



Clínica Amistad

A Project of Amistad y Salud

FALL 2021

Letter from the President



October 2021

Dear Friends,

As we all battle the COVID-19 virus, Clínica Amistad continues to provide free health care services for the greater Tucson community, especially to the poor and underserved. Thanks to the financial generosity of people like you, we have been able to increase our care giving these past several months and years.

In the last fiscal year, which was from July 1, 2020 to June 30, 2021, the number of patients totaled nearly 2,500 visits. That is up some 93% since 2010. And we are able to do more for many of our patients when they need additional, outside services.

We assist with locating the right providers, scheduling appointments and sometimes securing discounts for those external services. Our patient growth and accompanying services obviously impact our yearly budget. It has, in fact, more than doubled in the past five years. Thus, we remain very dependent upon you and your fellow patrons. For all that you have done and are doing, we cannot thank you enough.

Sincerely,

Lawrence Jagnow, President

HOW YOU CAN HELP SUPPORT OUR MISSION:

To provide free primary health care, preventative services, and education to those in need and without access to health care throughout the greater Tucson area.

- **Donate through the website.** clínicaamistad.org/donate. It's fast and easy.
- **Write a check.** Send your contribution to: Clínica Amistad, PO Box 27284, Tucson, AZ 85726.
- **Make a tax credit donation.** Your donation can reduce your tax bill or increase your refund DOLLAR-FOR-DOLLAR, through the Arizona Charitable Tax Credit. Unlike deductions, which reduce a person's taxable income, credits are dollar-for-dollar reductions in tax liability: For every dollar in credits that you take, your tax bill drops by a dollar, up to \$800 per couple or \$400 for individuals.
- **Use AmazonSmile**, a simple way to support Clínica Amistad. When you shop here, you'll find the same vast selection and convenient shopping experience with the bonus that Amazon will donate a portion of the purchase price to us! Go to smile.amazon.com, choose to support Amistad y Salud, and start shopping!
- **For more details on how to make a donation, contact Nicole at (520) 237-5075.** Our phone number is 520-305-5107.

VOLUNTEER SPOTLIGHT



David Contreras

A Medical School, 2026
MMS- UA, 2022
MPH- UA, 2018
BS Public health- UA, 2015

How did you hear about Clínica Amistad and what compelled you to become a volunteer?

I first heard about Clínica Amistad in 2015 through a college friend that also volunteered with the clinic. Once I heard about Clínica, and the services it provides to people in need in my community, I knew I had to contribute! Having experienced some of the same barriers throughout my upbringing to accessing healthcare that our patients face today, I felt a calling to help bridge the gaps in care affecting vulnerable members of my community. Coming from a public health background, and with the goal of attending medical school, I wanted to gain experience in the community health center setting.



Detail your volunteerism at Clínica - when you began and how long you served for.

I am still living in Tucson, and still volunteering with Clínica. I am honored to say that I have been with the clinic for six years! Clínica is a staple in Tucson that provides equitable access to quality care, and thus helps address health disparities in Tucson/greater Pima County.

Did your time as a volunteer influence your career?

Clínica's mission has fueled my journey towards a career as a physician, and one that will carry me through my career in primary care! My experiences with Clínica Amistad, and its wonderful patients, have given me a profound and humbling understanding of medicine.

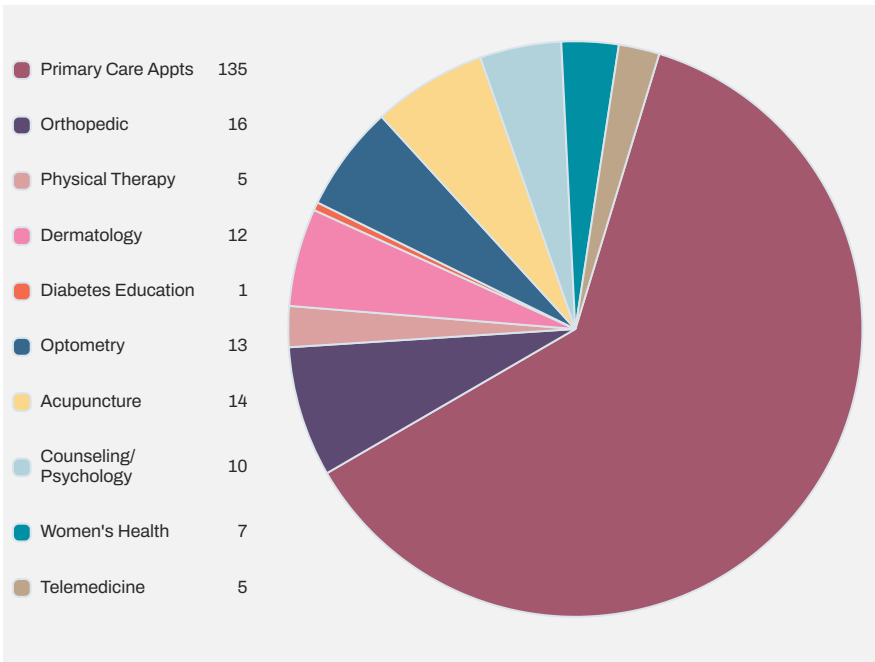
Were there any interactions or experiences while serving at Clínica that influenced you or your path?

I've learned from some of the best in internal medicine, emergency medicine, cardiology, endocrinology, dermatology, pulmonology, optometry, mental health, acupuncture, physical therapy, diabetic education and women's health. There are no words that can describe how rich the mentorships/friendships are that I've gained through the clinic.

What did you learn from your experience at Clínica that you will carry with you into your profession?

Through Clínica's patients, staff, and volunteers, I have been able to grow and learn so much both professionally and individually! I see myself continuing to serve at Clínica Amistad throughout my medical training, and as a physician giving back to the community that raised me.

PERCENTAGE OF PATIENTS SEEN BY SPECIALTY



Economic and racial disparities were brought into the spotlight during the pandemic and Clínica Amistad has been on the front lines serving those in need. Among the most acute challenges the clinic currently faces is the increase in patient load. Every year, the number of patients seen at our clinic increases. For example, over the past 10-years we have nearly doubled our patient population, increasing from serving 695 unique patients in 2010 to serving over 1200 patients in 2020. In 2020, we had over 2500 appointments at our clinic.

We are seeing an average of 35 new patients every month on top of our regular patient load. As the chart above shows, in August 2021, we saw over 200 patients in one month alone. Many in our community have lost jobs and/or insurance which results in more patients seeking attention for primary care needs.

The increase in the severity of cases along with the rise in appointments necessitates more funding for basic clinic expenses including PPE, medications, insulin, supplies and other consumables. Clínica has also seen a surge in costs to our organization for lab work, tests, imaging, and other consultative services used to diagnose, treat, and care for our patient load which has been disproportionately affected by COVID-19.

Since its inception, Clínica Amistad's mission has been rooted in humanitarian perspectives and continues to be grounded in the human rights and dignity of all vulnerable populations. As our nation continues to experience an economic imbalance and the disappearance of a middle-class, the need for Clínica Amistad's services continues to grow exponentially.

CLINIC UPDATE

We continue to carefully assess information from federal, state, and local public health officials - including about the Delta variant, updated guidance for health and safety and other changing conditions.

Here is a quick update on clinic operations and the changes we've made to how care is provided at Clínica Amistad in response to the COVID-19 virus / Delta variant.

- 1. Temperature is taken only if patients are showing common COVID-19 symptoms.**
- 2. Everyone is required to wear a mask.**
- 3. Patient's are pre-screened at the time of making an appointment and a second screening questionnaire is done at check in. Patients are asked if they've been vaccinated, which is then documented in the chart.**
- 4. We've been successful at maintaining social distancing between patients, volunteers and providers while in clinic.**
- 5. Telemedicine services are offered to minimize patient volume in the waiting room.**

If anyone seems to have COVID-19 symptoms, they are immediately taken to a separate exam room designated for patients who may need testing.

SPECIAL RECOGNITIONS



Congratulations to our **Executive Director of Development, Nicole Glasner**, for earning **The University of Arizona Eller Executive Education's Nonprofit Leadership & Management Certificate**. Through the nonprofit leadership and management training provided by Eller faculty, Nicole was able to work alongside other nonprofit leaders creating plans for long-term sustainability, board governance & project oversight, as well as building donor confidence during these turbulent times. The Community Foundation for Southern Arizona partnered with The University of Arizona's Eller Executive Education to provide nonprofit leadership and management training to local nonprofit professionals. ***Buen trabajo, Nicole!***



Francelia Garcia has stepped into a new role at Clínica as **Director of Clinic Operations**. Her new position includes a wide range of responsibilities. Francelia will lead clinic operations. Working with all staff and volunteers and supervising the undergraduate public health interns, she will coordinate the effective alternative and holistic care that Clínica is known for. She will serve as our Compliance officer and provide administrative support to the clinic's daily operations. ***Muchas felicidades!***

GO DIGITAL

Continuing to Go Digital In our continuing effort to conserve energy and resources, Clínica Amistad is trying to go as digital as possible. Therefore, if you are currently receiving this newsletter by U.S. Mail and would like to receive it via email; or if you have any recent changes to your mail or email address, please contact us by email:
exec@clinicaamistad.org

COMING SOON

Watch for special announcements coming soon including Volunteer Appreciation, the Annual Report and our second Virtual Walk!



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CLÍNICA AMISTAD El Pueblo Neighborhood Center, 101 W Irvington Road, Bldg 3-C, Tucson, AZ 85714

FOR APPOINTMENTS CALL 520-305-5107 ♦ Fax: 520-300-8468 ♦ **ALL CORRESPONDENCE** PO Box 27284, Tucson, AZ 85726-7284

HOURS OF OPERATION Wednesday & Thursday: 5-9pm ♦ First Saturday of Every Month: 10am-2pm

Clinicaamistadmanager@gmail.com ♦ www.clinicaamistad.org ♦ *Se habla español*