Patients received Free Care at the Medical and Dental Clinics. In all, they received 5,718 medical and dental visits.

13 Future dentists from Tufts and the University of New England contributed 1,992 supervised hours to The Red Logan Dental Clinic. This added up to $780,000 worth of dental services such as exams, cleanings, fillings, root canals, crowns, extractions and dentures provided to members of our community.

15 Area dentists gave 984 hours of their time to mentor the next generation of students.

37 Future physicians from Geisel School of Medicine students from Dartmouth gave 639 hours of their time and worked with 25 volunteer practitioners to care for those who would otherwise go without. A total of 321 “clinics” were provided to the community.

Over $53,000 worth of medications were provided at no charge to Clinic patients.

Specialty care provided by the Clinics include: oral surgery, periodontal, neurology, psychiatry, women’s health, pulmonology, gastroenterology, endocrinology, rheumatology and dermatology services.

Dartmouth-Hitchcock Hospital provides free lab work and plain x-rays to Clinic patients each year. This is a contribution to community health of over $100,000.

The HIV/HCV Resource Center and WISE have co-located staff at the Clinic weekly.

Satellite Clinics are held at The Haven, The Claremont Soup Kitchen and Alice Peck Day Memorial Hospital.
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Quality Assurance/Quality Improvement
Dear Friends,

This has been a year of strong programmatic growth for the Good Neighbor Health Clinics, and we are grateful to all our volunteers and supporters.

The Red Logan Dental Clinic continues to be fully committed to serving people with dental emergencies and encouraging patients to complete their dental treatment plans. This includes the provision of dentures, the use of Silver Diamine Fluoride to arrest cavities without drilling, and SMART ionomer glass restorations, which have proven especially helpful to patients with a reluctance to visit the dentist. This year we also implemented a dental outreach and screening clinic for the Moms in Recovery program, which supports pregnant and parenting women who struggle with substance abuse (see article on page 1).

The Good Neighbor Medical Clinic continues to provide chronic and acute health care services, along with specialty services such as rheumatology, dermatology, pulmonology, neurology, women’s health, psychiatry, endocrinology and gastroenterology. This year we also increased efforts to provide cancer screenings during medical visits. We continue to see increasing numbers of patients who have high deductible insurance plans and must rely on us for initial care, which has been a trend over the last few years. An important part of our mission is to welcome people who defer seeking care due to an inability to pay.

The dental and medical clinics offer different services but are both deeply committed to imparting the values of care and compassion to the students who work with us. We are grateful to our dentist volunteers who mentor fourth year externs from Boston University, Tufts, and University of New England dental schools. At the medical clinic, provider volunteers precept Geisel medical students at the White River Junction clinic, at Alice Peck Day Hospital satellite clinics, at The Haven, and at the Claremont Soup Kitchen. Schweitzer fellows from the medical school bring new and innovative ideas to Good Neighbor and are mentored by our volunteer physicians. Via a course on philanthropy and grant-making and their partnership with the Rockefeller Center, students from Professor Ron Shaiko’s class chose to fund a new program for partial lower dentures. We also continue to host Hartford Career and Technology Center students who learn the stories of clinic patients who often struggle with the unenviable choice of paying for food, child-care and transportation over medical or dental visits.

The focus on mentoring and exposing the next generation of health care professionals to the lived realities of clinic patients is critical to our goal of eliminating the inequalities of access.

On the advocacy front we are excited that efforts to increase dental benefits for Vermont and New Hampshire Medicaid patients are gaining traction. This is a positive step towards improving the dental health of young and middle-aged adults in our community.

We have met many goals and benchmarks in the past 12 months. We have also embraced and fulfilled an updated mission statement:

“The Good Neighbor Health Clinics promote the health of the people in the Greater Upper Valley who are in need and do not have the means to pay by providing free medical and dental care, mentoring aspiring health care professionals and advocating for improved access to dental and health care.”

Please join us in supporting the Good Neighbor Health and Red Logan Dental Clinics in the year ahead.

With Gratitude,

Craig Westling
Good Neighbor Board Chair

Dana Michalovic
Executive Director
FIRSTS FOR THE CLINIC:
▲ We hosted a four week residency rotation in internal medicine
▲ The Moms in Recovery dental outreach program was initiated
▲ Red Logan began making partial lower dentures (in addition to upper dentures)
▲ A revitalized tobacco cessation program was implemented

STAFF RECEIVED TRAINING IN:
▲ Making Better Choices a Poverty Simulation
▲ Trauma Informed Care
▲ The Use of Silver Diamine Fluoride and SMART restorations
▲ Emergency Preparedness
▲ Empathic Listening
▲ OSHA Standards
▲ CPR

devlop a healthy lifestyle free from substance use.

Red Logan Dental Clinic has partnered with Dartmouth-Hitchcock Health to provide dental care for new mothers participating in the Moms in Recovery program. Substance use disorders, including opioid use disorder, can have an adverse effect on dental health including decayed teeth and infections. Many mothers participating in the program are afraid to go to the dentist, and their poor dental health causes difficulty in eating some nutritious foods. Red Logan staff visit the Moms in Recovery clinic twice a month to provide the following services:

- Dental screenings
- Oral health care instruction
- Referrals to dentists for treatment, if necessary
- Resources about non-opioid pain management in the event that a tooth must be extracted
- Silver diamine fluoride treatment to arrest decay
- Instruction on how to care for their children’s teeth

Currently, approximately 40–50 women are enrolled in the Moms in Recovery program, and each one has been seen by a Red Logan provider at least once. Red Logan providers work alongside D-HH personnel to connect patients to necessary care, provide transportation, and arrange referrals for ongoing dental care. In one recent example of the program in action, one of our providers visiting at the Moms in Recovery clinic was introduced to a woman with severe dental pain. We were able to bring her into Red Logan the very next day for an x-ray and comprehensive dental care, eventually including tooth removal. She was seen for follow-up and preventive care, and her mouth is now back to full health thanks to the program.
I recently moved to Lebanon, NH with a dental emergency. Honestly, I began to panic as I thought about how to address this emergency and the cost it would entail. I prayed and started googling. Within 5 minutes (of searching) I found the Red Logan Dental Clinic.

From my first call with Sheila, to the initial meet and greet with the dental student, Arianna, and her assistant Patti, to the work that was done with thought, care, humor and comfort, my overall experience was one of home. I was met as a human with true commitment (from others) to help me. If that’s not enough, I have a past history of experiencing extreme dental anxiety, to the point of refusing treatment. Patti and Arianna truly went above and beyond with a natural comforting approach. As a result, I did not need any medication to get through the dental emergency.

I am thankful for the opportunity to continue to address the rest of my dental needs with kind, compassionate, hard workers. The service (provided by Red Logan) is a gift that is not found everywhere.

From the bottom of my heart,
Thank you, Red Logan
A young IV drug user arrived at the H2RC needle exchange program, which is hosted by the Good Neighbor Health Clinic, simply seeking clean needles. However, a confirmed case of Hepatitis A was recently reported in Vermont, and a public health nurse was present and offering vaccinations. The client agreed to be vaccinated and while meeting with the nurse, she discussed being ready to seek residential treatment for herself and her boyfriend. She also requested evaluation of a cyst on her arm, which the volunteer physician on duty provided. As a result of multiple interventions, treatment for her drug use was pursued by the family with resources made available by the Clinic and we were one step closer to stopping a Hepatitis outbreak.
Kelsey Harper
Bailey Hilty
Michael Hoggard
Sarah Kovar
Jen Lapier
Diana Lee
Xingyi Li
Eric Ju
Emily Masterson
Alex Mittman
Alexandra Morgan
Meera Nagarajan
Britney Petrina
Sadhini Puri
John Rode
Kyla Rodgers
Meredith Ryan
Sybil Sha
Alexander Steele
Sam Tsai
Isabelle Yang
Ramzi Ben Yessle
John Yin
Qais Zai
Frank Zhang
Xiangyu Zhao

**MD/PhD Students**
Laurie Delataur
Joelle Jung
Adelaide Tousley

**Undergraduates**
Tiffany D’cruze
Josh Fontaine

**Nurses**
Susan Boles
Lorraine Durst
Vanessa Garcia
Beth Gould
Lonnie Larrow
Gretchen Stokes
Chuck Surat
Astrid Vallens

**Mid-Level Providers**
Mary Helen Bentley, MSW
Jeff Katchen, PA
Jill Lloyd, APRN

**Dartmouth Hitchcock Residents**
Charlie Betttag
John Howe
Chris Kellogg
Phil Palmer
Sherry Wu

**Red Logan Dental Clinic Volunteer Mentors**
Robert Alvarenga, DMD
Thomas Bacon, DMD
Craig Cohen, DMS
John Echternach, DMD
Joyce Hottenstein, DMD
Margaret Janissee, DMD
Donald Kalfus, DMD
Toby Kravitz, DMD
Patrick Noble, DMD
Keith Rogerson, DMS
Richard Rothstein, DMD
Michael Shafer, DMD
Meggan Wehmayer, DMD
Kenneth Yelland, DMD
Richard Yoshikawa, DMD
Debra Simonds, RDH

**Dental Student Externs**
Hussein Berry,
*University of New England*
Cameron Crowe, *Tufts*
Daniel Duarte,
*University of New England*
Paul Dubuque,
*University of New England*
Arianna Elmquist,
*University of New England*
Tom Herndon, *Tufts*
Victoria Koutras
Chris Lucido, *Tufts*
Mohammed Mahadi,
*University of New England*
Hemali Patel, *Tufts*
Roxanne Ramos, *Tufts*
Mary Struziak, *Tufts*
Delaney Turner, *Tufts*

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**Our Mission**
The Good Neighbor Health Clinics promote the health of people in the Greater Upper Valley who are in need and do not have the means to pay, by providing free medical and dental care, mentoring aspiring health care professionals, and advocating for improved access to dental and health care.

**Our Vision**
A community where people have access to the health resources they need to reach their potential for mental, physical and social well-being.
Over 80% of the Clinic Budget is Raised Through Contributions from Individuals, Businesses and Organizations

Financial Support from The Faith Community
Beaver Meadow Chapel, Sharon
Meriden Congregational Church
Norwich Congregational Church
Hanover Congregational Church
Hartland Congregational Church, Ladies Benevolent Society
Community Lutheran Church, Enfield
Community Lutheran Church, Women’s Fellowship
Our Savior Lutheran Church, Hanover
First Baptist Church of Hanover
Olivet Baptist Church, West Lebanon
First Universalist Society of Hartford
Greater Hartford United Church of Christ
NH Bishop’s Charitable Foundation
West Lebanon United Church of Christ
West Lebanon United Church of Christ, Women’s Fellowship
Saint Barnabas Episcopal Church, Norwich
Saint James Episcopal Church, Woodstock
Saint Paul’s Episcopal Church, White River Junction
Saint Thomas Episcopal Church, Hanover
Taftsville Chapel Mennonite Fellowship
United Methodist Women, Lebanon
United Methodist Chuch of Enfield
United Church of Strafford
United Methodist Church of White River Junction

Meals Provided Faithfully To Noursish Clinic Volunteers
Saint Paul’s Episcopal Church, Wilder
Saint Thomas Episcopal Church, Hanover
United Methodist Church of White River Junction
Our Savior Lutheran Church, Hanover

Over 80% of the Clinics’ budget is raised through contributions from individuals, businesses and organizations.
Please consider donating by using the enclosed envelope or going online to www.goodneighborhealthclinic.org. Your generosity makes a difference.