



GREETINGS TO ALL OUR VOLUNTEERS AND SUPPORTERS

IT HAS BEEN several months since we've touched base with you all, so I wanted to let you know how we're doing at the ODC. We've been very busy!

We have some staffing updates to share. Josh Lanney, our Patient Services Coordinator, has moved. He and his girlfriend, who recently graduated from nursing school, are off having adventures, and exploring new pathways. Paola Meza, our Dental Coordinator, has moved into Josh's role. Her transition has been quite smooth, despite the fact that due to the pandemic, we have made numerous changes and have been adapting on an almost daily basis. Chris Kokubo, our Communications Specialist, along with her husband, welcomed baby boy Manel. She is on maternity leave and will be returning mid-October. We miss her and it will be good to have her back. We also miss Melanie Clark, our Vermont Health Connect Navigator, who is working from home, but she's very busy and we keep in close contact back and forth with referrals. Another baby update: our previous Dental Hygienist Heidi Considine recently had a baby! Mom, dad, and baby Natalie are all doing well.

Back in May, we started seeing patients

via telemedicine in our administrative office, with an occasional patient needing to be seen in person. Whichever provider was seeing the patient would dress in full PPE and see the patient outside.

With the Covid numbers in Vermont, and specifically in Addison County, being low right now, we have progressed to seeing patients mostly in-person with a sprinkling of telemedicine appointments throughout the evening. We have moved across the parking lot to our clinic trailer for clinic evenings again. We ask patients to wait in their cars until we're ready for them. We do a Covid screening outside, then take them directly into an exam room. The provider sees them, and when they're finished, the patient waits in the exam room until we're ready for check out. That happens in the big room at the end of the trailer and then the patient exits out the back door, to keep them separate from any other patients coming in the front door. All our clinics are being held in Middlebury right now, all Tuesday, Thursday, and Friday clinics. We anticipate that this will continue for the duration of the pandemic.

We've been working exclusively with Linn Larson MD, our Medical Director, Chris Grace MD, and Terry Naumann MD, and have recently started having a few two-provider clinics, adding in some of our other volunteer providers. Paola and I, or Paola and Julia, are the only people at clinic other than the provider, to

minimize exposure and limit our PPE use. We have no front desk, nurse or in-person interpreters. The interpreter is via an iPad in the exam room.

We have had a few physical therapy appointments in our administrative office during the week over the past couple of months. We're making a few telemedicine mental health referrals again, as well as dietician appointments. We haven't been having our quarterly diabetes clinics but have been seeing our patients with diabetes at regular clinics on Tuesday or Thursday. Anticipating that we may need to return to telemedicine sometime this fall or winter, we're trying to see as many patients in person now while it's relatively safe to do so, to take blood pressure in person, listen to hearts and lungs, and see our patients face to face. We've purchased around 20 blood pressure machines for our patients with high blood pressure, so they can monitor their own readings at home and if we return to telemedicine, they can send us their logs when it's time for a check-in.

Patients are doing their labs at Porter, they're having their mammograms, colonoscopies, surgeries and attending appointments with specialists as needed. It almost feels close to



normal. Many thanks to our interpreters who have continued to volunteer with us, joining us via telemedicine from the safety of their own homes, as well as some who have joined our Spanish speakers for in-person appointments with specialists when needed. If there are any interpreters who have not yet ventured back with us, we'd love to hear from you! There is always a need for remote interpreting.

We are taking part in HOPE's vegetable gleaning project again this year. More Vermonters are experiencing food insecurity now during Covid than ever before, so we are sending our patients home from clinic each week with a bag full of tomatoes, corn, peppers, zucchini, winter squash, jalapenos, and apples (or a mixture thereof). Julia is also taking boxes of veggies on outreach.



Patricia Raygada-Rabanal

Julia and her team have started outreach on the farms every Wednesday.

Outreach looks much different this year due to Covid. We have

actually been able to purchase a used van to carry the tents, heater, tables, chairs and extra equipment they need to set up outside in the farmyards, to be safe but keep warm, as the fall weather gets colder. We have a new staff member this fall, Magdalena Deloya Welch, who is doing Covid education with the farm workers.

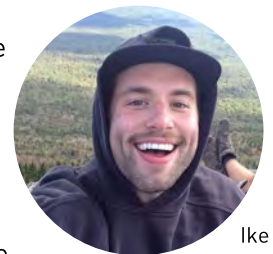
She is originally from Mexico, knows many of the workers, and brings a mixture of familiarity, authenticity and knowledge as she shares information on a wide variety of Covid related topics. She is also working with us in the office, so if you call, you may have a chance to chat with her on the phone.

Julia has been very busy lately working with the Vermont Department of Health and the Champlain Orchard owners helping with the Coronavirus outbreak among the Jamaican workers at Champlain and Douglas orchards. We typically see many of the Jamaican workers who come to Addison County and to orchards in NY each fall, overseeing their health care needs while they are here in the United States. Julia has been helping to put systems in place for the ODC to assist with the care of any of the other workers needing medical care during this time. She represented the ODC beautifully when she was recently interviewed on VPR's Vermont Edition, answering questions with Dr. Mark Levine about the outbreak and the coordinated response.

We've been receiving a lot of dental related calls over the past several months. We have been triaging these calls, treating infections and then Paola refers the patient to Dr Adam Fasoli, our Dental Director, or one of our other volunteer dentists' offices. Our own dental program started up again at the beginning of October.

Our Dental Hygienist, Emma Hopper,

is seeing patients again as is our Extern Patricia Raygada-Rabanal from the University of New England, who is a native Spanish speaker from Peru. She is being assisted by our Dental Assistant, Ike Chepolis. Paola has a waiting list of patients, both English and Spanish speaking, who will be the first to receive care on Mondays throughout the fall.



Ike Chepolis

We miss you all very much and the way we used to do things and hope you do not forget about us! We are still seeing patients and providing the same excellent care, just differently for now. Telemedicine is a wonderful addition to our repertoire, which we see ourselves continuing post-Covid. For some appointments, it's an effective and efficient way to provide care for our patients who have transportation issues or work conflicts. But we do plan on returning to "our old ways" with our wonderful volunteers joining us each week, making our patients feel comfortable, providing top notch care, and sharing an evening together, when we can actually see each other smile and share a hug. We enjoy hearing from you all, so please reach out when you have a chance, to stay in touch. We miss you all and hope to see you all again in person very soon.

With much appreciation,

Jody

Jody Brakeley, RN and ODC Staff