



Impact Report



Together we...



 **Lackey Clinic**
A Free and Charitable Healthcare Center

Our vision
is that all may know
the love of Jesus Christ
through loving healthcare,
wellness, and hope.



Lackey Clinic is a faith-based nonprofit providing free and charitable healthcare to uninsured adults in Virginia. In this Impact Report, we would like to share with you some of the many ways we are working together to help those in need.

Scan or click QR code to watch the full *Compassionate Healthcare* video of Grete and Paula.



Together we provide compassionate healthcare



“This is where I feel fulfilled, and I really enjoy the community that we have here at the Clinic. I also love that I get to spend time with my patients, and our patients do feel like a family. I’m happy when my patients feel better and it is a success for both of us as we’re working together.”

— Grete Johnson, *Lackey Clinic FNP*

IN THE LAST YEAR, LACKEY CLINIC HAS PROVIDED....



5,745 medical appointments



482 eye care appointments
400 pairs of eyeglasses given to our patients for free or at low-cost



503 behavioral health services appointments



Left to right: Grete Johnson, *Lackey Clinic FNP*, with former patient, Paula Darden

“Without Grete and without Lackey, I really don’t know where we would be. You saved my life. Lackey saved my life.”

— Paula Darden, *former Lackey Clinic Patient*

Paula Darden first came to Lackey Clinic after suffering from a persistent limp. “I wasn’t taking medicine because I couldn’t afford it,” said Paula. **“I wasn’t going to the doctor because I couldn’t afford it.”**

When Paula became a patient at our Clinic, Grete Johnson (*Lackey Clinic FNP*) became her provider and helped Paula get a full range of care for her health. “I was able to receive medical care, dental, prescription glasses that I didn’t know I needed,” Paula said. “I was able to even get orthopedic done. That was a plus, ‘cause to me that’s not something that most people get at a regular doctor’s office. I was able to get these old crackly knees fixed, and I don’t limp.”

During her time as a patient here, Paula endured through throat issues and surgeries. “We [Paula and her husband] always felt like **if anything was wrong, not only did Grete care, Grete was going**

to fix it,” said Paula. “Grete would think of things that we didn’t even think of.”

Paula also sadly experienced the loss of her daughter, who passed away in 2023. Grete and the Spiritual Care Team helped comfort Paula through this difficult time. “I came in,” Paula said, “and Grete offered everything, counseling, not just that—she was there to listen to me. I’ve had bad mornings sometimes, and just having a pastoral person there or somebody just to come out and just ask you how your day is, or you know, ‘Do you want me to pray with you?’ I love that.”

“Lackey is unique to me,” said Paula, “because they don’t treat you like you’re a patient. They treat you more like a family member. **I wish there were more places like this, and I pray that they always stay here because there’s a lot of people that need them in the community.**”

Together we bring more access



Transportation

Recently, a patient called us in distress, needing to cancel her upcoming dental appointment. Due to recent inflation costs, she budgets to the penny every month. Unfortunately, a recent grocery store purchase was mistakenly charged to her account twice, pushing her account into the negative. As a result, **she could no longer afford transportation to our Clinic, despite desperately needing care.**

Thanks to a grant from Williamsburg Community Foundation, **we were able to provide her with a ride to and from the Clinic and ensure she received the dental services she required.** While she was at the Clinic, we were also able to connect her to additional community resources for food and utility assistance.

IN THE LAST YEAR....



Nearly 2,000
patient applications
received



If you know someone who needs medical or dental care and doesn't have insurance, please scan or click QR code and share.



“This place is a blessing!!! My insurance was cancelled, and I really needed dental work done. I came across this [Lackey Clinic] on Google and applied. Within two days I had a call back and an appointment the next day for an exam! Now, I had been PRAYING to find someone to help me!!! I had no clue this was a faith-based organization until I did some research, and boy, did I cry like a baby because that showed me that my prayers really were answered!!! Oh, and side note, they were playing K-LOVE. Brandon Lake was on, he's my favorite, definitely all the signs I needed! Thank you guys for what you do!!! It is truly appreciated!!! Let me just add that I've been seen for multiple things. **The dental, medical, and vision teams are all amazing. I've never felt like someone cared so much about my health.** They are definitely getting me right from head to toe! Again, I can't tell you how much I appreciate you all!”

— Nicole Michaels, *Lackey Clinic Patient* ★★★★★

“I use the skills that I have to help others, but I also feel like I’m helping myself in a way. Growing up, I had bad teeth, and I didn’t have access to dental care. Now I get to help our patients who need dental care. The staff at Lackey Clinic is great because we are a family with the same goal to help those in need.”

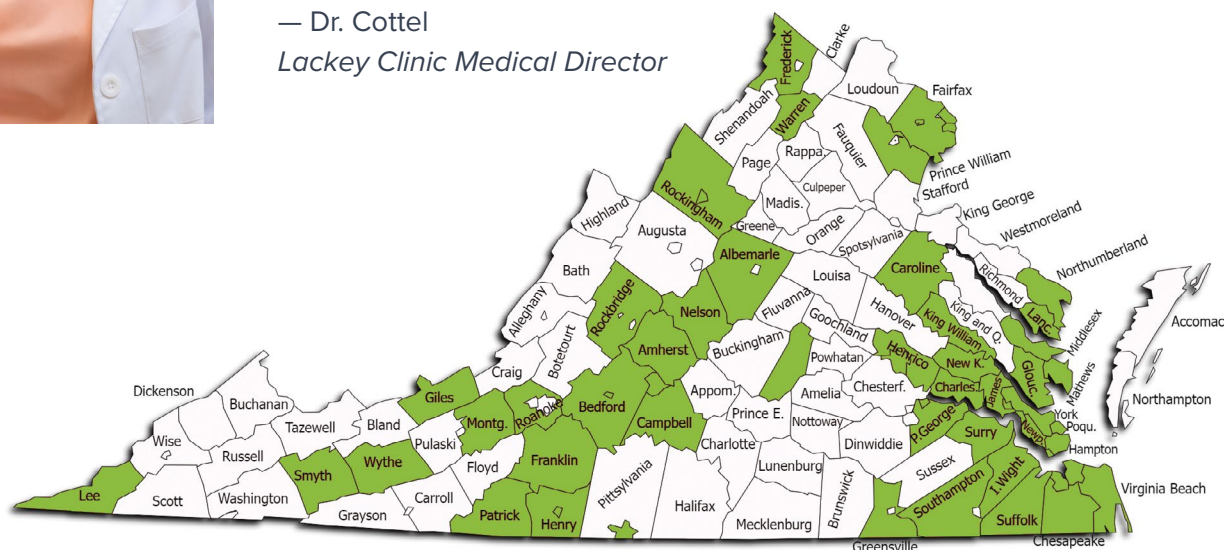
— Dr. Loan Lieu, *Lackey Clinic Dentist*



Lackey Virtual Care

“We are so excited about our new virtual care platform, Lackey Virtual Care, which helps people get an online diagnosis and treatment service. **It’s FREE, and it’s available 24/7 for all adults in Virginia.** We have completed over 800 visits so far this year. All over Virginia, people are hearing about Lackey Clinic and interacting with our providers. Our virtual care patients have stretched from the mountains of Southwest Virginia to the northernmost part of the Shenandoah Valley. And right here at home, we are making sure our Lackey Clinic patients can get the help they need any time they need it.”

— Dr. Cattel
Lackey Clinic Medical Director



To meet the high demand, we have hired an additional part-time dentist (Dr. Loan Lieu pictured) and recruited new dental volunteers.

IN THE LAST YEAR....



2,479 dental appointments



51 out of 95 counties in Virginia reached so far by Lackey Virtual Care

834 Lackey Virtual Care appointments

Scan or click QR code for more info about Lackey Virtual Care.





Together we offer our time and talents

Thank you to all our volunteers! We couldn't fulfill our mission to care for our 1,600 patients without the dedication and generosity of our faithful volunteers. **Featured here are several groups that have donated their time recently to help with behind-the-scenes volunteer projects.** Their service helps us save money and time so we can provide more care for our patients.



Scan or click QR code for more info on volunteer opportunities.
We have non-clinical and clinical positions available.

Top-bottom; left-right: Staff from Press Ganey cleaning our blinds during their company's Community Day.

James City Lions Club members landscaping for us.

WJCC Schools Central Office and Jamestown High School faculty making our carpets look nice and clean and packing 150 dental kits.

Liberty Live Church members fixing the flooring in our maintenance shed.

Special Events Committee members arranging floral centerpieces for our fall fundraiser.

IN THE LAST YEAR....



327 volunteers

14,245 hours of
services donated

\$467,724 value of
volunteer service

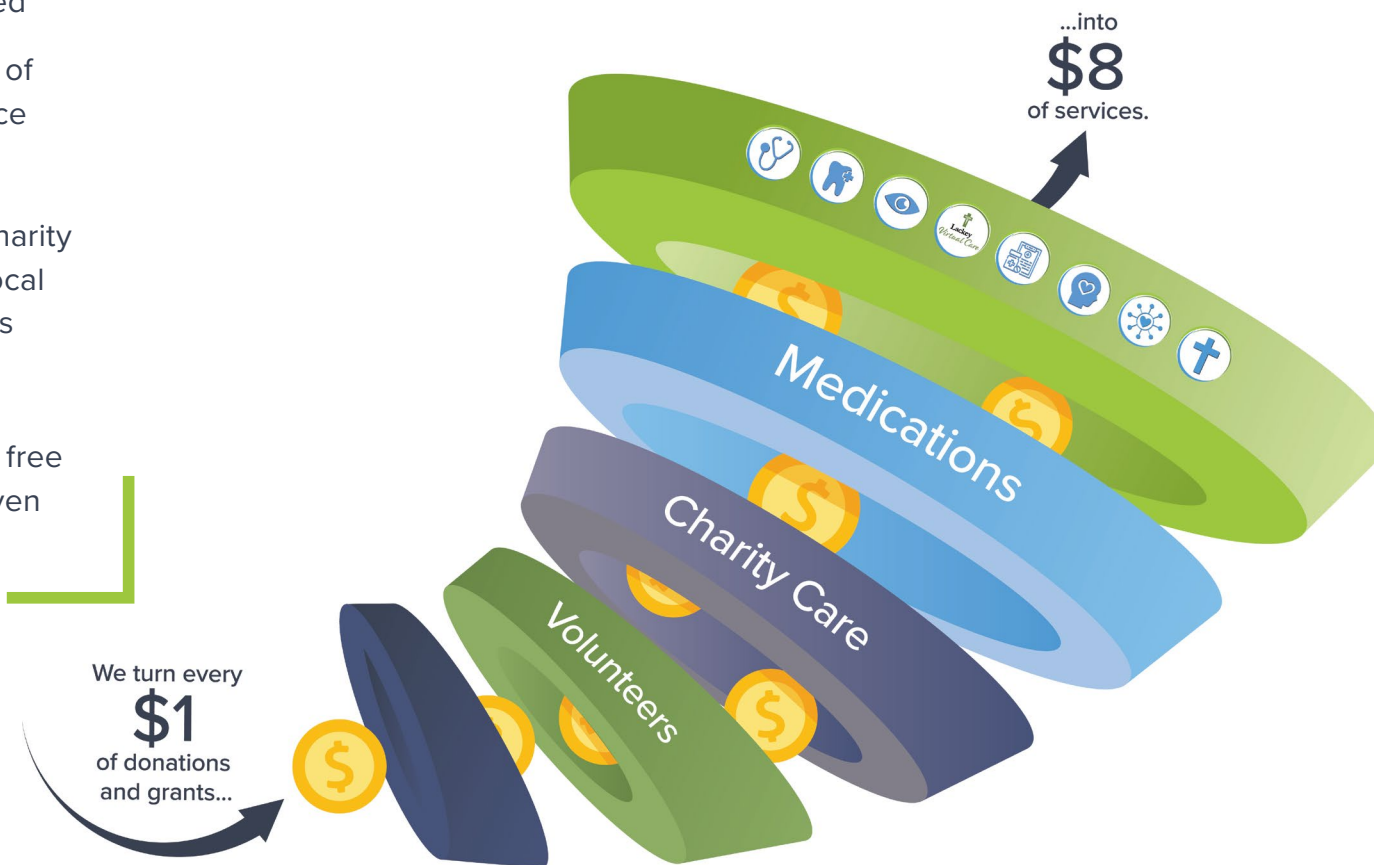


\$5M worth of charity
care from our local
hospital systems



\$9.5M worth of free
medications given
to our patients

Together we multiply resources



We have charity care agreements with the three local hospital systems. By providing continuity of care for the uninsured, Lackey Clinic helps the hospitals be able to focus on emergencies they face, which helps keep their costs down. In return, the hospitals provide our patients with services beyond our capability. **Our patients are able to receive surgeries, mammograms, pathology and cytology labs, x-rays, imaging, and in-hospital care at no cost.**



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; York County; North Carolina Furniture & Mattress; James City County; The Bargain Box (York County); Williamsburg Community Foundation; Peninsula Community Foundation; Newport News Shipbuilding; Karene O'Hare/Bitsy Whitten Memorial Fund; Langley Federal Credit Union; New2You Thrift Store

Thank You to Our Medical and Dental Supporters

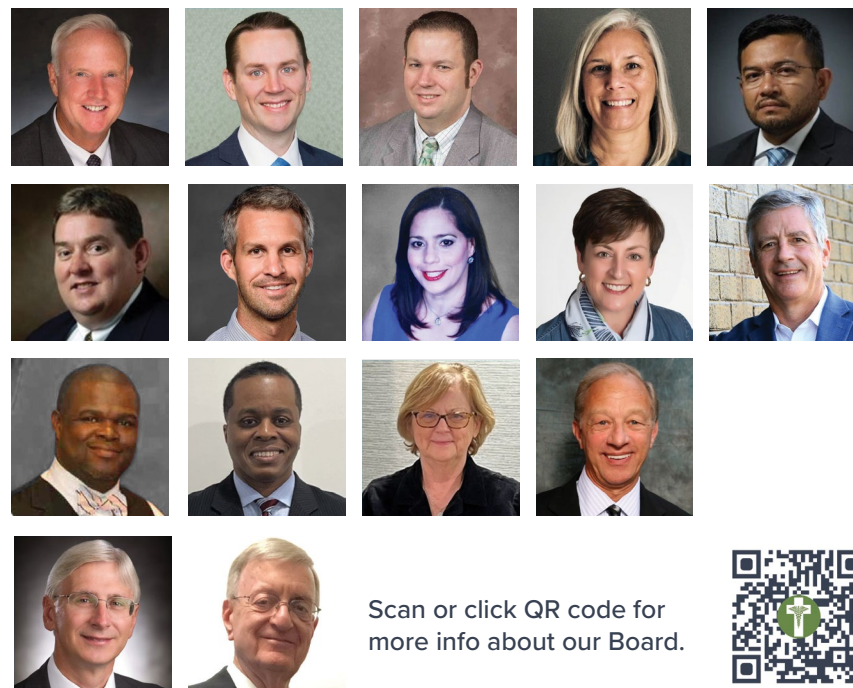
Riverside Health System; Sentara Healthcare; Bon Secours Mary Immaculate Hospital; TPMG; Atlantic Dental Care, PLC; Hampton Roads Orthopaedics Spine & Sports Medicine; Orthopaedic & Spine Center; Tidewater Orthopaedics; Rx Partnership; Hampton Roads Eye Associates; Advanced Vision Institute; Virginia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



Thank you to our Board of Directors for serving and supporting us!



Lackey Clinic's Mission: To provide skilled, compassionate healthcare and counseling to the medically disadvantaged in a manner that honors the name of Jesus Christ.