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Vaccine Update

At the start of summer, 66 percent of people in Dane County have received one dose of the COVID vaccine, and 57 percent have completed the vaccine series. We are proud of the significant role Access has played in this effort. We have vaccinated thousands of people, including patients, community members and staff, and our work continues.

Access continues to hold our daily vaccine clinics, offering the Moderna vaccine as well as the Pfizer vaccine to those who request it. We have also started offering the Pfizer vaccine to adolescent patients ages 12-17. Initially, we are focusing on providing the Pfizer vaccine to adolescent patients who are already in the clinic for appointments, but will also be launching a broader outreach campaign in the coming weeks. We will continue to add options for our patients as they become available.

As the COVID-19 pandemic continues to evolve, we are committed to meeting the needs of our patients and our community.



A Message from Ken Loving, MD



As we make our way through the pandemic, we continue to update our care to best meet the needs of our patients. In fact, the ability to do so throughout the pandemic has made us a stronger organization than we were one year ago.

In the coming year, we will continue to evolve and improve our care in the following ways:

More vaccinations. We will continue to reach out to patients to schedule vaccinations through text messaging and/or calling, and now have the ability to vaccinate patients during their scheduled medical appointments. This is especially important now that we are receiving the Pfizer vaccine that offers us the ability to vaccinate our patients from the ages of 12-17.

We are proud to have been able to vaccinate hundreds of people who are providing support to communities of color through local non-profits including The Hmong Institute, One City Schools and Centro Hispano. We will continue this work in the future.

Growing to serve more people. We want everyone in our community to have access to preventive care, COVID testing, vaccinations, and all that our unique health care home has to offer. We will grow to better meet the demand for our services from people without health insurance.

We're now using Epic Wisdom as our electronic dental record software which will help us expand our dental practice and better integrate our medical and dental services.

Our strong and resourceful behavioral health team will use telehealth initiatives to improve and expand our substance use disorder treatment services. The opioid epidemic continues, and overdoses and deaths are climbing once again. We have the ability to provide medication assisted treatment to patients and will expand those services to help others in the community.

(A Message from Ken cont'd on inside right)

In Conversation: Annetta Price and Dr. Kevin Fehr

For our Celebration of Service virtual event in April, Access provider and Chief Medical Officer Dr. Kevin Fehr took time to speak with a long-time patient of his, Annetta Price.



The discussion touched upon Annetta's care at Access, her involvement with our Patient Advisory Council and her experience in receiving the COVID vaccine. Below is an excerpt of that conversation, which serves as a great example of the relationships that are forged between patient and provider at Access.

Dr. Kevin Fehr: What brought you to Access? What keeps you here?

Annetta Price: I was just looking for a clinic and I just decided to walk into the clinic one day. And I asked them "do you guys take new patients?" and "how does it work?". They said "what kind of doctor do you need?" and I said "Well, I need a physician to do my yearly exams" and "I'm not a sickly person, but I want to have all my t's crossed and my i's dotted."

That's how I got to the Access clinic. I enjoy the staff that's there. I enjoy how they treat you there. I never had a problem making an appointment with doctors – for medical care or for dentistry. The people there are just welcoming. When you go there, it seems like they always have time to take care of your needs. So, I said, well, I guess this is the place for me.

And, when you decided you were going to the Park Street clinic. They asked me if I wanted to see another doctor. I said "Oh, no, no, no. If he's going to Park Street, that's only 15 minutes away. I'm going to Park Street with him. I'm so happy I found a good doctor."

Dr. Fehr: Why did you choose to be part of the Patient Advisory Council, and what has that been like for you?

Annetta: Well, my daughter, Angela, started with it first. And, I went to a meeting with her. It was so interesting. You get a chance to talk to the other



patients. And, you get a chance to express yourself in and among ourselves and tell the stories of the care we receive.

It made me want to come back to another meeting. And, I got to the meetings, and I saw how I was able to express myself about going to the dentist or my medical provider and I really enjoyed it. I can express how I feel about the doctors and the good work that they are doing and the progress that the clinics have made since I have been coming there.

Dr. Fehr: Are there any topics at the Patient Advisory Council meetings that resonated with you?

Annetta: When COVID came up, I said to myself "Ok, now, I'm not going to do anything regarding COVID without talking to my doctor. And, when you brought it up, it was right on time because I had heard so much about it. And, when you suggested it was time for me to get my shot, I said "Well, ok, I trust Dr. Fehr, and if he says it's ok, then it'll be ok."

And, I had no problems with the first shot and had no symptoms. And, for the second shot, I was glad for that, because people were talking that the second shot may do you a little different. But, I had no problems with that either.

Dr. Fehr: What would you say to people who are reluctant to get the vaccine?

Annetta: It is best to be safe than sorry. If you can do something to prevent you from having COVID, I think you better try to get that shot. So, you can save your life and you can be around your family.

Dr. Fehr: Anything else you'd like to share?

Annetta: Continue to visit your doctors and talk to your doctors. Don't be afraid to ask some different questions. With COVID, don't let your guard down. Continue to stay focused and stay safe.

The entire conversation can be viewed on our YouTube channel at <https://youtu.be/TY5ibeZvxyU>.

Support Comes in Many Ways

Thank you for your unwavering support of all we have done throughout the COVID-19 pandemic. Our efforts during this crisis would not be possible without your ongoing commitment to our work and the people we serve at Access.

Organizations, businesses and individuals throughout our community generously supported our efforts to ensure that our patients received the care they need during the pandemic and in the months and years to come. This support has come in many different ways and we are thankful for all you have done to sustain us throughout this difficult time. Whether that support was through our COVID appeal launched shortly after the pandemic began, through a donation of masks for our patients or food for our hard-working staff, or simply by spreading the word of the work that Access is doing throughout the community, all these acts of support represent a tremendous commitment on the part of our supporters and reflects your belief in the work we do every day at Access.

The pandemic has changed the way we provide care. But, it has also reinforced the reasons why community health centers like Access are so important, especially in the midst of such extraordinary times.

Thank you for your continued support.



Thanks to the children of Midvale Elementary who continue to create art for our Joyce & Marshall Erdman Clinic. This art is enjoyed by both our patients and staff alike. Special thanks to art teacher Meri Lau for her continued support of our work.

(cont'd from front page)

We will help children succeed in school. We are working with the Madison Metropolitan School District and the Sun Prairie School District to get our Celebrate Smiles program back in the schools safely this fall. We will start slowly and only involve a smaller number of schools at first, offering examinations and application of dental sealants. After an absence of more than a year, we are anxious to partner with our schools to again provide this critical care to children throughout our community.

Our fight to end racism will continue. We will expand our services to care for more people of color. We will also accelerate our efforts as members of the Dane County Health Council where we are working to eliminate racial disparities in birth outcomes in Dane County.

Your consistent support has steadied us during this difficult year and will help us expand our work in the years to come.

Thank you. Together we are making our community stronger.