

# I CARE SAN ANTONIO CELEBRATING GRATITUDE

[www.icare-sa.org](http://www.icare-sa.org)

I Care Vision Center  
at Haven for Hope

What's  
*inside...*

The Quarterbacks of  
ICSA



ICSA in  
Bolivia



ICSA on the  
Cutting Edge



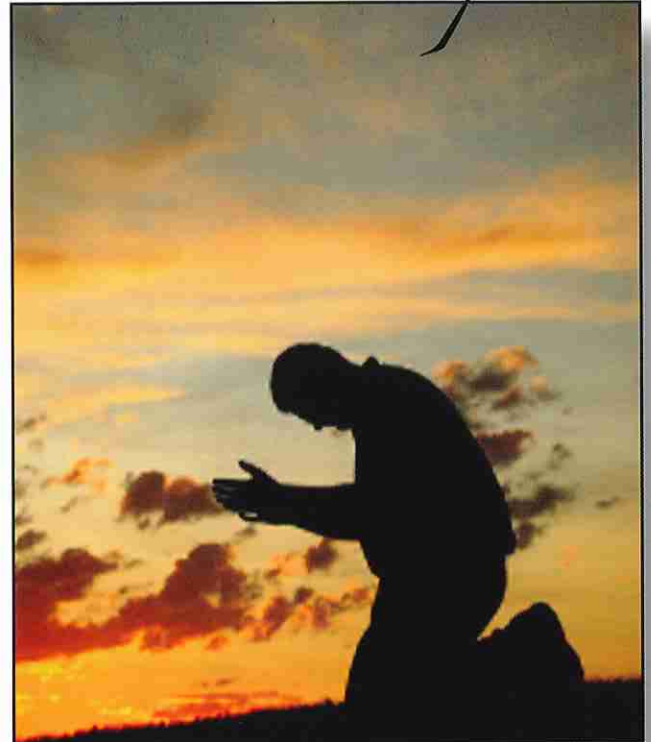
Holiday Donation  
Opportunity



Check out the new  
web site



Shhhhh, come closer, I want to tell you something. We speak in whispers when we want to say something important to someone we trust. Many times, that is how God speaks to us, in whispers. God spoke in the quiet of the wind to Elijah who was hiding in a cave after running away from Jezebel who wanted to kill him, telling him to go (1Kings 19:1-15) on a mission for Him. God whispered to me in 1987 to venture out into the eye care mission field. After a life changing medical mission, my life was reoriented to offer care to those less fortunate and develop a vehicle for others to do the same. God whispered again and I Care was formed in 1992 to bring eye care to the homeless. In 1995, God whispered to the leaders of I Care to bring eye care services to the border towns of Piedras Negras, C. Acuña and Nuevo Laredo, Mexico. In 2000, God softly spoke to I Care to expand care to the people of San Antonio. I Care began a clinic at a downtown church in September 2001 serving a larger segment of the homeless. In 2005, He spoke to a commercial developer to allow I Care to move to a building on Zarzamora rent free so that we could serve the working poor.



But God's whispers are not always about going; sometimes He quietly says wait. That happened to I Care in 2005 as violence in Mexico was escalating and building an eye care team to serve C. Acuña in the fall was not happening. We reluctantly cancelled the trip and waited. Hurricane Katrina gave us our answer (in a loud shout that God sometimes uses to get our attention) giving us the opportunity to build a community team to serve the eye care needs of the evacuees from New Orleans. After serving over 3,000 patients, that community team got the attention of leaders of Haven for Hope who asked I Care to manage the Vision Center at Haven; we moved our clinic there in March 2009.

*continued on next page*

God has whispered to us again to reach out into the world to bring eye care and God's message of hope to those in need. I Care returned to the international mission field last February when it joined Medical Ministries International in Tarija, Bolivia. 3,415 people were served and 263 eye surgeries were performed. 2,452 glasses were dispensed by a team of 54 people from North America while sharing the love of Christ with our brothers and sisters to the south who do not have access to health care. In 2012, I Care will again travel to Tarija, Bolivia, with MMI 25 February to 10 March, and also

to Ayacucho, Peru, 21 July to 4 August. We are building our teams and encourage you to join. The cost is about \$2,700.

Following Christ is a life changing experience. But our noisy, busy and materialistic culture makes it hard to hear God's voice to join Him. Be still! And when we do hear God's voice, act courageously and often sacrificially. It is not easy, but go, for He is calling each of us to His service. The Holy Spirit will help us. And what a joy, blessing and adventure it is to walk with Him. Join us!

*Bob Rice*

## Volunteer Doctors

### The quarterbacks of I Care San Antonio

By Libby Bentley,  
Executive Director and Head Cheerleader

#### It's Fall and that means football!

The Dallas Cowboys have Tony Romo, The Patriots have Tom Brady and the New Orleans Saints have Drew Brees, all ready to take each team to the prized Superbowl. These quarterbacks are crucial to the success of their team. Three days a week, I Care San Antonio has players who make vital moves that help our patients win in life. Our volunteer doctors are the quarterbacks of our organization.

Week after week, our doctors go the extra mile to make sure our patients are receiving the best care possible. Whether it's Dr. Lane and Dr. Holy performing vision-saving vitrectomies, Dr. Scannell volunteering a full day or Dr. Lehmann removing pterygiums, all of our doctors are critical to our team. After a mission trip to Peru, Dr. Bowes added more charity appointments to care for glaucoma patients here. Dr. Davis, without pause, commits his time to caring for recently-released parolees; Dr. Fox and Dr. Burgess have continued to see our patients for over 10 years, and last spring Dr. Shacklett helped us launch a diabetic screening program. We are so grateful for our quarterbacks such as Dr. Baribeau, Dr. Berry, Dr. Kroeger, Dr. Flynn, Dr. Hubbard, Dr. Miramontes, Dr. Moreno, Dr. Newman, Dr. Schatz, Dr. Scribbick, Dr. Walton, and Dr. Way all of whom are dedicated to our team.

Of course, every great team needs a great coach and we are blessed by Dr. Rice. Each week he walks-the-walk,



*Quarterback Dr. Davis with Haven for Hope patient.*

quarterbacks a team and encourages patients to do their best. Legendary coach Vince Lombardi said, "It's not whether you get knocked down, it's whether you get back up." Thanks to our outstanding quarterbacks, our patients are getting back up and back in the game of life.

#### Quarterbacks Needed!

I Care San Antonio needs more optometrists and ophthalmologists to lead our teams. Please call Libby Bentley at 210-220-2361 or [LBentley@alamovision.org](mailto:LBentley@alamovision.org) if you are interested.

# ICSA International *Mission Trips*



*Patients lined up for two days to receive needed care.*

Please support the ICSA Team as we head to Bolivia and Peru with Medical Ministry International.

This partnership is an opportunity to serve Jesus Christ by providing spiritual and physical health care in this world of need.

Bolivia – February 2012  
Peru – July 2012

We expect to see much pathology since there is little or no care for the poor in these areas; we will be operating on bilaterally blind patients so there is a great blessing for both served and serving.

International outreach is a big part of our mission. I Care San Antonio is committed to supporting staff and volunteers on helping to raise funds for the approximate \$2,700 per person cost.



*The I Care SA Team, just arriving in Bolivia, with all of the equipment and supplies – Ready to go! Pictured – Betsey Rice, Gloria Alvarez, Rhonda Ullom, Dr. Bob Rice, Cindy Spadero*

# I Care San Antonio *Contributors 2011*

As of 9-30-11

## Foundations:

Baptist Health Foundation  
Cecilia Young Willard Helping Fund  
Dalkowitz Charitable Trust+B31  
Greehey Family Foundation  
Marcia and Otto Koehler Foundation  
Kronkosky Charitable Foundation  
Mays Family Foundation  
MDRT Foundation  
Methodist Healthcare Ministries  
NuStar Foundation  
Saint Susie Charitable Foundation  
San Antonio Area Foundation  
South Texas Hispanic Fund  
St. Lukes Lutheran Health Ministries  
Max and Minnie Tomerlin Voelcker Fund

## Churches:

Alamo Heights Presbyterian Church  
Alamo Heights United Methodist Church  
Community Bible Church  
Concordia LWML  
Covenant Presbyterian Church  
First Presbyterian Church  
St. Lukes Catholic Men's Club  
St. Mark's Episcopal Church  
United Methodist Women of Laurel Heights

## Clubs:

Kiwanis Club  
San Antonio Founders Lions Club

## Visionaries (Gifts over \$100):

Mr. and Mrs. Kenneth Anders  
Debbie Ball, Bracken Equine Clinic  
Dr. and Mrs. Bauman  
Don Beere  
Jeffrey Bernstein  
Beverly Burris  
Mr. and Mrs. Larry Calverley  
Mr. and Mrs. Stanley Drezek  
Mr. and Mrs. Joe Haley  
J.W. Hawkins  
Family of Robert Himes  
Dr. Kathryn Hubbard  
Carmen Manning  
Dr. and Mrs. John Mumma  
Margaret Nalls  
National Vision  
Doug Radcliffe  
Rashid, Rice and Flynn Eye Associates  
Winnie Ressel  
Dr. and Mrs. Robert Rice  
Dr. and Mrs. Laurence Rosen  
Cindy Spadero  
Dr. and Mrs. David Shacklett  
Esmeralda Trevino  
Jana Waters  
The Estate of Robert Wells

## In-Kind:

Alcon  
Allergan  
Allscripts/Medflow  
Americares  
ClearVision  
EyeMasters  
Family of Robert Jones, MD  
Medinformatix  
Minuteman Press  
Paragon Optical  
Restoring Vision  
Dr. Robert Rosen  
Specialty Surgery Center



*President Doug Radcliffe presenting a check to Dr. Bob Rice from the Million Dollar Round Table Fund.*

# I Care San Antonio on the *Cutting Edge*

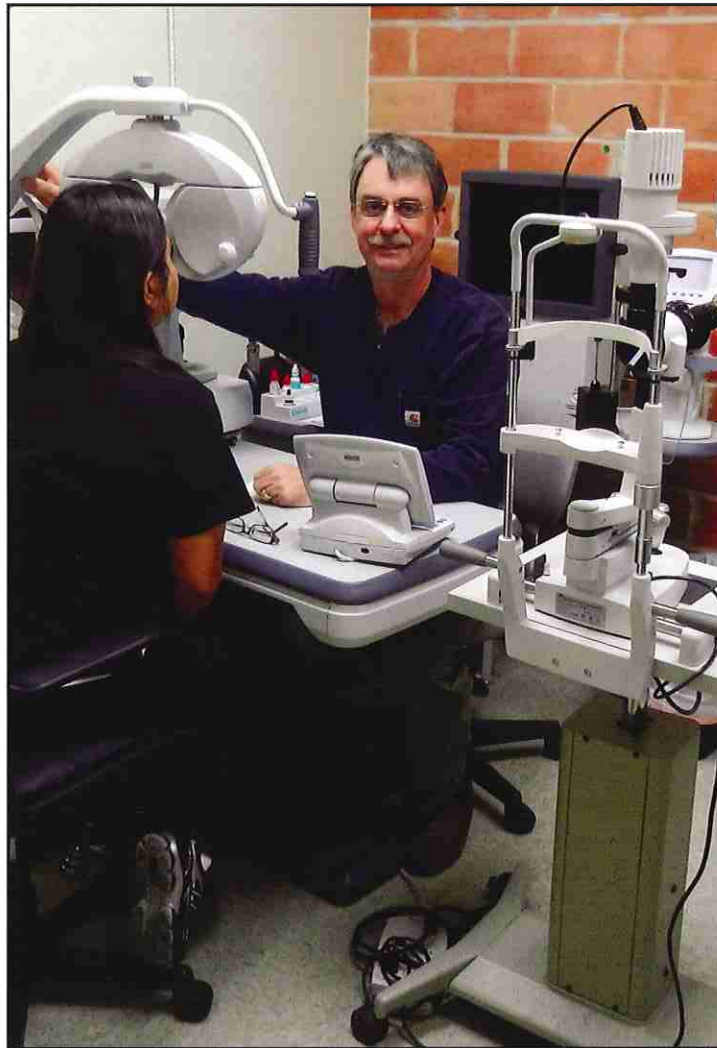
Thora R. Jackson, FACMPE, COE  
Treasurer, I CARE San Antonio

Ever since ICARE was founded in 1992, the organization has been on the cutting-edge of ophthalmological technology. Thanks to the generosity of local foundations our organization has received funds to purchase the best equipment to care for San Antonio's low income and homeless families. The state of the art equipment includes the latest Marco Epic Refraction System, as well as lasers to treat numerous ophthalmological conditions.

In 2011, ICARE moved forward into the world of information technology and installed a practice management system in the I Care Vision Clinic. Everyone was excited about this, because it meant patient data would be at staffs' finger tips. In addition, it afforded I CARE the opportunity to schedule patients electronically, track their demographics, and give the volunteer doctors a report for their donated services.

As the organization moved into 2011, it became apparent ICARE needed to continue to enhance their electronic connectivity by planning for an electric medical record. Many were reviewed and one was finally chosen, Allscripts will be introduced in early 2012 into ICARE San Antonio. With the new electronic medical record, patients' records can be shared throughout San Antonio and beyond.

In 2004, President Bush created the office of National Coordinator for Health Information Technology and he



President Doug Radcliffe helping a patient.

called for the United States' healthcare industry to "embrace" electronic health records with the records available to all United States residents in 2014. We are moving in that direction, but it has not yet become a reality. Many people today use electronic health record interchangeably with electronic medical record. While they are similar, they are different and for all healthcare providers to have electronic medical records is going to be difficult; it is more likely for all patients to have an electronic healthcare record whatever your economic situation.

ICARE San Antonio is placing itself in the enviable position of having both an electronic medical record in their office

and being able to broadcast and add to a patient's electronic health record.

As the electronic connectivity continues, telemedicine may be next venue – likely this would find a use in the mission field. Skype is familiar to everyone these days as a form of personal communication. In the future, mission work in remote areas will be aided by it and other technologies via telemedicine, at least as a diagnostic and teaching platform.

Ophthalmological technology has come a long way in a short period and contributions to ICARE San Antonio will continue to aid these endeavors.

# Outstanding Volunteers

# Our Doctors



*Dr. Miramontes with a patient at the I Care Vision Center.*

**We now have two programs available for doctors to volunteer:**

### **I Care Vision Center**

Doctors are able to work a shift at the I Care Vision Center located at Haven for Hope. We have 8 fully equipped eye exam lanes, OCT, digital fundus camera, VF machines, 3 lasers, etc. to support your care. You select the day each month, we schedule the patients – it’s that simple!

### **At your Office**

Doctors volunteer to see 2 to 10 patients at their office each month for an eye exam and glasses prescription. The charity patients are screened in our office first to qualify and then call your office and schedule an exam directly. If patients need continued care, you can treat them in your office or they can be referred back to I Care San Antonio. This way, you can volunteer and stay in your office seeing more of your current patients – perfect combo for the busy caring doctor!

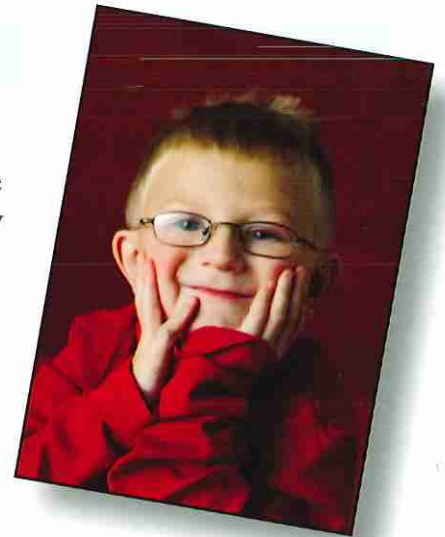
### **Partner volunteer doctors –**

- Dr. Kip Orbeck                      Dr. Mano Valderaz
- Dr. John Voss, Sr.                Dr. M.E. Vlasak
- Dr. Dawn Rakich

## Make holidays happy *all year long!*

As we come to the end of another successful year, we want to thank those who have contributed to our success and ask if you will help us once again. The holiday season is the perfect time to show those around you how much you care. For those who are hard to buy for, consider making a donation to I Care San Antonio in honor of them or in memory of someone special as a gift this season. In return, your donation will be recognized and a Christmas card will be sent mentioning your gesture.

Making a donation is simple, fill out the below form and send it to our office along with who your donation is in honor/memory of. Please provide a name and address of the person who you would like to receive a card.



**Merry Christmas and Happy New Year!**

Name \_\_\_\_\_

Address \_\_\_\_\_

Donation Amount \_\_\_\_\_

Please send Christmas Cards to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# from the *President's Desk*

I ran into one of our Haven for Hope patients at the grocery store the other day. She was so excited because she had just moved from the homeless campus into her own apartment the day before. She told me how grateful she was for our help and was looking forward to her follow up appointment in three months. As a borderline diabetic, it is important to monitor her so the doctors can detect any deterioration of her vision early. As a volunteer, I had worked with this patient through our optical program to get her the prescription glasses she needed to be able to read, write and pass a drivers license exam. Living on her own, back in the community, she is one of Haven for Hope's success stories. It is very gratifying to be a part of this wonderful community service!

I am not a physician nor do I have a background in eye care. After a few hours of training, however, I have learned how to help patients through I Care SA's optical program. I help them select a suitable frame and take the measurements necessary for the lab to grind and fit the prescription lenses into their selected frame. I love it because I get to spend time with each of the patients who are excited about getting a new pair of glasses. I get to visit with them and hear their stories about how they ended up at the homeless center, or how they are going to get back out on their own.

We have seen a huge increase in the demand for our services particularly for prescription eyeglasses. We get the frames donated by optical shops and suppliers but we still have to pay for the lab to grind and fit the lenses. Last year (2010) we spent \$3826 for eyeglasses. Even with substantial discounts we are spending \$7600 this year for glasses and we anticipate that to go up even more in 2012. On another front, with all the Medicare and insurance cuts, the surgery centers that discount their facilities for us are having to raise their rates. They have been very supportive but the reality is they have to see more patients to cover their overhead. I could be wrong but my feeling is that the cutbacks are just getting started and things are going to get worse from here.

The good news is that we now have 17 doctor teams volunteering which allows us to have 15, half day clinics each month! What we need now are more volunteers. You don't need to be skilled in any particular area to volunteer. The wonderful folks at I Care SA will train you. All you need is some time each month and a caring heart. I hope you will join me at the I Care Vision Center at Haven for Hope; together, I know we will hear more success stories.

God Bless,  
Doug Radcliffe  
President, ICSA

Check out our web site

[www.icare-sa.org](http://www.icare-sa.org)

Features include:

- ICSA News
- Volunteer Information
- Patient Forms
- Printable Map
- ICSA Donors and Partners
- Contact Information
- Online Donation Capability

The screenshot shows the I Care San Antonio website. On the left is a dark blue navigation menu with white text: "I Care San Antonio", "About ICSA", "ICSA News", "How to get help", "How to volunteer", "Where to find ICSA", "ICSA Donors", "ICSA Partners", "ICSA Board of Directors", "Contact ICSA", and "Site Map". Below the menu is a yellow banner that says "Give the gift of sight - Make a donation today!". To the right of the menu is a testimonial titled "The Gift of Sight" with text: "The ability to see the things around you - your family and friends, your community, your world - is a fundamental tool in daily life. ICSA, through donations and volunteer time, strives to help people who might not otherwise be able to maintain this gift of sight." Next to the testimonial is a photo of a young girl with glasses and the ICSA logo, which is a stylized eye with a cross inside. Below the testimonial is a photo of the "VISION CENTER" building, a brick structure with a sign above the entrance. To the right of the building photo is a white box with text: "Founded in 1992 as a non-profit 501(c)(3), I Care San Antonio (ICSA) is a faith-based, medical organization managed primarily by volunteer doctors. We provide dilated eye exams, refractions and glasses, and medical and surgical eye care to those who cannot afford it."



CARE SAN ANTONIO

**ICSA Needs Your Time  
& Skills**

Please do not forget  
that we still have  
some opportunities  
for you to consider  
this year and next.

Thanks to all of you who  
have been our supporters  
and volunteers over the  
last year.

Please call 210-220-2370  
for more information

Yes, I would like to help I Care San Antonio!

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone number \_\_\_\_\_

Office number \_\_\_\_\_

E-mail \_\_\_\_\_

I am interested in

- volunteering some of my time
- donating glasses or equipment
- making a donation: \$ \_\_\_\_
- having someone contact me with more information

Please mail this card to:

Libby Bentley  
I Care San Antonio  
1 Haven for Hope Way, Bldg 1, Suite 200  
San Antonio, Texas 78207

ADDRESS SERVICE REQUESTED

I Haven for Hope Way, Bldg 1, Suite 200  
San Antonio, Texas 78207



CARE SAN ANTONIO