

We Are So Thankful for All of You...

Physician Referral Line Benefits the Community

The Physician Referral Line is a service provided by volunteers responding to requests for referral to a local physician. The service was begun in 1993 and has continued ever since.

Seymour Dicker is the current Chair of the Physician Referral Line volunteer area. He has provided us with information about what they do, and this will be the first in a series putting the “spotlight” on different areas in which volunteers serve throughout YRMC.

“The Physician Referral Line volunteers respond to anywhere from 30 to 40 calls per week from residents seeking to be referred to physicians in Prescott and Prescott Valley who are associated with YRMC. This amounts to an average of over 1500 inquiries per year.

While we have the information necessary to make referrals to physicians of all categories, approximately 80% of the callers are requesting referral to primary care, internal medicine and family practice doctors. The remaining 20% are seeking referral to the various medical specialties. We usually give each caller a choice of several doctors in the area of medicine requested.

Approximately 85% of all callers have Medicare as their primary insurance coverage, and 5% of callers are covered under AHCCCS, Arizona’s Medicaid program. The remaining 10% have private insurance coverage.

At the present time there are about 38 primary care doctors in Prescott and Prescott Valley associated with YRMC who accept new patients. Of these doctors 23 accept Medicare and the remainder require private insurance coverage.

Although no specific details are recorded, callers to our service are basically divided into three groups; those who identify themselves as new residents to the area; those residents who have lived here for a while but never had the need for a physician, and those who for some reason wish to be referred to a new doctor. It happens only rarely that we cannot accommodate a caller’s request for referral to a proper physician, usually because a certain specialty is unavailable in our area.”

The Physicians Referral Line is answered by one of 5 volunteers from 8 am to 12:00 pm Monday through Friday. At other times, callers may leave a message on voicemail

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People who are the happiest don't have the best of everything. They make the best of everything they have.

anon

"The Pulse"

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Thankful *continued. . .*

and their call will be returned by the next available volunteer. The Physicians Referral volunteers have assisted thousands of callers in finding a doctor, and they often are able to help direct callers to other resources in our community that they may be looking for. We appreciate all their efforts to help members of our community find the medical care they need!

Noon Lions Contribute Much!

The Prescott Noon Lions who provide our shredding services, making sure all HIPAA protected materials are properly kept confidential and destroyed, are always looking for old eyeglasses that you may not need any longer. If you have outdated glasses and don't know what to do with them, drop them by the volunteer services offices and we'll see that the Lions get them to help with their vision service projects.

In case you didn't know it, the Noon Lions contribute much to our community. The money they earn from collecting the newspapers and magazines in the bins you see around town and taking them to a recycling plant goes back into our community in the form of donations they make to various local non-profits. A partial list of recent recipients includes Guide Dogs of the Desert, Arizona Children's Burn Camp, Arizona Women's Education and Employment (AWEE), CASA Meals on Wheels, Coalition for Compassion and Justice, Dress A Child, Free Wheelchair Mission, Granite Creek Hunger Ministry, Heritage Park Zoo Sanctuary, People Who Care, Habitat for Humanity, Prescott Area Womens Shelter, Community Cupboard Food Bank, Horses With Heart and numerous others. In addition, they have generously donated to our YRMC Pendleton Center and to our PAWS Pet Visitation Program. Thank you, Lions! ★

Blessings to you this Thanksgiving!

**May your stuffing be tasty,
May your turkey be plump.**

**May your yams be delicious,
May your pies take the prize**

**May your potatoes and gravv
Have nary a lump.**

**May your Thanksgiving dinner
Stay off of your thighs!**



Joe Hubbs Honored as Volunteer of the Year!

Joe Hubbs was recently honored as Volunteer of the Year by the Prescott Police Department. Joe is a corporal in the Citizens On Patrol program, and has contributed 860 hours to that program in the past year. He is updating the COP manual, trains new COP volunteers and maintains a monthly statistical spreadsheet that details hours devoted to various programs in addition to regular COP duties.

Joe has been a YRMC volunteer since 2007 and has contributed over 750 hours here as a courtesy cart driver. He also serves as Chair for the cart drivers. We often find that our volunteers also serve at various other local agencies, which simply shows how community minded and committed they are. Our congratulations to Joe on this well deserved honor from the Prescott PD!

Who Am I?

I have no respect for justice.	you try, the more elusive I become.
I maim without killing.	I am nobody's friend. Once I tarnish a reputation, it is never the same.
I break hearts and ruin lives.	I topple governments and ruin marriages/
I am cunning and malicious and gather strength with age.	I end ministries set up by God.
The more I am quoted the more I am believed.	I ruin careers and cause sleepless nights, heartache and indigestion,
I flourish at every level of society.	I spawn suspicion and create grief.
My victims are helpless, they cannot protect themselves against me because I have no name and no face.	I make headlines, headaches and heartaches.
To track me down is impossible. The harder	I make innocent people cry in their pillows.
	Even my name hisses.
	I am Gossip.

author unknown

MVV Winner. . .

The MVV Award (Mission, Vision, Values) has been instituted to recognize volunteers who demonstrate a special understanding of how the Mission, Vision and Values apply to the daily volunteer routines. Selection of the winners is made by the all volunteer Advisory Committee.

Jean Dennison – was our most recent winner, and our congratulations to her on this well deserved honor! Jean was called away just before her photo shoot so we will feature her pin presentation with Tim in a future issue. Congratulations, Jean!

Welcome to our YRMC Volunteer Family!

- Ashley Clinton
- John Davden
- Blake Davenport
- Francisco Garcia
- Aly Janosko
- William Johnson
- Robert Kline
- Cassandra Miedema
- Sara Miedema
- Susan Morrall
- Christine Osborn
- Judy Ostendorf
- Randolph Reynolds
- Linda Rebish
- Kathryn Roach
- Jeff Snedden
- Emily Snyder
- Rosamond Vismeg

Many Thanks!

*Life may not be the
party we hoped for,
but while we're here
we might as well
dance!*

When an old lady died in the geriatric ward near Dundee, Scotland, it was believed she had nothing left of any value, later when the nurses were going through her meager possessions, they found this poem. It's quality and content so impressed the staff that copies were made and distributed to every nurse in the hospi-

Crabby Old Woman

What do you see, nurses?
What do you see?
What are you thinking
When you're looking at
me?

A crabby old woman,
not very wise.
Uncertain of habit,
with faraway eyes?

Who dribbles her food
And makes no reply
When you say in a loud
voice, "I do wish you'd try!"

Who seems not to notice
The things that you do,
And forever is losing
A stocking or shoe?

Who, resisting or not,
lets you do as you will.
With bathing and feeding.
The long day to fill?

Is that what you're think-
ing? Is that what you see?
Then open your eyes,
nurse, you're not looking
at me.

I'll tell you who I am
As I sit here so still,
As I do at your bidding,
and eat at your will.

I'm a small child of ten
with a father and mother,
brothers and sisters
who love one another.
A young girl of sixteen
with wings on her feet
Dreaming that soon now
A lover she'll meet.

A bride soon at twenty,
My heart gives a leap,
Remembering the vows
That I promised to keep.

At twenty-five now,
I have young of my own,
Who need me to guide
And a secure happy
home.

A woman of thirty
My young now grow fast,
bound to each other
With ties that should last.

At forty, my young sons
have grown and are gone
But my man's beside me
To see I don't mourn.

At fifty once more,
babies play round my
knee,
Again we know children,
My loved one and me.

Dark days are upon me,
my husband is dead.
I look at the future,
I shudder with dread.

For my young are all rear-
ing young of their own.
And I think of the years
And the love that I've
known.

I'm now an old woman
and nature is cruel;
'Tis jest to make old age
Look like a fool.

The body, it crumbles,
Grace and vigor depart,
There is now a stone
Where I once had a heart.

But inside this old carcass
A young girl still dwells,
and now and again,
My battered heart swells.

I remember the joys,
I remember the pain,
And I'm loving and living
Life over again.

I think of the years
All too few, gone too fast.
And accept the stark fact
That nothing can last.

So open your eyes, people
Open and see,
I'm not a crabby old
woman;
Look closer....see ME!

***Remember this poem
when you next meet an
old person whom you
might brush aside without
looking at the young soul
within. . .we all will, one
day, be there, too.***



Calendar : Nov–Dec, 2011 and Jan, 2012

Nov 17- Employee and Volunteer Craft Fair
West Campus Cafeteria
7:00 am to 4:00 pm

Nov 18- Fall Volunteer Open House
Everyone welcome!
YRMC West Cafeteria - 2:00 - 4:00 pm

Nov 25 – Happy Thanksgiving!



Dec 13 – Holiday Celebration Meal
West Campus

Dec 14 – Holiday Celebration Meal
East Campus

Meals served on both campuses as follows:
11:00 am to 1:30 pm
5:00 pm to 6 pm
12:00 pm to 1:00 pm



Dec 20 - 28 - Happy Hanukkah!

Dec 25 - Merry Christmas!



Dec 31 - New Years Eve - Happy 2012!

Jan 10 – WC Advisory Committee Meeting
4:00 pm Spruce Room, WC.

Jan 16 – New Volunteer Orientation, WC.
8:45 am - 3 pm, Spruce Room!

*Orientations and annual reorientations for East Campus
will be scheduled as needed by Ann Monroe.*



Retired RN'S!

We have been asked if there are any retired RN's among our volunteer ranks who might be interested in helping out in some of our schools. With the budget cuts our state has had to make, our school nurse programs have been cut drastically or in many cases eliminated. There is a definite need for retired RN's or others with medical training to help out in our local schools. If you are interested or would like more information, contact Lynnel in the WC volunteer office. 771-5678

Chocolate Rules

- 1- If you've melted chocolate all over your hands, you're eating it too slowly.
- 2- Chocolate covered raisins, cherries, orange slices all count as fruit, so eat as many as you want.
- 3- The problem: How to get 2 pounds of chocolate home from the store in a hot car. The solution: Eat it in the parking lot.
- 4- Eat a chocolate bar before each meal. It'll take the edge off your appetite and you'll eat less.
- 5- If calories are an issue, store your chocolates on top of the fridge. Calories are afraid of heights, they will jump out of the chocolate to protect themselves.

to be continued. author unknown

East & West Campus
Gift Shops

10% OFF COUPON

any single non-sale item

Valid through January 31, 2012

One coupon per person please

There is no sales tax on gift shop items!



**Volunteer Services
Yavapai Regional
Medical Center
1003 Willow Creek Rd.**

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Chaplain of the Year Nominations

In recognition of the importance of our Mission, Vision & Values in our daily service to YRMC, an annual Chaplain of the Year Award will be given to recognize Chaplains who demonstrate a special understanding of how our Mission, Vision & Values apply to the daily Chaplain routines.

Nomination forms are located at the front information desks at both East and West Campus. All forms should be returned to Marlene Beasley in Chaplain Services by November 9.