



Clinic Connection

“The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails.”

~William Arthur Ward

Open to Patients:

Tues. - Wed. - Thurs.
8:30 a.m. - 5:00 p.m.
Closed for lunch
Noon - 1:00 p.m.
For appointments -
call 830-796-3448

Board of Directors

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Arthur Nagel's Legacy

Editor's Note: Many of you may not be aware that Mr. Nagel passed away August 5, 2010, at the age of 89. Dan Wise, Director of Development, has written a special tribute honoring our generous, but humble benefactor.

Arthur Nagel was not a wealthy man. He did not live in Bandera or have any particular ties to Bandera County. What he did have was trust in God and compassion for people who are suffering. And out of that compassion he left a legacy for low-income families in Bandera County that will benefit our community for decades to come, or maybe for generations.

The Helping Hand Board of Trustees had long dreamed of being able to build a medical clinic for Bandera County's underserved population. At the dedication of Helping Hand's new building on March 27, 2004, Board President Comellia Rue confidently announced, "Our next building will be a medical clinic." But at that time, no one knew how that was going to happen.

Arthur Nagel was born in San Antonio in 1920. In 1941 he married Louise Bernice Jones in Johnson City. They had two sons, Gary and Bruce. The family moved to Hill Country Village in 1955, a small incorporated town north of San Antonio. Arthur Nagel was the town's mayor in the 1960s and '70s.

After service in the U.S. Army, Nagel was employed at the G2 Intelligence Agency at Fort Sam Houston. He retired in 1972, after a 30-year career in U.S. Intelligence. Arthur and Bernice moved to Boerne in 1976, where Arthur immersed himself in community affairs. Twenty years later, the couple moved to Kerrville.

On a Hill Country outing in 2006, Arthur happened to stop in Bandera. While there, he learned that the County did not have a hospital, and that low-income families who didn't have health insurance had no access to medical care within the County. Arthur was stunned. He went home that day feeling God's presence tugging at his heart. The next day he knew what he had to do.



Arthur W. Nagel, 1920 - 2010

Within a week he was back in Bandera looking for a church and pulled into the parking lot at St. Christopher's Episcopal Church. There he met The Reverend Rick Dunham and told him simply that he wanted to establish a medical clinic in Bandera. Dunham, who knew about Helping Hand's dream, took him to see Jesse Parks, Helping Hand's Executive Director. The two of them hit it off immediately. Arthur Nagel told Jesse about his dream, which was also Helping Hand's dream. When Jesse asked him why he chose Bandera, Arthur quietly told her that that was what God had led him to do.

The plan came together quickly. Arthur agreed to make an immediate gift of \$150,000 to construct the shell of the building, with complete faith that other funding would follow. Helping Hand agreed to provide the land, and raise the other \$600,000 required for the project. Arthur Nagel's lead gift provided all the impetus that was needed. In less than twelve months Helping Hand had raised all the funds necessary to build the Clinic and operate it for a year. In their gratitude, the Helping Hand Board named it the Arthur Nagel Community Clinic.

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- K. Irene Stone, Executive Director

He [Arthur Nagel] went home that day feeling God's presence tugging at his heart. The next day he knew what he had to do.

Legacy...Continued from Page 1

Mr. Nagel died on August 5th. My wife and I joined Jesse Parks at the memorial service in San Antonio. I did not realize until that day how significant Mr. Nagel's gift was—to him. On a table surrounded by flowers was a display of family photos and photos of him at the dedication of his Clinic.

To the right of the photos was a framed certificate from the Bandera Community Foundation naming him Bandera County's Philanthropist of the Year.

When invited to speak, friends and family members, some in tears, shared their loving memories of this gentle man. Most of them told about his passion for the Clinic. His son Gary told us that his dad was unbelievably frugal all of his life. Offering a humorous example, he said that one day his dad came home with four cases of Spam. Why four cases? Because it was on sale.

Jesse Parks gave a moving eulogy by describing the times she had spent with Mr. Nagel during construction of the Clinic and after it was open. She said that those of us at Helping Hand and the Clinic are stewards of Mr. Nagel's legacy. That the Clinic is saving lives today because Mr. Nagel passed our way. And like Mr. Nagel, we don't have a dollar to waste. If we are to honor his spirit, we must use every dollar we are given to help the poor and heal the sick.

Poke 'em with a stick or lead 'em with cheese

Our Director of Development, Dan Wise, recently exclaimed that “only in Bandera would you have to leave a meeting, and help round up a flock of chickens.” Seems his chickens at home went AWOL (with the help of 3-year-old grandson Ethan), and Carie, Dan's wife, called frustrated that she couldn't herd the errant birds back in the coop. Dan calmly left his meeting, drove home, grabbed a handful of cheese, and asked Carie to grate it, then toss the cheese on the ground as she backed into the coop. He would follow behind with a stick in case any stray birds needed poking to motivate them in the right direction. The chickens quickly followed the cheese trail (none were poked) and soon were contently incarcerated, and Dan headed back to his meeting.

I laughed at his story because daily I am confronted with situations in which I must choose whether to “poke 'em with a stick” or “lead 'em with cheese.” Doesn't matter whether I am waiting in line at the store or making a management decision -- do I use force or kindness? I've always tried to err on the side of being nice, and the majority of time, not only does being nice work better, but the loyalty and goodwill that goes hand in

hand with respectful treatment makes for strong relationships.

I've worked with many volunteers while participating with Celebrate Bandera and Riverfest, and — not that I'm comparing volunteers to chickens — I've learned one thing, you “lead 'em with cheese.” Don't ever try to “poke 'em with a stick”!

The same applies to the volunteers at the Clinic. We have a pretty happy staff here at Arthur Nagel Community Clinic. We treat one another with respect, laugh often, share homebaked goodies, and get our job done in a mutually beneficial environment. I tell applicants they can only volunteer here if they can handle being in a cheerful atmosphere. Scrooges need not apply. There is a purpose behind using “cheese.” If our volunteers are content, then our patients, who often come in hurting and scared, feel comfortable too... and that is very important.

So the next time you need to motivate someone, don't “poke 'em with a stick,” instead “lead 'em with cheese.” And if you wish to volunteer at the Clinic, please note: we prefer homebaked fudge brownies over cheese any day!

Nagel Clinic earns Methodist funded partner status

Methodist Healthcare Ministries is a private, faith-based, non-profit organization dedicated to providing medical and health-related human services to low-income families and the uninsured in South Texas. These services include primary care medical and dental clinics, support services like counseling, case management and social services, family wellness and parenting programs, and church-based community nursing programs. In addition, MHM provides financial support to established organizations that are already effectively fulfilling the needs of the underserved in local communities through programs and services that they already operate. The Arthur Nagel Clinic is one of those organizations.

MHM is proud to partner with organizations that share our mission and are successfully delivering healthcare and social services to this population in their respective communities. The single-overarching goal in creating these partnerships is to increase access to

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.”

John Wesley, Founder of Methodism

strengthening other organizations' capacity to provide those services, we achieve that goal.

Since its inception, MHM has provided more than \$283 million in healthcare services through its clinics and programs, as well as through our partnerships. In 2009, MHM invested \$35.7 million to increase access to healthcare in South Texas, including \$9 million in funding through our partnerships.

While there are many institutions that are providing critical healthcare programming in our service area, we partner with a select few whose missions and services fit with MHM's organizational objectives.

Q & A: What makes a community clinic different?

The Arthur Nagel Community Clinic is one of more than 1,200 community clinics in the U. S. The one thing they all have in common is that they are primarily funded by the community they serve, rather than by patient fees. Most are 501(c)(3) nonprofit corporations, meaning that the clinic does not make a profit; contributions to the clinic are tax deductible; board members serve without pay; and much of the work of the clinic is done by volunteers.

To help people understand what their community clinic is and does, here are answers to some of the questions the staff and board members have been asked.

Q: Where did the Arthur Nagel Community Clinic come from?

A: Most community clinics were started by another nonprofit corporation, an individual, or a group of individuals. With the Nagel Clinic, it was a combination of all three. The Nagel Clinic was built by Bandera County Helping Hand on Helping Hand property in 2007. Arthur Nagel of Kerrville made the first gift for the Clinic in 2006: \$150,000 to build the shell of the building. Working under the direction of the Helping Hand Board of Directors, four committees of volunteers then raised the rest of the money needed for the Clinic and planned its construction, furnishings, and equipment. An independent, self-perpetuating Clinic Board was elected to operate the Clinic under a contract with the Helping Hand Board.

Q: What does the Clinic do?

A: The Nagel Clinic is a medical clinic whose services include diagnosis and treatment for non-emergency conditions, chronic illnesses, upper respiratory infections, urinary tract infections, cancer screenings, sexually transmitted diseases, and referrals to other healthcare professionals. The Clinic provides basic dental care for pain and infection. A licensed therapist is available to help patients deal with mental health issues. The Clinic has developed a network of 28 specialists to whom it can refer patients who need more care than the Clinic can provide.

Q: Who decides what the Clinic does?

A: The Clinic Board of Directors is responsible for all decisions relative to the operation of the Clinic. As a practical matter, K. Irene Stone, the Clinic's Executive Director, makes recommendations about new administrative

initiatives or changes to existing procedures to the Clinic's Board of Directors through Cynthia Cox Payne, the Board President. Nurse Practitioner Margarita Sloan, who is the Clinic's primary caregiver, works under the direction of the Clinic's medical director, Saleh Jaafar, M. D. Changes or additions to the Clinic's medical program are first approved by Dr. Jaafar and the Board of Directors.

Q: Can anybody be a patient of the Clinic?

A: No. The Clinic's services are reserved for low-income families who don't have health insurance. These are people who have no other access to healthcare in Bandera County. There are thousands of people in Bandera County who fall into this category. Resources of the Clinic are stretched thin just trying to keep up with the medical needs of this group of Bandera County residents.

Q: Why is it called a "free and low-cost clinic?"

A: The Nagel Clinic does not charge a fee for its services. Donations are requested from patients whose income is above a certain level. The amount requested is determined by the Clinic's sliding scale, based on a patient's household income. Patient donations are important to the Clinic, but even more important to the patient. Most patients want to contribute something toward the cost of their care. But all patients receive treatment at the Clinic whether or not they are able to make a donation.

Q: How can I find out if I qualify to be a Community Clinic patient?

A: The Clinic accepts patients who have no health insurance and whose household income is less than 200 percent of the Federal Poverty Guidelines. The best way to find out if you qualify is to call the Clinic at 830-796-3448.

Q: How can I make a donation to the Clinic?

A: Donations are vital to the Clinic. Patient donations account for only five percent of the Clinic's operating costs. In 2009, the Clinic received \$12,500 in patient donations and had expenses of \$251,000. For information about making a gift to the Clinic, call Dan Wise at 830-688-9916.

The Clinic needs more volunteers, medical professionals, and office assistants. If you are interested in learning more about being a volunteer, please call the Clinic at 830-796-3448.

Clinic Staff

K. Irene Stone, Exec. Director
Margarita Sloan, RN, CFNP
Susan Broa, RiskBusters Mgr.
Dan Wise, Development Dir.

Volunteers

Angelica Arreola-Hernandez
Brenda Collins
Denise Collyer, RN
Hilda DeAnda
Iva Hollister
Sandra Hoyland
Pam Otten
Rebecca May
Sabrina McGugin
Genny Thomson
Kristi Sparks, RN
Somer Stone
Linda Vos, CLT

City Health Fair

October 15, 2010
11:00 a.m. to 4:00 p.m.
Bandera Fire Station



Arthur Nagel Community Clinic

P.O. Box 519, Bandera, TX 78003

830-796-3448 / 830-796-3840 Fax

www.nagelclinic.org

Please update your contact information and return this form to the Clinic. Thank You!

Name(s): _____

Address: _____

Phone: _____ E-mail: _____

____ I would like to support the Clinic with the enclosed tax-deductible donation. Amount \$ _____

If a Memorial Gift, please add contact information about the individual to be remembered:

____ Please apply my tax-deductible donation to the Clinic Endowment Fund. Amount \$ _____

____ I would appreciate hearing more about the Clinic. Please add me to your mailing list.

Thank You!

Kindness is a language the deaf can hear and the blind can see—Mark Twain



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The Arthur Nagel Community
Clinic is a 501(c)(3) nonprofit
corporation