



**Lackey Clinic**

A Free and Charitable Healthcare Center

We put the **care** in healthcare.

# heartbeat

SPRING 2024

I was in a lot of pain after a tooth extraction. I thought about going to urgent care or the ER but then thought I would try Lackey Virtual Care. At first, I wasn't sure if it was going to be helpful but was very pleased to have such a quick response and medication prescribed to address my dental issue.

I am so very thankful to be able to receive help in this way and really appreciated the convenience of this new service."

— Robin, Lackey Virtual Care Patient



I had a bad cough and a very sore throat for several days. I was getting concerned and thought I should seek care. I work full-time, and it's difficult to take off from work. I got on the Lackey Virtual Care site, and it went very well. I answered the questions, and then the doctor made a video call with me so she could learn more. I was prescribed medicine, and shortly after the visit I felt better.

I am grateful for the help, and I was very relieved I had somewhere to turn so quickly for care."

— Sonia, Lackey Virtual Care Patient



**LACKEY VIRTUAL CARE** is a free, 24/7 online service helping people with symptoms such as colds, fevers, dental pain, and more to receive a diagnosis and treatment plan. Lackey Virtual Care gives a person the power to start the process anytime, from anywhere in Virginia—no appointment needed—and gives them direct access to a Lackey Clinic provider. This service is available for all Virginia adults—whether they are our current patients or not.

At Lackey Clinic, our mission is "to provide skilled, compassionate healthcare and counseling to the medically disadvantaged in a manner that honors the name of Jesus Christ." We want to expand the impact of our mission by providing better healthcare access for more people and hopefully improving their health outcomes.

We are excited about the scalability of this program to reach thousands of patients across Virginia.



Larry M. Trumbore, Jr.  
Chief Executive Officer

Lackey Clinic is a faith-based nonprofit providing free and charitable healthcare to uninsured adults in Virginia. **In this Newsletter, we would like to share with you how your support is bringing more care to many!**

## How Does Lackey Virtual Care Work?



SYMPTOMS



DIAGNOSIS



PRESCRIPTION

When a patient starts their virtual visit, the online platform interviews them just as if they were explaining their symptoms to their doctor or nurse. One of our licensed providers reviews the information, makes a diagnosis, and creates a treatment plan. Within four hours during our business hours, the patient receives their care plan and can select their pharmacy if a prescription was given. If the provider needs more information, they can reach out to the patient via live chat or live video.

To learn more, visit: [lackeyclinic.org/lackey-virtual-care](https://lackeyclinic.org/lackey-virtual-care)



## Eye Got the Lions' Share!

(pictured left column)

Kim Spencer, *Director of Donor Relations and Events*, spoke at the James City Lions Club breakfast. After learning that our patients could use reading glasses, the Lions Club donated 50 pairs to the Clinic, where Dr. Jill Cotel, *Medical Director*, greeted them. Dr. Amanda Paull, *Optometrist*, organized the glasses by power, allowing our patients to choose their own free pair of stylish reading glasses.



## Grateful for Our Community Partners

(pictured below)

Thank you to the Williamsburg Community Foundation for awarding us a grant to help our patients get normal and specialty eyeglasses! Our Dr. Amanda Paull, *Optometrist*, and Heather Chapman, *Optometric Technician*, attended the Spring Grant Awards Luncheon, where Dr. Paull spoke about the impact of the grant for our patients.



# A Routine Day Becomes a Crisis

By Carol Stafford, RN, *Lackey Clinic Diabetic Educator*



Caring for people who face daily challenges—described as social determinants of health (financial, housing, transportation, childcare, employment)—can become routine, status quo.

**Then a patient appears at the Clinic unscheduled, crying, shaking, bruises on her face and neck, and whispers to me, "Can you help me?"** I need two sanitary pads for my teenage daughters." Instantly, the *routine becomes a crisis* as a story of domestic abuse, abandonment, and loss of finances and ability to work unfolds. I felt my heart ache realizing that this woman had no place to go, no resources to call upon for something as mundane as feminine hygiene products. She came to Lackey Clinic, a medical facility that the patient had a trusting relationship with, hopeful that her needs would be met with compassion and respect.

Indeed, within minutes, the Clinic staff and volunteers mobilized. The patient was comforted and calmed; cash was donated for food and gas; and she was connected with a Spanish-speaking spiritual care giver. Over the few next days and weeks, the patient continued to be supported by the Clinic with access to counseling, medication for anxiety, job opportunities, and financial and spiritual support from a local church.

This isn't the first time a patient came to the Clinic in despair and desperation. I know it won't be the last. I keep trying to imagine myself in such a place. Where or to whom would I turn? Lackey Clinic provides medical care to the disadvantaged, but it is also a lifeline.

## Working to Bring Help and Comfort to Our Patients in Need



Lackey Clinic has **Patient Advocates** that identify and connect patients to resources in an effort to help them with basic needs (i.e., food, transportation, utility bills, etc.)



Our **Spiritual Care Givers** are here daily to connect with patients and are available to listen, pray, and bring compassion and comfort to those facing difficult challenges.



We offer **Behavior Health Services** for our patients who need counseling.



Our **Community Partners** (Thrive Peninsula, United Way of the Virginia Peninsula, and area churches) are critical in helping meet the challenges our patients face.



Our staff learned how to help victims of human trafficking by participating in a training program from the **Safe House Project**, a national anti-trafficking organization.

Thank you to all our volunteers, who generously give their time and talents to help us fulfill our mission to care for the people in need in our community!

“Thank you for taking me on as a volunteer and as a Patient Partner. Volunteering at the Clinic significantly impacted me personally and professionally. I know what I learned and experienced is invaluable! Thank you for being so welcoming. Volunteering at the Clinic was one of the best things during my time at William and Mary. Thank you.”

— Olivia White, former Volunteer  
(Lackey Medication Assistance Program and Patient Partner)

Olivia volunteered in a non-clinical role (LMAP) and a clinical role (Patient Partner). She graduated from William and Mary in 2023, and she is now working for the National Institutes of Health. If you are interested in volunteering, we have non-clinical and clinical critical positions available: [lackeyclinic.org/volunteer](https://lackeyclinic.org/volunteer)



(left to right) Olivia White, former Lackey Clinic volunteer, with Marcia Soto, TPC Case Manager



Thank you to all our Board Members! More info: [lackeyclinic.org/board](https://lackeyclinic.org/board)

Our Board of Directors 2024:  
(left to right, top to bottom)

Chair: Robert Topping;  
Vice Chair: Nathan Mortier, Esq.;  
Treasurer: Linwood Shawn Nelson;  
Secretary: Maria Brooks;  
Oliver Aguilar; Steve Apostoles, MD;  
Jeremy Conrad; Ruth Egipciano;  
Lee Folsom; Joe Harrow; Reverend Jaymorle Ingram; Rodney Jackson;  
Cheryl Lundin; Paul V. Maier; Keith Percic; Dave Rudy; Cristina Wineinger

### Thank You to Our Foundations and Corporate Funders

Williamsburg Health Foundation; Virginia Association of Free and Charitable Clinics; City of Newport News; Herndon Foundation; United Way of the Virginia Peninsula; North Carolina Furniture & Mattress; York County; Williamsburg Community Foundation; James City County; The Bargain Box (York County); Peninsula Community Foundation; Newport News Shipbuilding; New2You Thrift Store; Karene O'Hare/Bitsy Whittier Memorial Fund; Langley Federal Credit Union

### Thank You to Our Medical and Dental Supporters

Riverside Health System; Sentara Healthcare; Bon Secours Mary Immaculate Hospital; TPMG; Atlantic Dental Care, PLC; Hampton Roads Orthopaedics Spine & Sports Medicine; Orthopaedic & Spine Center; Tidewater Orthopaedics; Rx Partnership; Hampton Roads Eye Associates; Advanced Vision Institute; Virginia Eye Consultants; Abundant Life Partners; Genesis Counseling Center

### Thank you to...

- The churches and all our individual donors, who give generously to help us care for our patients!
- Our Tech Partners: [lackeyclinic.org/our-tech-partners](https://lackeyclinic.org/our-tech-partners)

757.886.0608 | [lackeyclinic.org](https://lackeyclinic.org)  
Follow us @lackeycares

