

# MEMORANDUM

## MENDING Poverty

### MARCH 2010: MEND MEDICAL CLINIC UPDATE

The MEND Medical Clinic provides a wide-array of quality medical services free of cost. This volunteer-driven clinic operates with 3 staff members and 88 volunteers consisting of physicians, pharmacists, nurses, medical assistants, and front office volunteers. Low income, uninsured community members benefit from primary and vision care as well as health education services.



#### Heart to Heart: A Patient Story

Francisco Parra first visited MEND in April 2009 to get prescription glasses. Shortly after, he suffered a massive heart attack on May 3rd. Without any health insurance, he was at a loss and in need of serious medical attention on a regular basis. He was ineligible for follow up care at any local hospitals, but MEND welcomed and helped him every step of the way. Since then, he has been visiting the Medical Clinic every month for routine check ups in addition to obtaining 3 different types of medication. He is in full recovery mode, taking free yoga classes also offered by MEND and waiting for his upcoming dental appointment in MEND's Dental Clinic. Francisco thanked the physicians and the clinic by saying, "I would do anything for them. The doctors do good work by helping the community. I will definitely refer anyone and everyone to the MEND clinic!"



#### Kaiser Permanente on a Roll: A New Collaboration!

Drs. Homan Mahallati and Monica Tantraphol from Kaiser Permanente's Residency Program have helped to dramatically increase the number of new patients being served at MEND! Through this new collaboration, 8 to 12 new patients are seen *per week* (previously, on-going patients received priority, so only one or two new patients could be accepted each month.) The patient and peer feedback have also been positive; returning patients request to see the same doctor and other volunteers emphasize the cooperative spirit of these caring physicians.



#### Dr. Bouso: A Volunteer Story

Dr. Jose-Luis Bouso is a dedicated chiropractor who started volunteering at MEND in 2000 after being referred by the Hispanic Business Network. From the beginning, he realized that his patients would benefit from yoga along with his therapy. He started to share his 30-year passion by offering yoga classes which have now become extremely popular. The classes are held every Tuesday and Thursday serving 10 to 15 participants a week. Dr. Bouso continues to see 1 to 5 patients after his yoga class on Thursdays. When talking about his experience, he noted that "making a difference in people and seeing them get better, feel better" are what keeps him going.



#### Wanted: A Pitch for Volunteer Health Professionals!

Volunteer pharmacists, optometrists, primary care physicians, and medical assistants are greatly needed at the MEND Medical Clinic. Volunteers are asked to give as little as 3 hours a month, and each time a new doctor volunteers, it means that MEND is able to serve 6-8 new patients. Incoming patients are mostly adults and are asked for a \$5 donation with all the services being free of charge. Please contact or refer your health professionals to Victor Estrada, Medical Clinic Manager at 818-686-7333 or Victor@MENDpoverty.org for more information.

*Thanks to volunteer writer Young-Ji Lee and Medical Clinic Manager Victor Estrada for developing this update!*