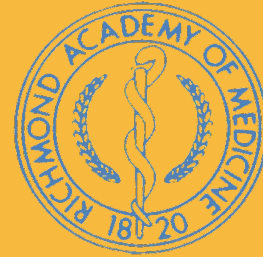


THE PATIENT'S NAVIGATOR



Access Now

Fall 2024
A PROGRAM OF



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Access Now's 2023 Annual Report is now available! Please click the links below to see how our valued donor dollars are being put to the best use for our region's most medically vulnerable people.

[2023 Annual Report](#)

[2023 Donors List](#)

To support Access Now in its essential mission, please click the button below:

[Make a Donation](#)



Total number of patients seen since **Access Now** began:
21,800



Total current number of specialty-care provider volunteers:
1,180



Total reported value of donated care since **Access Now** began:
\$75,054,826.63

Statistics are current through September 30, 2024.

PROVIDERS: Need for Volunteers is Greatly Increasing

Access Now and the patients it serves are incredibly thankful for each and every second of time our nearly **1,200 physician volunteers** carve from their busy schedules, as well as their awe-inspiring gift of life-changing medical treatments performed *pro bono*.

The cost of living continues to rise: Groceries, gasoline, and so many other essential products cost more and

more, cutting further into the means of many Central Virginians and driving more into the healthcare safety net. The unemployed, uninsured and underinsured are having a tougher time obtaining vital care than ever before.

Access Now is as dedicated to its mission as ever, but in order to succeed, we absolutely need even more generous physician volunteers who are willing to lend their expertise in helping our most vulnerable neighbors.

So many have given so much; it's not easy to ask even more of them. That's why, if you or someone you know is a healthcare provider willing to lend a hand, we want to hear from you! Please contact Sue Speese at sspeese@ramdocs.org or call 804-622-8134 if you wish to learn more about our program and how to become an invaluable part of a priceless charitable mission!



Meet Our Board: Debbie Trainer, Ph.D.



Debbie Trainer, Ph.D. is a community volunteer who serves on Access Now's Board of Trustees as Secretary. She received her doctorate in Pathology from Thomas Jefferson University in Philadelphia, then accepted post-doctoral and later full-time Senior Scientist positions at (then) Smith Kline & French Labs in Philadelphia, doing cancer research.

After her move to Richmond, she integrated in the **science and medical communities** as a volunteer, serving on the [Science Museum of Virginia \(SMV\)](#) Foundation board of directors and eventually as President of the Foundation. She also gave of her time and expertise as a member of the Board of Trustees of SMV and as Acting Director of the SMV Foundation.

Because her husband was a cardiologist, she became aware of the need for volunteers to further their causes in the Richmond community and statewide, eventually serving as Presidents of [Richmond Academy of Medicine Alliance \(RAMA\)](#), RAMA Foundation, and [Medical Society of Virginia Foundation \(MSVF\)](#). She became involved in lobbying the local and federal legislatures for medicine related issues/bills that those medical societies deemed important to further the role of physicians in our communities and their practices.

She has also initiated and coordinated science labs and science fairs in several public schools in Henrico County, engaging parents, teachers, and students in hands-on science labs to coordinate with the statewide science curriculum.

She is married to Tim Hagemann, a newly retired cardiologist with [Virginia Cardiovascular Specialists](#). They have two grown and married sons and lots of grand-cats. In her spare time, she enjoys hiking, backpacking, traveling, cycling and running.

We caught up with her to get her angle on the Access Now program.

What inspired you to volunteer your time on the Access Now Board?

When I realized that Access Now is the direct link between much-needed specialty care for vulnerable patients in need, and physicians in our community who are willing to donate that care, I was hooked! Although I'm not a physician myself, I could see that there is a role for community volunteers who understand the needs of our community and also have served in leadership positions, familiar with the workings of organized medicine. The staff and board at Access Now are committed to making sure that each patient receives the care they need and their passion is contagious. I was thrilled to be asked to serve on the board with other very effective and enthusiastic advocates in support of the unique role that Access Now serves in fulfilling unmet health care needs in the Richmond area.

What is your vision of Access Now's mission?

The niche that Access Now fills in the community is unique and vital to ensuring that the most vulnerable in our community receive specialty medical care that would otherwise be unavailable to them. It is the direct line connection between patients in need and the physician. My vision is to see the partners involved continue to be responsive to the needs of the community and evolve in step with the patient populations, health care and regulatory environments, and funding needs. Access Now has been the hub in accomplishing that with huge success along the way and I have confidence that that vision will remain the top priority.

How does Access Now intersect with everyday physician practice?

Having a spouse as a physician and my own connections to many medical practices throughout the Richmond area, I have witnessed how eager and thankful doctors are to have such an opportunity to join forces with a highly trained and committed organization that has the behind-the-scenes infrastructure to identify patients who need their services, allowing them to focus on what they do best - provide much needed medical care that can change lives.

Have you witnessed the effects of Access Now on our community?

The proof is in the data and direct feedback from those we serve!! Access Now has successfully engaged the community and fully funds its needs through buy-in of community leaders/organizations, the safety-net system that deems the service reliable and effective and the clients who continue to provide high satisfaction ratings. There's no better testament to effectiveness than that.

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

What really impresses me most about Access Now is the staff. They treat everyone with compassion and dignity, and they are advocates for folks who aren't accustomed to having an advocate, especially ones as enthusiastic as Access Now.

Our staff identifies the needs and problem-solves how to meet those needs. I'm so impressed with their ability to connect all the moving pieces, coordinating physician recruitment and garnering community awareness, support, and funding, all while keeping the patient front and center.

What else would you like Access Now's friends to know?

Access Now makes sure we have a healthier community, working toward correcting imbalances in the system. Patients must navigate a complex and ever-changing health care system and staff helps them do that with the invaluable support of our many volunteer physicians.

Access Now checks all the boxes when you look at how a nonprofit should operate. It's got a strong mission and a strong base of operations.

CME Hours for Volunteering

Did you know that volunteer providers can earn 1 hour CME credit for 1 hour of volunteering, up to 15 credits to fulfill the 30 Type 2 CME credits they need?

[!\[\]\(7d1d6890825e83a6a4a51febe2dcc7f3_img.jpg\) Learn More!](#)

Up to 15 of the Type 2 continuing education hours may be satisfied through delivery of services, without compensation, to low-income individuals receiving services through a local health department or a free

clinic organized in whole or primarily for the delivery of health services. One hour of continuing education may be credited for one hour of providing such volunteer services. For the purpose of continuing education credit for voluntary service, documentation by the health department or free clinic shall be acceptable.



Access Now Staff Find Their Work Most Fulfilling

We asked our dedicated Access Now team members what they find most fulfilling about working for the organization. Here's how they responded:

"What I find most fulfilling about working for Access Now is the opportunity to make a **tangible difference in someone's life**. Every day, I help people **access essential care** that they might otherwise go without. It could be something as simple as ensuring a diabetic patient gets their annual eye exam or helping someone finally address the lower back pain that has been troubling them for years. Knowing that I can help people **avoid unnecessary trips to the ER** by connecting them to the right care feels incredibly rewarding. It's about **providing relief and improving their quality of life**, especially for those who **couldn't afford it otherwise**."

-- Arlenys, Program Manager

"What I find most fulfilling about working for Access Now is the opportunity to **help those who struggle to access medical insurance**. Knowing that my efforts can **make a difference in someone's life**, providing them with the care and support they need, is incredibly rewarding. It's **inspiring** to be part of a team dedicated to ensuring that everyone has the healthcare they deserve."

-- Karyna, Program Liaison

"I am able to **help those who need it most**."

-- Natalia, Patient Coordinator

"Working for Access Now has been a very fulfilling experience as I get to make a difference in the lives of those in need. By **facilitating a connection between a patient and a provider**, I get to experience the **gratitude** and **appreciation** from those we help, which is extremely motivating. It reminds me of the **importance of my work**."

-- Jessica, Patient Coordinator

"Working for Access Now is incredibly fulfilling because it allows me to make a **tangible difference in people's lives**. The **sense of purpose** that comes from helping others, **no matter how small it may be** is unmatched."

-- Arianna, Intake Coordinator

"Thanks to Access Now, I am using my new prosthesis. For



me, it is a blessing...to start leading a normal life.”

- Jackelinnee, 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.



Access Now Holiday Closures



There's never a moment when Access Now's services are unneeded by the patients it serves. Between all the phone calls, scheduling, and follow-ups, our compassionate, devoted staff have more than earned some much-needed time with their families on the following days:

- Thursday and Friday, Nov. 28th - 29th (Thanksgiving)
- Tuesday, Dec. 24, 2024 - Wednesday, Jan. 1, 2025

From all of us at Access Now: Happiest of holidays to you and yours!

We hope the inspirational news shared here has brought a smile to your face today.

Should you feel so moved as to consider a donation, [please click here](#).

Any amount will go a long way in helping Central Virginia's uninsured find the medical treatment they need. Thank you for your support!



Access Now

(804) 622-8145

accessnow@ramdocs.org

<http://www.AccessNowRVA.org>

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

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Richmond Memorial Health Foundation
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The Jenkins Foundation
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