



Through the most challenging year in our history...

**YOU'VE BEEN  
RIGHT HERE  
WITH US.**





## STEVE HAD MINUTES TO LIVE

Steve was a fairly healthy 62-year old man. He had a little heart disease and other common ailments for a man of his age, but nothing to be too concerned about.

He had worked hard his whole life and owned his own home. He was single and didn't have a lot of bills and so he decided to retire early.

But that left him in a bit of a predicament. He was too young for Medicare and couldn't afford to purchase health insurance for himself. So, he paid for any medical care he needed out of pocket.

**Then it happened...** he tested positive for COVID on November 13.

Steve was sure he could "tough it out" at home. He really should have been in the hospital. There were times during the worst three days of his illness that his oxygen saturation level dipped dangerously below 90. He ran a high fever and had a cough so bad his ribs were bruised.

To make matters worse, Steve had no one close to take care of him.

**In addition to being deathly ill, he was alone.** The loneliness was devastating.

After three days, it seemed that the worst was over. For the next 10 days though, Steve was on a roller coaster. His fever would return. Or he'd have a terrible headache and debilitating fatigue. His daughter in Nashville contacted Dr. Teresa Owens Tyson, President and CEO at the Health Wagon.

Dr. Tyson brought Steve a nebulizer, medications and pulse oximeter.

But on the 10th day, Steve noticed his heart rate and blood pressure were very high. He called Dr. Tyson at the Health Wagon and she insisted he come in so he could get a chest x-ray.

And then they saw it—Steve had a life-threatening saddle pulmonary embolism – a blood clot around his heart. He was admitted and given blood thinners. The doctor at the ER said if he had waited minutes, Steve probably would have died.

I felt like I was smothering! The pain and difficulty breathing was awful. It's difficult to talk about, but I prayed for the good Lord to just take me.

Your generosity made the way for Steve to get the critical medical care he needed, even though he had no insurance and certainly couldn't afford to pay.

And just as importantly, he's not alone anymore!

It's because of you Steve is alive today and recovering. He'll remain in the care of the Health Wagon as he continues to get better.

**Thank you!**





February of 2020. That's when I knew it was coming and I knew it could be bad. I knew it could be especially bad for the precious patients we see over the course of the year... preexisting conditions, poverty, inability to afford health care. I knew it could be catastrophic.

### Coronavirus. COVID-19.

We jumped into action at the Health Wagon in February and you were right there with us. Because of you... your generosity... your compassion... the precious people in poverty stricken Appalachia Virginia and the surrounding region had access to safe health care, regardless of their ability to pay.

I'll be honest with you, 2020 was tough. We saw more suffering than we've ever seen. Like so many other hospitals and clinics, we didn't always have enough protective gear for our medical staff. Patients were nervous about coming into the clinic to take care of their health. Many of our nurses, our warriors, were exposed to the virus and some even became sick with COVID.

But we all knew we couldn't stop. We had to keep helping the people that you support. And we did.

**2020 was hard. But it was also one of the most successful years we've ever had. Because of you.**

You'll read about it in this Gratitude Report you're holding in your hands.

Words cannot convey how grateful I am for you. During a year when you could have easily stopped your support, you chose, instead, to think of others. You chose compassion. You chose generosity. You chose love. You may have even sacrificed to help.

And because of that, people like Steve that you read about in the opening pages, were saved. Their families still have them to love and to hold. And for that, **you are my hero.**



With sincere appreciation and gratitude,

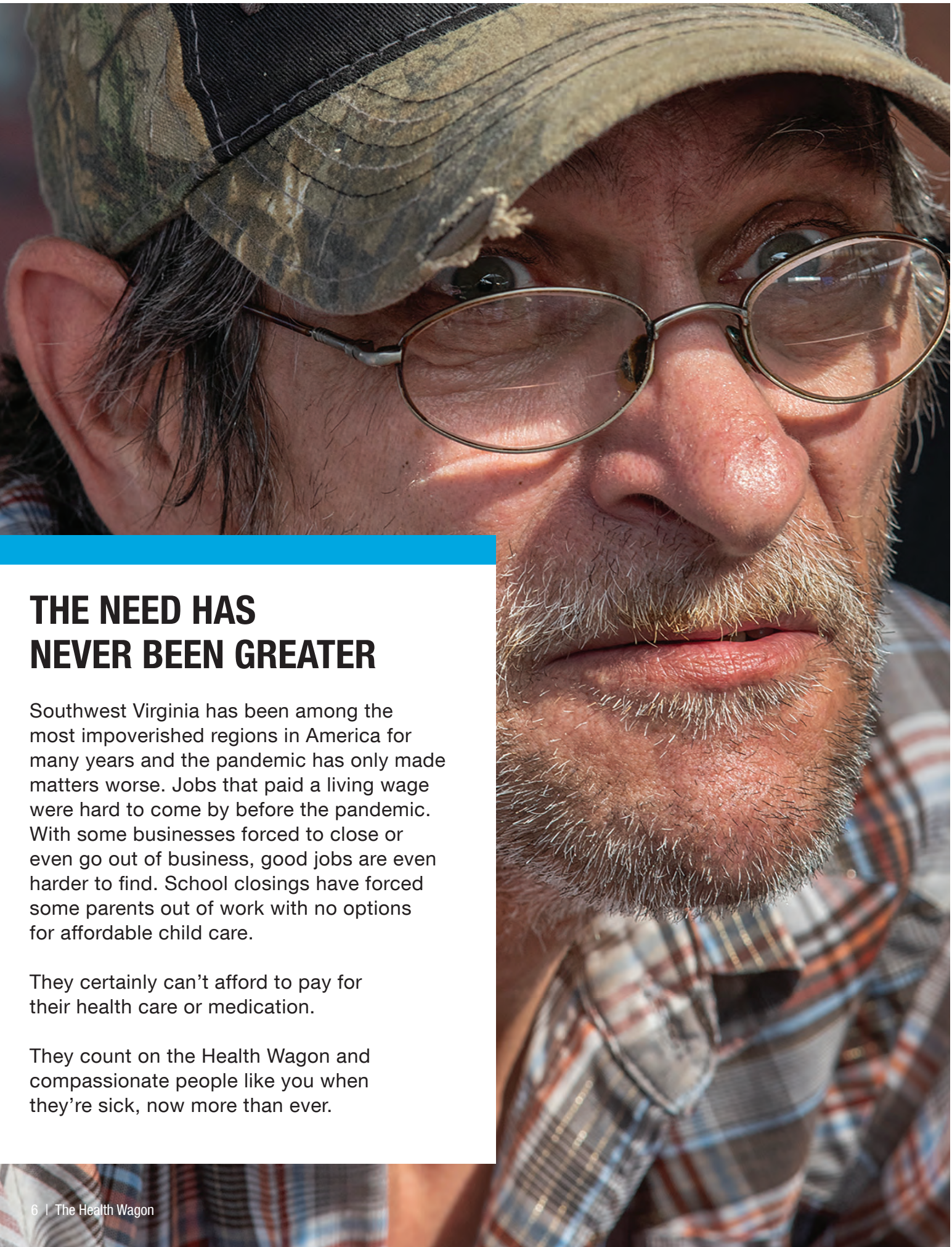
Dr. Teresa Owens Tyson, DNP, FNP-BC, FAANP  
President and CEO



## THE ABOVE MAP OUTLINES THE PRIMARY FOOTPRINT OF SERVICE TO PATIENTS YOU SUPPORT.

Through the expanded telehealth program that you made possible, the Health Wagon was also able to help patients in California, Washington, DC, Florida, Georgia, Kentucky, Massachusetts, Mississippi, North Carolina, New Jersey, Ohio, South Carolina, Tennessee, Texas, Vermont, other areas of Virginia, and West Virginia.





## THE NEED HAS NEVER BEEN GREATER

Southwest Virginia has been among the most impoverished regions in America for many years and the pandemic has only made matters worse. Jobs that paid a living wage were hard to come by before the pandemic. With some businesses forced to close or even go out of business, good jobs are even harder to find. School closings have forced some parents out of work with no options for affordable child care.

They certainly can't afford to pay for their health care or medication.

They count on the Health Wagon and compassionate people like you when they're sick, now more than ever.



The pandemic created an even more urgent need for our 3 mobile units to get out into the rural and mountainous communities spanning 1,715 square miles.



These communities are poverty stricken and isolated with limited access to doctors or hospitals. And many residents lack adequate transportation.

The support of donors like you ensured the Health Wagon mobile units were able to take health care to these remote areas, conducting COVID tests and treatment, as well as providing health care for daily ailments and chronic conditions.

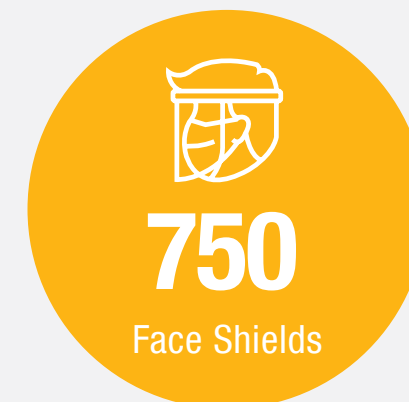
If it weren't for your care and compassion, these neighbors would have no access to health services at all.

**The Health Wagon continues to operate three mobile health units.**





Over 4,000 tests for  
Coronavirus



HOW DONORS EQUIPPED THE HEALTH WAGON FOR  
THE MOST SERIOUS HEALTH CRISIS IN A CENTURY



To date, more than 28 million Americans have been infected with COVID and more than 500,000 have been lost to the pandemic.

In Virginia alone, there have been more than **565,000** infections and more than **7,500** deaths.

The safety of our medical and administrative staff, as well as our precious patients, was number one on our priority list as the pandemic began.

Kind donors like you provided equipment and supplies to make everyone safer, and test and treat those who contracted COVID.



3 new telehealth carts  
resulting in **4,120**  
offsite patient video visits



Negative Pressure Rooms  
in Both Stationary Clinics





## YOU HELPED IN OTHER WAYS, TOO

As much as the pandemic affected our patients and services, people still had other illnesses... flu, strep, allergies... normal everyday illnesses. They needed eye and dental exams. And others needed ongoing treatment for chronic and serious illnesses. You helped us continue those services to deserving people.



### Here's what you made possible...

The Sister Bernie Clinic in Clintwood is now open!

The Health Wagon is so pleased to name the new clinic after Sister Bernie Kenny to honor her legacy and many years of service as the founder of the Health Wagon.

Thanks to the amazing generosity of individual donors like you, foundations, and grants the 5,600 square foot stand-alone clinic is open for service. Anyone can access health care there, regardless of their ability to pay. What an amazing thing you've made happen!

We are especially grateful for a \$500,000 construction grant from Appalachian Regional Commission for the completion of the clinic. We are thankful for the many individuals, corporations and foundations that also contributed to this life saving project.



## YOU PROVIDED FREE VISION CARE AT THE SISTER BERNIE CLINIC

Thanks to the generosity of amazing donors like you and partnerships with the University of Pikeville, patients receive comprehensive eye exams, not only checking for vision problems, but also diseases of the eye like glaucoma, cataracts, macular degeneration, and diabetic retinopathy. This clinic has spared many lives by detecting retinal damage.

Patients are provided with glasses if they need them. Frames are chosen right in the clinic and made within just a few days.

Everyone that comes in for a free eye exam is also screened for chronic conditions like high blood pressure, heart disease, diabetes, autoimmune diseases, and artery narrowing.



## FREE DENTAL CARE

Thanks to a kind-hearted donor, 1,085 dental patients were seen in 2020 by our new dentist, Dr. Olivia Stallard, with the support of a dental assistant.

Dental care is offered through a three-chair mobile unit and at stationary sites throughout the region. Patients are seen through telehealth and in person. Procedures include cleanings, extractions, fillings, and assessments for dentures.

Dental care has long been one of the greatest needs of our patients and we are ecstatic to finally be able to offer this service. It is an important part of overall health.





# YOU MADE THE WAY FOR 18,364 VISITS

With your support, together with others like you, 6,161 precious people were able to receive medical care 18,364 times. From simple, everyday ailments to disease management to specialty, acute, and emergency services, you were right there with us.

**You saved lives.**

**YOUR GENEROSITY HELPED PEOPLE ACCESS THE MOST EXPENSIVE HEALTH CARE  
AND SPECIALTY SERVICES THROUGH OUR MOBILE UNITS AND STANDING CLINICS.**

- Acute Disease Management
- Behavioral Health Clinics
- Cardiovascular Clinics
- Cardiovascular Disease Management
- Chronic Disease Management
- Colorectal Cancer Screenings
- Colposcopy Clinics
- Community and Group Lifestyle Coaching Classes
- COVID-19 Testing Clinics and Vaccine Clinics
- Cystoscopies
- Dental
- Dentures
- Dermatology Clinics
- Diabetic Education
- Diabetic Retinopathy Screenings
- Ear, Nose, and Throat Clinics
- Echocardiogram Clinic
- Endocrinology Clinics
- Eye Exams and Eyeglasses
- Hearing Aid Assistance
- Hepatitis C Clinics
- Influenza Vaccine Clinics
- Lab Services
- Medical Therapy Management
- Medicare and Medicaid Enrollment
- Mental Health Screenings
- Nephrology Clinics
- Ostomy Clinics
- Pastoral Care
- Pharmacy Connect and Medication Assistance
- Physical Assessments
- Plastic Surgery Clinic
- Pneumococcal Vaccines
- Podiatry Clinics
- Post-COVID Clinic
- Pre-Op and Post-Op Surgery Clinics
- Psychiatry Clinics
- Psychological Counseling
- Pulmonary Clinics
- Referrals and Follow-Up Systems
- Sports Physicals
- Skin Cancer Screenings
- Substance Use Disorder Counseling
- Telemedicine Clinics
- Transportation Assistance
- Ultrasound Clinics
- Urology Clinics (with cystoscopy, separate medication assistance and pharmacy connect)
- Vision
- Women's Health Clinic (mammography and pap smears)
- Wound Care Clinics
- X-Ray Clinics







## OTHER INITIATIVES YOU MADE HAPPEN

AstraZeneca HealthCare Foundation -  
Connections for Cardiovascular Health –  
Heart Health 1,2,3 Program  
BEAT Diabetes  
Becton Dickinson, Heart-to-Heart, National  
Association of Free and Charitable Clinics  
Point of Care Testing Program  
Community Health Fairs  
Diabetes Prevention Program  
Diagnostic Screening Programs  
Food Distributions and Food Pantry  
Loan Closet Program for Medical Equipment  
Lung Cancer Early Screening Program  
Move Mountains Medical Missions (M7)  
formerly Wise Remote Area Medical  
Obstructive Sleep Apnea Resources  
Retinopathy Screening Program  
Sr. Bernie Kenny Scholarship  
Virginia Health Care Foundation Medicaid  
Expansion Enrollment

**Every service we offer is free.  
We can't do that without you.**

You are truly making a difference in the lives  
of our most vulnerable neighbors.



**We'd like to say a special thank you to our over 39 partner colleges and universities that provide so many opportunities from students, volunteers, and grant partnerships.**

American University of Antigua College of Medicine  
Appalachian College of Pharmacy  
Arizona State University  
Bill Gatton School of Pharmacy  
Carroll College  
Chamberlain College of Nursing  
Drexel University  
East Tennessee State University College of Nursing  
Eastern Virginia Medical School  
Francis Marion University  
Frontier Nursing University  
Georgetown University  
Gonzaga University  
Jefferson College of Health Sciences  
King University  
Liberty University  
Lincoln Memorial University Caylor School of Nursing  
Lincoln Memorial University Debusk College of Osteopathic Medicine  
Mountain Empire Community College Nursing Program  
Old Dominion University School of Nursing  
Purdue University  
Quillen College of Medicine  
Radford University School of Nursing  
Sacred Heart University  
Southwest Virginia Community College  
The University of Newcastle Australia  
The University of Tennessee  
The University of Virginia  
The University of Virginia School of Nursing  
The University of Virginia's College at Wise  
University of Kentucky College of Health Sciences  
University of Kentucky School of Nursing  
University of North Carolina Greensboro School of Nursing  
University of Pikeville College of Optometry  
University of Pikeville College of Osteopathic Medicine  
University of Richmond, Robins School of Business  
Vanderbilt University  
Virginia Commonwealth University College of Medicine  
Virginia Commonwealth University School of Nursing  
Virginia Commonwealth University School of Pharmacy  
Virginia Highlands Community College  
Virginia Tech University  
Wake Forest University  
Wytheville Community College  
York College of Pennsylvania



**\$1 Support = \$100 in Health Care Value**

Every dollar donated to the Health Wagon provides \$100 in health care services.







Unduplicated patients  
served: **6,161\***



Patient Visits:  
**18,364\***

\*These numbers are derived from St. Mary's Health Wagon and St. Mary's Clinic.



Number of referrals:

**1,719**



Number of labs ordered:

**3,015**



Mobile Unit Visits

**1,538**



Total Number of students  
and volunteers

**41**



Total Telehealth Visits

**4,120**



Value of Care (\$106/visit)

**\$1,735,008**



Number of individuals  
newly enrolled in Medicaid

**297**



Number of individuals  
newly enrolled in Medicare

**101**



Pharmacy Connect  
Active Patients

**602**

### Top chronic conditions treated:

Cardiovascular/Hypertension, Endocrinology/  
Diabetes, Pulmonary, Depression, Cancer

Pharmacy Connect Total Value of  
Medications Ordered:

**\$1,159,870.30**

## HOW YOUR GIFTS ARE SPENT

Your financial gifts help make everything possible! We couldn't do it without you.

Thank you for being our **HEALTH CARE HERO!**

**\$3,191,503 Program**

Program – People, technology, and other things needed to accomplish our mission

**\$502,500 Capital**

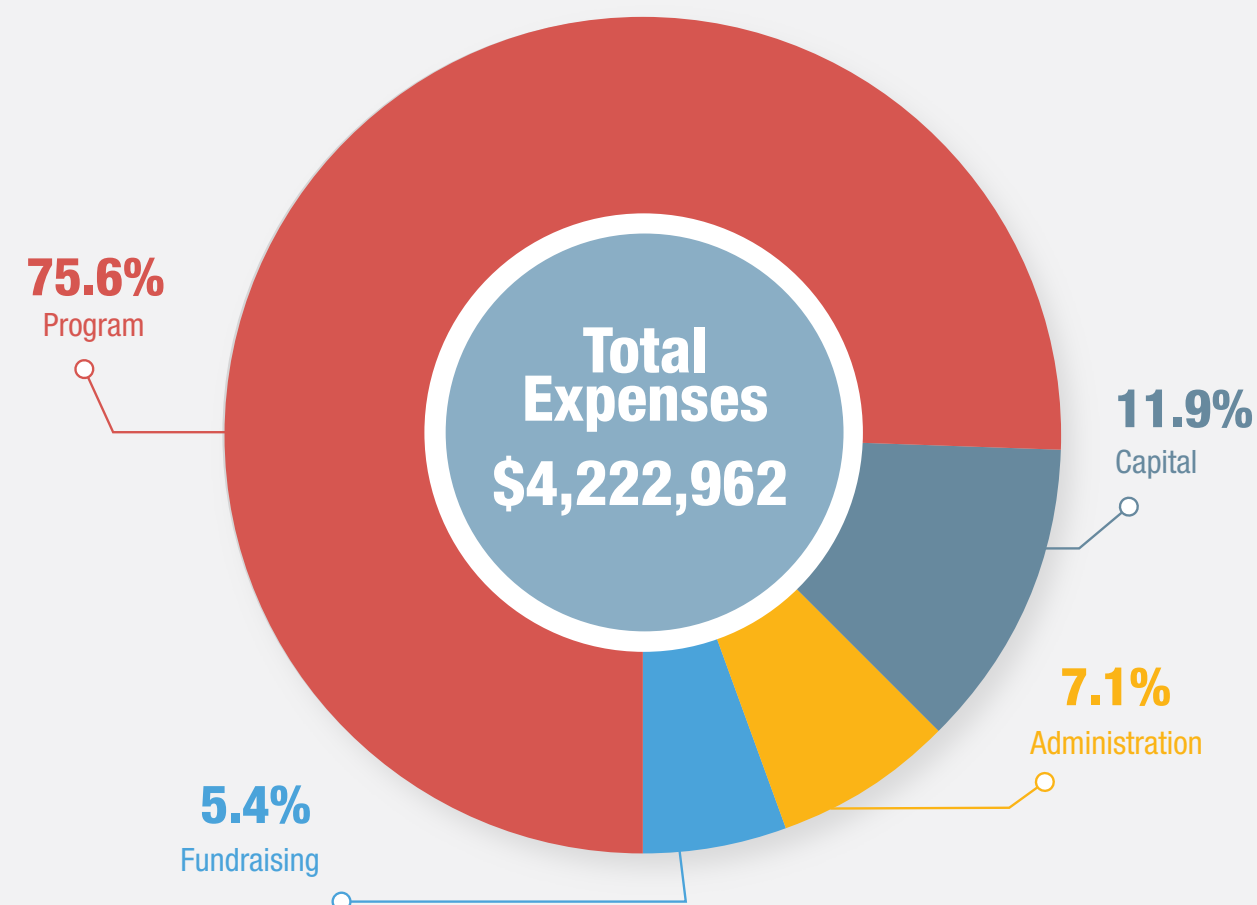
Capital – The new Sister Bernie Clinic

**\$300,675 Administration**

Administration – Computers, equipment, and office expenses to keep us running efficiently

**\$228,284 Fundraising**

Fundraising – The funds we use to raise even more funds, multiplying your impact







## WITH YOUR HELP, WE'LL GET THE PANDEMIC UNDER CONTROL IN 2021

The biggest initiative for The Health Wagon in 2021 is to work to get the pandemic under control. We'll continue to do COVID testing and treatment and **most importantly**, join the effort to vaccinate people through both our mobile units, our stationary clinics and at our post-Covid clinics.

We'll continue to treat people for anything we currently have the capacity to treat and we'll do it for free, with your help.

Our neighbors deserve the chance to live a healthy life. Our children deserve to have healthy parents and grandparents.

And our children certainly deserve to have the very best medical care.

But we can't do any of this without your support.

**You've helped us... you've helped the precious people who come to us for medical care. And they're going to continue to need you.**

We knew you'd want the opportunity to help see them through the end of the pandemic in 2021.

## HOW YOU CAN HELP

**Your gift** today multiplies in impact by providing lifesaving health care to uninsured patients in Central Appalachia.

Thanks to our amazing volunteers and donated supplies and equipment, your gift, through monetary donation and through planned giving, increases impact to provide one of life's basic necessities of health care.

The Health Wagon is the only refuge for many as the care provided is lifesaving. Your gift today gives hope to a child, adult or older person that their health care needs will be met.



### Volunteer

If you are interested in volunteering at the Health Wagon, please contact us at [volunteer@healthwagon.org](mailto:volunteer@healthwagon.org) or call (276) 328-8850.



### Host a Fundraiser for the Health Wagon

If you would like to host a fundraiser for the Health Wagon, please contact Rachel Helton at [donate@thehealthwagon.org](mailto:donate@thehealthwagon.org) or call (276) 328-8850.



### Invite the Health Wagon for a Speaking Engagement

If you would like to invite Dr. Teresa Tyson and Dr. Paula Hill-Collins to speak at an event or conference please contact them at [invite@thehealthwagon.org](mailto:invite@thehealthwagon.org) or by calling (276) 328-8850.

**Questions? Contact Dr. Teresa Tyson or Rachel Helton at (276) 328-8850**



### Individual Donation

Follow this link to make an online donation [www.healthwagon.org/donate](http://www.healthwagon.org/donate)

### Donate by AmazonSmile:

[smile.amazon.com/ch/04-3739083](https://smile.amazon.com/ch/04-3739083)

### Donate by PayPal:

[paypal.com/us/fundraiser/charity/1408212](https://paypal.com/us/fundraiser/charity/1408212)

### Donate by mail:

St. Mary's Health Wagon  
P.O. Box 7070, Wise, VA 24293

### Stock

If you wish to donate stocks or other securities please use the following information:  
Investment Firm: Ameriprise Financial Services, Inc.  
Health Wagon A/C# 46809519  
Health Wagon DTC #:0756

### IRA Qualified Charitable Distribution (QCD)

If you are 70 1/2 or older and own an IRA, you may make a direct transfer of up to \$100,000 annually from your IRA to St. Mary's Health Wagon without having to include the withdrawal in your adjusted gross income for income tax purposes.

- Donor must be 70 1/2 or older.
- Donation must come from a traditional or inherited IRA.
- The maximum annual gift transfer is \$100,000 per donor.
- Transfers must go directly to a recognized charitable organization such as the Health Wagon. Be careful. The money cannot go to you first.
- Donation counts toward satisfying donor's required minimum distribution but is not included in adjusted gross income.

### Planned giving or Gifts Outside of Wills

If you wish to include the Health Wagon in gifts outside of wills, including gifts like a charitable lead trust, charitable lead annuity trust, bargain sale and retained life estate all avoid probate, as well as gifts of assets like appreciated securities, retirement plans, insurance policies and real estate, please contact Rachel Helton at [rhelton@thehealthwagon.org](mailto:rhelton@thehealthwagon.org).





## BOARD OF TRUSTEES

### *CHAIRMAN OF THE BOARD*

#### **Joseph F. Smiddy, MD**

Health Wagon Medical Director  
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Numerous photos in this report by Tim C. Cox, [timccox.com](http://timccox.com).

A portion of the design services for this report were provided as an in-kind donation by Hillhouse Creative, an integrated marketing and communications company based in Kingsport, Tennessee.

