

BIDDEFORD FREE CLINIC

- BFC provides **FREE** general medical and **FREE** non-narcotic medication for those without health insurance and who cannot afford it.
- The Dental Wellness Center, a project of Biddeford Free Clinic, serves the dental needs of BFC patients **ONLY**.
- BFC promotes wellness and increased awareness of the effects of smoking, diet, exercise, diabetes, etc,
- BFC CANNOT provide services to those who have medical insurance of any type, i.e., Medicaid, Medicare, private insurance, etc.
- BFC referral to specialists and/or complex testing or procedures may require a fee.
- BFC visits and all medical records are confidential.
- BFC gratefully appreciates voluntary donations to the Clinic.

We are neighbors helping neighbors.

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• Gregory A. Leach, MD, *Medical Director*

Biddeford Free Clinic



*Coming together is a beginning.
Keeping together is progress.
Working together is success.*

– Henry Ford

Visit our website: www.biddefordfreeclinic.org

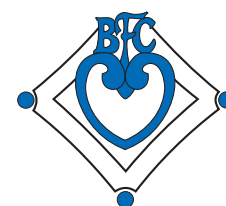
Biddeford Free Clinic

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Member of the National Association of Free Clinics



Logo design by Michele Stivaletta

Annual Report 2011-2012

Message from the President

What makes the Biddeford Free Clinic great is our many volunteers who each do important jobs that together provide top notch medical care for our patients. Let’s see what happens to Mrs. B who comes to the Clinic for the first time because of urinary frequency, fatigue, and unusual thirst. She is seen first by our secretary who initiates a patient record and records demographic information. Next she talks with the coordinator who helps her complete a form about her medical history. Next stop is the nurse who takes her vital signs and records information about her illness. She will then see the physician who will listen to her medical issues and perform a physical exam. Not surprisingly the doctor determines that Mrs. B could have diabetes and sends her to our in-house laboratory where a lab tech performs blood and urine tests that confirm this diagnosis. Since her blood sugar is quite high, the doctor prescribes a medication to lower it and control her diabetes. The physician also asks Mrs. B. to return to the Clinic in a week for reevaluation. The nurse discusses some aspects of diabetes with her and suggests that she enter the “Sugar Buster” program. Mrs. B. takes her prescription across the hall to our pharmacy where a pharmacy tech fills the prescription; and the pharmacist checks it, records it in the computer, and gives it to Mrs. B. with instructions for its use. Mrs. B. then sees our Executive Director, Joan Gordon, who arranges for her to meet with one of our UNECOM medical student Sugar Busters for ongoing counseling about her diabetic care. Mrs. B. would then be entered into the Chronic Disease Registry by Mel Cannella, our I.T. expert; and later might work with Jo-Anne Clark, Assistant Director, who would help her get medication through a Patient Assistance Program.

This thumbnail sketch of the many volunteers involved in a patient’s care does not tell the whole story. Many people work behind the scenes to keep the Clinic running smoothly. Joan Gordon, Jo-Anne Clark, Mel Cannella, and Joan Oddy are the backbone of it. They not only work with the patients, but make sure that everything needed to make the Clinic function smoothly is in place.

2013 will be our 20th anniversary! The Board and I thank you very much for your interest and support.

Best wishes for the Holidays.



Francis J. Kleeman, M.D.

Message from the Executive Director



I’m sure we all have received innumerable forwards in our email box. Sometimes we take the time to read them but most often, I suspect, we press the delete button. One forward, however, peaked my curiosity because it was entitled “ The Charles Schulz Philosophy.” I’ve always enjoyed the Peanuts’ comic strip, particularly the one which highlights people who make a difference in our lives.

Volunteers are those people who make the difference in our lives, especially in the lives of our patients at the Clinic. Charles Schulz says: “they are not the ones with the most credentials, the most money... or the most awards. **They simply are the ones who care the most.**”

When I asked our volunteers why they volunteer I received heartwarming and compassionate responses:....I feel proud to give back to my community... the Clinic fills a vital need in the community and we should all be proud of what has been accomplished over the last 20 years....because I can!.....it’s a nice feeling to know you are really helping to make a difference for those without health insurance....it’s a privilege and an honor to share

in the support of others....I’m giving back....I take my oath seriously and am privileged to share my time and skill as a physician....it makes me feel good.....it gives me the opportunity to work with other volunteers who are experienced in many aspects of life....the Clinic helps people selflessly, offering enduring quality care....I volunteer because I have a gift for listening.....I am pleased to be able to share patient success.....it’s joy for me.....I’ve been volunteering at the Clinic for more than 15 years and every time I leave I’m reminded of the working poor we serve; the Clinic is the safety net that provides some level of security to them in their community.....I truly enjoy people and try to make them smile when they have come for care.....I choose to volunteer at the BFC because I believe access to health care is a right, and not a privilege.

Our volunteers are real catalysts for change. Patients have figured out on their own when certain health providers are at the Clinic and schedule themselves accordingly; they arrive before 5 PM on a particular day to sign the register because they want to see that nurse or physician with whom they have developed a relationship.

Our volunteers learn to adapt, improvise, and make do to meet the individual need of a patient whether it’s a dressing or a medication. The flexibility among our healthcare colleagues always makes it work so that the patient is taken care of. As one volunteer said: “it is this unique collaboration that makes the BFC work.” I have tremendous respect for our volunteers. They use their skill, kindness, and forbearance on occasion, to address the health issues of our uninsured patients.

Janice S. Chambers, a senior editor for the Rotarian magazine comments in the November 2012 issue: “as organisms evolve, their regenerative capacity declines, but scientists believe that human cells could contain the dormant ability to heal without scarring, or even to regrow a limb.” Our dedicated volunteers, as well as UNECOM second year medical school volunteers, nurture that patient dormant ability and help our patients to begin “walking” on the path of self-improvement.

On this wonderful holiday of Thanksgiving we give thanks for our bounty of riches, but most of all, let us give THANKS for each other and for your generous support. A joyful holiday season to all!

Joan M. Gordon

Contributors, continued

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Contributors

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Gorman Foundation Patricia Joseph Richard Kahn, MD, SMMC PrimeCare Pulmonary Medicine Thomas Kane, PhD Mary Joan Kann Mr & Mrs A. William Kany, Jr Joel D. Katz, in honor of Francis J. Kleeman, MD Lisa Kavanaugh, Executive Director/CEO, Community Dental Inc. Dr. Charles Roger Kendrick & Linda Kendrick	Kennebunk Savings Bank, Customer Ballot Kennebunk Savings Bank, Volunteer Investment Program Kennebunk Village Pharmacy Brian Keroack, MD, Rheumatology Associates Kathy Kilrain del Rio, B/S Literacy Volunteers Catherine & Kenneth Harland King John & Cornelia Kittredge Francis J. Kleeman. MD Selina Koutoulas Nicholas & Stephanie Koutroulis Diane & Michael Labbe, in memory of Lorraine Labbe Stephen Labbe, in memory of mother, Lorraine Labbe Robert & Annette Labonte, in memory of Lorraine Labbe Patricia & Daniel Lachance Helen & George Ladd Charitable Corp Mary & Ralph Lancaster, in memory of Lorraine Labbe Jerry LaPierre, J. 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Financial Report Finances from January 1, 2011 - December 31, 2011

Income	Expenses
Town Appropriations	\$ 6,747
Contributions	85,144
Grants/Foundations (allocated for 2011)	32,833
United Way	30,531
Interest/Dividends	10,276
TOTAL	\$165,531

The City of Biddeford provides space and utilities for the Biddeford Free Clinic.

Service Area Totals

	Number of Medical Patients	Percent
Biddeford	178	37.3
Dayton	5	1.1
Kennebunk	19	4.0
Kennebunkport (20), Arundel (9)	29	6.1
Alfred (7), Lyman (9)	16	3.4
Old Orchard Beach (42), Ocean Park (3)	45	9.5
Saco	71	14.9
Sanford (31), Springvale (2)	33	6.9
Acton (1), Lebanon (2), Waterboro (15)	18	3.8
Shapleigh (2), Limerick (2), Limington (1)	5	1.1
Hollis (7), Buxton (6)	13	2.7
Wells	14	2.9
Portland (2), Scarborough (6), Gorham (4)	12	2.5
Berwicks (4), Ogunquit (1), Eliot (1)	6	1.3
York (1), York Beach (1)	2	0.4
Yarmouth (2), W. Newfield (3)	5	1.1
Bridgton (1), Raymond (2)	3	0.6
Other	2	0.4
TOTALS	476	100

Dental Wellness Center

Patient Visits	145
Value of Service	\$65,000

Patients Assistance Program

Biddeford Free Clinic distributed \$29,782.61 worth of medication through the Patients Assistance Program.

Referrals

In the past year, we made **109 referrals** to over 19 different specialties: *dentistry, cardiology, general surgery, gastroenterology, urology, nephrology, otolaryngology, opthamology, neurology, rheumatology, psychiatry, pulmonary medicine, podiatry, endocrinology, dermatology, pain management, wound clinic, plastic surgery & physical therapy.*

– Thank you to our partners in health!

Number of Visits

Total Office/Medical Visits	805
Total Pharmacy Visits (3,741 prescriptions filled)	1,335
Total Lab Visits	287
Total OMT Visits	-0-
Total Nutrition Visits	188
Total Social Service Visits	39
EKG	1
Flu Shots	38
Mental Health	25
Pulmonary Support	11
TOTAL CLINIC VISITS	2,729

Value of Service

	2011-2012	1993-2012
Office/Medical	\$ 104,345	\$ 1,739,627
Pharmacy	280,575	3,141,195
Laboratory	28,653	233,687
OMT	-0-	37,764
Dental Services	65,000	344,398
Social Services	3,900	34,026
Nutrition	9,400	54,720
EKG	390	7,735
Flu Shots (58)	1,140	6,900
Mental Health	4,375	19,975
Pulmonary Support	1,100	2,075
Other	3,258	29,299
TOTAL	\$ 502,136	\$ 5,651,401

Supplies & Value of Laboratory Services

Products Distributed to Patients	\$ 6,191
Value of Tests Performed in-house	22,462
TOTAL	\$ 28,653

Frank Lavoie, M.D., Board Member

In a nation without universal healthcare coverage, community-based clinics like the Biddeford Free Clinic, fill an enormous void. Access to primary and preventive care is a lynchpin to improving individual health and the health status of a community. A fully coordinated healthcare system seeks to improve both the health of the individual and the health of the collective community, and to do so the most efficient way possible, leaving no one behind. Such a fully coordinated system requires primary care, specialty care, diagnostics, therapies, pharmaceuticals, hospital care, and post-acute care.

Unfortunately, despite the efforts of many healthcare providers – physicians, dentists, mid-level providers, nurses, therapists, pharmacists, and other ancillary personnel – and the support of Southern Maine Medical Center, many in our community continue to lack the care needed to stabilize and improve their health. The work performed by the Biddeford Free Clinic to help fill some of the gaps in this continuum for our least fortunate neighbors has been, and continues to be, one of the most impressive efforts of the local healthcare community. Without the Biddeford Free Clinic, individual health, and the overall health of the community, would be further disadvantaged.

Our Board thanks profusely the many professional volunteers who make this great service possible.



SBSI...The Local Bank with a Heart

For the nineteen year life of the Clinic, Saco & Biddeford Savings Institution (SBSI) has consistently supported the mission of the Clinic. With regular and generous annual contributions to the Clinic, and an essential gift making the start of the Dental Wellness Center possible, as well as staff members who have volunteered their time over the years, SBSI has continued to show they value our whole community.

“We truly believe in the Clinic’s mission of helping those in our communities who need the medical help but just can’t afford it,” notes Donald Lauzier, VP/ Director of Public Relations, “Add to that the work that Dr. Kleeman has done over the years—we have always been truly impressed by his humanitarian work in our communities—and the Clinic's impact fits squarely in with our mission as a mutual bank, and that is: giving back to our customers and our communities.

For more than 185 years, SBSI has maintained an impressive record of support for communities in their service area and beyond. In addition to their financial support, SBSI employees have donated well over 1600 hours of time to their favorite non-profit organizations in the area. The roots and new growth of Maine’s oldest bank help keep our community strong.

Team A for Access to Health Care

When Dr. William Frank told Drs. Anuja Sharma and Mukesh Bhargava—a husband and wife Internist couple—about the Biddeford Free Clinic, they knew they wanted to be a part of it. “We saw volunteer medical professionals helping patients make lifestyle changes while touching and improving their lives,” said Dr. Sharma, “These are patients who work hard and simply cannot afford medical care. Volunteering to help once a month just made sense.”

“The American Health Care is the best health care if you can access it,” continued Dr. Bhargava, “However, the system ignores the uninsured irrespective of the disease. It should be the other way around; the system should focus on healing rather than the ability to pay. This is what the Clinic does and we are proud to be a part of it.”

Throughout their time volunteering at the Clinic, Drs. Frank, Bhargava, and Sharma would carpool from Sanford, calling themselves the “Team A.” After working at the Clinic, the group would go out together simply to enjoy each other’s company.

Dr. Sharma is an internal medicine physician with a special interest in diseases of the skin. In her office-based practice, she focuses on prevention, early detection, and management of diseases that affect adults.

Her husband, Dr. Mukesh Bhargava, is also an internal medicine physician. He specializes in non-invasive cardiology and preventative health. He has been involved in clinical research that allows him to keep up with recent developments in medical science.

Both doctors were initially trained at the Gandhi Medical College in Bhopal India. They went on to attain their medical degrees in the United States with internships and residencies in schools and hospitals (North Shore University, Woodhull, Albert Einstein and Wiler) in New York.

After eleven years working in Maine, most recently in a group practice in Sanford, Drs. Sharma and Bhargava will be moving with their teenage children to Ontario. While we wish them well in their new endeavors, they will be sorely missed!



For this Veteran, Giving is Receiving

Nurse practitioner, Peggy Akers, FNP, understands the reciprocal nature of giving. "I feel so privileged to be a part of people's lives," she says, explaining the respect she feels for the patients she works with at the Clinic. "They work so hard, so very hard, and they just need to take care of their health," she continues, "the providers, staff, and other volunteers at the Clinic work together in a collegial and team spirit environment. I'm truly grateful for the opportunity to work with the great patients and providers at the Clinic."

A veteran Army nurse who served in Vietnam, Akers has been working for decades with underserved and disadvantaged populations to ensure they have access to healthcare. Locally, she works for the City of Portland's Public Health Division, spending a great deal of her time at the City of Portland's Homeless Health Clinic. Among many of Akers' volunteer positions, she works with us at our Clinic once a month helping our patients maintain their health, and manage illness. She cares and is caring and it comes through in everything she does.

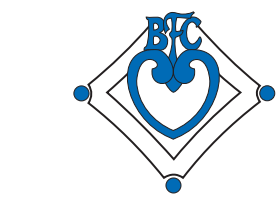
Biddeford Free Clinic Volunteers

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Caitlin Buttarro, MS II UNECOM
Judith Cadorette
Carmela B. Cannella, Mainely Media
Nicole Cantara, RN, SMMC
Mindy Carter, RN, SIRONA
Frederick Cheney, RN, SMMC
Kellie Cheney, Eagle Point Management
Andrew Cheng, MS II UNECOM
Bruce Church, RPh, Hannaford
Jo-Anne Clark, New England Life Care
Diane Cloutier-Dostal, RPh, Rite Aid
Maura Conway, MS II UNECOM
Anthony Curro, PA-C
Jennifer Courtois, RN, Port Resources
Steven Cutone, DO, SMMC PrimeCare Physicians
Ryan Cutro, PHT, Martin’s Point Mail Order Pharmacy
Brian Dallaire, RPh

Staci Dallaire, RPh, SMMC
Eric Dallara, RPh, Hannaford
Anne Daly
Rick Dambrie, SMMC
Jenny David, MS II UNECOM
Cynthia Davies,PA-C, York Hospital
Zachary DeCant, MS II UNECOM
Shaila deLea, MS II UNECOM
Benjamin Del Prete, summer intern, George Washington University
Elisabeth Del Prete, DO, SMMC PrimeCare Physicians
Joanne Desrochers
Debbie DeYoung
Francis DiStefano, MS II UNECOM
Emily Dornblaser, Pharma. D., UNE School of Pharmacy
Tara Doyle, MS II UNECOM
Denise Doyon, RPh, Hannaford
JoJo Dryden
Heather Durfee, MS II UNECOM
Karen Eames, Simensky, Engstrom & Associates
Karli Edholm, MD, SMMC
Tracie Elkins, RN, Wentworth-Douglas Hospital
Joy Elsner, USM Library
Michelle Fecteau, RN
Joseph Ferrick, SMMC Volunteer
Martha Fishback, RPh, New England Life Care
Michael Foley, MS II UNECOM
Forrest Foreman, DO, SMMC
William Frank, MD
Patricia Frechette, MT, NORDX
Diane Frechette, RN, SMMC
Althea Frenette-Chretien, RN
Katrina Good, DO, SMMC
Richard Gordon
Robert Gowen, RPh, Hannaford
Frank Green, DO, SMMC
Christopher Guido, RPh, Rite Aid
Sandra Hamel, RN, Home Instead
Suzie Hammatt, MS II UNECOM
Dany Hanna, MS II UNECOM
Hugh Hartman, RPh, Rite Aid
Heather Hassett, MS II UNECOM
Linda Hennebury, SMMC

Carl Hevey
Rebecca Hillyer, MS II UNECOM
Sharon Hooper, RN, SMMC
Donna Hyde, RN, SMMC
Barbara Jackson, SMMC Volunteer
Patricia Joseph, MT, SMMC
Aditi Joshi
Tina Jumani, MS II UNECOM
Elizabeth Karr, MS II UNECOM
Stephen Kelly, Dudziak’s School of Gymnastics
Beth Kerbel, RPh, New England Life Care
Sharon Kerner, RN, VA HomeHealth & Hospice
Christopher Kleeman, MD, Mercy Hospital
Francis J. Kleeman, MD
Julie Kleeman, Esq
Michael Kleeman, DO
Alphine Kleeman, LCSW
Erin Koepf, Pharma. D., UNE School of Pharmacy
Stephanie Kramer, MS II UNECOM
James Krebs, Pharma. D., UNE School of Pharmacy
Matthew Lacroix, Pharma. D., UNE School of Pharmacy
Dolly Lajoie
Gregory Leach, MD, SMMC
Victoria (Torie) Leach, summer intern, Union College
Sean Lena
Joshua Lupton, MS II UNECOM
Sarah Mader, MS II UNECOM
Kenneth McCall, Pharma. D., UNE School of Pharmacy
Hattie McCarthy, RN
Hayley McHugh, MS II UNECOM
Angela Meyer, MD, Mercy Hospital
Lorraine Mitchell
David Mokler, PhD, UNE Faculty
Rusty Morrison, RN, New England Rehab
Breanna Muehle, MT, NORDX
Katherine Murdough, RN, SMMC
Cardio/Pulmonary Rehab
Joan Oddy, RN

Audrey Okun-Langlais, DO, SMMC PrimeCare Physicians
Joanne Ouellette, RN, SMMC
Mary Lisa Pagnucco, Pharma. D., UNE School of Pharmacy
Charlotte Paolini, DO, UNECOM
Lisa Paquet, RN, MMC
Boskey Patel, MS II UNECOM
Lewis Phillips, MD
Suzanne Picard
Michelle Pray
Ross Pray, RPh, CVS
Katrina Randall, RN, MMC-PHO
Judy Regis, SMMC PrimeCare Pulmonary Medicine
Richard Regis
Deidre Reigel, MS II UNECOM
Linda Rioux, RN
Kelsey Robare, MS II UNECOM
Lauri Rochefort
Dominick Roto, MS II UNECOM
Pamela Saunders, RN, SMMC
Steven Schneider, MD, Goodall Hospital
Apryle Seeley, MS II UNECOM
Anuja Sharma, MD, Goodall Hospital
Nancy Belysea Shea, RN
Mark Strickland, RPh, Osco Pharmacy
Kate Stickney, SMMC
Bonnie Tallagnon
Patrick J. Tangney, MD
Denise Thibault, MT, SMMC
Maxine Thibodeau, RN, USM
Danyelle Tierney, DO, SMMC
Richard Tockman, MD, Goodall Hospital
Patrice Tripp, RN, SMMC
Kristofer Tupper, Bowdoin College graduate
Nandini Vijayakumar MS II UNECOM
Kim Walls, USM Nursing Student
Robert Wenger, MS II UNECOM
Darcy Wolcott, MS II UNECOM
Wen Zhang, MS II UNECOM
Wesley Zemrak, Pharma. D., UNE School of Pharmacy



Thank You!

We have made every effort to insure the accuracy of this listing. However, if you should find an error, or if you have a question about the listing, please contact our office. We will make sure our records are corrected.

Our Man in Afghanistan: Dr. Brazalovich Gives to His Community and His Country

Dr. Alexander Brazalovich, DO, has shown incredible dedication in volunteering at the Biddeford Free Clinic once a month for the past seven years. And now he has taken that dedication many steps and many miles further. Born in Connecticut, Dr. Brazalovich has lived all over the country and served in the military before coming to study at University of New England College of Medicine (UNECOM) and then settling in as a family practice doctor at nearby Massabesic Regional Medical Center. During his prestigious career, Dr. Brazalovich has served on several boards and received Maine Osteopathic Association’s Physician of the Year award in 2011, given to a DO who has “demonstrated a high quality of practice, a compassionate interest in patients, and a commitment to his or her community.” He also has won awards from the United Way of York County and the American College of Osteopathic Family Practice.

Dr. Brazalovich’s commitment to community is what brought him to the Clinic as a volunteer starting in 2005. He sees patients and writes prescriptions when necessary. He also teaches second-year UNECOM medical students, who he enjoys and who respond well to him, and he supervises a physician assistant at the Clinic who has worked with him at his family practice. Dr. Brazalovich finds it most rewarding to take care of the medical needs of those who might not get care if it weren’t for the Clinic. And now he has extended his helping hand to a remote place halfway around the world.

Dr. Brazalovich tried for several years but was unable to get back on active duty with the military to serve his country. So he found another way to help the military’s efforts. He is now under contract to provide health care to the civilians who take care of the military in Afghanistan. This means he is working with impoverished people in a region that has seen war for nearly four decades now. Though he sees little that has changed. Dr. Brazalovich is doing his part for the country and for the people who work with us overseas.

Dr. Brazalovich will finish his contract in December, and he’ll have another impressive achievement to add to an already distinguished career – one driven by a spirit of community and giving. The Clinic is lucky to have Dr. B; we’re proud of his service and look forward to his return.



The Holy Spirit Moves Them

Years ago, the Biddeford Free Clinic made donations to a special mission project of the Holy Spirit Parish (St. Mary’s Church in Wells and St. Martha’s Church in Kennebunk). That generous church supports the Holy Spirit Clinic in Maggoty, Jamaica, BWI. An example of their truly reciprocal relationship, Holy Spirit Church has been supporting the Biddeford Free Clinic for the last several years. Joan Fedor, member for 17 years and now chair of the Holy Spirit Tithing Committee, notes that the work the Clinic does fits clearly into the church’s Christian goal of helping people with the greatest, most pressing emergency needs. She says she fully supports the church committee’s decision to support the Clinic.

Fedor herself embodies the caring and warmth of the Holy Spirit Parish. Avid crafters, Fedor and her late husband moved to Maine 20 years ago from Connecticut in great part to be involved in their spiritual community. She describes Holy Spirit Parish as a “very unique church” with a “wonderful, warm feeling.” She reports the parishioners have so much love and compassion, others tell her that they “wish our church was like yours.”

We know that the Holy Spirit Parish’s support for our Clinic and the Holy Spirit Clinic in Jamaica go hand in hand, showing how their community spirit moves them to acts of great generosity.

Giving Back When You Can

The Clinic provides health care to everyone who doesn’t have insurance to cover their medical expenses. In return, many patients want to be able to give back – but know that they will always have a place where they can receive care regardless of their ability to give back. **Deb DeYoung** has been a regular volunteer for the Clinic for the last two years – she says “it’s the only way I can pay (the Clinic) back for all the good they’ve done me.” That she is now a volunteer means she has come a very long way from when she first arrived at the Clinic in 2002.

DeYoung has had asthma for much of her life, a condition that became so severe that it has disabled her in the past. She moved to Maine from Massachusetts on the promise of a job – one that never materialized. By the time she found another job, one that did not offer health insurance, she was already having to make mortgage payments – and she was suffering because she couldn’t afford the astronomical prices of asthma treatment.

DeYoung says the Clinic took her in when she was at her sickest, showing compassion for her and helping her treat her asthma. She was the first participant in the Clinic’s Smoking Cessation Program, and she has been instrumental in helping other asthma patients deal with their conditions by encouraging them to get inhalers. She has felt the love and respect that the Clinic staff offers, and she wants to give back now that she has her asthma under control. The Clinic’s just glad she’s healthier.



Thank You DWC

For the last few years, **Cecile Letourneau** has been a patient at the Clinic. A self-described Mainer, “and damned proud of it!” Letourneau says the Clinic is “incredible. They’re angels and godsend...” Struggling with chronic depression, Letourneau has been self-employed for more than a decade but has not been able to afford to pay for health insurance or for proper medical care. Just over a year ago, she heard about the Dental Wellness Center—the free dental clinic for patients of the Biddeford Free Clinic—and made an appointment right away. She says, “I have had major issues with my teeth but I now have a full plate up top, and things are getting so much better.” Letourneau is struck by the giving nature of all of the Clinic staff and volunteers. “In this day of selfishness, these people just keep showing up and they never make us feel lousy for needing an extra helping hand.”



The Steady Hand

Dedication comes through not just in deeds but sometimes in longevity as well. **Judy Regis**, a lifelong Arundel resident, has been a medical secretary her entire career since graduating from Westbrook College. During her career, she came to work as the secretary for the Biddeford Free Clinic’s founder, Dr. Kleeman, when he was in private practice. That’s when her interest in the Clinic began. She became involved after witnessing Dr. Kleeman’s enthusiasm to assist the uninsured and also experiencing firsthand the need for free health care in the community. “I knew that I wanted to help,” Regis said.

Currently, Regis volunteers as a Clinic coordinator twice a month. She helps to make appointments and keeps volunteer coverage on track so that the Clinic can serve as many patients as possible. In that way, she continues the legacy of Dr. Kleeman and the clinic by providing the same steady support for staff at the Clinic that she has provided to physicians throughout her career. “I enjoy working with the professional, caring staff at the Clinic,” she said. “The appreciation shown by the patients is very rewarding and makes the experience worthwhile.” In her free time, when she’s not volunteering, Regis enjoys spending free time with her family, especially her two-year-old grandson.



Care Providers

Katrina (Kate) Good volunteers as a doctor at the Clinic once or twice a month. An emergency medicine physician at Southern Maine Medical Center, Good got involved because one of her nurses was volunteering and told her the Clinic needed doctors. Says Good, “I was glad to help.”

Since last spring, **Karli Edholm** has provided medical care to Clinic patients. “Since I generally work as a hospitalist [at Southern Maine Medical Center], it provides a nice change of scenery to see patients in the outpatient setting.” Originally from southern California, Edholm completed her medical education in Oregon, She and her husband, a medical officer in the US Navy, moved to Maine in 2010 when he was stationed at the Portsmouth Naval Shipyard.

“Some patients with whom I was working at Southern Maine Medical Center were also seen at the Biddeford Free Clinic because they didn’t have health insurance or the resources to procure a primary care physician,” says **Cynthia Davies**. On investigating volunteer options, Davies found the Clinic welcoming and encouraging. Davies performs medical evaluations and writes prescriptions under the supervision of one of the physicians. She notes that working at the Clinic helped her stay current with general medicine while she was working in General Surgery at SMMC. Davies also says she has firsthand experience of going without health insurance and accessing services at reduced-cost clinics with sliding-scale fees. Volunteering at the Clinic is “one way to repay the debt I feel I owe to such organizations,” says Davies.

Anthony Curro is a physician’s assistant working with Dr. Leach at the Clinic. A family medicine specialist, Curro originally volunteered at the nursing station before getting his PA degree from UNE. He found out about the Clinic through one of the board members, Peggy Belanger. A former ski patroller with 30 years experience as an engineer with Metso Paper, his initial position with the Clinic was triage: checking in patients, getting their vital signs, and sending them for lab tests. “The most rewarding part is knowing that those we care for are getting the help they need, and which they would otherwise not get due to a lack of health insurance coverage,” says Curro.



Katrina Good, DO



Karli Edholm MD



Cynthia Davies, PA-C



Anthony Curro, PA-C

The Heart of our Clinic, Touching Hearts across Maine



When patients visit the Clinic, or our faithful volunteers show up for a shift, they know Joan will be there. Joan Gordon, our executive director, began as a volunteer at the Clinic, then joined the board in 1993. In 2001, she took on a part-time staff position as director of the Clinic.

“Joan has run the Clinic for twelve years and has made many, many improvements. She is a superb Executive Director,” says Dr. Francis Kleeman, the Clinic’s founder and board president, “She not only has empathy for our patients as a group, but knows many of them personally and daily attempts to solve their problems. She has also been wonderful with our volunteers, providing support and encouragement to them. I work closely with Joan and find that there are not enough words to sing her praises.”

This October, the American Heart Association (AHA) honored Joan with their Crystal Heart Award. The American Heart Association created Go Red For Women—a social initiative designed to empower women to take charge of their heart health—to dispel the myths and raise awareness of heart disease as the number one killer of women. This important award, given at the AHA’s Go Red for Women 2012 event, is presented each year to a local woman who has made a positive impact in her community. We are delighted and grateful to the AHA that Joan was recognized for her efforts.

Joan was nominated by our own dedicated volunteer, Diane Frechette. RN, BSN, CNOR. Diane is Staff Development Educator at Southern Maine Medical Center. In addition to her commitment to the Clinic, Diane is a long-time Go Red volunteer and presented the award to Joan personally. “It was a joy to see Joan recognized,” said Diane, “I know her work with the Clinic aligns with the mission of AHA—they incorporate the same messages of taking care of yourself to avoid cardiovascular disease or any other disease or illnesses.”

It’s safe to say that Joan is the heart of our organization. She keeps our life-blood flowing, and we are grateful to her for everything she is. When asked about the award, Joan responded, “I was honored to be nominated and accepted this award in the name of our volunteers, the true crystal hearts of the Clinic!”

Dental Wellness

I cannot believe that this is the third director’s report I have to write. Time has truly flown. Again I must thank all the volunteers for their dedication to this cause for without them the dental clinic could not function in the way it does. The dentists, hygienists, assistants and the two denturists that help us throughout the year are model volunteers. We continue to be a rather full service dental clinic, providing all reasonable services including extractions, fillings, cleanings and examinations, root canal therapy, and removable partial dentures. Replacement of extracted and missing teeth with removable dentures continues this year with 18 units delivered by the end of summer. This is truly a feat for a free clinic; made possible by several generous grants.

This year tested the ability of the clinic to survive several clinics without Judy or me and on one occasion both of us. Janet Chapais continues to be indispensable in keeping the clinic together whether we are there or not. She also had a little help from our kids Marc and Michelle.

As we look forward to next year we can only hope to maintain the status quo as the clinic is working very nicely as it stands. Much gets done with very little and the patients continue to appreciate the services. What more do we need?

Dental Wellness Center Volunteers

Dentists			
Stefan Andren, DDS	Denise Theriault, DMD	Donna Nobert (Dr. Ray Beaudoin)	Associates)
Anthony Alteri, DMD	Dean Tourigny, DDS	Deborah Pow (Dr. Alteri)	Diane Malloy (Dr. Kenneally)
Jay Beauchemin, DDS (Dental Director)	James Trentalange, DMD	Beverly Rodrigue (Dr. Ray Beaudoin)	Heather McManis (Biddeford Dental Associates)
John Beaudoin, DDS	Dental Assistants	Kathy Rondeau (Dr. Britten)	Sheri Michel (Dr. Tourigny)
Ray Beaudoin, DDS	Amy Campbell (Biddeford Dental Associates)	Michelle Sanford (Dr. Daigle)	Deborah Milligan (Dr. Beauchemin)
Mark Britten, DMD	Susan Chantigny (Dr. Armstrong)	Stacey Singleton (Dr. Creisher)	Charleen Parker (Dr. Ray Beaudoin)
Gary Cresiher, DDS	Nicole Desmond (Dr. Lucier)	Jenn Watson (Dr. Tourigny)	Susan Patoine (Dr. Beauchemin)
Cristina Dominguez, DDS	Michele Fleurant (Dr. Beauchemin)	Hygienists	Lisa Petit (Dr. Tourigny)
James Faulkner, DDS	Jenn Gage (Dr. Kell)	Kathleen Augulewicz	Linda Rose (Dr. Kenneally)
Jason Garlock, DMD	Lisa Gagne (Biddeford Dental Associates)	Lovely Barcebal (Dr. Dominguez)	Linda Schelfnaudt (Dr. Gray)
Tanya Glidden, DMD	Carol Girard (Dr.Tourigny)	Vickie Basile (Biddeford Dental Associates)	Diane Seamans (Dr. Tourigny)
Douglas Gray, DDS	Melissa Gregoire (Biddeford Dental Associates)	Ronia Clement (Dr. Lucier)	Morgan Severance
Tyler Ingersoll, DMD	Debbie Houde (Dr. Kenneally)	Julie Eaton (Dr. Creisher)	Susan Shain
Tina Kell, DDS	Anita Huizing (Dr. Schaedel)	Rochelle Flood (Biddeford Dental Associates)	Jacquelyn Thornton (Dr. Ray Beaudoin)
James Kelley, DDS	Lindsey Jacobsen (Dr. Dominguez)	Lauri Ann Godin (Dr. Kenneally)	Julie Valente
Joseph Kenneally, DMD	Pamela Kieffer (Dr.Remmes)	Angel Hilton	Shayla Williams (Dr. Theriault)
Jay Knudsen, DDS	Kim Lappin (Dr. Trentalange)	Michelle Jamieson (Dr. Kivus)	Denturists
Megan Lucier, DMD	Lisa Brown Lewis (Dr. Kenneally)	Beth Jordon	Patrick Allen, LD
Mark Nadeau, DMD	Pamela Maurice (Dr. Gray)	Mist Killeen(Dr. Daigle)	William Buxton, LD
Lee Reichheimer, DDS	Arleen Medve (Biddeford Dental Associates)	Rebekah Hurlburt	DWC Administrator
Robert Schaedel, DMD		Agate Krawczyk	Judy Beauchemin
Corey Teguis, DMD		Lisa Little (Biddeford Dental	



Teaching, Supporting, and Learning: Workshops and Support Groups for Wellness

Matthew LaCroix, Pharma D., conducts a UNE professional workshop on medications for pulmonary and diabetic patients. Originally from Concord, NH and a University of Rhode Island graduate, LaCroix came to Maine in 2009 as a founding member of the UNE College of Pharmacy faculty after working in the New York City area at St. John’s University. He has been working with the clinic since Joan Gordon came to the dedication of the UNE College of Pharmacy in October 2009 and approached faculty members about helping at the Clinic. The College of Pharmacy faculty help staff one week a month in the Clinic’s pharmacy and LaCroix works with the Sugarbusters staff in helping introduce the diabetes medications to them, so they can help better care for patients. He says the most rewarding part of the work is how much patients appreciate the care they receive. “I am able to talk to most of the patients as they pick up their prescriptions and refills and ensure they know how to use their medication to help optimize their care,” LaCroix says.

Students from UNE’s College of Osteopathic Medicine, learn how to be “SugarBusters,” providing 1:1 support to many of our diabetic patients through the guidance of **Jennifer Courtois, RN.** Courtois wears many hats when it comes to educating others about diabetes. After 10 years teaching in the “Diabetes Self -Management Training” program, Jennifer served on the Advisory Board for the Healthy Maine Partners (HMP). She also does Diabetes Self -Management Training, as a part of the Coastal Healthy Communities Coalition. She is active in the Maine Association of Diabetes Educators (MeADE), where she currently serves as Team Leader Elect, as well as Co-Chair of Maine’s Legislative Advocacy for Diabetes Education. In January she will serve as Team Leader for the MeADE for the 2013-2015 term. Jennifer states that she has “a great passion for working with clients who have diabetes.” Her efforts to teach others are rewarded, “when people learn that it is a disease that is a self-managing disease; that they are the ones who are in charge of their disease and take control.”

Katherine Murdough, RN, provides education to second year medical students from UNE as they work in our Better Breathers program. The overall goal is for students to improve their understanding of chronic disease management, so that they can help patients develop self-management skills. Under her instruction, students learn assessment, interviewing, and teaching skills. She describes her experience of imparting knowledge and experience on students, as “very rewarding and enlightening.” Murdough lives in Kennebunk, ME. She has 35 years of nursing experience, primarily in critical care, and has worked at Southern Maine Medical Center for past 10 years. She currently coordinates the Pulmonary Rehabilitation Program and Better Breathers Club support group at Southern Maine Medical Center.



University of New England Medical Students: Helping Our Community



Volunteering at the Biddeford Free Clinic, as medical student provider in the “Better Breather’s” program has provided me with a clear understanding of the important role of the Clinic in the community. The BFC’s significance for patients, who would otherwise be left without care, has been underscored by the stories I have heard directly, describing the distance people travel to attend, and how they struggled when their needs were previously unmet. The clinic provides invaluable services, whether collaboratively within its own walls, or through knowledge of how to access opportunities “outside”, which help ensure wellness for community members.

Every evening I volunteer I feel empowered, not just because I have been given a valuable chance to practice what I have learned, but because I can also make a difference in another’s life, and because I have the opportunity to see others around me dedicated to doing just that. When I leave the old school building at the end of a shift it is clear to me the difference that a few can make in the lives of others, and I feel honored to be able to be part of such a inimitable program.

-Ed Bender, OMSII, MPH

As a second year medical student at the University of New England College of Osteopathic Medicine, it is easy to get overwhelmed by the academic aspect of my medical education. By volunteering as a Pharm Tech, the Biddeford Free Clinic has allowed me to see medicine and healthcare applied in the most rewarding way; by helping local citizens in need. Additionally, the BFC has enlightened me to the numerous healthcare volunteers that donate their time on a weekly basis to make a positive impact in the Biddeford community. The passion and dedication exhibited by the doctors, pharmacists, nurses, dentists, administrative staff and my fellow classmates is inspiring and I would like to thank each of you for your generosity in helping to improve the lives of those around us.

-Rachel Brenneman, UNECOM OMSII



I can finally feel good about myself, smile, talk to people....you have made all this possible....thank you.



Thank you so much for my dentures....I love them! It's been 30 years since I had such wonderful teeth and a great smile.



I can smile again.... thank you.