



HOPE CLINIC

A Haven of Help + Healing

Client Stories

At Hope we have the opportunity to encounter people with unique stories every day. In 2019 we filled over 40,000 requests for help. Here are just a few personal stories that highlight some of the ways this impacts the lives of our clients. Let them affect you and inspire you to engage in service wherever God has called you.

A patient was diagnosed with COPD (had had for a long time before diagnosed) earlier in her life she had had lung cancer and had surgery. She came to Hope for treatment. Volunteer Dr. Michael Simon was concerned from her symptoms and reran the test did some inquiries and determined she had COPD AND asthma. At Hope she got the treatment she needed and free medications from the Hope pharmacy. Her daughter says she wouldn't be alive still without all the support from Hope. Her daughter is the primary care giver but works full time and it is difficult to schedule her always being there with her mother. She says she always feels comfortable reaching out with questions and gets quick responses and Hope is willing to work with her schedule more than any other doctors office she's ever gone to. They're sensitive to the specific needs of the patient and the family and everyone is so friendly.

One of our long time patients Anita recently obtained Medicaid and will now be able to receive more extensive care elsewhere. Though sad to leave Hope Clinic, she finds peace in being able to see Dr. Heather Simpkins, who is also one of our volunteer clinicians.

Anita started here at Hope in 2008, when she was having trouble with the immigration process. Costs from that process as well as lawyer fees left her unable to afford medical care.

Here at Hope she found help from our medical clinic, dental clinic, and pharmacy, and she also loved taking food home after an appointment—especially bread and vegetables. She encouraged her family members to go to Hope when they needed help themselves.

Anita recently told us, "Hope Clinic has been tremendous to me—so good to me!"

After retirement, when we no longer had dental insurance through work, my husband and I went for a while with no dental care. That was not good. Hope dental is surely an answered prayer. Thank you!!

The dental clinic was a heartwarming experience. Dental help is hard to come by and feeling appreciated doesn't happen often. I am very happy to be a patient and see Hope for my dental health.

I have been coming here since I was 9 years old. I am now 33 and I am still coming. That should say a whole lot about this place. I am very grateful for the service here. I have beautiful teeth because of Hope. For that I am absolutely grateful. I love you all.

I came to Hope dental clinic with a severe tooth infection. I could not feel my mouth, my ears hurt, my head hurt-The staff really made me feel like...a human being. Not like a number. I burst into tears of joy when I heard that the dentist could see me. He examined my teeth and gave me antibiotics to take care of the infection. When you are here the Doctor and staff go above and beyond to sooth your pain at all levels. "You made me feel like a human." -Thank you

Hi, first off, I would like to thank the whole staff here. It's always a pleasure. Everyone is so nice. Dr.Nikoo is gentle and professional. He is a great dentist. Without Hope dental clinic I would have NO TEETH (Lol). You guys are great... Thank you.

Yesterday I received a call from a woman who wanted to send us a check for \$200 for our Christmas program. As we had just heard that we were not receiving as many gifts as we had thought, I asked her if I could come to her house and pick up the check. She said sure, so Marita and I raced to Ann Arbor, picked up her check and went shopping! We were able to provide gifts for 8 people for Christmas, because of the generosity of one person. And the phone call came at just the right time!

Kelsey is a photographer who volunteers her time at Hope Clinic, and you've seen many of the pictures that she's taken on Hope's social media.

"Battling a personal health crisis of my own after the birth of my second child, I found myself very isolated both as a stay at home mom and by my chronic illnesses. Just like Hope Clinic, I am a firm believer in holistically addressing the needs of the entire person. There is something incredibly healing by serving others, it heals a part of us that medication or talking can't touch. Just having the opportunity to talk to a few of the clients and share in their stories, reminds me that we all have basic human needs, and when they aren't being met, our lives are unbalanced. When I serve, I try to show them that they are seen and valid, because isn't that what we all truly want? Fulfilling relationships where we are utterly known, and unconditionally loved anyway."

A gentleman came into to the Patient Advocate, he was referred here by Beau, our hairdresser. Beau comes to the Wayne Clinic once a month and gives free haircuts.

This man is a severe Type II almost Type I diabetic with debilitating heart issues also that has caused him to lose his driver's license and employment due to constantly blacking out. He cannot afford his insulin and his doctors have refused to see him due to not having insurance. We helped him apply for Medicaid and his application was immediately approved. He left in tears and a smile on his face because he now is able to get the health care he really requires.

A woman in a wheel chair came to Hope. She waited outside for an hour before coming in, not sure if this place would help or be another disappointment. Someone took the time to really talk to her and hear her full story. they discovered that one of this woman's huge anxieties and issues was her leaky roof. Many people had promised to help her in the past, but they always fell through. Hope staff connected her to the local habitat for humanity repair program and stuck with her to make sure she got what she needed.

A little girl came to hope with her grandma for the flu clinic. Her grandmother didn't speak any english and the girl didn't speak much either but she insisted she wanted a flu shot too. the volunteer doctor was able to determine she was 8 and provide her with one. the girl advocated for herself and insisted she wanted to talk to someone about her teeth. She said they hurt all the time and her family couldn't go to the dentist. She was connected to the dental clinic and made an appointment. Hope helpers worked to communicate with the grandma so that others could get access. This spunky girl asked for what she needed and insisted on the care she deserved, even when her grandmother was nervous.

An immigrant woman, single mother of three children was at hope with her kids to use the dental clinic. A dental volunteer explained to the woman that all children are eligible for medicaid and could get even better care with insurance. The woman was confused because not all of her children were US citizens. The volunteer encouraged her to go talk to the Hope social work department, but could tell the woman was too nervous and thought she would be wasting people's time. The volunteer walked her over and sat with her and they worked with a social worker to figure out what benefits her children were eligible for. She needed that accompaniment and it was a huge relief to discover all the ways she could help her children.

Tess is an RN who has been volunteering weekly at Hope for almost 6 years. She does chart review in Medical and also helps out with the Baby Care program through Arbor Women. Tess was recently asked if she would be willing to be a translator for patients who speak Tagalog and she graciously said yes. And just the following week her services were needed for a patient who only speaks Tagalog so Tess came in on different day than she usually does to be with the patient during their medical appointment. Being able to provide a translator for the patient helps the clinician give optimum care and our patients are so happy to be able to speak to someone in their own language. The Medical Clinic is slowly building a list of volunteers who are fluent in other languages so we may be able to provide more translating services for our medical clinic patients.

Eighty-five-year-old Carmen came to Hope in pain and relying on her daughter to translate her words to English. Our staff listened to her story and then performed a full dental exam.

The results were clear: three teeth urgently needed to be extracted. Learning this, Carmen and her daughter were alarmed but agreed to have the procedure performed immediately. The staff got to work.

When the last tooth had been removed, Carmen let out a sigh and smiled. No translation was needed to understand the grateful look of relief on her face. The procedure brought an end to her pain that day.

But she needed more. The staff diagnosed an ultimate need to extract all remaining teeth and replace with dentures. Although that operation is usually expensive, Hope connected Carmen and her daughter with a partner who will provide the care at no cost.

A new client at the Hope Clinic Food Pantry was upfront about his situation: he was experiencing homelessness. Living out of his car, many of the foods in the pantry were not a good fit for him.

The pantry volunteer who was helping him adjusted her approach. She immediately offered him one of the can openers kept in stock for just this situation and focused on more appropriate foods like ready-to-eat canned pasta and soup, cereal, dry fruit, granola bars and more.

A young man came into the lobby. He told Barbara, our receptionist, that he was a returning citizen who recently became homeless, as he exhausted his time in transitional housing. He also shared that he had recently fallen and injured his back and shoulder and was in extreme pain. He had spent the previous night walking through our community to keep warm and try to manage his pain. He walked into Hope—he had never been here before. We were able to secure him a Lyft to the ER at Michigan Medicine, after providing him with warm soup from our pantry. He left with Hope's brochure of our services and an invitation to come back at any time.

It was a busy Tuesday morning at Hope when a young mother with her small child hesitantly popped their heads into the Social Work office. She explained that she was told to inquire here about the next steps in selecting assistance in finding a Primary Care Physician. She described her concern at doing so, because to her understanding she had Medicaid on paper but not in reality. We soon realized that her fees far surpassed her income, leaving her and her child without accessible health coverage. Upon further investigation the Medical Clinic and the Social Work department were able to collaborate. Their collaboration led to the realization that based on the client's insurance she still qualified to be seen at Hope, and was given additional information to reassure her that Hope's doors were wide open to her and her child. Thanks to the fast response of Social Work and the knowledge and assistance provided from the Medical Clinic, Hope was able to help another family in having affordable and reliable access to care.

The dental clinic had the pleasure to meet a young girl 12 years old in major need of dental care. Her mother was referred to us from a dental office in South Lyon due to the cost of treatment and no dental insurance. When the mother called, we told her to come right in and we would see if we could help. With the state of the girl's teeth Dr. Nikoo started treatment right away and told the mother we needed to do more procedures quickly to save what teeth we could. The clinic has been scheduling out two months for first available appointments. So, the office put her on the top of the call list to be called first if another patient cancels and reschedules. In one week, we were able to get her out pain and save her front teeth! She still has procedures to be done and possible crowns that may be needed in the future but with HOPE she's in good hands. Her mother couldn't be more grateful that we have made their lives better in this short of time! We gave this child her beautiful smile back!

One of our new Wayne medical patients came in exhausted after wheeling herself more than 2 miles in a broken wheelchair. This patient has a variety of medical issues and is oftentimes unable to get her medication because she doesn't have transportation. She met with patient advocates Cheryl McIntosh and Janet Brooks after seeing our clinician and then met with the Garden City Diabetic Educator. By the time she left the building, she had a "new," recently donated wheelchair, a low-cost arrangement with the local Good Neighbor Pharmacy for updated medication and coordinated transportation for future visits with Nankin Transportation (\$3/ride).

Our volunteer psychiatrist Dr. Washington saw a patient for severe anxiety and depression and provided outside prescriptions for accompanying nightmares and PTSD. Volunteer physician Dr. Churgay then saw her and found a bad tooth abscess and sent the patient to the Dental Clinic where it was that revealed that she had 3 abscesses which were scheduled for extraction. Dr. Churgay then treated the current abscess with additional medication to be filled at a retail pharmacy. The patient was concerned that she wouldn't be able to afford all the medication as she is unable to work and is supported by her mother who is 75. This patient was given two pay vouchers for \$25 to use at Arbor Lakes Pharmacy set up by Pharmacy Nurse, Amy Lang. The patient was very grateful that she would be able to get all of the medication she desperately needs.

Last month, a client came in requesting birth certificates for her children. While serving her, she shared that she had recently lost her husband due to a massive heart attack. He was a young man, who had a heart transplant a few years ago. The new heart only lasted 5 years. As she continued to talk, she shared that they both worked opposite shifts so that they could save money on childcare. While she was at work (on the night shift) her husband passed away and the children were home with him. Needless to say, this experience was traumatizing for the whole family. She stated that she had been so depressed that she was not able to leave the house for almost a month. That day was her first day out the house and the first day back to work. SW work was able to talk with her about the stages of grief and assured her that her behavior was not abnormal and provided strategies to help her manage finances with one income. We were able to get her connected to grief counseling services for her and the children, sign up her for financial counseling, approve the birth certificate request and refer her to speak with our clinical staff. We were also able to encourage her in her faith and pray with her. She was so grateful, she thanked us many times and gave us a big heartwarming hug. Since that time, our clinical staff is checking in with her on a bi-weekly basis.

A client called Hope very distraught because she lost all of her food due to a power outage. With a 7-member family, she needed more than what we can typically provide at one time. However, we were able to have one of our staff shop in the pantry for the client, providing a double measure of food (because our shelves are full) and personal care items. The client was extremely grateful for the help! She thanked us many times. Social Work felt that Hope really met a critical need for this family.

At the heart of the work is serving every person, each of whom is created in the image of God. One client came into Hope with her 2-year-old son and her partner. She is 6 months pregnant and homeless; she works at local restaurant in Ypsilanti. Her partner lives with his cousin, as does her 2-year-old. She is not welcome in their home. SW team worked together to find shelter for our client. Safe House was contacted but they did not have room, Delonis was also contacted and they were also full. Client made an appointment for an intake at Delonis Center for the upcoming Friday. Hope paid Harmony House to provide a hotel room for 2 nights, which was the choice of the client as she works nearby and has stayed there before. She is getting paid this week and believes she will be able to pay for the room after Friday. Other assistance given included: baby care, emergency food, bus tokens.