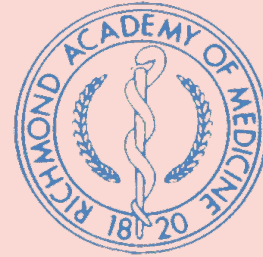


# THE PATIENT'S NAVIGATOR



*Summer 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:  
**20,967**



Total current number of specialty care volunteers:  
**1,179**



Total reported value of donated care since **Access Now** began:  
**\$74,080,237.89**

*Statistics are current as of June 30, 2024.*

## FHASES Upgrade Grants Improved Access for Referring Clinics

A new software enhancement within Access Now has enabled our partner **referring clinics** to enter their own information into our system. It's the latest upgrade designed to streamline care for our patients.

Access Now held a Zoom training class for all referring clinics to learn the ins and outs of the virtual improvement. Two clinics a week also received personalized training and troubleshooting to



master the new capabilities in our **Phases (Family Health Administration System - Electronic Services)** system.

All referring clinics have now been trained and are able to enter their referrals directly into Phases, thereby improving the efficiency and processing times for patient referrals.

## In Memoriam: Hazle Konerding, MD, 1947-2024

Access Now lost a true and devoted friend with the passing of **Hazle S. Konerding, MD**, on Monday, June 17.

Dr. Konerding was a founding member and, at the time of her death, Treasurer of the Access Now Board of Directors. Hailing from Alaska, Dr. Konerding found her home in Richmond following completion of her residency in 1977. The first thirty years of her practice in Richmond culminated in her participation in Access Now's founding in 2008, further fulfilling her devotion to bettering the health of our community.

She was a veritable trailblazer, becoming "a physician in an era when few women chose to enter medicine, much less seek leadership positions," as her obituary notes. Besides her instrumental role in the creation of Access Now, her resume of volunteerism in a host of organizations stands testament to her tremendous, unwavering spirit of service. A Founding Partner and President of Commonwealth Dermatology, Dr. Konerding also served as a past president of the Richmond Academy of Medicine (1993), among a litany of other organizations.



A natural leader, Dr. Konerding's authoritative presence belied her small frame. Exhibiting an aura of calm and confidence, as well as an impeccable sense of style, she commanded the respect of her peers while earning their love. Her dedication to her patients and her passion for legislative advocacy leave benchmarks for all to aspire to reach.

She is survived by her devoted husband, Karsten Konerding, MD; two daughters; and four grandchildren.

## Access Now Maintains NAFC Gold Rating Yet Again



Access Now is proud to have earned a **2024 Gold Rating** from the **National Association of Free and Charitable Clinics Quality Standards Program** for the fifth year running, having received the Gold Seal each time it has been shared since 2020.

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

## 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?

[□ 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.



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## Access Now Makes a Difference in Patients' Lives

"I am highly grateful to Access Now for their attention. They have been very patient with me in everything, Translating, in my appointments, their attention to me has been excellent in reference to my medical appointments. Access Now has always treated me with respect. Thanks to their perseverance, together with my social worker they managed to help me get a phone so I could be up to date with my appointments and needs. In these times of need, Access Now has been very supportive as they understand my situation, and still decide to help me in many ways. I send blessings to you and thank you for all you do." - Jorge

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## Access Now's Interpreter Class a Success



Access Now proudly partnered with **Liberty Language Services** through the **Virginia Poverty Law Center** to host an **interpreter training class** to area free clinics this past May.

Because most free clinics already run a tight ship, we spread the class over two weeks to guarantee minimal interruption to valuable services.

Out of ten participants, eight successfully completed the language proficiency test to become qualified interpreters. Access Now is particularly proud that two of the new interpreters are Access Now employees!

We thank all of our partners and participants for making a difference and improving the services our free clinics can offer to those most in need.

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## Access Now Holiday Closures

Access Now's compassionate staff are hard at work most days meeting with patients, making phone calls, scheduling appointments, handling paperwork, and performing countless other necessary functions to ensure continuity of care for our patients.

They will receive well-earned days off the following days, when our office will be closed:

Labor Day: Monday, Sept. 2nd  
Thanksgiving: Thursday and Friday, Nov. 28th - 29th  
Christmas through New Year's Day: Tuesday, Dec. 24, 2024 - Wednesday, Jan. 1, 2025

May you have a most enjoyable summer!



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## The Apple of our Eye: Quality Optical Care Collaboration



Many under- and uninsured people are particularly susceptible to **diabetes**. Unfortunately, oftentimes the earliest signs of the disease go unnoticed, especially when the patient is unable to afford a doctor's visit.

That's why Access Now, **MEDRVA Healthcare**, and **CrossOver Healthcare Ministry** have partnered to offer a no-cost eye care program to at-risk patients. These **diabetic eye screenings** check their eyes for problems, often before they notice any changes

in their sight. Finding and treating **diabetic retinopathy** early can reduce and prevent damage to their eyes and sight loss.

Our joint eye program is in full swing this summer! Since January, we've been able to complete screens for **53** patients. By helping catch and treat diabetes early, we are lessening future burden on the health care system. Thanks to our partners and staff for making it possible!

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## 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.



*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 scan the QR code at left.*

*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](mailto: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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OrthoVirginia  
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Richmond Memorial Health Foundation  
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