

Clinic Connection



“There is a loftier ambition
than merely to stand high
in the world.
It is to stoop down and lift
mankind a little higher.”

- Henry van Dyke

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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THANK YOU!

by K. Irene Stone, Executive Director

Here at Arthur Nagel Community Clinic, we think of our volunteers and donors as part of our clinic family. A new year gives me the opportunity to say, “thank you” to all of you who have given so much in 2010 to make it possible for the clinic to care for literally thousands of Bandera County residents! We had over 2,200 patient visits for 2010 alone! You are truly an essential part of the clinic’s healing ministry.

Because of your support – either monetarily or with the gift of time and energy – the clinic is able to receive major foundation grants and keep its 501(c)(3) nonprofit status. Foundations do not make grants to an organization that is not valued and supported by its community. That is another reason we are so appreciative of the generosity and kindness of our volunteers and donors.

We are blessed in Bandera County to have neighbors who feel the need to give back, who open their hearts to others, and who give sacrificially time and time again to help their community. The volunteers of the Arthur Nagel Community Clinic belong to this special group.

Let me tell you a little bit about our clinic volunteers. They are not of the Junior League variety, or the retired with nothing else to do. They all have very busy lives. They come from all walks of life, bringing with them a diversity of skills and knowledge. Some of our volunteers started out as our patients and decided that volunteering at the clinic was a way they could “give back” to the community. They are very appreciative of the care they received, and they want to help others as they were helped.

We have two volunteers whose husbands are ministers. Several belong to area churches and schedule their time at the clinic around the days they don’t have Ladies Bible Class. They see the clinic as a way to demonstrate the loving message of their Christian faith.

Some volunteers have lost loved ones and try to fill the void by helping others. Many of our younger volunteers are looking for full-time jobs. By volunteering at the clinic, they are improving their job skills and enhancing their resumes. And as they often confide in me, this is a way for them to stay busy and feel good about themselves during a time that is normally tough on one’s self esteem.

Our volunteer medical professionals are all full-time nurses. They make time to share their skills at the clinic, even if it is just one morning a week. When you consider their busy work schedules, it is amazing to me that they can find the time. We are also lucky to have two EMS personnel on board. Their experience in dealing with emergencies is a big help to our staff when we have a critical patient.

I can’t end this letter of thanks, though, without a big “Thank You” to our donors, sponsors, and underwriters – the people who give time and time again to support our work of caring for those who have no other access to medical care in Bandera County. Most of our donors do live in the county, but some are in the big cities, too. Our local benefactors are churches and businesses, as well as individuals. The thing they have in common is their understanding of the need for the Arthur Nagel Community Clinic, their knowledge of its mission, and their desire to be a part of it.

So, whether you are a clinic volunteer or donor, there is one thing you can know as we begin the year 2011: you have the heartfelt thanks of all of us at the Arthur Nagel Community Clinic.

You are helping us save lives ...and that makes YOU the true heroes in our eyes. God bless.

A Stone's Throw

- K. Irene Stone, Executive Director

Nuthin' worse than missed opportunities

Withhold not good from them to whom it is due, when it is in the power of thine hand to do it (Proverbs 3:27).

Christmas Day. Stuck in Kerrville at the hospital with my husband, Steve, who just had double knee replacement. Everyone else was with family during this joyous occasion...even most of the hospital staff. It was depressing being away from home at this time. Around 3:00 p.m., I gave Steve a quick kiss and headed out the door, not sure where I was going, just looking for something to lift my spirits. I hit pay dirt when I drove past Starbucks and saw the lit open sign. I quickly parked in the crowded lot and dashed up the steps, excited that I could finally find some Christmas cheer.

As I entered the brightly lit store, I was immediately immersed in cheery Christmas songs, shiny wrapped gifts, and the scent of coffee, nutmeg, and vanilla. I took a deep breath and sighed...perfect! And then I heard the bell toll. Well, not literally a bell, but the manager barked out to the cashiers that he was locking the door, and they were officially closed, never mind all the people in the store, including me. I looked at my watch, 3:59 p.m. One minute. Quickly I hurried to the counter and asked the young cashier, "Does this mean I can't get a gingerbread latte?"

"Yes," was the firm reply. "We're closed."

"But it is my Christmas favorite," I said anxiously. "I always get it this time of year, and this is my first chance."

"Sorry, the cash registers are closed," she stated, annoyed that I wasn't leaving.

"But it's tradition for me to have a gingerbread latte," I begged, images of my Christmas cheer flying out the window.

"Sorry, we're closed...and we're out of gingerbread." She gave me a smug look, arms crossed.

I glanced at all the different seasonal flavors advertised over the counter, the other customers still sipping their holiday drinks, and almost inquired about a substitution, but the cashier was fixing me with "the look." I knew she was tired of working on Christmas Day and wanted to get back to her family. Resigned, I turned and walked over to the door determined to not let this event ruin my holiday. And then I saw the locked door. Not only was I refused my Christmas cheer, but now I had to let my own self out of the store. A surge of injustice at the whole situation hit me. That's it...it's lesson time, I decided.

I unlocked the door, held it open to let the cold wind blow in -- call it dramatic effect -- and turned to face the cashier, who was warily watching my every move. "You know," I began, putting a little crack in my voice, "my husband is in the hospital, and I've been there all Christmas Day." The enormity of my plight emboldened me as I continued. "I thought I'd take a break and go see if I could just find some Christmas cheer somewhere..." I noticed she was becoming uneasy. A tear formed in my eye; my voice broke even more, "and then I saw your store was opened. I thought...I thought maybe I can get a gingerbread latte," I sniffed dramatically, "because everything has been so...so...rough." The cashier looked at me, her eyes wide and hesitant. I could tell she was wavering. I let the lone tear trickle down my cheek and slowly raised my hand to wipe away the teardrop.

It was too much for the cashier. She began wailing, "But we don't *have* any gingerbread..." Her last line of defense. I shook my head, quickly turned and walked out the door, letting it woefully slam behind me.

You know, I wasn't angry at the cashier. Sad, but not angry. She was just doing her job, and the business was closed. But I did feel the need to teach her a small lesson about helping others (never mind about customer service). We all have schedules and routines, rules and regulations to follow, but sometimes we get so immersed in the things we have to do, we forget about the things we have an opportunity to do. We see people and don't care to learn their stories, and how we may play a role in making their day, even their life, better.

Missed opportunities. My grandparents told me that it is not so much regrets over the things they did do, but things they did not do that haunted them the most. That was worse. The cashier had a chance on a special day to do something special above and beyond the little job she had been assigned. She made the decision not to -- hence the need for my improvisation. Some people say, as I related the story, that I probably ruined her Christmas Day. Well, that wasn't the point -- the point was I wanted to make her think next time before she refused the opportune chance to help someone.

When I was an English teacher, my students read a poem about a blind man trying to cross a street in a snowstorm. The narrator of the poem saw the blind man in her rearview mirror as she drove past and spends the rest of the poem lamenting that she found excuses not to go back and help him get across the icy street. I have found myself frequently in situations where I refused to avail myself of the opportunity to help someone...and then spent the rest of the day worrying about them and regretting my decision.

"Withhold not good from them to whom it is due, when it is in the power of thine hand to do it" is a pretty clear commandment to do good if you have the opportunity. Jesus may have come to earth to give salvation, but along the way, He found opportunities to do good by healing the sick and afflicted. That was not His primary mission, but He did not refuse anyone that asked for His help. Like Proverbs 3:27, Jesus saw a need and took care of it.

So as we begin a new year, I hope you will take advantages of the opportunities to do good and help those you come in contact with day to day. Don't be like the Starbucks cashier and miss the chance to cheer a lonely woman whose husband is in the hospital on Christmas Day. Instead, be like the Neighbor, a do-gooder in the novel, *Divine Average*, who commented when he was asked why he was so helpful, "It is well to refresh the spirit often at the fountain of giving -- to drink deeply of the joy of sharing." Besides, do you really want a spur of the moment improvisation from me to get your attention?

Notes from the Bandera County Chamber of Commerce

*Editor's Note: The following article appeared in the **Bandera Bulletin** in November 2010. It was written by a clinic patient, Cerise Ripps, the Executive Assistant for the Bandera County Chamber of Commerce.*

Hi, y'all! With Thanksgiving tomorrow, I've been considering all the things I'm grateful for. First, of course, comes family – I'm blessed to have a wonderful husband and children, parents and siblings who support me throughout the year. In these tough economic times, I am also fortunate to have a job I love with a group of truly great bosses. And, thanks to the Arthur Nagel Community Clinic, I have access to some of the best health care available.

I'm one of the thousands of people who can't get health insurance at any price due to a pre-existing condition. My husband and our children have insurance through his former employer, the UT Health Science Center. We assumed when we married that we'd add me to the Blue Cross policy as well, but they keep denying me coverage.

Because I also have high blood pressure, which requires daily medication and regular monitoring, I honestly don't know what I would do without the Arthur Nagel Clinic.

My only other option would be to wait until I neared stroke conditions and head for the nearest Emergency Room – time after time. But this is exactly why the community clinic was created, to address medical issues in their early stages and help head off emergency issues.

The volunteers and staff at Arthur Nagel are well-trained, friendly and professional. I receive excellent treatment and highly recommend their services. While there are financial guidelines patients must meet to qualify, you might be surprised to learn that you could be eligible. Our two-income five-member family is!

If you don't have health insurance and need top-quality care, what do you risk by giving the Nagel Clinic a call? The clinic sees patients on Tuesdays, Wednesdays and Thursdays from 8:30 a.m. to noon and 1:00 p.m. to 3:30 p.m. Their phone number is 830-796-3448. They are also always in need of volunteers and donations.

Cerise Ripps
Bandera Co. Chamber of Commerce

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*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.*



THE CLOCK

*The Clock of Life is wound but once
And no man has the power
To tell just when the hands will stop,
At late, or early hour,*



*Now is the only time you own --
Live, love, and toil with a will.
Place no faith in tomorrow,
For the clock may then be still.*

-Anon



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Check out the Clinic on



Arthur Nagel Community Clinic

P.O. Box 519, Bandera, TX 78003

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

NEW!

On-Line Donations
available on
[www.nagelclinic.org!](http://www.nagelclinic.org)

Please consider helping the low-income families and residents of Bandera County who have medical needs but no health insurance, 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 list the honoree's name and family contact information:

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

____ I would like to pledge \$ _____ to be paid during 2011.

Thank You!

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



1116 12th St.
P.O. Box 519
Bandera, Texas 78003

Phone: 830-796-3448

Fax: 830-796-3840

E-mail:

executive director@
nagelclinic.org

www.nagelclinic.org

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