

Visit the VIM Clinic!

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Community CONNECTION



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VIM Goes "Live" with Electronic Medical/Dental Record



We don't often consider that one of the health disparities faced by uninsured and medically underserved people living in poverty, or otherwise lacking in resources, is that free clinics don't typically have the financial resources to adopt state-of-the-art health technology. While the generosity of donors and grants has over the past 10 years enabled the VIM clinic to equip patient exam rooms with the same equipment as private medical practices, until recently, we were still using paper medical records to document patient care services. An EMR provides a technology that helps address the challenge of improving health and health care in underserved populations and as such narrows health disparities.

The medical literature is clear that the use of an EMR in health care is associated with several benefits:

1. Increased patient safety: e.g. An EMR provides built-in safeguards against such potential issues as prescribing medications that could interact with allergies or other medications.
2. Improved coordination of care across providers and settings
3. Improved efficiency of ordering and receiving results of labs, procedures, and radiology.
4. Improved operational efficiency (think of the time saved by not looking for lost charts!)
5. Full integration of medical and dental records for improved continuity of care.
6. Increased patient engagement through cell phone text applications.

For the past year VIM has been planning for the implementation of an electronic medical record that fully integrates medical and dental care. We are proud to announce that on September 5 the VIM clinic went LIVE!



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You Can Make a Difference

With your help, United Way of Monroe County is working to create long-lasting change within our community by addressing the underlying challenges facing our families, friends, and neighbors.

Every day United Way, Volunteers in Medicine, and 24 other highly-qualified partner agencies fight for our neighbors so everyone has a chance at a better life. Giving to the United Way helps ensure the community's critical social service needs can be met. It also supports investments in local people so they have building blocks for opportunity. You may also direct your gift to specific member agencies and other eligible nonprofit organization in the community. Please give generously today. <https://www.monroeunitedway.org/give>.



UNITED WE FIGHT.
UNITED WE WIN.
WILL YOU JOIN THE FIGHT?



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VIMMONROECOUNTY.ORG

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Changing of the Guard



Dr. Dwain Illman to Retire as Medical Director

Since the clinic's inception, Dr. Illman has served as a physician volunteer and medical director bringing a heart of compassion and generosity to those who

otherwise would not have had access to care. Dr. Illman is no stranger to service. Over the course of his career Dr. Illman led 47 short term medical outreach teams in Zimbabwe, Ethiopia, Kenya, South Sudan, Niger, Ghana, India, Haiti, El Salvador, Ecuador, Thailand and Myanmar bringing medical care to people in dire poverty.

Prior to VIM, Dr. Illman worked at the IUHB emergency room from 1976-2003. His expertise in emergency medicine was particularly helpful at the clinic. One of the most important contributions Dr. Illman made during his tenure at VIM is in his initiating discussion on the role of opioids at the clinic. His knowledge and persistence resulted in the clinic discontinuing its use of narcotics in 2014 except in rare cases of severe acute pain – and then only for a few days.

Dr. Illman plans to spend more time in retirement with his wife of 50 years, Marilyn, his 3 children, and 4 grandchildren. He will be sorely missed!



Dr. Greg Sutliff to Become Medical Director

VIM is proud to introduce new medical director Dr. Greg Sutliff. Dr. Sutliff had been a volunteer physician with VIM for several months, and is excited to expand his role

within the clinic. A recently retired cardiologist of 22 years, Dr. Sutliff practiced at Premiere Healthcare in Bloomington.

Dr. Sutliff finds it deeply rewarding to help patients that otherwise would not receive medical care. At VIM he serves both as a cardiologist as well as primary care physician. Dr. Sutliff enjoys continuing a part-time practice at VIM post-retirement, purely for the love of practicing medicine. Dr. Sutliff is renewing his internal medicine board certification in order to supplement his new role at VIM. Dr. Sutliff looks forward to contributing to VIM's medical team and helping maintain their already high standard of care.

Dr. Sutliff lives in Bloomington with his wife, Ana Maria, and their two children, Catalina and Natalia.

We are thrilled that Dr. Sutliff accepted the position of medical director.



VIM Welcomes Family Nurse Practitioner: Samantha Eads

Four months ago the clinic welcomed Samantha "Sam" Eads to the VIM family. Sam graduated from the Indiana University nursing school in 2005; she received her master's in Nursing Education in 2009, and her Family Nurse Practitioner designation in 2014. Sam brings a wealth of experience with her to VIM, including working for several years at Riley Children's Hospital, at Methodist Progressive Care Unit, at a nephrology clinic at Travis Air Force Base in California, and most recently at IUHB emergency department. Sam is very interested in the role of health education in medical care. "So much of chronic disease prevention is knowing how to take care of yourself, but many times, people have not been given the information they need to stay well. The education I have received has made a profound impact on my health and well-being. I am passionate about continuing this exchange of knowledge and ideas to solve problems, improve the lives of those around me, and continue the important work that VIM provides for our community." Sam is married to Todd Eads, neurosurgeon, and has two children, Liam (6) and Penny (8). Their menagerie includes dog, *Yogi*, a bearded lizard, *Stripes*, and a fish, *Steven*.

Patients Express Thanks

Dear Friends,

I can't even describe how grateful and emotional I am as I write this email. The experience at VIM this morning with my dad was one of the most beautiful expressions of love and human kindness I have ever experienced. The work that you, your staff, students, and volunteers do felt close to magical. Not just because of how my dad was treated but because of the professionalism, the camaraderie, and the genuine willingness to help of everyone involved. I really hope people appreciate and recognize the incredible work all of you are doing at VIM.

I don't know how else to express my gratitude to you and the entire group other than once again simply saying, Thank You!

[Email to VIM]

* * * * *

I have had a terrible ear ache for about 2 weeks. This morning blood started draining out of my ear. I lost my insurance a few months ago and couldn't justify spending hundreds, maybe even thousands going to the emergency room for an ear ache. My husband forced me into going to Volunteers in Medicine. I was hesitant thinking it would be a long wait and a lengthy process. When I got there they told me the paperwork I would need (that I didn't have, only my driver's license). They also told me they had no more walk-ins for the day and to come back in the morning. As I was leaving one of the nurses chased me down and said to come back in. That they were concerned and I could bring paperwork in the following day. They had me registered, took my vitals, did my exam, had me speak with the pharmacist and had my meds filled...free of charge... within 30 minutes! I was in so much pain and so sick! I don't know what I would have done without this place and the caring volunteers. I am SO grateful!

[Posted on the VIM Facebook page]

* * * * *

Hi Jo,

You and Dr. Pritchard and everybody you know as far as the staff and everything, has helped me in the past and has been so wonderful to me that I was calling to see if there was anything I could do for you. If you need me to volunteer in any way, if I could do the job, I would be more than happy to help out. Give me a call at your earliest convenience. If I don't talk to you before Thanksgiving, have a happy Thanksgiving to you.

[Telephone message]

VIM Thankful for Community Support

VIM is grateful for the tremendous community support that makes our life-saving work possible. In addition to generous donations from individuals and local businesses, during 2017 VIM was awarded grants from the Martin Luther King Commission, Psi Iota Society, Trinity Episcopal Church, City of Bloomington Jack Hopkins Social Services, SCI Operation Round-Up, Delta Dental, Monroe and Owen County governments, the IN State Department of Health, and the Monroe County Health Department. VIM is also thankful for our medical and community partners that help us by providing free or discounted services: Bloomington Bone and Joint, GenPath Labs, Shredding Unlimited, Smithville, Southern IN Radiological Associates. In addition, VIM is a United Way partner agency.

Since VIM's inception, the Bloomington Hospital Foundation has provided VIM with fundraising & audit support, gift administration, NAP credits, and investment support. We appreciate the Foundation's partnership. Finally, VIM would not exist today without the tremendous support provided by Indiana University Health Bloomington, CFC Properties, and the Cook Medical Group.

Donations from individuals help us purchase for our patients life-saving medications, essential labs and x-rays, dentures, and critical medical and dental supplies. Please donate using the enclosed envelope today!



Holiday Wish List

- Printer paper
- Paper cutter
- Wireless "mice"
- Small Dixie cups
- Quart Ziploc baggies
- Paper lunch bags
- Distilled water

Donated supplies help us help others!

Please call 812.333.4001