

## Julie

We first found Julie on North Temple, where she had been homeless on and off for a few years. Her neck and arm were swollen with abscesses, and she was having some difficulty breathing. During our conversation and exam, we discovered that she had been in the hospital recently with a very serious infection in her lungs, and based on our assessment, that infection had recurred.

Because of some past experiences and trauma, Julie was not very trusting of medical professionals, hospitals, authority figures. It took a lot of rapport to convince Julie to go back to the hospital. She had not had pleasant experiences with the hospital in the past and she was uninsured, but it was clear that medically this would be the best option for her. Through some very patient persuasion, Julie did choose to go to the hospital. She had an emergency surgery and was on IV antibiotics for a few days thereafter. We visited her while she was in the hospital and talked with the staff there to coordinate her outpatient care.

When Julie got out of the hospital, we continued to follow up with her and ensure that she had the resources she needed to completely clear the infection and heal. At this point, a lot of trust and rapport had been built with Julie. The next time we heard from Julie was when she called us about one of her friends who was sick, uninsured, did not want to go to a doctor, and did not know where to go. But he trusted us to take care of him and connect him with the Fourth Street Clinic because of the trust we had established with Julie.

Not long after that, we heard from Julie again, for the same reason, she had a friend who was sick, uninsured, didn't trust medical personnel, and did not know where to go. Because of the rapport we had with Julie, her friend trusted us and allowed us to take care of her. Again and again, Julie has continued to bring her friends to us and help us find individuals who need care but are not accessing it for various reasons. Julie has become a bridge of access to care for the most under served in her community.

As we continue to establish relationships of trust with each individual patient we treat, we remember that we are also preparing the way for many unknown patients to come.

## James

We first encountered "James" in a parking lot down North Temple. He told us he was coughing a lot because of asthma and not having his medications. We registered James as a patient and sent him to the clinic to pick up his medications. However, he did not go to the clinic and we saw him a week later in the same parking lot, continuing to cough.

We were able to assist in making a warm connection with the clinic where he was seen by Dr. Rolfs who referred him to the ER for hypertensive urgency and possible pneumonia. He was hospitalized for hypertensive emergency, acute kidney injury secondary to the hypertension, acute systolic heart failure, and pneumonia. Essentially, James was in pretty bad shape.

Since that hospital admission, we have seen James many times on the street in much better condition. Now that he is connected to his medications and primary care at the clinic he can better manage his hypertension and heart condition. He has thanked us many times for the care we provided him, and tells others on the street that if he had not met us that day he doesn't know what he would have done.