



ARBOR TIMES

A Publication of the Arbor Free Clinic

Health Care for the Underserved

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2002 Summer Health Fairs Provide Much Needed Care for Kids

By Natalie Pageler, Medical Student

Arbor Free Clinic sponsored two successful summer Children's Health Fairs this year at the South County Community Health Center in East Palo Alto. In total, 196 children received free physical exams and immunizations. Several dozen children in need of further medical attention were referred for general and specialty follow-up care.

Inspired by a recent article in the journal *Pediatrics*, which reviewed National Health Interview Survey data from 1993 to 1997, which found that dental care was the most prevalent unmet health care need among US children, Arbor provided preventative dental services and identified dental needs of health fair children. Of the children surveyed at the Arbor health fairs, 27% had never seen a dentist and an additional 18% had not seen a dentist in at least 2 years. A mobile dental van provided free dental exams, x-rays, and cleanings for 56 children. Of these children, 35 need further dental care. The total cost of the necessary additional treatment is estimated at more than \$15,000. We are currently exploring ways to provide this dental work.

The Health Fairs aim not only to provide immediate medical care, but to help families access more long-term care. According to the Children's Defense Fund, of the more than 9 million uninsured children in the U.S. in 2001, approximately 5.8 million qualified for Medicaid or the State Children's Health Insurance Program (S-CHIP). At the fairs, benefits analysts from the Santa Clara and San Mateo County Health Departments enrolled dozens of families in MediCal (California's MediCal program) and Healthy Families (California's S-CHIP program) medical insurance programs.

Several other organizations were present to provide information and services to waiting families, including Children's Dental Health, Smoke Free Start for Families, the Stanford Blood Center, On-Site Dental, the Stanford Infection and Family Transmission Study, and the Arbor Screen Team. New Perspectives donated toys for the children. A representative of the United States Secret Service provided fingerprinting services for the families. A local magician volunteered his time to entertain the children. In addition, the Arbor Free Clinic worked closely with the South County Community Resource Center and the Back-to-School Resource Carnival to bring children who needed immunizations to the fair.

The evaluations of the Fair were overwhelmingly positive. Many parents commented on the attention, kindness, and patience of the volunteer staff, which consisted of approximately 60 physicians, nurses, medical students, undergraduate students, and interpreters. Many thanks to all the volunteers and organizations that made these fairs such a success.

For more information on these fairs or future fairs, please contact Monica Eneriz. (meneriz@stanford.edu) or Natalie Pageler (npageler@stanford.edu).

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2003-2004 Arbor Managers Announced

We are pleased to announce the five new managers for the coming year. The new managers will be Lauren Maeda, Frain Rivera, Monica Eneriz, Oscar Gonzalez, and Quetzalsol Lopez. Stay tuned for their new plan.

ARBOR FREE CLINIC**MEDICAL DIRECTOR:****Lars Osterberg, MD****STEERING COMMITTEE**

Clinic Managers

Brooke Cotter, *Outreach***Matt Mendenhall**, *Community Network***Marie Soller**, *Financial*

Data Resources and Needs Assessment Coordinator

Lisa Wong

Financial Coordinator

Rich Cano

Homeless Outreach Coordinator

Mana Golzari

Newsletter Coordinators

Nicole Marsico,**Queztasol F. Chacon-Lopez**

Patient Education Coordinators

Shari Chevez, **Felisha Rohan**

Patient Follow-up Coordinators

Unzila Ali, **Nina Chinosornvatana**,**Bahar Ebrahimazdeh**, **Julie Ishida**

Pharmaceuticals and Supplies Coordinators

Frain Rivera, **Peggy Wu**

Physician Recruitment and Staffing Coordinators

Carly Cox, **Vedant Kulkarni**,**Lauren Maeda**

Referral Coordinator

Abby Rosenberg

Screen Team Coordinators

Oscar Gonzalez, **Gladys Martin**

Summer Health Fair Coordinator

Monica Eneriz

Student Staffing Coordinators

Rosalyn Nguyen, **Rebecca Rakow**,**Alenka Zeman**

Tully Road Liason and Website Coordinator

Melissa Enriquez

Undergraduate Liaison Coordinator

Phil Hsu

Undergraduate Coordinators

Farzad Alemi, *Interpreter Coordinator***Candace Pau**, *Undergrad Coordinator***Madeleine Saran**, *Undergrad Coordinator***Levon Utidjian**, *Screen Team Coordinator***Arbor Quotes and News**

"Arbor gives medical students a unique opportunity to invest in the community around us. At the end of the day, you feel a real sense of accomplishment being part of a team that collaborates with patients to provide them with the care that they need."



Rebecca Rakow

"On the days that I go to coordinate Arbor Clinic, I stumble out the door, often wondering, 'Was I crazy to leave my warm bed on this early morning? It's so quiet -- everyone else is sleeping!' But by the end of the day, I am mysteriously uplifted and energized. The connections I find with our patients and other volunteers put me in a radiant mood every time I walk away from Arbor Free Clinic."



Lisa Wong

New Arbor Patient Education Web Site

The new Arbor Patient Education site was created for Arbor by the Health Library. It is a user-friendly site that Arbor coordinators can reference and use to print English and Spanish material for patients on Arbor clinic days. You can view the site at the following URL:

<http://arborclinic.stanfordhospital.com>

Contact Us!**Mailing address:**

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New Arbor Coordinator Positions

Community Resource Coordinator position

By Delene Richburg SMS II

Over the years, Arbor's patient population has grown immensely, as have the needs of the patients. While Arbor is primarily an acute care clinic, many of the patients that come to Arbor are in need of continuing care and support. Recognizing this need, former students have worked to organize an extensive referral system to other local clinics and expand the services at Arbor to include Optometry and Dermatology. However, the needs of our patients often extend beyond the medical realm. As coordinators at Arbor we realize that health stems beyond the physical wellbeing and into both the social and mental realm. Many times the route of the "physical problem" stems from a lack of access to adequate social support services. Recognizing this need, we are working this year to expand our connections with the surrounding community.

At the beginning of March, I took on the new role of community resources coordinator. Through this position, I am working to establish a referral and support network composed of local organizations to better serve our patient population. This will function as the much needed addition to the current medical services Arbor offers. At this time we have a working file of organizations to refer patients to within Santa Clara and San Mateo Counties. The ultimate goal of

this project is to be able link every patient that walks through our doors with the appropriate organization that can meet their needs, physical, emotional, and social, beyond the walls of Arbor.

Arbor Homeless Project

By Mana Golzari SMS II

Although Arbor was originally created to serve homeless persons in the Bay Area, its patient focus has widened over the past decade. But this year, inspired by the ideas of second year medical student Mana Golzari, Arbor has taken steps towards rediscovering its roots. Over the past months, Golzari and Arbor have developed a special homeless outreach project designed to redevelop Arbor's connection with the area's homeless patients and to ensure Arbor's ability to provide them with quality care. Golzari is "interested in making a stronger tie between Arbor and the homeless community. Homeless individuals often lack access to the same networks of information that other, lower income individuals may have. In addition, transportation and trust issues come into play for many homeless individuals. As a result, I feel that Arbor should make a special effort to reach out to these individuals." In order to accomplish this goal, Golzari designed and distributed an information pamphlet tailored specifically to the homeless population and developed relationships with local shelters, adolescent health vans, food kitchens, and community groups.

Arbor Success Story

By Lars Osterberg, Medical Director

A 58 year-old man from India, who was here visiting family, complained of occasional burning epigastric pain for the past month. He had a bout of melena about a week before he was seen at the Arbor Free Clinic and had been somewhat fatigued but did not want to seek medical care because he could not afford it. He came "just to get checked out" and was found to have a hematocrit of 19%. We referred him to the Santa Clara Valley Medical Center, where he was found to have a duodenal ulcer, which caused him to bleed. He was placed on acid suppression therapy. If he had not sought medical care, he could have easily had another bleeding episode with possibly grave consequences.

Beyond the Arbor Walls : Spotlight on the Screen Team

For the past four years, the Arbor Free Clinic Screen Team has played an integral role in fulfilling Arbor's mission to provide health care to the underserved. Started in 1998 as a means to promote health awareness in East Palo Alto and the surrounding area, the Screen Team conducts basic health screenings in the community, educates patients about important health issues, and refers individuals to Arbor for follow-up care if any health problems are found. The team, which consists of Stanford University medical students and undergraduates, emphasizes personal interaction with patients and allows its members to serve the community while gaining hands-on medical experience.

Adding Health Education to the Screen Team

By Vedant Kulkarni, Medical Student

While the Screen Team has effectively reached out to the community, screening event participants often leave with little more than test numbers and a referral. With the help of Dr. William Haskell of the Stanford Center for Research in Disease Prevention (SCRDP), and funding from the Valley Foundation Medical Scholars program at Stanford, I adapted the SCRDP's Health Education and Risk Reduction Training (HEAR²T) program for use in a community screening setting for diabetes, high blood pressure, and high cholesterol. The educational curriculum was designed to be succinct and effective for use in a screening setting, and was designed so that both undergraduates and medical students can disseminate the information to patients.

The final product includes information on high blood pressure, cholesterol, and diabetes organized around certain principles:

- Interactive Results
- Risk Awareness
- Memorable Education
- Practical Skills

The first-run of the educational program at the May 11, 2002 Stanford Pow-Wow was successful. We screened 79 people, and found that 16 had high blood pressure, 8 had high cholesterol, and 9 had high glucose. Many people at the screening wanted to know more about maintaining good health, and the educational packet was our opportunity to give them effective information. Future directions for this project include adding material on weight loss techniques and teen health issues, translating materials, and incorporating materials into the patient education at Arbor and the new Pacific Free Clinic.

This Year's Efforts

By Candace Pau, Stanford Undergraduate

The 2002-03 academic year promises to be very productive for the Screen Team, led by coordinators Oscar Gonzalez (SMSII), Gladys Martin (SMSII), Levon Utidjian (Stanford Senior), and Priyanka Agarwal (Stanford Junior). On October 26th, the team participated in the Senior Health Fair, held at the Senior Center in East Palo Alto. The screening was conducted in collaboration with Dr. Margarita Pereyda, director of the South County Community Clinic in East Palo Alto. Over the course of the three and a-half hour event, 96 individuals received flu vaccinations provided by South County, 64 individuals were screened for high cholesterol, and 60 individuals were screened for high blood glucose. Nine Stanford students participated in the event. According to Kathleen Alexander, Development Director of the South County Community Health Center,

"The Screen Team was indispensable to the success of the Health Fair...Arbor Free Clinic is helping to produce a premium crop of community-minded doctors!"

Following the Senior Health Fair, the Screen Team participated in the San Jose Community Health Fair on November 2nd, held in collaboration with the 8th Street Church of Christ. On November 17th the Screen team held an event at the St. Maria Goretti Church in San Jose. Additionally, in 2003, the team anticipates participating in the Cinco de Mayo festival in downtown San Jose and the Annual Stanford Pow Wow.

Class of 2006 Gets Oriented to Arbor

By Matt Mendenhall, Medical Student

The academic year started with a flurry of excitement as the Arbor Steering Committee introduced the clinic to entering Stanford medical students. Arbor Coordinators Nicole Marsico, Vedant Kulkarni, Rich Cano, Lauren Maeda, Monica Eneriz, and Shari Chevez teamed up to teach the incoming class essential volunteering skills, including the basics of patient flow, how to take vital signs, and how to take a patient history.

Almost all of the 86 first year students attended the training and eagerly signed up to volunteer. Rich Cano states, "The impressive turnout of first year students is a testament to the powerful role Arbor plays in the interests of our new students."

For many, the training was their first opportunity to strap on a sphygmomanometer and count respirations. The event also provided an opportunity for Arbor veterans to discuss the importance of working with the county benefits analyst, making appropriate referrals, and maintaining patient confidentiality, among other things.



The Amazing Lars Osterberg, M.D.

By Nicole Marsico

Students are inherently a group in flux, and the Arbor Free Clinic is no exception. From year to year the faces of managers, preclinicals, and undergraduates are constantly changing. The one steadfast component of this constantly evolving clinic is our devoted medical director, Dr. Lars Osterberg. Dr. Osterberg has been a part of the Arbor family for the past seven years, the last four of which he has served as medical director.

Originally from Sweden, Osterberg has spent most of his life in northern California. He grew up in the East Bay, attended college at UC Berkeley, and graduated from UC Davis's School of Medicine. It was while working at the Berkeley Free Clinic as an undergrad that Osterberg made a commitment to help patients without health insurance. It was this promise and a belief that basic healthcare is a universal right that led Osterberg to Arbor.

In the seven years Dr. Osterberg has been involved in the clinic, he has witnessed immense change: "Arbor has really grown. It used to be this small little clinic with a max of 10 patients on a given Sunday." Today the clinic usually serves 20 or more patients, has included dermatology and ophthalmology among its services and reaches outside the clinic walls through the efforts of the Screen Team. As the Chief of General Medicine at the Palo Alto Veterans Hospital, Osterberg gets to help students in all aspects of their training. He enjoys seeing students he once worked with at the Arbor Free Clinic using some of their acquired skills on the wards during their Medicine clerkships.

To the students, Dr. Osterberg is a beloved mentor. According to Arbor manager Matt Mendenhall, "His generosity, compassion, and wisdom make him a role model, but his spirit makes him an inspiration. I can't think of anyone who works harder than Lars, giving time and energy at every opportunity if he feels it will benefit his patients or his students." Fellow manager Brooke Cotter adds, "Lars is the backbone of Arbor. His patience, his ability to remain calm no matter what the circumstance, and his unending energy astound me."

The Arbor Free Clinic is truly fortunate to have this kind and giving father of two (with another one on the way this summer) spend so much of his time educating students and providing good medical care to those with limited resources.

Arbor Mission Statement

The mission of Arbor Free Clinic is to provide quality free medical care to low-income and uninsured people and to provide a hands-on learning environment for Stanford students.

Thank you for your support!

Arbor Clinic is pleased to announce a **\$20,000** grant from the **Kimball Foundation** and a **\$15,000** grant from **Peninsula Community Foundation**.

Arbor is truly grateful for their generous support.

Arbor would like to thank:

Subway and
Noah's Bagels

For their continued and generous donations that keep the clinic running smoothly.



Arbor Free Clinic Services

- ❖ Acute medical care for adults and children
- ❖ Physical exams
- ❖ Screenings for tuberculosis, diabetes, cholesterol, and hypertension
- ❖ Sexual health services including pap smears and STD and pregnancy testing
- ❖ Free medications
- ❖ Free lab tests
- ❖ Dermatology clinic once a month
- ❖ Monthly eye exams, vouchers for free glasses
- ❖ Referrals for free or low-cost emergency dental care
- ❖ Onsite county benefits analyst
- ❖ Education and counseling in a friendly and supportive environment
- ❖ Literacy program for children

Arbor Free Clinic

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*For more information, log on to
<http://arbor.stanford.edu>*