

THE PATIENT'S NAVIGATOR

February 2023
Access Now - a program of the Richmond Academy of Medicine

Visit our Website



Total number of patients seen
since Access Now began
17,718



Total current number of specialty
care volunteers
1,163



Total reported value of donated
care since Access Now began
\$68.1 million

RAM gala benefits Access Now

What a great night! Richmond Academy of Medicine members gathered Nov. 19 to celebrate 200 years of supporting medicine in Central Virginia. The evening, which drew nearly 400 attendees, benefitted Access Now. Thanks to the generosity of patrons, our organization received **more than \$55,000** to provide care to uninsured patients.

Thank you to supporting Access Now, at the gala and throughout the year with your donations of time and money!



[CLICK HERE](#) for more photos from the event.

Introducing our new program manager



Access Now is excited to have a familiar face as our new program manager.

Melizandra "Meli" Bultron was promoted to the position late in 2022.

At Access Now, Meli began as care coordinator, worked up to program coordinator and now, as program manager, is responsible for reporting on key performance indicators to monitor progress against strategic objectives and program goals.

Meli came to Access Now in 2015 after a rather unconventional career path. Before moving to Richmond, the Puerto Rico native held several jobs in customer service and management with the federal government. She also worked as a retail manager.

When Meli joined Access Now, she found that her talents melded with her commitment to

...serving the community. "The most surprising and encouraging part about Access Now is the overwhelming generosity of all the medical volunteers and practices in the area," she says. "The amount of time our medical volunteers, administrative staff and their offices donate to treat patients is remarkable and it is also impressive the variety of services we are able to offer because of them. In house, it amazes me how a small administrative team is able to carry such an important mission with the help of our clinic partners and volunteer specialists."

In her new role, Meli looks forward to facilitating Access Now's pledge to get patients the care they need.

"No matter anyone's background or current circumstances, quality and preventative healthcare should not only be for those who are able to pay for it. Every person deserves access to the medical care they need."

'Immensely grateful'



"I am immensely grateful. Ever since the first visit, they have been very cordial, attentive professionals and are always ready to support us and clarify any doubts that may arise during any stage of the process." – **Richard López**, Access Now patient

Meet Our Board: Charlie Jung, MD

Charlie Jung, MD, has served on the Board of Access Now since 2019. This busy physician understands the importance of making time to serve uninsured patients in the Richmond area.

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

I am a urologist at Virginia Urology and am part of a large single specialty group that provides access to patients within the Access Now community.

What made you decide to join the Access Now Board?

I was asked to join a few years ago and wanted to learn more about Access Now and help contribute to those in need. Furthermore, my parents were first generation Korean American immigrants, and I can personally recall growing up without access to health care. So contributing to an organization that helps those without access to health care has some extra personal meaning.

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

The physician and administrative volunteers that allow for good quality health care to those that would otherwise have unmet health care needs.

How does Access Now enrich our community?

I think it directly helps community members without access to specialty care, which is an important part of health care. As a physician volunteer who has provided care to Access Now patients, I also feel that there is an enrichment that occurs on the provider side by connecting with patients that would otherwise have trouble getting into see you.



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:

- Otolaryngology

- Ophthalmology
- Rheumatology
- Endocrinology

Interested in volunteering with Access Now? Contact us at (804) 622-8146.



'Promptness, kindness and perseverance'



"I have seen promptness, kindness and perseverance regarding my health. Without insurance and no job, it's difficult to take care of my family. Thanks to Access Now, I can be at ease during my recovery.!" – **Jorge Perez Romero**, Access Now patient

Access Now launches new system

In November, Access Now launched our new computer software system, Family Health Administration System Electronic Services (FHASES) to help Access Now personnel manage patient information, referrals and appointments.



The new system provides a secure infrastructure, continuous system updates, a centralized data center and system support, all with the result of better service for our patients and providers.

Committed to the community

Access Now's 2023 Annual Clinic Meeting will be held Friday, March 3. Attendees from 34 area clinics will receive information on procedures, specialty updates and the new software system, FHASES.

A big thank you to all the clinics that work with Access Now!

Annual surveys coming soon



We want to hear from you!

If you are a volunteer specialist with Access Now, be on the lookout for Access Now's annual satisfaction survey. This also is your opportunity to make any adjustments to your current agreement with the Access Now program.

If you ever have any questions or concerns, contact Access Now Program Manager **Meli Bultron** at 804-622-8143.

Access Now benefits from myWalgreens program

Here's another way to support Access Now: 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.

Make a donation

Access Now

(804)622-8145

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<http://www.AccessNowRVA.org>

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