

# CONNECTIONS



AN INTERAGENCY NEWSLETTER FROM UNITED WAY OF UTAH COUNTY

OCTOBER 2008

## Volunteer Care Clinic

Several years ago, leaders from United Way, Intermountain Healthcare, the LDS church and the Utah County Health Department began discussing how to address the needs of the growing number of uninsured residents in Utah county. The group wanted to create a means where low-income residents could be partnered with the community's many retired medical professionals as well as several others looking for service opportunities. From these initial meetings, a decision to create a volunteer clinic that could serve the 13% of the county who were uninsured and were creating a strain on community clinics such as Mountainlands Community Health Center.



## Volunteer Care Clinic

Since the Volunteer Care Clinic was established from on October 7, 2004, the clinic has operated from the Utah County Health and Justice Building for a nominal fee.

Currently, approximately 40 volunteers give their time at the Volunteer Care Clinic. They work as doctors, nurses, intake workers, transcriptionists, interpreters and pharmacists. The clinic to draws upon various members of the community from retired medical professionals to college students intending to one day enter the medical field.

In 2006, Fred Williams was called by the LDS church to serve as the clinic director and his wife, Carol, as his administrative assistant. Fred and Carol, along with Dr. Moreno Robins, the medical director, oversee the volunteer organization and ensure that

there are enough volunteers each night to meet the needs of the community.

The function of the clinic is to serve as an acute care facility. Patients receive quality care free of charge, rather than going to the emergency room where they pay \$193 per visit. Therefore, when a patient at the clinic is diagnosed with a chronic condition, they are referred to a primary care facility. A representative from Community Health Connect is at the clinic for chronic care patients to be referred to. The representative is then

able to assist them in finding a primary care doctor for their condition.

Additionally, the clinic has its own

pharmacy that is only able to fill prescriptions that a clinic doctor has prescribed.

The clinic opens each Tuesday and Thursday night at 5 pm. No appointments available, patients come on a walk-in basis and a number is assigned to them during intake to determine the order in which patients are seen. Requirements for patients are that they be uninsured and currently living at 133% of the federal poverty guideline. No proof of this required, patients are simply asked if they are at this poverty level.

Call the clinic voicemail at 812-8094 or 812-8597 for Spanish to hear recorded information on the services provided.

## September 211 Report

United Way 211 of Utah County is providing information, referrals and opportunities to serve in Utah County every day!

In September, 410 volunteers contacted nonprofit agencies on our web site to find out more about volunteering. That is an increase of 132% for volunteer referral compared to September 2007!

Overall calls on volunteering and information and referral are increasing. Total calls increased by 55% from September 2007.

New programs on our website include a free early literacy workshop through Nebo School District, the Utah Child Protection Registry to help parents block pornography from email and addresses and the Equity Share Home Purchase Program offered by Neighborhood Housing Services.

Court-appointed service and donations continue to be the most popular reasons volunteers contact us in person or by phone. Please let us know if you are willing to have court-appointed volunteers.

To reach us, just dial 211!

*Connections* is published by United Way of Utah County 211 Information & Referral. Individuals who receive *Connections* are asked to share the newsletter with others within the office who work with clients or make referrals to other human service agencies. Feel free to post the newsletter in your office or distribute it at staff meetings. Please send any information to be published in *Connections*, including calendar items, by the 15<sup>th</sup> of each month to United Way of Utah County 211 Information & Referral, P.O. Box 135, Provo, UT 84603, [emilyh@unitedwayuc.org](mailto:emilyh@unitedwayuc.org) or dial 2-1-1.

**COMMUNITY CALENDAR**

October

- 25 Hispanic Heritage Art Exhibition @ Provo City Library, 7 pm
- 31 Downtown Provo's Annual Safe Halloween @ downtown businesses, 4-6 pm

November

- 4 Mother/Daughter Book Club @ Provo City Library, 7-8 pm
- 7 Downtown Provo Gallery Stroll @ Center Street, 6-9 pm
- 13 8th Annual Utah County Special Needs Conference @ Mountain View High School, 5-8:30 pm
- 22 National Family Volunteer Day @ Community Action Services and Food Bank, 9 am

"A hero is no braver than an ordinary man, but he is braver five minutes longer."  
*-Ralph Waldo Emerson*

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**November's Host:  
Welcome Baby  
United Way of Utah  
County  
Thursday, November 20  
3 pm**

# D I D Y O U K N O W ?

- Turning Point at Utah Valley University now offers an anger management class for teens ages 14-17. The two hour class is an eight week course. In the course, different skills like personal accountability, good communication skills, stress management, conflict resolution, elements of anger, trigger thoughts, forgiveness and empathy, and opening the window of response are taught to help teens control anger and bad behavior . After the course teens are able to have more meaningful and effective communication, a positive sense of self and ability to achieve and more personal control. For more information call, 801-863-7580.
- National Family Volunteer Day is November 22. United Way of Utah County is celebrating by inviting families across the valley to serve. Projects include sorting holiday food boxes for local families, helping at Kids on the Move, maintaining the Provo Cemetery and working at Hoofbeats to Healing. All families and ages are invited to participate. Registration and breakfast will be from 9-9:30 with projects from 9:30-11:30 am.
- Flu season is approaching, and it is time to start thinking about protecting yourself and your family through vaccination. Flu shots are now available at the Utah County Health Department, 151 S. University Ave, Provo, and clinics will be held through out the county. Influenza vaccinations cost \$23 if paid at the time of service. The Utah County Health Department accepts Altius, DMBA, Medicare, Medicaid, PHEP, Select Health and United Health Care plans.

**United  
Way**



**United Way of Utah County  
Information & Referral  
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