

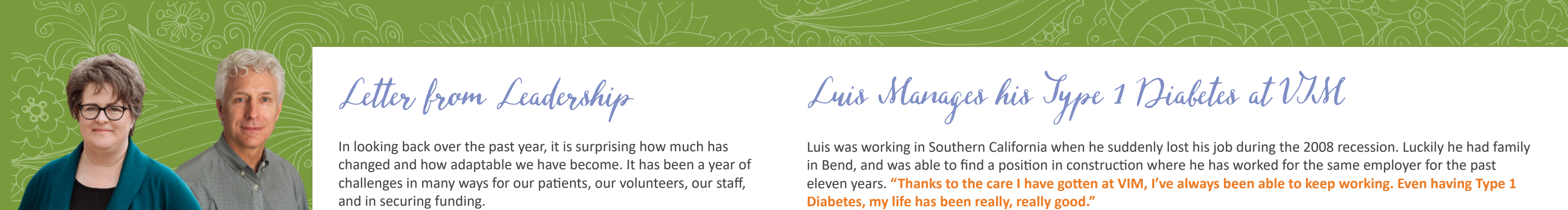
Annual Report *2019-2020*



We believe in the health of our community
Creemos en la salud de nuestra comunidad

Enrichment 🌸 *Empowerment* 🌸 *Compassion* 🌸 *Commitment to Quality* 🌸 *Collaboration*

Our mission is simple. We want to improve the health and wellness of the medically uninsured or critically underserved through the engagement of professionals, community partners, and dedicated volunteers.



Kat Mastrangelo, MPH
Executive Director

John D. Teller, MD
Board Chair

Letter from Leadership

In looking back over the past year, it is surprising how much has changed and how adaptable we have become. It has been a year of challenges in many ways for our patients, our volunteers, our staff, and in securing funding.

Our Patients: In Oregon, Latinos are 300% more likely to be COVID positive than non-Latinos. Our patients have been getting COVID tests since the spring. We are seeing a 36% positive rate for all our patients

who are tested. Most are women. Many are becoming positive through extended families or because of exposure at work. Our patients are not eligible for unemployment or CARES act funding. Missing work means missing pay.

Our Volunteers: The majority of our volunteers are over the age of 65, and at higher risk for COVID. After working so hard last January to “go live” on EPIC (our new medical records system), many have had to curtail their volunteering in order to stay safe. Clinic staff have worked to create virtual patient appointments that volunteers can conduct from home. We have received COVID relief grant funding and other grants to expand our number of laptops so that they can access EPIC from the safety of their homes. Between March and June, almost 100% of our appointments were over the phone or by Zoom. Weekly check-ins for diabetic patients, and daily calls for those who had COVID-like symptoms meant that we could keep people healthy and safe. Some volunteers have had loved ones sick or even die from COVID, so it hits close to home.

Our Staff: Our clinic staff have been inspiring in their ability to meet the challenges of using a new computer system, responding to COVID, caring for patients, and supporting our volunteers. We had Zoom calls in April for the volunteers who missed each other and missed attending their weekly VIM shift. We have reached out often patients medically at risk, COVID symptomatic, or COVID positive. We have distributed masks and hand sanitizer as widely as possible, and have developed new procedures to help ensure all who work here are safe and socially distanced.

Our Funding: VIM has been able to secure CARES act and other grant funding made available in response to COVID. We have been recognized as a key provider to the Latino community during the pandemic. We have participated in numerous discussions about how to best reach those in our community with low English skills, and limited literacy and health literacy skills. We have partnered with the Latino Community Association to ensure that patients at risk have access to wrap around care and financial support as they quarantine and recover. We know that this funding will not continue in the future, but we are grateful it has helped us expand our ability to care for our patients.

In all this change and uncertainty, one thing remains the same: Volunteers in Medicine is a vital part of the Central Oregon Community. As we continue to care for patients, dispense medications, give out flu shots, and weather this challenge, we know we can do it because of your support.

Thank you.

Kat Mastrangelo

John D. Teller MD



Luis Manages his Type 1 Diabetes at VIM

Luis was working in Southern California when he suddenly lost his job during the 2008 recession. Luckily he had family in Bend, and was able to find a position in construction where he has worked for the same employer for the past eleven years. **“Thanks to the care I have gotten at VIM, I’ve always been able to keep working. Even having Type 1 Diabetes, my life has been really, really good.”**

In 2015 Luis found himself in the St. Charles Hospital with a diabetic emergency. “I am so thankful to the friend who insisted on taking me, because I could have ended up in a coma or something even worse.” After his release, St. Charles referred him to Volunteers in Medicine for follow up and continuing care in order to manage his diabetes and his overall health. Diabetes is one of VIM’s top diagnoses, and diabetes management is closely monitored by our staff and volunteer providers and nurses. Through our free bilingual programs, VIM focuses on education and self-care for patients with diabetes and pre-diabetes.

“At VIM I meet with nurses and doctors to make sure my diabetes is under control and I have been able to attend diabetes education classes and work with a dietitian. For a while I had to come to the clinic three days a week and I got to know everyone!”

While attending diabetes education classes Luis discovered that the other eight patients had type 2 diabetes and found himself encouraging the others to care for themselves. Many of them had the opportunity to reduce or avoid injections or other medications, and Luis said, “I always try to transmit positive energy. I think that if I take really good care of myself then I can help others.”

For patients like Luis, who require five injections each day, the pharmacy is a crucial part of diabetes management. In the last year over 2,000 prescriptions, valued at \$1,157,000, were filled by VIM’s charitable pharmacy at no charge to our patients. In 2011 our dispensary became licensed as the third charitable pharmacy in Oregon and is a critical part of the safety net services provided at the clinic. In addition, providing patient education in our patients’ own languages whenever possible helps remove barriers and bridge the gap toward sustainable wellness.

“I have seen how VIM is always working to improve their quality of care. I have an uncle who died of diabetes and I just don’t want to end up that way. I am deeply grateful to VIM for the care they have provided me.”



Equitable Healthcare for Emma and Her Family

Emma, a stay-at-home mother of three, needed an eye exam but could not afford to go to an eye clinic. Her provider referred her to VIM, where she and her family qualified to become patients. Emma received vision care through VIM’s Ophthalmology clinic and has been able to access medications through VIM’s charitable pharmacy. Emma expressed her appreciation for VIM’s services: **“Medicine is really, really expensive, my family saves a lot of money being able to get medicine at the pharmacy.”**

Program Report

April 1, 2019 - March 31, 2020

STUDENT INTERNS

- 2 - Oregon Health & Science University 3rd year medical students
- 2 - Oregon State University - Cascades masters in counseling students
- 3 - pharmacist & certified technician students



NURSE TRIAGE & EMERGENCY ROOM DIVERSI ON PROGRAM

1,323 patient phone calls were triaged.
267 of those calls had an immediate need for care.
Of that, 236 (94%) were worked into VIM's schedule to keep these patients out of the ER. 31 were referred to the ER or Immediate Care because of the severity of their symptoms.
Estimated savings to St. Charles Health System ER: **\$698,667.00**



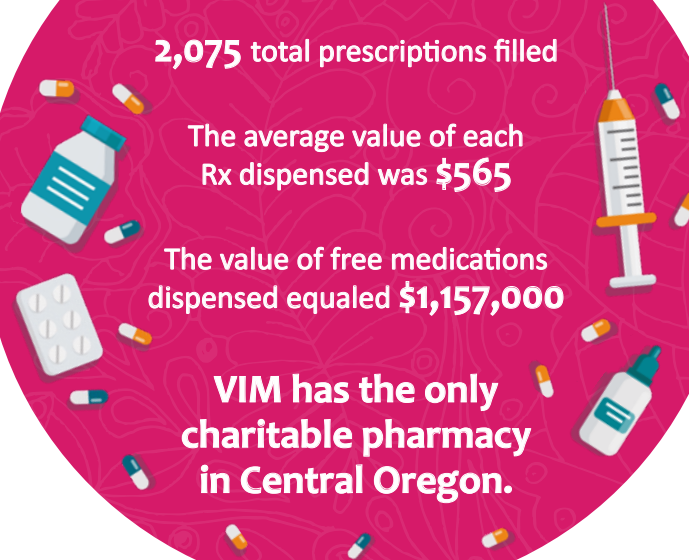
CHARITABLE PHARMACY

2,075 total prescriptions filled

The average value of each Rx dispensed was **\$565**

The value of free medications dispensed equaled **\$1,157,000**

VIM has the only charitable pharmacy in Central Oregon.

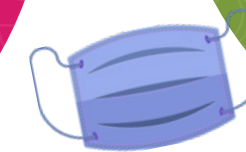


HISTORICAL INFORMATION

Since opening in 2004, VIM has cared for **8,024** low-income, uninsured individuals, providing a total of **103,794** patient visits in the VIM clinic.

The value of healthcare services & benefits provided to the local community in the 16 years since VIM opened is **\$106,000,000**.

St. Charles Health System charges VIM **\$1 per year** to lease the land.



WOMEN'S HEALTH

255 gynecological exams

132 mammogram referrals

PRIMARY CARE PROVIDERS

30 general providers

IN-CLINIC SPECIALISTS

23 specialists in the following areas:

Dental Hygiene	Physical Therapy
General Surgery	Ophthalmology
Mental Health	Rheumatology
Counseling	Orthopedics
Acute Care	Gynecology
	Cardiology
	Dietitian



PATIENTS

1,226 patients eligible for care.

7,720 in-clinic visits.

Each patient's household income was less than **250%** of the federal poverty line (below **\$54,300** for a family of three).

67% of patients were ages **30 - 49**.



VISION

31 prescription eyeglass fittings

147 had a vision exam



TOP DIAGNOSES

Diabetes
Hypertension
High Cholesterol

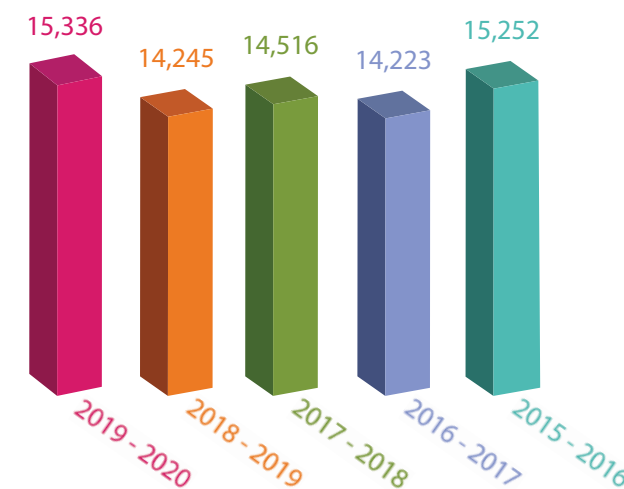


OFF-SITE COMMUNITY PARTNER REFERRALS

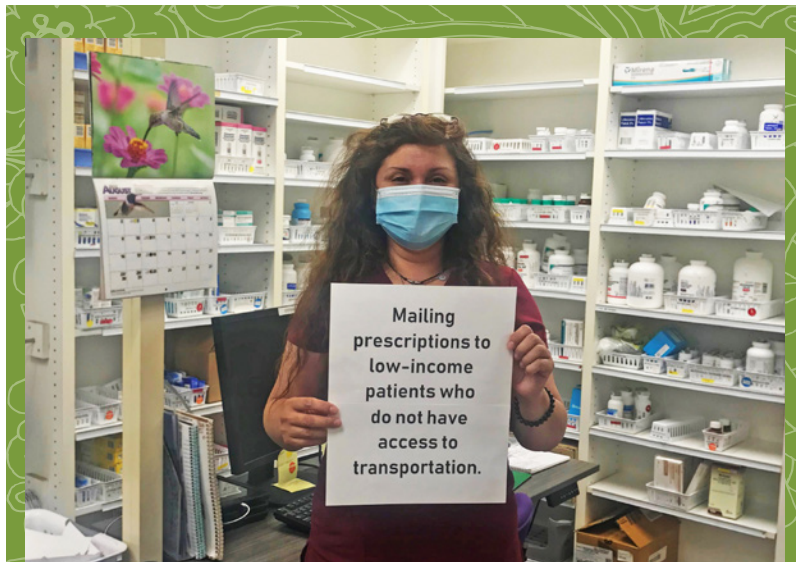
309 off-site medical providers donated
648 medical visits for VIM patients.
44 specialties were represented from 66 medical groups.



Volunteer Hours*



* The August Newsletter incorrectly stated the 2019-2020 volunteer hours as being at 14,212. This graph shows the correct number of hours for that fiscal year.



Charitable Pharmacy Technician, Stella. To limit contact, and as a way around transportation barriers many of our patients face, VIM began mailing medications directly to patients.

Never Left Behind in Hard Times

Oskar describes his hometown of Mexico City as a very aggressive and violent city, so he moved to California. About a year after he moved to the states his sister encouraged him to move to Central Oregon, where he has now lived for more than 20 years. He says Bend is a much better place to raise his family: three wonderful children who all continue to live and work in Central Oregon. About fifteen years ago, he recalls, someone suggested he call the clinic to start getting more regular medical care. **"I personally have been helped tremendously by VIM. The people are fantastic, they help me keep my diabetes under control and they even helped me get an operation for a hernia."**

COVID-19 has greatly impacted Oskar and his family economically. For the past five years he has been working as a gardener, but since the outbreak he has lost a lot of work. Thankfully, he has been able to continue his care at VIM and receive insulin from the pharmacy as well as test strips and lancets to manage his diabetes at home. **"VIM has always been very good to me and the Latin community here in Central Oregon."**

Eli Lilly & Direct Relief Aid Diabetic Patients

This year, with support from Direct Relief and Eli Lilly, VIM has implemented virtual navigation, education, and health services for our diabetic patients. VIM's diabetic patients - like Luis and Oskar- have also benefited from Eli Lilly and Direct Relief's prescription medication donations. VIM's integrated charitable pharmacy provides prescriptions free of charge. These two donors support this program through three classes of donated supplies: several types of insulin, GLP1 Receptor Antagonists, and DPP4 Inhibitors. Our medical director and pharmacy director appreciate working with Direct Relief and Eli Lilly because the process is simple and streamlined: VIM can more effectively get needed medications to patients in need.

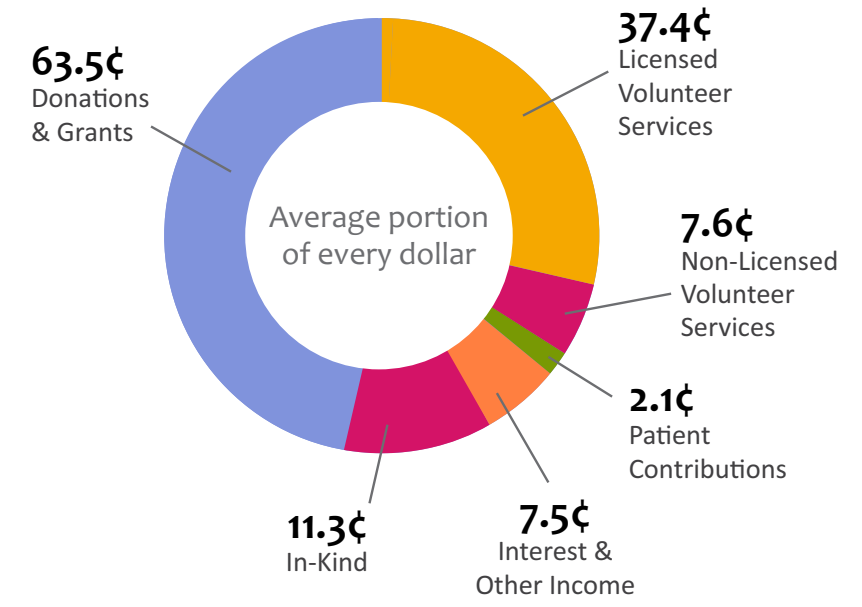


Volunteer Anthony (PharmD), receiving medications from Direct Relief.

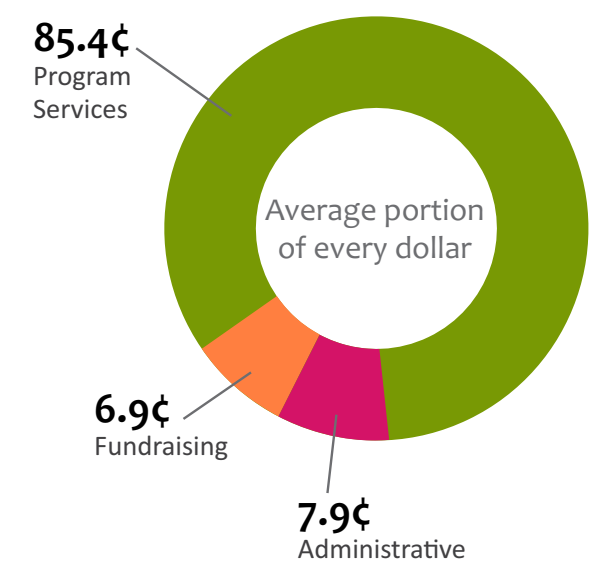
Program Report

April 1, 2019 - March 31, 2020

REVENUE AND SUPPORT \$1,922,331

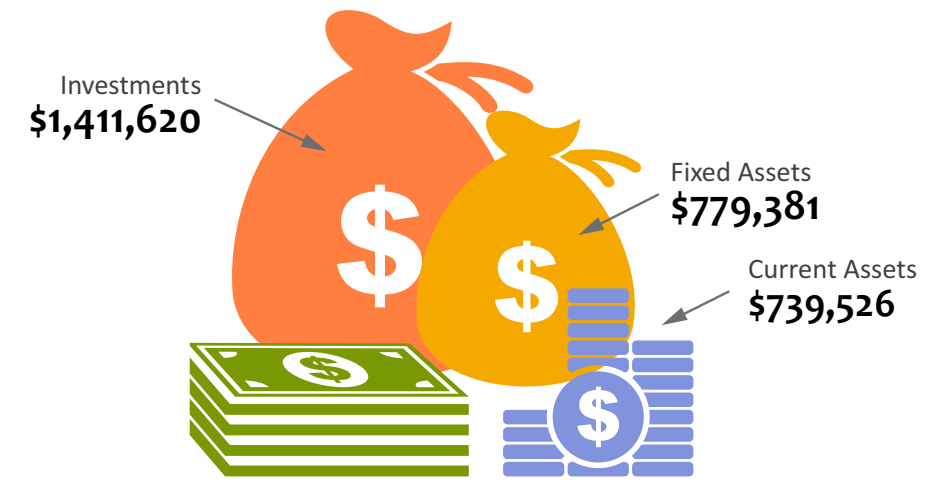


EXPENSES \$1,866,362



Balance Sheet

TOTAL ASSETS \$2,970,527



TOTAL LIABILITIES AND NET ASSETS \$2,970,527

Current Liabilities	\$29,975
Long-Term Liabilities	\$0
Net Assets	\$2,940,552

Honor Roll of Donors 🦋 April 1, 2019 - March 31, 2020

North Sister (\$25,000+)

Coverys Community Healthcare Foundation, Inc.
The Darhl & Donald Guinn Family Fund of the Ayco Charitable Foundation
Maybelle Clark Macdonald Fund
Meyer Memorial Trust
PacificSource Foundation for Health Improvement
Sister Catherine Fund at St. Charles Foundation
St. Charles Health System
The Collins Foundation
Tykeson Family Foundation

Middle Sister (\$10,000 - \$24,999)

Appel Family Fund of The Oregon Community Foundation
Mahoney Family Fund
Summit Medical Group of Oregon
John Teller & Amy Tykeson Fund of The Oregon Community Foundation
The deLaski Family Foundation
OCF Joseph E. Weston Public Foundation

Broken Top (\$5,000 - \$9,999)

Bend Surgery Center
Chambers Family Foundation
City of Bend CDBG
Cow Creek Umpqua Indian Foundation
Gary & Kay Craven
Doris & Jim Delp, MD
First Interstate BancSystem Foundation
Cristy Lanfri
Les Schwab Tire Center
Lonza
Brad St. Clair, MD & Sara Studt, MD
BJB Charitable Trust
Tompkins Family Fund
U.S. Bank Foundation
Watkins-Beeman Charitable Fund

Mt. Bachelor (\$2,500 - \$4,999)

Anonymous (3)
The Jackson Family Charitable Fund
Donnie & Heidi Castleman
Linyee Chang, MD
Roger L. Fairfield & Dixie L. Fairfield
Katie & Jason Jundt, MD
Arthur & Margaret Lim

Pacific Power Foundation
Dennis & Beverly Pahlisch
Sandgren Family Charitable Fund, a Donor Advised Fund of the U.S. Charitable Gift Trust
The Loren D. Smith Fund

Mt. Washington (\$1,000 - \$2,499)

Anonymous
Les & Judy Alford
Benedikt Family Fund of the Oregon Community Foundation
Ellen & Daniel Bendt
Ann & Allan Bruckner
Mary & Ronald Carver
Robert & Carolyn Dietz
Lynda Dinneen
Cyril & Nancy Faries
Jennifer Franchuk, MD
Melissa Goldsmith
Bob & Frances Greenlee
GreenLoop IT Solutions
Hacker Charity Fund
Hanson Gift Fund
Kelly & Brad Hester, DMD
Richard S. Huson Family Fund of The Oregon Community Foundation
Knapp Family Philanthropic Fund
Nancy & William Laws, MD
The Stubbeman Family Foundation
William & Ann Lincoln
Jim & Marjie Lussier
Claudia & Stu MacDonald
Fran McCabe, MD
Eileen & Bruce McLellan, MD
Col. Don & Charlotte Miller
Bart, Sharon & Tess Mitchell
Craig W. & Linda J. Moore Family Fund of The Oregon Community Foundation
Dave & Judy Osgood
Pease Family LLC
Jim & Patti Petersen
Richard & Janet Powers
Republic Services
Tad Scharpf
Emily Schramm
Sheerin Family Fund
David & Lorraine Stuart
Sunriver Christian Fellowship
Outreach Ministry
The Hooter Fund II of The Oregon Community Foundation
Ward Family Fund of the Oregon Community Foundation

Pilot Butte (\$500 - \$999)

Anonymous (4)
Joel & Valerie Bailie, MD
Tom & Barbara Barber

Benge Family Foundation
John Berreen, MD
Jennifer Blechman, MD & Tim Carney, MD
Bluhm Family Donor Advised Fund of the Bank of America Charitable Gift Fund
Marian & Michel Boileau, MD
Brown & Brown Insurance
John & Kristin Carter
Consumer Cellular
Susan Decker, MD
David & Sheila Ellsworth
Sheila & Daniel Fohrman, MD
Sally & Thomas Foster III, MD
Marika Gassner, MD
Mike Gonsalves & Dr. Julie Hood-Gonsalves
Oliver Steinmeier & Cheryl Hadley, MD
Rev. Barry & Connie Heath
Joan Heinkel & Ben Massell
John & Lari Hodecker Family Fund of The Oregon Community Foundation
Jackie & John Hoffman, MD
Juliet Imes
Karnopp Petersen, LLP
Julia Kennedy
Dory Koehler-King & Max King
Mary Lefevre & Spencer Krueger, DMD
Shirley Laiho
Kat & Michael Mastrangelo, MD
Diane & Robert Mathews, MD
Ann & Thomas McGranahan, MD
Donna & Vernell D. Mills
Trudy & James Nevarov, MD
Molly Omizo, MD & Russ Omizo, MD
Joyce Ownby
Joan, Will, & Andrew Pease
Amanda & John Peoples, MD
Rosalee Reynolds
Ann Rhoads & Raymond Fuegy
Roane Family Revocable Trust
Kallie Schneider, MD
Julie Sheppard & Andy Caplan
Tom & Stephanie Sundborg
Stephanie Trautman, MD
Peter Vraniak, MD & Lindy Vraniak, MD
Jenn & Carl Welander
Wonderful Giving

East Lake (\$100 - \$249)

Anonymous (9)
Allison Leigh Avery
Judy Beam
Marlis Beier, MD & Dean Sharpe, MD
Maria Benavides
Bob & Jean Bennett
H. Leon & Marjorie Biggers
Shari Biggs
Glenn Bissell
Astrid Blackwell
Anonymous
William & Bonnie Boyd
Jerry & Carolyn Brockmeyer
Melanie Brown
Rita & Bruce Brundage, MD
Ronald & Wilda Bryant
Neil & Mary Bryant
Darby & Bill Burton, MD
Carlson Sign Company
Salome ans Russell Chauncey
Cynthia & Bill Claridge, MD
Mary Pat & Thomas Clasen
Barbara Cusack
Deschutes Family Care, LLC
Dorothy Dittler
Don & Judy Fisher
Mary Fowler
Steve & Erika Gallivan
Steven Goins, MD
Cindy & Steven Greer, MD
Shelley & Kathy Grudin
Timothy Hanlon, MD
Kathryn & Donald Harner, MD
Lynda & Tralve Jr. Hathorn

Paulina Lake (\$250 - \$499)

Anonymous (4)
Betty Armer
Kurt & Talena Barker
Maureen & Archie Bleyer, MD
Bob & Dellie Brell
Priscilla & Michael Buck, MD
DeAnn Cain
Pam & Ed Cheeney

Micaela Hayden
Janet Hildreth
Dennis & Karen Hoeper
Rev. William & Sara Hoffman
James & Janet Hudson
Lyle Jarvis
Cynthia Kane & Greg Zath
Donald & Ann Kelly
Brad & Alegria Kent
Larry & Becky Kierulff
Dorlee Kingen
Meryl Koesteer
Marianne & Robert Lebre
Bradley & Katherine Lemmon
Janet & Ralph Litchfield, MD
Liz Main
Michael J. Mastrangelo, MD
Adelina McBride
Walter McKnight & Sha Marie Brown
Barbara Munster
Gail L. & Phong X. Ngo, MD
Letje Orr
Gerardo Pandal
Karen Padrick
Peters Dermatology Center LLC
Pat & Darlene Ross
Toby Scott & Dr. Kim Friedman Scott
Robert Shannon, MD
Sue & Stanley Shepardson, MD
Kim Small
Jay & Yvonne Smith
Trish & Bill Smith Charitable Fund
Oscar & Laurel Sorlie
John Jr. & Courtney Souther
Mark & Karen Stanard
John D. Teller, MD & Amy C. Tykeson
Paul & Alechia Trout, DO
Michael J. Vermillion
Jeffrey Walkup
Thomas & Elizabeth Wightman

Deschutes Meadows (\$1 - \$99)

Accountable Tax & Bookkeeping Services
AmazonSmile
David & Dolly Andersen
William & Pamela Bagby
Robert & Patricia Bell
LaVerne & Philip Blatt, MD
Dorothy Bohn
Jim & Penny Brommer
Ruth Burleigh
Carol Cavoretto
Beverly Clarno
Dorothy Dittler
Don & Judy Fisher
Mary Fowler
Steve & Erika Gallivan
Steven Goins, MD
Cindy & Steven Greer, MD
Shelley & Kathy Grudin
Timothy Hanlon, MD
Kathryn & Donald Harner, MD
Lynda & Tralve Jr. Hathorn

Pastor Kenneth & Linda Johnson
Patricia Kent
Kroger Co.
Diane Monson & John Letovsky, MD
Shannon Mara & David Smullin
Elizabeth Marshall
Rod McPheeters
Toinette & Victor D. Menashe, MD
Oregon Recovers
Mary Overman
Tisa Overman
Eileen M. Peberdy
William & Phyllis Pengelly
Mike & Susie Penhollow
Zack Porter, DDS
James Porzelius, PhD & Linda Porzelius, PhD
Peter & Norma Post
Kerie Raymond, ND
Jon & Pauline Rhoads
Steve & Carol Rooney
Richard & Martha Samco
Kenneth & Betty Seidel
Chelsea Territo
Timm Family Dentistry
Todd Tornay, MD & Pam Tornay, MD
Stephanie Turner
Helen Vandervort
Rebecca & G. Alan Von Stein, MD
Sally Walker
Deborah White
Carol Woodard-Kozimor & Jeff Kozimor
Ann Woods
Mr. David & Mrs. Debra Young

Gifts in Honor

Joan Goodwin, BA, RN, CDE, Diabetes Educator (2)
Alex Winn (5)
Caregivers
Central Oregon Emergency Physicians, for our shared patients
Dr. and Mrs. Bruce Brundage
Dr. Kallie Schenider
Dr. Robert Hakala (4)
Jennifer Franchuk, MD
John Letovsky, MD & Diane Monson
Kristi Jacobs (2)
Louis and Jean Lucero
Mary Meador, MD
Mike Barber
Our Medical Frontliners, Both Volunteer and Paid, Who Serve Those in Need in Our Community
Sherman & Jacqueline Franz
Steve and Erika Gallivan
Jim & Maria Magoun

Gifts in Memory

Amy Frohnmayer-Winn
Art Lezin

Carole A Nuckton
D. Crystal Mitchell
Dallas Merchant
Gordon Robberson (2)
James McGregor
John Flatt
John Franchuk
John Morrissey, MD
Richard Carpenter
Willie Tykeson (2)

In-Kind

Alex Winn
Alice Houghtaling
Aloha Cafe
Andy Jacobs
Avid Cider Co.
Belinda Whipp
Bend Pet Express
Beth and Ed Irish
Birkram Yoga Bend Hot Yoga
Bledsoe Family Winery - Bend
Bowtie Catering
Broken Top Candle Company
Cafe Yumm (East Side)
Carol Woodard-Kozimor & Jeff Kozimor
Celestial Seasonings
Central Oregon Independent Practice Association
Cindy Buxton
Cor Cellars
Country Catering
Cynthia & Jordan Hunt
Danielle Sandwell-Mayer
Danielle Strome
David Coutin, MD
David Sandborg
Deborah Kaczenski
Deschutes Rheumatology, LLC
Don Moir
Eileen Chiechi
El Sancho Taco Shop
Elixir Wine Group
Fatbeam
FootZone Bend/ Bend Shoe Co.
Frank Turek
Gloria Elliott
Good Drop Wine Shoppe
GreenLoop IT Solutions
Greg's Grill
Hola! Restaurant
Jackalope Grill
Jackson's Corner East
James & Eloise McClain
Jeff Doran
Jenn & Carl Welander
Jerald Dethlefs
JoAnn Hare
Julia Dougan
Karen Spencer
Kat & Michael Mastrangelo, MD
Katherine Rianes
Kebaba
Klickitat Winery
Les and Carol Stiles
Les Margaritas Landscape Maintenance
Longboard Louie's (East)

Louise Goodman
Maragas Winery
Marion Darling, MD
Marlis Beier, MD & Dean Sharpe, MD
McKay Cottage Restaurant
McMenamins Pubs & Breweries
Michael Long
Michael Munsterman
Miriam Lipsitz
Moda Health
Mt. Hood Winery
Naked Winery
Naked Winery Bend Tasting Room
Newport Avenue Market
Nuance Communications, Inc
Old Mill District
Olive Garden
OMSI
Oregon Spirit Distillers
Oregon Zoo
Pine Mountain Sports
Printer Resources and Recycling
Republic Services
Revolv Mensware
Robert Arata
Robert Pohly
Ron Smith
Roxana Ocaraza
SA Kitesurf Adventures
Sharon Lichti
Sherwin-Williams - Bend #8554
SilverMoon Brewing
St. Charles Health System
St. Charles Medical Center Bend
Strictly Organic Coffee Company
Structured
Sunriver Brewing Company
Syncline Winery
Tate & Tate Catering
Teresa Fogelquist
Terri & Michael Hudson, MD
The Bend Tour Company
Thomas Drynan
Tim Scribano Photography
Tom & Judy McLeary
Toomies Thai
Tri County Paving, LLC
Vector Volcano
Virginia Contento
Wendy & Jim Inkster
Willamette Valley Vineyards
Wonderlust Tours
Zydeco Kitchen & Cocktails

Great care was taken to ensure the accuracy of the Honor Roll listing. Please let us know if we made an error or omission. Share your comments with Mary Overman at 541.585.9007 or mary.overman@vim-cascades.org.



Bend/Sunrise Lions Club Presents VIM with Honor Roll Award

Russell Chase, Lions Club Sight and Hearing Chair says, "The Bend/Sunrise Lions Club has worked with VIM for over 12 years, which has allowed us as well as other Lions Clubs in Central Oregon to serve many VIM clients. It is due to this great relationship that VIM was chosen for this award."

Pictured Left to Right: Russell Chase; Kevin Korn, Club President; Kat Mastrangelo, VIM Executive Director

Dr. Young Steps Up for Our Community

Dr. Jeanne Young has been practicing in Bend as a chiropractic neurologist with a proclivity for complex illness and infectious disease for the past 30 years. When COVID-19 hit Wuhan she was on a climbing trip in Southern Utah with her son and a friend. As the numbers climbed in China, she became anxious about the situation and implications for the rest of the world. She hurried home to quarantine, research testing strategies, and learn about the novel coronavirus.

When she first began testing, Dr. Young was only able to get antibody tests. In March and April, when there was very little testing going on, she picked up active cases in patients who couldn't get COVID-19 swab tests. By the end of March, when she procured the needed swabs and kits, she began testing more sick and exposed people as well as healthcare workers who didn't qualify for a test.



Dr. Young Testing a Patient

"I started to get so busy that I developed a website called bendcovid19testing.com so that people could contact me and request testing. The website is simple, but it's secure and gets me the information needed to quickly determine if that person needs a test ASAP or in five days. This helps me triage and get to people who are sick more quickly."

Salome, VIM's Referral Coordinator and Spanish Interpreter, called Dr. Young to ask about COVID testing costs. **VIM patients (low-income working adults 250% below the federal poverty line) who received COVID tests at local clinics and urgent care centers were being billed \$500 to \$700+ per test.** Salome was trying to find more affordable resources, not only for the safety of VIM patients but also to protect the larger community.

Dr. Young tells the story from here:

*I told Salome I had been talking to Deschutes County about the lack of testing capacity in Central Oregon, and the lack of a public health response to the pandemic. I called Patti Adair and Phil Henderson, both county commissioners, and they, in turn, talked to Deschutes County Public Health about using some of the money they received from the State of Oregon via the CARES Act for testing of uninsured and underinsured individuals requiring testing in Deschutes County. They offered us a contract to do this testing until the end of December. **I feel very good about being able to provide testing services to the patients of VIM and their families.***

COVID-19 testing is all I am doing right now. I am able to get results by the next day or evening on weekdays for the PCR test, which is a pretty good turnaround time. However, we are in desperate need for rapid testing in our community. I am trying to get rapid antigen tests but they are slow in giving it to a small operation like mine.

There is so much misinformation out there regarding the SARS CoV-2 virus and the disease it causes, COVID-19. There is going to be a huge demographic of individuals who are plagued with residual effects from this, ranging from kidney and lung disease to myocarditis, heart failure and neurologic deficits. These people are going to require an enormous amount of healthcare in the future. This not only applies to older people; young people will suffer tragic losses of function as well.

*There are too many delays in needed testing and barriers that come with the high costs of testing. **I feel a strong sense of duty and obligation to my community to provide this service at a reasonable fee and especially to the uninsured and underinsured.** This demographic needs the most help in terms of testing and education about the transmission of this disease. COVID-19 has certainly highlighted the inequity in our society and our medical system. I thought I would be doing this testing for only a few months, or at least until the local community facilities ramped up their testing capacities. **Testing should be readily available and free.** If we as a nation are going to get a handle*

COAR Board Votes to Donate to VIM

The Central Oregon Association of Realtors (COAR) Charitable Giving committee voted to donate \$1,000 to Volunteers in Medicine. Susanna Abrahamson, COAR Board Member and Broker at Duke Warner Realty says, "affordable healthcare is not available to everyone, but sometimes everyone needs medical attention. Volunteers in Medicine helps fill the need for people who may not be able to get the medical care they need from other places. We understand that need and appreciate their hard work and dedication to helping Central Oregonians stay healthy and live better lives."

Pictured Left to Right: Susanna Abrahamson; Mary Overman, VIM Development Director and Communications Manager; Danielle Powell, COAR Board Member, Broker at Duke Warner Realty



First Interstate Bank Sews Masks for VIM

For the second year in a row, First Interstate Bank (FIB) has volunteered to help VIM during their annual day of service. This year FIB sewed nearly 400 masks for VIM patients and volunteers.

Pictured Left to Right: Three FIB Employee Volunteers; Kat Mastrangelo, VIM Executive Director Michael Rogers, FIB Community Development Officer



on this pandemic, we will need to test at a rate of about double what we are doing in Oregon right now and the testing has to be free and widely available. We need to ramp up and roll out these tests if we want kids back in school and businesses open with people back at work in this coming year.

Several vaccines will become available within the coming year and help to control the pandemic if all nations work together to get it distributed humanely. And we are and will continue to learn by collaborating with each other and sharing scientific information.

St. Charles' Epic Connect Electronic Health Record

On January 23, 2020, VIM went live with Epic, an electronic health record system. “Our patients face barrier after barrier, and COVID-19 just piled on,” said Dr. Claridge, a long-time volunteer provider at VIM. “Using Epic allows us to meet with our patients virtually and helps us coordinate care across Central Oregon by linking providers, hospitals and laboratories.”

When COVID hit Central Oregon, “we would have had to shut down completely had we not been on Epic,” said Kat Mastrangelo. “Instead, we’ve been able to continue to serve both patients and volunteers at this critical time.” A big thank you to St. Charles for partnering with VIM to improve care for the underserved in our community.



Pictured: VIM & St. Charles Staff
Epic Go-Live on January 23rd.

Improving Our Community Through Volunteering



“VIM reminds me that many of us came from nothing...started with nothing...never had a safety net to fall into... I know I wouldn’t be where I am today without a few helping hands, a few free meals, and encouraging smiles.”

In December of 2016 Kristi jumped in her car with her two children and headed South, out of Alaska. She crossed the border into Canada, then drove through the frozen Yukon Territory, where it seemed they were the only living souls. They headed into British Columbia and continued South until they arrived in Bend on New Year’s Eve...only to find they brought the snow-pocalypse with them! They did not know a single person in town but had made the move for access to better schools and less crime.

Kristi a Physician Assistant for Northwest Brain & Spine-Neurosurgery, currently serves as a Physician Assistant for the Air National Guard, 173rd Medical Group. She joined the military at 17 and was taught, and very much took to heart, the idea that **“volunteering in some capacity is one of the best ways to improve your community.”** In February of 2017, while driving through the St. Charles Health System campus, she saw the Volunteers in Medicine building. She immediately started volunteering on Tuesday evenings. Since then she has donated over 100 hours of her time, helping to care for VIM patients. She adds, “The interpreters are the backbone of communication and warmth. Their connections with the patients enable the providers to truly capture what the patient is conveying... while our wonderful nurses keep us all on point. Love our crew!”

Staff

Kat Mastrangelo
Executive Director

John Letovsky, MD
Medical Director

Alex Winn, PharmD
Pharmacy Director

Stella Busse
Pharmacy Tech

Salome Chauncey
Referral Coordinator
& Spanish Interpreter

Jennifer Fuller, RN, BSN
Clinic Nurse Manager

Alex Hinkle
Volunteer Coordinator

Cynthia Hunt
Operations Manager
& Development Coordinator

Yannely Nonato
Eligibility & COVID Outreach Specialist

Mary Overman
Development Director &
Communications Manager

Lourdes Reyes
Eligibility Liaison Intern

Lidia Vazquez
Front Desk Manager

...

Like our volunteers, each of us is here because we want to be. And that sense of purpose is what makes us proud to be part of a non-profit that has such a positive impact on our community.

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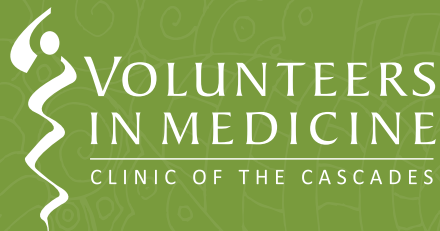
Rod Ray, PhD
Bend Research

Community Partners

Thank you to the following businesses whose specialists provide care to our patients.

Alpine Physical Therapy
Bend Anesthesiology Group
Bend Dermatology
Bend Family Dentistry
Bend Gynecology
Bend Neurological Associates
Bend Ophthalmology
Bend Spine and Neurosurgery
Bend Surgery Center
Bend Surgical Associates
Cascade ENT
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Weeks Family Medicine



2300 NE Neff Road
Bend, Oregon 97701

(541) 330-9001 phone

(541) 585-9002 fax

info@vim-cascades.org

www.vim-cascades.org

VIM Tax ID Number: 93-1327847

*We believe in the
health of our community.*



100 Best Nonprofits



**VIM was ranked #10 for small organizations
in Oregon Business' 100 Best Nonprofits
to Work for in Oregon.**

Visit OregonBusiness.com to learn more.

Duck Race Benefits VIM



VIM received \$9,450 in proceeds from the Duck Race.

"The Rotary Club of Bend chose Volunteers In Medicine to receive proceeds from the annual Great Drake Park Duck Race in recognition of the great work to provide health care to those in need. VIM's mission of service to the community is perfectly aligned with that of the Rotary Club of Bend. Thank you Volunteers In Medicine for helping fill this critical need in our community." - Bill Anderson, President, Rotary Club of Bend / Pictured with Lidia Vazquez, VIM's Front Desk Manager.