

ACCESS NOW 2009 ANNUAL REPORT

Serving as the Patient's Navigator for the Uninsured of Greater Richmond

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YEAR IN REVIEW

2009 marked a year of rising demand for Access Now's specialty health care services as the Great Recession rocked the Richmond area. Thousands of lost jobs wiped out health benefits for employees across all sectors of the economy, tearing the fabric of the area's healthcare safety net.

Access Now was created by the Richmond Academy of Medicine in 2007 at the request of 11 area clinics and public health departments who could meet the primary care needs of their patients but did not have the resources to provide comprehensive, complex care. The Academy houses the program – which is recognized as Virginia's first virtual specialty care free clinic – and helps guide it with executive and board leadership. Furthermore, Richmond Academy of Medicine members comprise the vast majority of participating volunteer physicians.

Access Now, which assisted 1,175 people in its first year of operation in 2008, saw a dramatic 40 percent increase of patients who enrolled in 2009. The 1,646 people served this year were referred for specialty health care from the region's 18 free clinics, public health departments, and federally-qualified health centers.

Though we couldn't mend every tear in the safety net, we worked hard to help everyone who qualified for services. That is, anyone who has no medical insurance and whose household income is at, or below, 200 percent of federal poverty guidelines and needs access to complex medical care. Our mission is to serve this population and to ensure that no patient goes without care for want of a willing provider.

As demand rose, our volunteer physicians and mid-level practitioners – who numbered 895 by year's end – met the challenge head on. Their generosity and passion for service helped us fulfill our mission of *providing the right care, at the right time, in the most economical setting*. Today, Access Now stands ready to expand our physician network, which provides specialists in more than 45 areas of medical practice. Our volunteer physician network grew by 25 percent in 2009 – a volunteer network that is among the largest in the nation. Our volunteer doctors see patients, provide consultation, treatment, and follow-up. If surgery is required, surgeons operate in area hospitals or in private ambulatory surgical centers.

Even as other parts of the state and nation struggled this year to serve millions of uninsured Americans, Access Now adapted to address the mounting need for specialty health care in Central Virginia. This year alone we enrolled 1,646 new patients and coordinated clinical services valued at \$3.2 million. This was accomplished with operating expenses that were less than 10 percent of our total budget.

As a result, for every \$1 invested in Access Now, the program returned \$11.46 worth of medical services back to the community, a solid return on investment that helped raise the overall quality of health – and life – in the Richmond region.

A MESSAGE FROM CAROLYN E. THOMAS, MD

Chair, Access Now Board of Directors

Healthcare reform may provide partial relief for millions of uninsured eventually, but our patients cannot wait a week or a month for treatment. Without Access Now such essential services as chronic disease management, specialty testing, oncology treatment, ophthalmologic, heart, lung and bone surgeries would not be available.



Access Now patient, Carly Herring
life would have been over.”

Without Access Now, a young entrepreneur in Richmond, Carly Herring, may have been left incapacitated by rheumatoid arthritis. At age 25, she could barely walk, much less work as a restaurant chef after her hands and legs became painful and swollen. After a referral from Fan Free Clinic, she saw Access Now volunteer physician Dr. James Sutherland, MD, at Arthritis Specialists who “got me on track with medication and came up with an attack plan” to treat her arthritis. Within a week, she stopped limping and was able to move on with her busy life - including opening a new restaurant. Without Dr. Sutherland’s effective care and the combined work of the Fan Free Clinic and Access Now, Herring says, “At 25, my

For Theodora Anne Merry, Access Now truly lived up to its name - providing access to specialty medical care now! After a mammogram showed a large tumor and stage 2 breast cancer. Merry was treated by Access Now volunteers Dr. Polly Stephens, a surgeon at the Virginia Breast Center at Bon Secours St. Francis Medical Center

Such personal accounts – filled with compassion, caring and healing – are why I choose to lead Access Now. Today, Access Now has achieved widespread participation in the Richmond area’s medical community. With over 4,000 patient encounters behind us since we opened our doors, we’ve mastered navigating among clinics, physicians, hospitals and community services. In addition to the \$3.2 million worth of charity care Access Now’s volunteer physicians contributed in 2009, partner hospitals have provided millions more in free lab, diagnostic, and other services. We offer an innovative approach which benefits the greater Richmond communities. By taking incremental steps we can tackle the future challenges that face Greater Richmond’s residents.



Carolyn Thomas with Access Now Staff

Merry told Richmond Magazine that Access Now covered nearly all of her doctor, hospital and lab bills. “What they do is really incredible,” she says, noting that Access Now has “worked really hard to have all my other issues taken care of.” She praises the staff of Access Now for being “extremely patient” in dealing with a pile of medical bills accumulated over 17 months.

A MESSAGE FROM DEBORAH LOVE

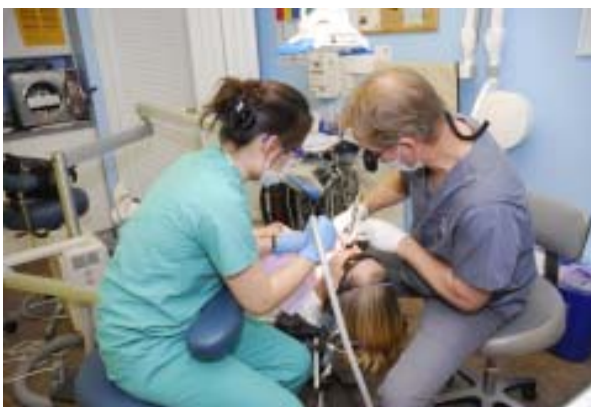
CEO Statement from 2009 Report to Community Foundation

Richmond is fortunate to have clinics that provide primary care for residents who live at or below the federal poverty level and have no health insurance. But have you ever wondered where these clinics send patients whose needs exceed their scope? Where a tree climber from Powhatan with torn cartilage receives therapy? Where a caretaker from Henrico goes once the clinic finds her tumor? Where the Goochland father with herniated discs finds relief?

Until three years ago, most clinics simply told patients to go to an area emergency department because limited specialty care was available. It was sadly the only recourse left. Emergency care is not only the most expensive medical care, it is not the right care for non-urgent needs, including disease management.

Today, safety net clinics turn to Access Now – a volunteer driven specialty care network of more than 850 physicians who provide complex care. Patients receive the right care, at the right time and in the most economical and appropriate setting – a specialty physician's office. That's better care, more appropriate care and less expensive care for patients.

Patients aren't the only winners. Local hospitals win when free care is provided in community settings; clinics win when complex care is available for their patients; and our community wins when the uninsured poor receive quality care by specialists.



TESTIMONIALS

PHYSICIANS



Dr. Shelton Thomas
Virginia Cardiovascular Specialists

"I'm very proud of the fact that I don't know who [the Access Now patients] are. My diagnostic and my therapeutic interventions have been the same for the Access Now patients as they are for the patients with the best insurance plans. To me, they deserve the best treatments."



Dr. Anthony Shaia
West End Orthopaedic Clinic

Before Access Now, "It could take a day calling around on the phone. There was no organizational structure. There was no system ... Now it's really like a health plan." Shaia recalls a woman with a bad case of arthritis who needed both hips to be replaced. But she couldn't afford health insurance. Yet, even after Shaia offered to perform the surgery at no charge, she declined the offer. "She never came back. I didn't see her for years." When she did return, the woman's arthritis had worsened, but her entire mood had changed. For some reason, she was willing to consider hip replacement surgery. "She said, 'I have insurance. I have Access Now.'" The orthopedic surgeon observes, "She didn't really have insurance, but she felt like she did. With Access Now, she had both hips replaced. For her, somehow, it was more acceptable, as opposed to taking free treatment."

PATIENTS

Elizabeth Oloo Access Now "screened me and asked some questions. Then they called back and said we're sending you a card that will help you with medical attention from the doctors we assign." Oloo, who had breast cancer, was even more astounded to read on her Access Now card that she wouldn't have to pay a cent for the care for the treatment. "I was amazed! I thought it was a miracle."

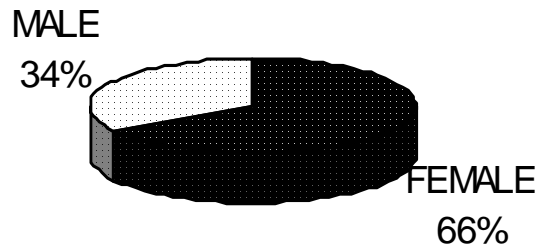


Peggy Haun was running a child care center from her home in Henrico County when her husband became disabled – losing health insurance for both. After treatment for intense back pain and parathyroid problems, "I'm basically in awe of this whole thing ... I'm in the process of writing a thank you letter... The doctors treat you so special."

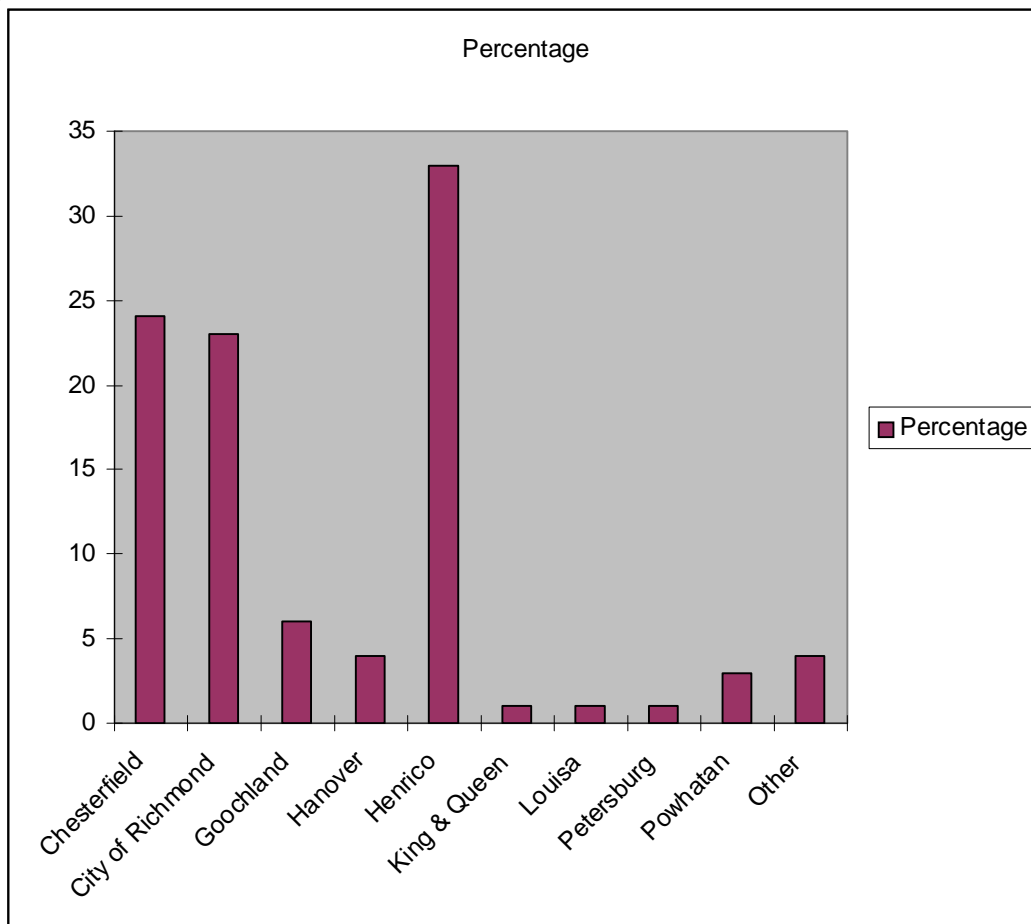
Otis Pierce was slowed down by precancerous polyps. After they were removed, he says, "I'm a strong man. I've been feeling like I hope to keep going."

PATIENT NUMBERS

New patient enrollments in 2009: **1,646** (40% increase from 2008)



Where they live:



Appointments with specialists scheduled : **2,205**

Surgeries provided: **268**

FINANCIALS

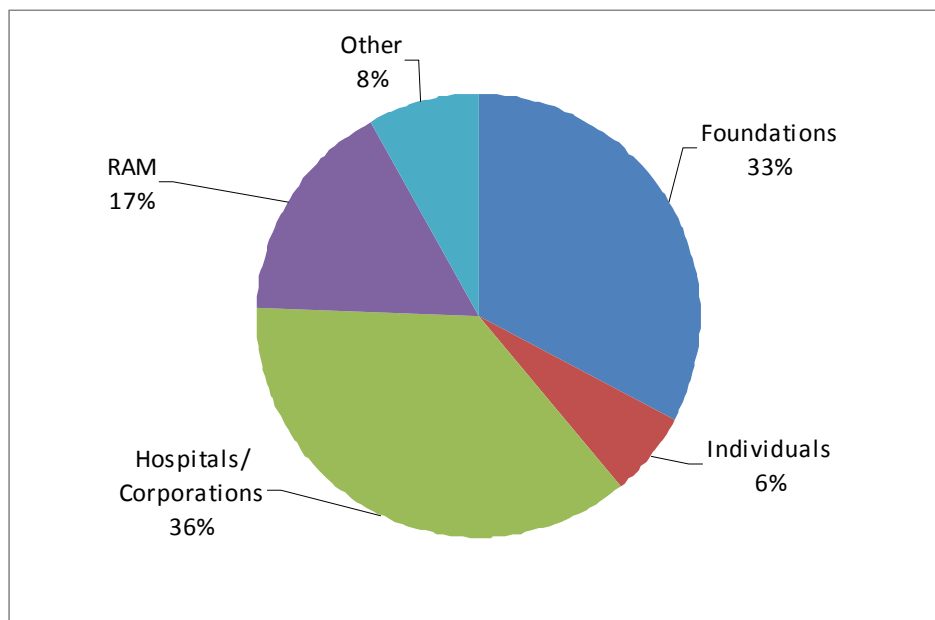
Financial statement for the year ending December 31, 2009

	<u>Total</u>	<u>In-Kind Donations*</u>	<u>Excluding In-Kind</u>
Donations	3,461,381	3,080,785	380,596
Program services expense	3,285,030	3,070,205	204,245
Fundraising and Administrative expense	61,844		61,844
Total Expenses	<u>3,346,874</u>	<u>3,070,205</u>	<u>266,089</u>
	114,507	10,500	114,351

Fundraising & Administration as a percent of total expenses = 2%

**In-kind donations include donated medical services*

Sources of Support



VOLUNTEER RECOGNITION

The Richmond area is fortunate to be blessed with a vast network of committed, compassionate and talented physicians and mid-level practitioners who work tirelessly to improve the health of each patient they treat. In doing so, they raise the region's overall level of health and enhance its quality of life. Our volunteers are truly servant leaders, since they share their medical skills at no cost and with no financial remuneration.

Access Now is privileged to serve as the conduit to coordinate specialty care for low-income uninsured residents through the services donated these by these public-spirited physicians. We wish to thank the following for their time and dedication to the uninsured and underserved.

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Kathleen Pack, NP	Dharamdas Ramnani, MD	Vipal K. Sabharwal, MD
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Access Now has often been referred to as a “free clinic without walls.” Patients receive care within the offices of the volunteer physician and in hospitals and ancillary facilities providing care and treatment free of charge.

But it takes financial resources to keep the lights on, computers running, and to coordinate the services for patients receiving primary care in local free clinics, health departments and federally-qualified health centers. On behalf of the patients we serve, Access Now would like to express our deep gratitude to the following for their continued support.

Individuals:

Douglas Arthur, MD
Carl Armstrong, MD (*deceased*)
Michael Ball, MD
Andrew Beaulieu, MD
Wyatt Beazley, III, MD
Ralph Beck, MD
Robert Bennett, MD
Larry Benson, MD
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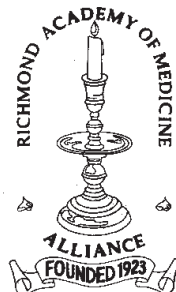
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Dr. Hazel Vernon & Mr. John Baumann
J. Latane Ware, MD
William Wheeler, MD
J.C. Whiting *In honor of Deb Love*
Anne Wilhite, MD
William Wilkins, MD
Johnny Wong, MD
George Wood
Maurice Wood, MD
Isaac Wornom, III, MD
Bruce Yoder
Edward Zakaib, MD
James Zocco, MD
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DONOR RECOGNITION

Hospitals/Foundations/Corporations:

Bon Secours-Richmond Health System
Capitol Pediatrics PC
Commonwealth Laboratory Consultants - *In memory of Frank Thomas*
HCA Virginia Health Systems
Jenkins Foundation
Neurological Associates
RAMA Foundation
REACH, Inc.
Richmond Academy of Medicine, Inc.
Richmond Memorial Health Foundation
The Community Foundation
Virginia Cardiovascular Associates
Virginia Health Care Foundation



CLINICS

Access Now partners with numerous providers and participants who make up the fabric of the Richmond area's health safety net. As a collaborative group of health providers for the uninsured, we are able to deliver a wide range of services and treat thousands of people who often are in desperate need of care. The following clinics deliver the primary care of the patients and refer them to Access Now for additional services. These clinics are the portals for the patient to begin navigating the channels of health care. Access Now is honored to collaborate with:



Bon Secours Care-A-Van
 Capital Area Health Network
 Center for High Blood Pressure
 Chesterfield County Health Department
 Chickahominy Health District
 CrossOver Ministry
 Daily Planet
 Fan Free Clinic
 Free Clinic of Powhatan
 Goochland Free Clinic and Family Services
 Henrico County Health Department
 Love of Jesus Health Clinic
 Pathways
 Richmond City Health District
 St. David's Free Clinic
 St. James the Less Free Clinic
 Surry Area Free Clinic
 Tappahannock Free Clinic



GOOCHLAND FREE CLINIC & FAMILY SERVICES

ACCESS NOW

2009 AUDITED FINANCIALS

ACCESS NOW, INC. STATEMENT OF FINANCIAL POSITION December 31, 2009

ASSETS

Current assets		
Cash and cash equivalents	\$ 118,565	
Contributions receivable	40,244	
Prepaid expenses	<u>13,167</u>	
Total current assets		\$ 171,976
Property, plant, and equipment		
Office furniture and fixtures	22,380	
Office equipment	590	
Leasehold improvements	<u>6,732</u>	
Total property, plant, and equipment	29,702	
Less accumulated depreciation	<u>(5,039)</u>	
Property and equipment, net		<u>24,663</u>
Total assets		<u><u>\$ 196,639</u></u>

LIABILITIES AND NET ASSETS

Current liabilities		
Accounts payable	\$ 12,786	
Accrued vacation	1,987	
Deferred revenue	<u>4,500</u>	
Total liabilities		\$ 19,273
Net assets		
Unrestricted	129,209	
Temporarily restricted	<u>48,157</u>	
Total net assets		<u>177,366</u>
Total liabilities and net assets		<u><u>\$ 196,639</u></u>

ACCESS NOW

2009 AUDITED FINANCIALS CONTINUED

ACCESS NOW, INC. STATEMENT OF ACTIVITIES For the Year Ended December 31, 2009

	Unrestricted	Temporarily Restricted	Total
Revenues and other support			
Current year contributions	\$ 296,875	\$ 67,866	\$ 364,741
Special event, net of \$7,111 costs	15,573	-	15,573
Gifts in-kind	3,080,785	-	3,080,785
Interest and dividend income	282	-	282
Net assets released from restrictions	61,864	(61,864)	-
Total support and revenue	<u>3,455,379</u>	<u>6,002</u>	<u>3,461,381</u>
Expenses and losses			
Program expenses	3,285,030	-	3,285,030
Administrative expenses	28,996	-	28,996
Fundraising expenses	32,848	-	32,848
Total expenses	<u>3,346,874</u>	<u>-</u>	<u>3,346,874</u>
Total expenses and losses	<u>3,346,874</u>	<u>-</u>	<u>3,346,874</u>
Change in net assets	<u>108,505</u>	<u>6,002</u>	<u>114,507</u>
Net assets at beginning of period	<u>20,704</u>	<u>42,155</u>	<u>62,859</u>
Net assets at end of period	<u><u>\$ 129,209</u></u>	<u><u>\$ 48,157</u></u>	<u><u>\$ 177,366</u></u>