinic that helped us with primary care services and from there we were introduced to Access Now. It was truly a blessing that my father was able to receive the urology-oncology services he needed through the program.

"I believe that health care should be a right and not a privilege," Claudia says. "I understand from my own experience how much it means to be able to receive timely and reliable medical attention when facing health problems that require specialized help and there is no access to the necessary financial resources."

Lilian, Care Coordinator, comes to Access Now with nearly nine years of experience at Southwest Neurosurgical Associates in Florida. "I wanted to come to Access Now because I really want to make a difference in helping patients who don't have any health insurance," she says.

"I am passionate about helping the patients get the care they need, because growing up I witnessed first-hand how many of my family members struggled obtaining health care when they had no health insurance. I also witnessed them struggling with the language barrier."

Like the rest of Access Now's staff, both Lilian and Claudia are bilingual, important because about 77 percent of Access Now's patients speak Spanish as a first language.

Meet Our Board: Ushita K. Patel, DPM



Ushita K. Patel, DPM, is a podiatrist at SynergyHealth Foot & Ankle. She received her doctorate in podiatric medicine from Temple University in 2012, where she earned multiple awards for academic performance and clinical research. She completed a 3-year hospital-based interdisciplinary residency in podiatric medicine and surgery at Long Island Jewish-Northshore Health System located in Nassau County, NY. She has also earned a degree from the University of Toronto.

In her free time, Dr. Patel enjoys participating in podiatric associations, cooking, craft projects, travel, hiking, sewing and art.

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

Being both a physician and a business owner, I feel it is important to become a part of the fabric of the community I serve and to give back to it.

What made you decide to join the Access Now Board?

As a podiatrist (DPM) I want to represent our unique profession to the wider medical community and show what a wonderful partner we can be. Our practice has provided free care to the uninsured since it began, so participation was a natural fit. In addition, there is a great need for podiatric care amongst the uninsured and we hope to encourage other local podiatrists to participate in the Access Now network through my leadership role with the Virginia Podiatric Medical Association.

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

Providing care to uninsured patients in a timely fashion.

How does Access Now enrich our community?

Helping our patients live their best and most productive lives, reducing burden on the system through prevention, and facilitating collaboration with the other members of the Access Now physicians and staff.

What else would you like to tell us?

I also serve as Treasurer of the Virginia Podiatric Medical Association, and participate with Rotary Club of James River (Richmond), and the Heart of Virginia Council - BSA.

Specialty volunteers needed

Access Now depends on the generous support of physicians and other health care providers who donate their services so that every patient has a chance for the specialty care they so desperately need.

We're looking for:

- ENT
- Rheumatology
- Podiatry
- Ophthalmology/Optometry



Interested in volunteering with Access Now? Contact [Leslie Gibson](#) at (804) 622-8143.

Access Now helps patients return to their lives

"Thanks to Access Now, my quality of life is better. They help me not to worry and be more productive. I feel like myself again."

– **Luis**, Access Now patient



Access Now benefits from myWalgreens donation program

Here's a new way to support us: Access Now is one of only three area nonprofits selected for the **myWalgreens donation program**.

Walgreens partnered with in/PACT and The GoodCoin Foundation to help implement the program across the country.

Members of the myWalgreens loyalty program will be able to earn and donate Walgreens Cash rewards to Access Now. This program will be available through the Walgreens mobile app and online at Walgreens.com.



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