



St. Mary's

Health Wagon

# 2021 Gratitude Report

Created with deep appreciation for all who provide medical care and save lives. We invite you to read this report and know how you are transforming and saving lives of individuals who have limited access to health care.

A portion of design services for this report were provided as an in-kind donation by Hillhouse Creative, [hillhousecreative.com](http://hillhousecreative.com).





# You Provided Lifesaving Treatment to One of Southwest Virginia's Best!



**In May of 2021**, Norton Police Chief James Lane was shot several times while responding to a shoplifting call. After several weeks in the hospital and rehab, Chief Lane returned home, but in a wheelchair.

His injuries make him more susceptible to complications from COVID-19.

One recent Friday morning, Chief Lane woke up not feeling well. As the day progressed, he got worse. He knew it was time to go get tested.

He made his way to the Health Wagon Clinic in Wise at about 4 p.m. where the staff worked him in.

"They stayed late so I could get my results. They were so kind," Chief Lane said.

Shortly before 6 p.m., he got the news that he was positive for COVID-19. They encouraged him to come back the next day to get a monoclonal antibody infusion.

"With me being in a wheelchair, and the winter weather, and having to depend on people to help me, it's just hard to leave the house. I really didn't think I'd be able to get the treatment," the Chief told us.

But that just wasn't going to work for Dr. Teresa Tyson, the Health Wagon's CEO.

She sent nurses Ethan and Tammy on a house call to take the infusion to Chief Lane.

"Tammy and Ethan explained everything to me and made me feel very comfortable and safe to receive the treatment. They were so professional," Chief Lane said.

"It was such an act of kindness and made all the difference in the world."

Monoclonal antibodies are one of the most effective treatments for COVID-19. **Thank you for providing the support needed to offer this treatment to Chief Lane. It's very possible you saved his life!**

# Nurse Ethan Struggled – But Your Kindness Kept Him Going

Ethan Collins has worked as a nurse for 10 years, first as an RN and then as a Nurse Practitioner. He's been with the Health Wagon for the last 4 years.

He's always loved being a family nurse practitioner.

Ethan has been on the front lines of the pandemic since the beginning in March of 2020.

"I've never seen *anything* like this," he said. "It can strike anybody, anywhere – the young, the old, the sick, the healthy. COVID is not choosy."

**"There is a life at the end of every dollar that's given. Donors are truly saving lives."**

One day just a few weeks ago, Ethan had worked more than 12 hours treating almost 100 people with COVID-19 at the Health Wagon Clinic in Wise. That night, he was driving home and was absolutely exhausted. He had been living in a state of constant exhaustion for months, but this night, in particular, hit him hard.

"I don't know how much longer I can keep up this pace," he thought to himself.

But he quickly gave himself a gut check. He searched deeply.

"This is what I trained for," he thought to himself. "I was trained to respond to disaster. And if I don't do it – if I quit – who will pick up for me?"

That's just how dedicated Ethan is to the precious people of poverty-stricken Appalachian Virginia.

And he found some strength from you, too.

That very night, he thought about the thousands of people – you included – who've donated to the Health Wagon, maybe even sacrificially.

"The funding we receive from our donors provides tests, education, vaccines, and treatments for COVID and other illnesses," Ethan said emotionally. "There is a life at the end of every dollar that's given. Donors are truly saving lives."

Every dollar you gave in 2021 (or earlier), works together with others and has a tremendously positive effect on the people in one of the poorest areas of America.

Thank you.



Dear Friend,

*This is the story* of Chief Lane.

*This is the story* of Family Nurse Practitioner Ethan.

*This is the story* of the Health Wagon.

*And this is the story* of YOU.

This is the story of how you've walked with Chief Lane and Ethan (and others) as they navigate the tricky medical landscape we all find ourselves in right now.

You see, it takes all of us.

It takes **the WILL** of the courageous people and health care workers in poverty-stricken Southwest Virginia.

It takes **the WAY** provided by the Health Wagon.

And it takes **the COMPASSION and GENEROSITY** of you.

And though it's true that it takes all of us, nothing happens *without YOU!*

Because of you, the Health Wagon is uniquely positioned to reduce the burden of not only the pandemic, but the general lack of access to health care in our region.

And because of you, patients never have to worry about how they'll afford to come see a medical provider.

**And that just wouldn't be possible without your kindness, compassion, and generosity.**

Thank you for being our Health Care Hero!

Gratefully,



Dr. Teresa Owens Tyson, DNP, FNP-BC, FAANP  
President and CEO



## The Average Patient You Support at the Health Wagon



### 100% are uninsured or underinsured

They have insurance but can't afford copays and deductibles



### 92% are unable to meet basic needs



### 41 years – average age

That's the average age, but we see patients from newborn to elderly – from the start of life to the end of life.





# Your Generosity Laser-Focused on 4 Pillars of Care

2021 brought challenges we’ve never experienced. Faced with the fact that COVID-19 was not going away, the Health Wagon had to be laser-focused. To that end, we developed a Strategic Plan with 4 Pillars to address the most pressing issues. This allowed us to efficiently and effectively put your donations to work for the precious people primarily in six counties in Southwest Virginia.

## 4 Pillars of Care

- COVID-19
- Medical
- Vision
- Dental



## PILLAR ONE COVID-19

COVID-19 remains the most pressing issue in our service area. Because of you, in 2021 at three stationary clinics and five mobile units, the Health Wagon was able to provide:

**14,889 COVID-19 tests**

**3,787 COVID-19 vaccinations**

**3,700 monoclonal antibody treatments**

**40,000 masks distributed**

As emergency rooms and hospitals filled up with COVID-19 patients in the region, they called on the Health Wagon’s mobile units to provide testing and treatment.

This kept children and adults alike out of emergency rooms and hospital beds and that helped keep the hospital system from failing.

Monoclonal antibody treatments remain the most effective and abundant treatment option for people who test positive for COVID-19.

And because of you, the Health Wagon established the only mobile monoclonal antibody infusion center in the nation where we’re able to administer hundreds of transfusions every day.

To date, not a single person who has been treated through the Health Wagon with monoclonal antibodies has died and only a handful have had to be hospitalized.

With your support, the Health Wagon stood in the gap, providing mitigation and treatment options for COVID, keeping poverty-stricken Appalachia from losing thousands upon thousands of our precious people in this vulnerable population.

**You are TRULY saving lives!**



### You paved the way for a one-of-a-kind clinic.

In 2021, with your support, the Health Wagon opened a post-COVID-19 clinic to help treat people with lingering COVID-19 symptoms, most commonly known as “long-haul COVID-19.”

Patients’ post-COVID-19 symptoms range from mild fatigue and shortness of breath to disabling events like organ damage.

Medical providers are learning a lot through the clinic, and it’s the only one of its kind among free clinics in the United States.

**You made it possible!**





# Medical

Beyond COVID-19, the most common conditions treated at the Health Wagon were heart disease, diabetes, lung disease, depression, and cancer.

Unfortunately, COVID-19 hasn't ended the need for people to receive medical care for other illnesses. We continue to provide free preventive, primary, and specialty care.

With your support, the Health Wagon is still treating injuries, everyday illnesses like strep, flu, and sinus infections, and life-threatening conditions.

We're still providing childhood vaccinations and other vaccines for things like the flu and shingles.



And through Pharmacy Connect, the Health Wagon helps patients significantly lower their prescription costs or even get them for free.

**Whether at our three stationary clinics or at more remote locations visited by our five mobile units, you make it possible for deserving people to receive free, quality health care.**



A simple blood test revealed that Matthew was sick with Hepatitis C.

For years, Matthew went to the emergency room at the local hospital any time he was sick. Uninsured and unable to afford to visit a traditional doctor's office, it was the only way he could see a health care provider.

Then, he lost nearly 40 pounds in a matter of just a few weeks.

He saw 10 health care providers, underwent a battery of tests including endoscopy, colonoscopy, CT with contrast, heart monitoring, blood tests, and ultrasounds. No diagnosis was ever made.

"I was withering away," he said.

Finally, he made an appointment with Cara, a family nurse practitioner at the Health Wagon. A simple blood test revealed that Matthew was sick with Hepatitis C. Cara immediately got him on a treatment regimen and today, he's completely cured and back up to a healthy weight!

**Thank you for making this possible!**



# Vision

Every year, hundreds of people, young and old, come to the Health Wagon Vision Clinic where they receive a complete screening for vision issues and diseases of the eye.

There are examination rooms and diagnostic rooms onsite where patients can pick out frames, and lenses are made right at the clinic.

And because of you, no one ever has to worry about how they'll pay.



Eli's reading difficulties were fixed with a few weeks of vision therapy!

Like many of the Health Wagon's patients, Lynn is underinsured. Her employer provides medical insurance, but it doesn't include dental or vision insurance.

Without your generosity and the Health Wagon Vision Clinic, she couldn't afford to take her children to the eye doctor.

When Lynn's son, Eli, turned 7, she thought it was time to take him for a vision screening at the Health Wagon.

Tests determined that Eli could see with 20/20 vision but...

the vision provider saw something troubling inside his eye. So, Eli was referred to a pediatric eye specialist.

After many tests, it was determined that Eli had an eye tracking disorder and it was causing him to have difficulty reading. This was actually a relief because Eli had been struggling in school. His teacher and pediatrician were talking to Lynn about testing for learning disabilities.

Instead, Eli's reading difficulties were fixed with a few weeks of vision therapy!

The Health Wagon's Patient Outreach Coordinator is working with Lynn to help her receive financial support for the treatment.

**Thank you for making this possible!**



# PILLAR FOUR Dental

Poor dental health has been linked to life-threatening conditions – diabetes, arthritis, heart disease, and kidney disease are just a few.

Studies also show that people with decaying teeth have a harder time finding a job, getting promotions, and they may even receive lower salaries.

It's already hard to find a job in Southwest Virginia.

Dental care significantly increases the overall well-being of the families you support, especially when it's provided for free.

**In 2021, 2,164 dental patients were treated in our mobile units thanks to you.**

But there are so many more waiting. We need to build a stationary dental clinic.

And thanks to amazing donors like YOU, the Health Wagon will break ground on a dental clinic in 2022!

Not only will this make it possible to treat hundreds more patients each year, but this will also free up the mobile units to reach more isolated areas.



## You Provided 2 Additional Mobile Units in 2021!

In 1980, Sister Bernie Kenny with the order of Medical Missionaries of Mary loaded up her Volkswagen Beetle with medical supplies. She traveled on rural mountain roads to deliver health care to individuals in the mountainous region of poverty-stricken Southwest Virginia.

Today, the Health Wagon hails as the oldest mobile medical unit in the country.

And thanks to you, we were able to add two additional mobile units in 2021, making it possible to reach some of the poorest and most remote people in the country with quality, compassionate health care.

**If it weren't for your generosity, these precious people would have no access to health services at all!**

In addition to reaching remote areas of Southwest Virginia, Eastern Kentucky, and Northeast Tennessee, our mobile units traveled to Alabama, Florida, Georgia, Missouri, North Carolina, Pennsylvania, South Carolina, Texas, Vermont, and West Virginia to treat patients.

The Health Wagon currently operates five mobile health units.





# You Paved the Way for 35,250 Visits

With your support, together with others like you, 10,857 precious people were able to receive medical care 35,250 times. From simple, everyday ailments to COVID-19 to specialty, acute, and emergency services, you were right there with us.

## You saved lives!

Your generosity helped people access the most expensive health care and specialty services through our mobile units and standing clinics.

- Acute Disease Management
- Behavioral Health Clinics
- Cancer Screening Clinics (cystoscopy, mammography, pap smears, lung screenings)
- Cardiovascular Clinics
- Cardiovascular Disease Management
- CDL Certification Appointments
- Chronic Disease Management
- Colposcopy Clinics
- Community and Group Lifestyle Coaching Classes
- COVID-19 Testing, Vaccination Clinics, Monoclonal Antibody Treatment Clinics
- Cystoscopies
- Deaf and Hard of Hearing Assistance
- Dental
- Dentures
- Dermatology Clinics
- Diabetic Education
- Ear, Nose, and Throat (ENT) Clinics
- Echocardiogram Clinics
- Endocrinology Clinics
- Eye Exams and Eyeglasses (fabrication)
- Hepatitis C Clinics
- Influenza Vaccine Clinics
- Lab Services
- Medical Therapy Management
- Medicare and Medicaid Enrollment
- Medication-Assisted Treatment (Sublocade)

- Mental Health Screenings and Treatment
- Monoclonal Antibody Infusions
- Nephrology Clinics
- Ostomy Clinics
- Pastoral Care
- Pharmacy Connect & Medication Assistance
- Physical Assessments
- Pneumococcal Vaccines
- Podiatry Clinics
- Post-COVID-19 Clinics
- Pre-Op and Post-Op Surgery Clinics
- Psychiatry Clinics
- Psychological Counseling
- Pulmonary Clinics
- Referrals & Follow-Up Systems
- Skin Cancer Screenings
- Sports Physicals
- Substance Use and Opioid Use Disorder Counseling
- Telemedicine Clinics
- Transportation Assistance
- Ultrasound Clinics
- Urology Clinics
- Vision
- Women’s Health Clinic (mammography and pap smears)
- Wound Care Clinics
- X-Ray Clinics

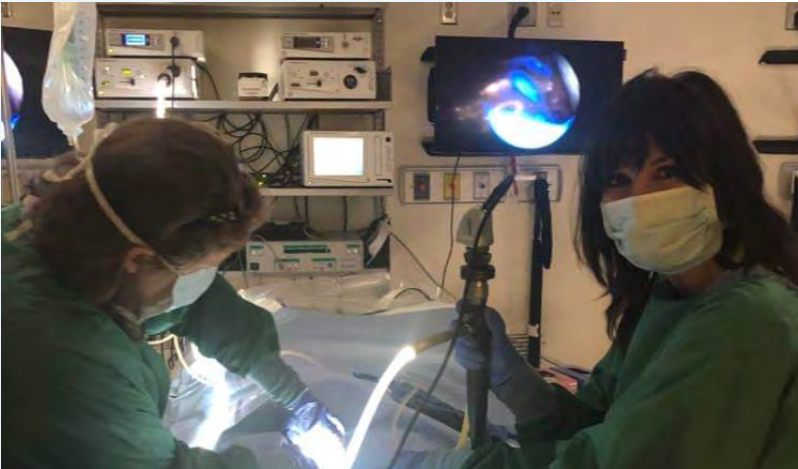


# Other Initiatives You Made Happen

Every service we offer is free. We can’t do that without you.

You’re truly making a difference in the lives of our most vulnerable neighbors.

- Americares / Eli Lilly Diabetes Outreach
- BEAT Diabetes
- Becton Dickinson, Heart-to-Heart, National Association of Free and Charitable Clinics Point of Care Testing Program
- CDC Diabetes Prevention Program
- Community Outreaches and Health Fairs
- Diagnostic Screening Programs (X-Ray and Ultrasound)
- Food Distributions and Food Pantry
- Loan Closet Program for Medical Equipment
- Lung Cancer Early Screening Program
- Move Mountains Medical Missions (formerly Wise Remote Area Medical)
- Obstructive Sleep Apnea Resources
- Retinopathy Screening Program
- Sister Bernie Kenny Scholarship
- Social Services / Giveaway Events Supported by United Breast Cancer Foundation
- VAFCC Outreach and Enrollment
- Virginia Health Care Foundation Medicaid Expansion Enrollment





Every service we offer is free.  
We can't do that without you.

We'd also like to say a special thank you to our 43 partner colleges and universities that provide so many opportunities.

American University of Antigua College of Medicine  
Appalachian College of Pharmacy  
Arizona State University  
Bill Gatton School of Pharmacy  
Carroll College  
Chamberlain College of Nursing  
Drexel University  
East Tennessee State University College of Nursing  
Eastern Virginia Medical School  
Francis Marion University  
Frontier Nursing University  
Georgetown University  
Gonzaga University



Jefferson College of Health Sciences  
King University  
Liberty University  
Lincoln Memorial University Caylor School of Nursing  
Lincoln Memorial University Debusk College of Osteopathic Medicine  
Mountain Empire Community College Nursing Program  
Old Dominion University School of Nursing  
Purdue University  
Quillen College of Medicine  
Radford University School of Nursing

Sacred Heart University  
Southwest Virginia Community College  
The University of Virginia School of Nursing  
The University of Virginia's College at Wise  
University of Kentucky College of Health Sciences  
University of Kentucky School of Nursing  
University of Newcastle Australia  
University of North Carolina Greensboro School of Nursing  
University of Pikeville College of Optometry  
University of Pikeville College of Osteopathic Medicine  
University of Richmond, Robins School of Business  
University of Tennessee  
Vanderbilt University  
Virginia Commonwealth University College of Medicine  
Virginia Commonwealth University School of Nursing  
Virginia Commonwealth University School of Pharmacy  
Virginia Tech University  
Wake Forest University  
Wytheville Community College  
York College of Pennsylvania



**\$5,393,250**  
Value of Care (\$153/visit)

**35,250**  
Patient Visits



**2,200**  
Number  
of Referrals



**19,554**  
Labs  
Ordered



**COVID-19 Vaccinations: 3,787**  
**COVID-19 Tests: 14,889**  
**COVID-19 MABS: 3,700**  
**40,000 masks distributed**

**\$1,023,440.27**

Total Value of Pharmacy  
Connect Medications Ordered



**10,857**  
Unduplicated  
patients served



**5**  
Mobile  
Units

**3**  
Stationary  
Clinics

**56**  
Students  
& Volunteers

**648**  
Pharmacy Connect  
Active Patients



**\$1 Support = \$100 in Health Care Services**

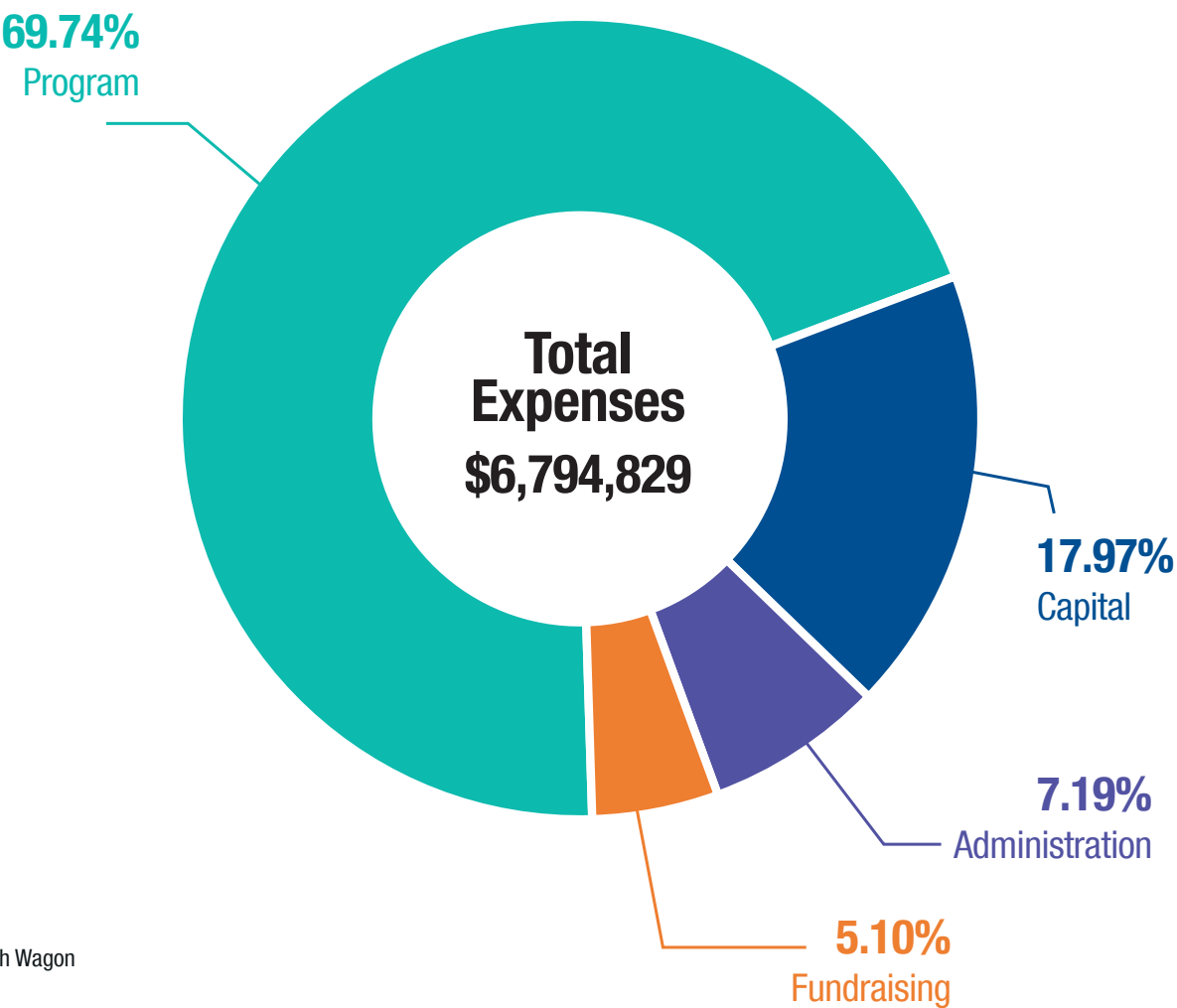
Every dollar donated to the Health Wagon provides  
\$100 in health care services.



# How Your Gifts Are Spent

Your financial gifts help make everything possible! We couldn't do it without you.

<b>\$4,738,215 Program</b>	People, technology, and other things needed to accomplish our mission
<b>\$1,221,152 Capital</b>	Warehouse and new mobile units
<b>\$488,735 Administration</b>	Computers, equipment, and office expenses to keep us running efficiently
<b>\$346,727 Fundraising</b>	The funds we use to raise even more funds, multiplying your impact



# What's in Store for 2022?

With your help, we'll continue to treat the most vulnerable with compassion, dignity, and excellence. Our mobile units will continue to reach the most remote patients. Our stationary clinics will remain open and safe.

With you by our side, we'll continue to fight the most serious public health care crisis in a century... the COVID-19 pandemic.

We'll educate people about staying safe from COVID-19 and the importance of vaccines.

We'll test them when they think they have it.

We'll put shots in arms when they're ready for the vaccine.

And if they get sick, we'll be here with the most state-of-the-art treatments we can get our hands on.

You made so much possible in 2021.

**There's more to do in 2022 and we know we can count on you.**





# How You Can Help

Your gift today provides lifesaving health care to uninsured and underinsured patients in poverty-stricken Appalachia, including Virginia and surrounding areas.

Thanks to our amazing volunteers and donated supplies and equipment, every dollar you give right now provides \$100 in medical care.

Please donate now to provide lifesaving medical care for these precious people.



### Volunteer

If you are interested in volunteering at the Health Wagon, please contact us at [volunteer@thehealthwagon.org](mailto:volunteer@thehealthwagon.org) or call (276) 328-8850.



### Host a Fundraiser for the Health Wagon

If you would like to host a fundraiser for the Health Wagon, please contact Rachel Helton at [donate@thehealthwagon.org](mailto:donate@thehealthwagon.org) or call (276) 328-8850.



### Invite the Health Wagon for a Speaking Engagement

If you would like to invite Dr. Teresa Tyson and Dr. Paula Hill-Collins to speak at an event or conference, please contact them at [invite@thehealthwagon.org](mailto:invite@thehealthwagon.org) or by calling (276) 328-8850.

## DONATE ONLINE

### Individual Donation

Follow this link to make an online donation

[www.thehealthwagon.org/say-yes](http://www.thehealthwagon.org/say-yes)

### Donate by PayPal

[paypal.com/us/fundraiser/charity/1408212](https://paypal.com/us/fundraiser/charity/1408212)

### Donate by mail

St. Mary's Health Wagon  
P.O. Box 7070  
Wise, VA 24293

### Call

Rachel Helton  
(276) 328-8850



### Stock

If you wish to donate stocks or other securities, please use the following information:

Investment Firm: Ameriprise Financial Services, Inc.

Health Wagon A/C#: 46809519

Health Wagon DTC#: 0756

### IRA Qualified Charitable Distribution (QCD)

If you are 70 ½ or older and own an IRA, you may make a direct transfer of up to \$100,000 annually from your IRA to St. Mary's Health Wagon without having to include the withdrawal in your adjusted gross income for income tax purposes.

- Donor must be 70 ½ or older.
- Donation must come from a traditional or inherited IRA.
- The maximum annual gift transfer is \$100,000 per donor.
- Transfers must go directly to a recognized charitable organization such as the Health Wagon. Be careful. The money cannot go to you first.
- Donation counts toward satisfying donor's required minimum distribution but is not included in adjusted gross income.

### Planned Giving or Gifts Outside of Wills

If you wish to include the Health Wagon in gifts outside of wills, including gifts like a charitable lead trust, charitable lead annuity trust, bargain sale, and retained life estate, which all avoid probate, as well as gifts of assets like appreciated securities, retirement plans, insurance policies, and real estate, please contact Rachel Helton at [rhelton@thehealthwagon.org](mailto:rhelton@thehealthwagon.org).



**Questions? Contact Dr. Teresa Tyson or Rachel Helton at (276) 328-8850**





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Numerous photos in this report by Tim C. Cox, timccox.com.

A portion of design services for this report were provided as an in-kind donation by Hillhouse Creative, hillhousecreative.com.



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