

Volunteer Newsletter

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**HealthFinders Volunteer Spotlight Features
Rae Ormsby,
Infection Prevention/Education Manager,
District One Hospital**



1. What volunteer role(s) do you fulfill for HealthFinders?

I volunteer as a clinic nurse, usually one evening a month. Also, I serve on the HealthFinders board.

2. With all the choices of opportunities, why volunteer with HealthFinders?

I like volunteer work, and this is a natural fit. I was an emergency department nurse for many years (large and small). I have the skills down after all these years, so I can relax and enjoy the patients. I think I like volunteer work of most kinds, just because it is something I do that I don't have to do. That gives a person a different perspective.

3. What is the most rewarding part of the role?

It's fun to get to know the other volunteers. And I have a special place in my heart for students and hope that their clinic experiences will favorably mold the way they look at their careers as they develop. I hope that I can be a good example to them.

But above the volunteers and students, the interactions with patients is the most rewarding party by far. One evening, I assisted a mom and her middle-school-age son who had come to the clinic for a sports physical. When they were ready to leave, the mom hesitated at the door and said, "I was so worried. We usually can pay our way, but my husband has been off work for so many months, and we just couldn't afford a physical. My son wanted to do this so badly. I thought I just had to swallow my pride and come in here. I thought we would be treated condescendingly. But everyone here had been just wonderful and treat us with respect like we were paying customers." Just remembering that story brings tears to my eyes and reinforces the value of HealthFinders—compassionate care for everyone in need.

More to know about the Medication Assistance Program

The Medication Assistance Program (MAP) provides free prescription medications to uninsured Rice County residents. MAP is being utilized by local hospitals (2), medical (5), dental clinics (3), HealthFinders clinic and Rice County Mental Health to provide free prescription medication to their patients.

- Is there a limit to how many times a patient receives free medications?

HealthFinders has established a maximum cap of \$500 per patient per year. The HealthFinders' staff is constantly reviewing patient files to insure information is up to date.

- Can I write in refills?

You may write as many refills as you see fit, however, the patient should be told that HF will cover a month at a time. If patient is unable to pay for his/her medication for the upcoming month, they are to call the HF office to ask for approval of authorizing payment on another month supply of medication.

- Can patient get more than one month supply free at any given time?

Patients are only allowed a free month supply of medications at a time.

- Are HealthFinders diabetic program participants any different from regular HF patients?

No. They, too, can receive as many refills as appropriate and must call in to get authorization of payment for the consecutive month, if they are financially unable to pay for refills.

- How can I find out what meds are covered?

All clinics, emergency rooms have blue formularies attached with the MAP vouchers. You may also contact the office for another copy.



- Are there alternatives to using the HF formulary?

Yes. Our local Walmart, HyVee, and Kmart have new programs where patients may receive their meds for radically reduced prices. The HealthFinders clinic exam rooms has access to these formulary lists. Please review them and inform patients about their options.

- Are their exceptions to the formulary?

Yes. HealthFinders is well aware that the formulary is not all inclusive and has purposely limited its list of authorized medications. However, HealthFinders understands that all cases are different and at times certain non-formulary medications are critically needed. In such cases, please contact, Angie Koch at 507-330-4031 or koch.angelica@healthfindersmn.org to discuss options.

- Can I recommend adding medications to the formulary?

Yes. HealthFinders pharmacy sub-committee meets bi-annually or when needed to review list of medications, gather recommended additions from providers and revise the formulary as needed.

**HealthFinders
Collaborative, Inc.**

P.O. Box 731
Northfield, MN 55057

Phone: 507-330-4031 or 507-663-0134

Fax: 952-526-5300

E-mail: koch.angelica@healthfindersmn.org

Website: www.healthfindersmn.org