



For a healthy community

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The Check Up

FOR A HEALTHY COMMUNITY

Spring 2007

Volunteers: Not Just “Nice” People

Volunteers are far more than nice to have, they are essential for the existence of a non-profit like the Clinic! Only with strong volunteer support can the Clinic see the number of patients it sees and offer the services it offers!

Erma Bombeck said when talking about volunteers, “If you ask how much they cost, you can’t afford them.” If the Clinic had to pay for the skills and talents that volunteers bring to the Clinic, it would cost well over \$1 million. Erma was right that the Clinic can’t afford them!

Volunteers work to change things; they themselves have a mission. It is because of commitment and passion that people on their own choose to “give up” their free time and “donate” their skills and talents.

Interestingly, volunteers are for the most part busy people who make it a priority to fit time into their schedules and into their lives to do something about (instead of just talk about) things they care about—like the mission of the Clinic. History proves that the best way to address a social issue is to gather a group of



people who care, a group of volunteers. We all know that it was a committed and passionate group of volunteers who started the Clinic!

People do not always get to “choose” where they work to earn a living, but people do get to choose where they volunteer. Many people get great satisfaction from volunteering and truly making a difference with their volunteerism.

It is hoped that Clinic staff show appreciation regularly and clearly to the people who volunteer at the Clinic. But, with April being National Volunteer Appreciation Month, we have the opportunity to broadcast and loudly proclaim our appreciation.

- FEATURING -

- ♥ All About Volunteers!
- ♥ Executive Director’s Report
- ♥ Clinic News
- ♥ FuzzyFotos 2007
- ♥ Volunteer Appreciation Week

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CLINIC LOCATIONS:

3515 Broadway
5119 East 24th Street



Terry Cushman started his volunteer effort at the Clinic in 1999 working as a Front Office Assistant. For the last seven years, he has volunteered as a CATS counselor. In all, Terry has worked over 800 volunteer hours.

A Message from the Executive Director...Sheri Wood



Sheridan Y. Wood

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Volunteers define the Kansas City Free Health Clinic and make us unique in the provision of health care in our community. In fact, volunteers are the heart and soul of the Clinic and are the core of our mission. Volunteers donated over 30,000 hours of service to the Clinic last year, giving freely of their time and talents. Time, that special gift, that we never get back—a priceless gift given so freely to the Clinic by so many.

Volunteers in 1971 started the Westport Free Health Clinic. It is nothing short of a miracle that our doors opened that April morning. During the strident beginning years of the '70s, long-haired hippies living the "good and free life," socialites from Johnson County, and others from the medical community, came together and volunteered to make sure the uninsured received health care in a setting that was not threatening—a coming together of people from very different walks of life that required all to trust and work together.

Over the ensuing decades others followed in their footsteps responding to the challenges of their time. The '80s and the years beyond brought us face to

face in the battle with HIV. It was volunteers that gave their time and talents to do battle on the front line against the disease and the social stigmas that overlaid the disease.

Today as we face the grim reality that there are over 300,000 uninsured and underinsured people in our community, it is volunteers that continue to rally to address the crisis. As I walk through the Clinic, there are hundreds that I find giving of themselves to help others. We all have the same number of hours and minutes each day, yet somehow in this busy and fast-paced world of ours these very special people find the time to be here, to reach out to others and to make this small part of the world better.

The volunteers here at the Clinic from all walks of life are the true heroes of our story and of our ability to care for so many. Spring, the eternal season of hope, finds Kansas City bursting with color and a sense of renewal and life. It is fitting that it is also the month that we celebrate volunteerism and say thank you for giving us so much.



Bob Claassen, D.D.S., Clinic Board of Directors President, shown with a volunteer dental assistant, has volunteered at the Clinic since 1990 and has provided over 640 hours of dental care to patients. Dr. Claassen holds a dental clinic for patients at the Clinic's Eastside location on two Tuesday nights a month.



Since 1996, John C. Hall, M.D., Clinic Board of Directors Member, shown with a medical student, has held a dermatology clinic once a month and provided over 560 hours of care for patients. Dr. Hall likes to see as many patients as is possible and might see 30 or so patients at each Clinic. At a recent adult medicine Saturday Clinic provided by physicians from Village Presbyterian Church, only one general practitioner could work...so Dr. Hall was asked to help. One particular patient feels that she indeed benefited from a miracle—she came for care for a debilitating rash and was fortunate enough to get to see one of the most skilled dermatologists in our area!

—VOLUNTEERS—

Volunteers: Work Everywhere in the Clinic

The Kansas City Free Health Clinic is a true example of community mobilization; volunteers with all different skill sets and talents are utilized throughout the Clinic to help provide services to patients. Currently, volunteers fulfill these responsibilities at the Clinic:

M.D./D.O./D.C./D.D.S.
Dental Assistant/Hygienist
Certified Nurse Practitioner
Physician Assistant
Psychiatrist/Psychologist/Therapist
Certified Medical Interpreter
Pharmacist
Registered Nurse, LPN, and EMT
Diabetic Educator/Nutritionist
Medical/Patient Assistant
Laboratory Technician

Front Office Assistants
Patient Greeter
Special Event Support
Occupational/Physical Therapists
Massage Therapist
Case Management
Administrative Assistant
Counseling and Testing Counselors
Special Projects Support
Board and Committee Service
Outreach Education



Meet Jody Olson, R.N., M.S.N. A Clinic volunteer since 1993, Jody has given over 980 hours to serve Clinic patients. Jody works primarily in the general medicine clinics at the Eastside location.



Ed Bailey has volunteered at the Clinic for over 20 years and given over 1500 hours of service! For the first eleven years, he worked once a week as a Front Office Assistant at Eastside and helped at health fairs. His volunteer effort also includes helping with several garage sales that were held to raise money. Ed served on the Board of Directors at one time. He feels that his volunteer relationship with the Clinic is a long-term relationship, "just like a marriage!" Ed now volunteers as a Patient Assistant at the Broadway location.



Meet Neil Mansuy, Volunteer CATS Counselor. Since 1999, Neil has volunteered more than 1045 hours counseling and educating thousands of people on HIV prevention.



Since 2002, Kathy Kelley, Psychiatric Nurse Practitioner, has worked four-to-five hours a week, one-on-one with patients for a total of over 1000 hours of volunteer service.

Volunteers: Work a Lot!

In January of this year, Clinic staff and volunteers provided health care to patients in 128 clinics and in 600 hours of counseling services; in February there were 138 clinics and 688 hours of counseling services. Patients were seen in these areas: adult medicine, family medicine, dermatology, STD, OT/PT, ancillary areas, GYN, CATS, dental, dental hygiene, TB testing, pregnancy testing, as well as in clinics put on by the Village Presbyterian Church and the Jackson County Osteopathic Association. Counseling services included therapy (individual, group, couples & family), case management, consultations, psychopharmacology.

In January, 105 volunteers and in February 110 volunteers worked side by side with staff to provide health care to patients. Volunteers put in over 1500 hours in January and over 2000 hours in February!

—VOLUNTEERS—



Long-time friends Washington Muro, M.D., and Michael Weaver, M.D. work together once a month at the Clinic. Dr. Muro has volunteered since 1995 and has given over 276 hours of care to Clinic patients. Dr. Weaver volunteered at the Clinic as a med student in the 70's when the Clinic was in the Stone House on Baltimore. Dr. Muro's family in Tanzania hosted Dr. Weaver when he was on a medical missionary trip several years ago.

Volunteers: Where do they come from?

The Clinic's volunteer program is highly coordinated, fast paced, constantly monitored, and ever changing.

On a weekly basis about five to eight volunteer applications are received. Each application is carefully scrutinized for skills and talents, potential time commitments and compared to our ever-changing needs. People who submit applications are interviewed.

On a monthly basis, new volunteers attend an orientation. Orientation is usually held in the evening and consists of an overview of the Clinic's history, mission, vision, and services; a tour of the Clinic; a review of the Clinic's ethics policy, HIPPA, and other standards; and information about volunteer shifts and how scheduling is handled.

In training, certain volunteers are scheduled to shadow experienced volunteers and/or staff to learn more about their volunteer position and Clinic procedures.

An online master calendar system is used for scheduling patient treatment clinics and volunteers. At mid-month, volunteers are sent the next month's calendar and asked to sign up. It is the monthly master calendar that shows the 100 or so clinics scheduled for that month and the exact medical team that is working each clinic.

The Clinic maintains information on the skills and talents and interests of over 800 people who offer to help the Clinic at one time or another during the year.

2007 Volunteer Orientation



The January class brought the Clinic three RNs, two patient assistants, two Spanish interpreters, a dental clinic volunteer, a front office volunteer, and a CATS volunteer.

The February Orientation brought two new patient assistants, a new front office volunteer, a new lab volunteer, and a case manager volunteer.



The March Orientation (no photo) gave the clinic two new patient assistants, a new front office volunteer, a new dispensary volunteer, and a new development volunteer.

After the April Class, the Clinic gained a RN volunteer, two patient assistant volunteers, a pharmacist volunteer, a front office volunteer, a medical records volunteer, and a community services volunteer.

—VOLUNTEERS—

Volunteers: Make a Difference with Funding

The Clinic tracks each and every hour worked by volunteers for use in funder applications and reporting. This information is critical because it shows:

- support from the community for the Clinic and its mission,
- that the Clinic has resources other than funder dollars, and
- that the Clinic can really “stretch” funder dollars.

Because volunteers are essential for Clinic operations, information about volunteer numbers and hours is included in every grant it applies for. In some grants the dollar value of those hours is included.

Funders like the Health Care Foundation, H&R Block, Menorah Legacy Foundation, United Way, and Wyandotte Health Foundation require certain information about volunteers.

The Clinic includes volunteer objectives in many grants. A goal in one General Medicine grant is to have at least 40 volunteer doctors, 40 nurses/patient assistants

and 10 other (front office, lab, etc) volunteers to provide services to patients. Mental Health grants have a similar objective. The goal is to increase from 5 to 10 dental volunteers as part of the Health Care Foundation grant this year.

The extensive use of volunteer providers does make the Clinic unique from the other safety net providers. With volunteers the Clinic can serve far more patients than it could with only staff. In essence, the use of volunteers enables the Clinic to “stretch” the dollars it receives.



Todd Fristo, M.D., a volunteer since 1993, has given over 355 hours of care to patients. Dr. Fristo holds his clinics at the Eastside facility.



Harold Voth, M.D., has given over 1700 hours in care to Clinic patients since he started volunteering in 1995. Dr. Voth's patients tell us that he makes them feel like they have finally been listened to; his patience and caring have helped thousands of patients at the Clinic.



Carl Myers, M.D., spends one evening a month at the Clinic seeing patients. He has volunteered at the Clinic since 1989 and given 400 hours of care to patients. Dr. Myers is known for urging patients to take charge of their own wellness.

Feel Good Benefits of Volunteering

“Volunteering doesn't just improve your mood, it also boosts brainpower and strengthens your body,” says Camille Noe Pagan in the “Helping Hands” article in the January, 2007, Prevention Magazine.

Pagan writes that research shows that volunteering provides a variety of health-related benefits – it increases your activity, it is intellectually stimulating, it makes you feel good about yourself, it gives some people a purpose, it gives you a sense of accomplishment and satisfaction, it provides the opportunity to be around interesting people and to continually be able to learn something new.

In writing about retirees volunteering, Sharon Brangman, MD, chief of geriatrics at the SUNY Upstate Medical University at Syracuse, says “Essentially, it's a drug-free way to keep you feeling young.”

Suzanne Lammert: Volunteer Coordinator

Extraordinaire

The Lammert family letter this past holiday season shared that Suzanne had found her career niche at the Kansas City Free Health Clinic, that of Volunteer Coordinator.

“I love my job. Everyday is different—there is nothing about my position that is routine or dull. I get to work with good-hearted people who want to be here, people who love what they are doing, and people who genuinely care about making the community a better place to live,” says Suzanne.

Suzanne and her husband Jim had just moved to Kansas City when she interviewed for the position in 2005. In hindsight, the meeting would end up to be very beneficial for both Suzanne and the Clinic.

Suzanne’s background includes nine years with the Community Blood Center of the Ozarks in Springfield.

As Assistant Director, Donor Recruitment she managed 80-100 donor groups to conduct 230+ blood drives annually! Suzanne was a “natural” to join the Clinic staff.

Customer Service is Suzanne’s “extraordinaire”



skill – she makes sure that each and every Clinic volunteer knows that they are valued and appreciated. She is a “people person” who just happens to be highly organized!

When asked about Clinic volunteers and volunteerism, this is what Suzanne says...

“I am fortunate in that I don’t have to devote a lot of time and effort to recruiting volunteers. We get volunteers from two main sources: referrals from current volunteers and from our mission. I think the people who volunteer at the Clinic enjoy working here. They talk about the Clinic to their friends and family members. They encourage people they know to volunteer at the Clinic. The other source is through our mission—people wanting to volunteer research on the Internet the many, many options for volunteering. The Clinic’s mission is pure and attracts people who are giving and caring. Our volunteers truly come from the best sources!”

Suzanne is always very warm and welcoming to volunteers. She always has a smile on her face. I don’t know how she does it, but she knows the name of all the volunteers. Suzanne has a tremendous impact on the success of the Clinic and, when a problem comes up, she drops what she is doing to help solve it. I always see her giving tours of the Clinic to new volunteers and talking about all of the wonderful programs available.

Roe Henson, Student Intern,
Behavior Health Case Manager

Suzanne is the third coordinator that I’ve had the privilege of working with at the Clinic and they say three times is the charm. She is definitely charming and exceptional at what she does. The Clinic has been fortunate to have good coordinators in the past, but she has raised the bar up several notches! She takes good care of us volunteers by being so accessible and being a good listener. Whether it’s a phone call, an e-mail, or face-to-face, she responds cheerfully and promptly. She never fails to be appreciative of what the volunteers do. An example is this month’s letter from her: “Many, many thanks to all of you for the wonderful care you give our patients. Without you, hundreds of folks would continue living with sickness and despair. With you, thousands of patients receive care and hope of a healthier life.” That quote sums up what a lot of us feel about Suzanne! We need to take good care of this special lady so that she never wants to leave!

Norma Spear, R.N., Clinic Volunteer 2003-Present

It takes a special and talented person to coordinate over 800 volunteers working on hundreds of projects and different services and Suzanne Lammert is one of those exceptional professionals who does it with grace and calm. Nothing is too much for her as she finds the talents of all who come to us and places them in the right spots always, checking in and supporting each person. She is amazing and such fun to watch in action!”

Sheri Wood, Executive Director

Sheri Wood Receives the Mother Evelyn O'Neill Award

Sheri Wood was one of two community leaders presented the very prestigious Mother Evelyn O'Neill Award at a breakfast program in March 8 at St. Teresa's Academy. Sheri received the award for "assisting the poor" while Mary Davidson Cohen was recognized for "excellence in education."

Mother Evelyn O'Neill was the superior of St. Teresa's Academy from 1908 to 1915. It was during her tenure that the Academy was relocated from the Quality Hill area to its current site and the College of St. Teresa's, now Avila College, was founded. In her sixty-two years as a Sister of St. Joseph, Mother Evelyn personified the core values of the Academy, those of social justice, excellence in education, community stewardship and assistance to the poor.

Each year, during National Women's History Month, St. Teresa's bestows the Mother Evelyn O'Neill Award to two local women who demonstrate one of these values in their life's work. The recipients of the award are:

2000: Maime Hughes and Georgia Lynch

2001: Sr. Corita Bussanmas, Sr. Berta Sailer and Connie Campbell

2002: Kathleen Andrews and Mary Lou Jaramillo

2003: Mary K. Meyer and Beth Smith

2004: Carol S. Marinovich and Lisa Hughes

2005: Suzanne Gladney and Angela Bennett

2006: Anita Gorman and Rita Valenciano

2007: Sheridan Y. Wood and Mary Davidson Cohen



Alfred D. Biggs, Jr., M.D.

Dr. Al Biggs Receives KC Magazine's Humanitarian Doctor of the Year Award

Kansas City Magazine recognized Alfred D. Biggs, Jr., M.D., as the Humanitarian Doctor of the Year at an awards ceremony in January. Dr. Biggs has been a volunteer physician at the Clinic since 2000 and has provided health care services for hundreds of patients in his more than 500 hours of volunteer service.

He was elected to the Clinic's Board of Director's in 2005. Dr. Biggs is also very involved with the Kansas City Hospice, serving on the Board and on the capital campaign committee that was instrumental in building the Kansas City Hospice House.



Visitors from Russia

In March, the Clinic hosted two visitors from Russia who were here to learn more about providing care and support for people living with HIV. The two Russian nationals manage drug treatment centers using the therapeutic community approach where everyone lives together, works together, eats together, and holds each other together. Treatment times run from eight months to a year.

Faith-based organizations run most of Russia’s 115 drug treatment centers and there is little funding help from the government. So in addition to getting addicts well, the centers must also run business ventures to make money to keep the centers going.



Shown from the left are: Evgeniy Goldobin, New Light Benevolence Fund, Tchaikovsky, Perm Region, Russia; Translator Andrey Griegorgev, New Life Recovery Center, Kabul, Missouri; Sally Neville, Clinic Director of HIV Primary Care Services; Craig Dietz, D.O., Clinic Staff Physician; Andrei Baashkov, Director of Tyumen Regional Social Organization “Salt of the Earth,” Tyumen, Russia

“Donations are Gratefully Accepted”

New Patient Donation Program Launched

Although most of the people who receive care at the Clinic do not have health insurance because of its high cost, many are able to make a donation to help pay for the care they receive. The Clinic has never formally asked patients for donations but has always hoped that they would donate! Patients are now being encouraged to donate something, \$1, \$5, \$10, etc., toward their care.

Some free health clinics around the country are helped tremendously by patient donations—some not at all. It is hoped that the patients of the Kansas City Free Health Clinic will understand the importance of a donation—if

\$1 had been donated for every patient encounter last year, over \$40,000 would have been raised and that would have been significant in helping the Clinic pay for the services it provided!

New highly visible and noticeable donation boxes encourage donations, volunteers greet patients (and visitors) as they enter the Clinic and encourage donations, staff wearing buttons that say that “donations are gratefully accepted,” and new signage is located in strategic locations around the Clinic.

Clinic T-Shirt Wall of Frame



Showing a colorful history of the Clinic, t-shirts that have been used through the 36 year of the Clinic are framed and displayed on Floor 2 of the Clinic. Be sure and stop by to enjoy the next time you are in the Clinic.

Celebrating 2007 Social Work Month

and the amazing work done every day by dedicated staff, volunteers, students and consumer providers

The Clinic is proud to recognize the work and commitment of the following Social Workers:

HIV PRIMARY CARE

Tara Carruth, LMSW
Alicia Downes, LMSW

COMMUNITY SERVICES

Holly Buckendahl, LMSW
Chris Dunsworth, BSW
Sarah Goodwin, LMSW
Heather Holzhauser, MSW
Pat Larson, LCSW

Jonna Leasure, BSW
Sara Nelson Johns, PLCSW
Linda Mendoza, BSW (LBSW candidate)
Rachel Rainforth Pope, BSW
Amber Rossman, LMSW
Michael Ryan, LBSW
LaTanya Simmons, LBSW
Suzanne Sallee, BSW (MSW)
Lara Salveter, LMSW
Sandra Springer, LBSW
Deepa Thomas, MSW
Griselda Williams, LCSW
Student, Cassy Kelly, MSW candidate

Student, Wayne (Roe) Henson, BSW candidate
Student, Doozie (Kristine) Midyett, MSW candidate
Student, Rachel Harman, BSW candidate

VOLUNTEER Social Workers

Volunteers are and always have been the heart and soul of the Clinic. Volunteer Social Workers are used in a variety of capacities throughout the Clinic.



*Class and Sass. Sophisticated Decadence.
Style and Substance.*

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And the Fuzziest of All

Over 14,000 Votes were cast in FuzzyFotosKC 2007



Seen discreetly sneaking into Yappy Hour at the Blue Gallery was Stella—she had to know who won!

Nineteen contestants, each raising a minimum of \$2500 for the FuzzyFotosKC 2007 fun photo contest, competed resourcefully, continually, and even strategically to be “crowned” the fuzziest of all. Friends, family, co-workers and even strangers at the next dinner table were asked, over and over again to vote! To the Clinic and No More Homeless Pets KC, all contestants were big winners—all helped raise about \$33,000 for each agency!

Leading the pack for Fuzzy07 were Kevin Westrope, Steve Stroade, Lori Lober. And, really giving it their all were: Keith King, Emily & Jim Dore, Melinda Ryder & Kirk Nelson, Colleen Kennedy, Beth Zollars, and Dr. Barbara Bohon. And, completing the success of the fundraiser were Kurt Oetting, Michael Henry and Dr. Terry Anderson, Jane Lowery, Katie Van Luchene, Zim Loy, Stacy and Dale Smith, Amy Pering, Dina Michaels, The Fitness Twins and Natasha Goellner.

Yappy Hour was buzzing like the election headquarters of a politician—some were saying **DOGS RULE**, a chant about **CATS IN '08** was heard, others commented that they didn't know that **KURT HAD A DOG AND WHY DID MAURICE LIKE IT SO MUCH**, someone mentioned entering a pet **GOAT** next year. There was lots of talk but who knows what will be the action! The Blue Gallery was a great setting for a fun, fun party.



Volunteer Appreciation Week 2007

The 140 or so people who volunteer on a weekly or monthly basis to provide services to patients were thanked in a very special and unique way this year. They were presented with plants in hand painted flower pots.

Staff and family members (including an employee's wonderful 90-year old Mom) as well as patients painted the pots. Some pots were beautiful, some were interesting, and some were surprising—all were unique and painted with gratitude and appreciation.

A note on each pot was personalized with the volunteer's name and "Thank you for volunteering at the Kansas City Free Health Clinic. This unique, hand-painted flower pot was created especially for you to show our gratitude. You have helped the Clinic 'grow' our services by giving extraordinary care to our patients."



Dan Meiners, owner of Studio Dan Meiners, donated the wonderful plants for the painted pots.



Shown hand painting flower pots for volunteers are Gretchen Derr Mullins, Clinic Art Therapist, Justin Suelter, HIV Medical Assistant, Linda Mendoza, Medical Case Manger, and Michael Ryan, Clinic Mental Health Case Manager.



Volunteers from Heart to Heart International delivered many of the plants to the volunteers.





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\$1000 + \$500 + \$250 + \$100 + _____ \$ _____

Enclosed is a check payable to the Kansas City Free Health Clinic for \$ _____

Or, please charge \$ _____ to my: Visa MC AmEx Disc.

Card # _____ Exp. _____

Name (please print) _____

Address City/State/Zip _____

Daytime Phone _____ E-Mail Address _____

Detach and mail to: Development Department, Kansas City Free Health Clinic, 3515 Broadway, Kansas City, MO 64111

Or, call 816-777-2762 or e-mail pegm@kcfree.org

THANK YOU!