



El Rosario Clinic Trip Report

Report Date: May 22, 2016

Trip Dates: Friday, May 13, 2016 - Sunday, May 15, 2016

Participants:

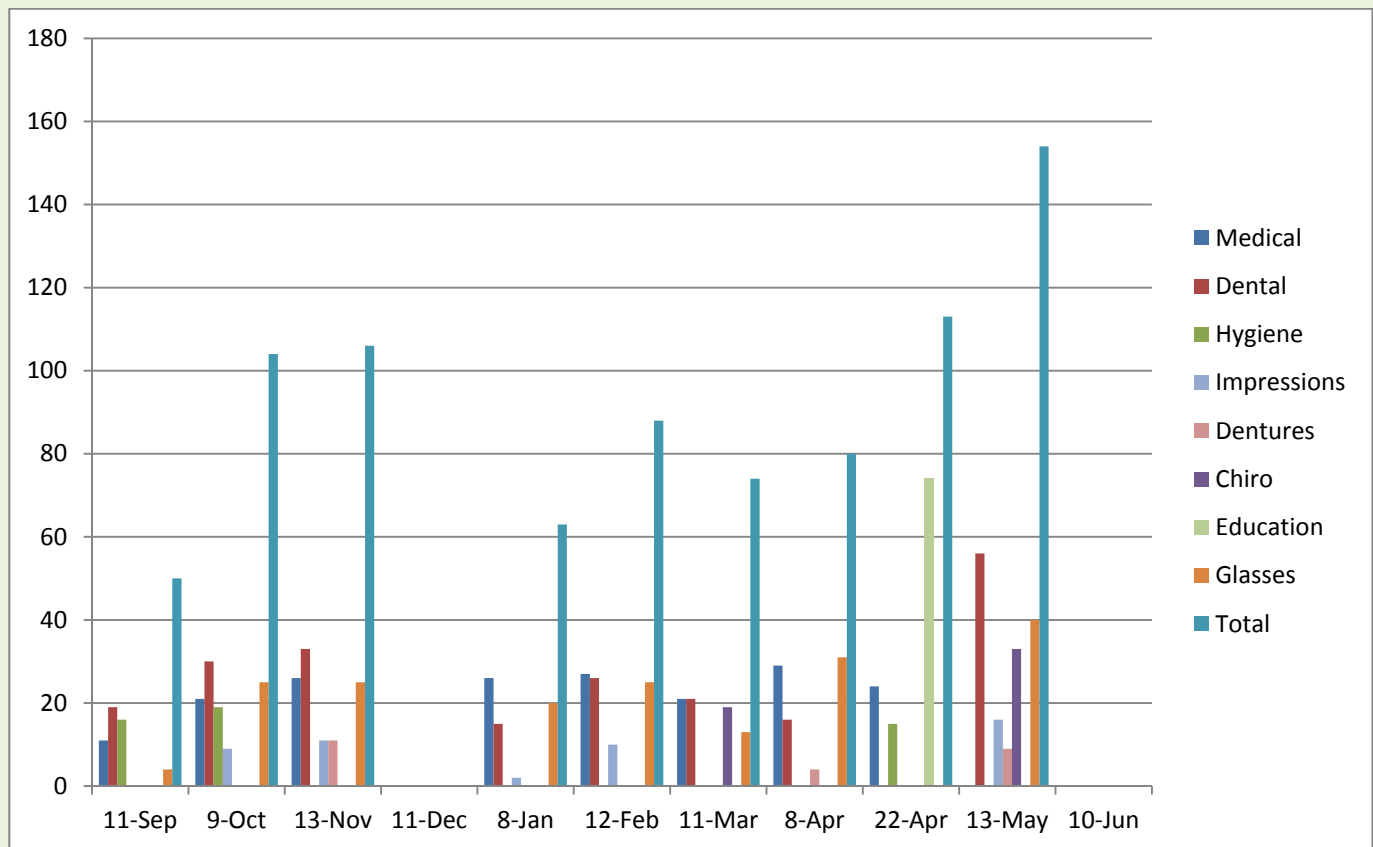


Number of Providers: 12

Aircraft and Passengers:

ARRIVAL DATE: Friday, May 13, 2016

PILOT LAST FIRST	A/C No	A/C TYPE	US DEP	MX AOE	PASSENGERS LAST FIRST	SPECIALTY 1	SPECIALTY 2	SPANISH
Foster Carl	N4220R	Piper PA-32	KRYN	MMSF		Pilot		Little
					Klafter Steve	Pilot	None	None
					Labra Iris	Interpreter	None	Fluent
					Smith Bob	Technician	None	None
Hunt Bill	N2280T	Cessna R182	KRYN	MMSF		Pilot		Some
					Algar Linda	Pilot	None	None
					Bingham Christine	Interpreter	None	Fluent
					Gerszewski Cindy	Chiropractor	None	Little
Reed Ken	N8249G	Cessna 182P	KAVQ	MMSF		Pilot	Dentist	Some
					Brady Jason	Dentist	None	None
					Grewal Happy	Dentist	None	
					Lewis Brittany	Assistant	None	



	11-Sep			9-Oct			13-Nov			11-Dec			8-Jan			12-Feb			11-Mar			8-Apr			22-Apr			13-May			10-Jun		
	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL	Fr	Sa	TL			
Medical	3	8	11	10	11	21	9	17	26				6	20	26	9	18	27	6	15	21	1	28	29	24		24	0	0				
Dental	4	15	19	12	18	30	14	19	33				7	8	15	0	26	26	0	21	21	0	16	16	0	0		20	36	56			
Hygiene	4	12	16	12	7	19	0	0					0	0		0	0		0	0		0	0		15		15	0	0				
Impressions	0	0		9	0	9	9	2	11				1	1	2	0	10	10	0	0		0	0		0	0		6	10	16			
Dentures	0	0		0	0		9	2	11				0	0		0	0		0	0		0	4	4	0	0		4	5	9			
Chiropractor	0	0		0	0		0	0					0	0		0	0		0	19	19	0	0		0	0		12	21	33			
Education	0	0		0	0		0	0					0	0		0	0		0	0		0	0		74		74	0	0				
Glasses	0	4	4	10	15	25	14	11	25				2	18	20	8	17	25	0	13	13	16	15	31	0	0		12	28	40			
Total	50			104			106			0			63			88			74			80			113			154			0		
Cost/Patient	\$63.54			\$54.96			\$36.95						\$73.52			\$38.20			\$71.90			\$22.17			\$29.75			\$27.84					

Patient History to Date for Fiscal Year: 2016											
Service	Totals			Percentages		Averages*			Standard Deviations*		
	Fri	Sat	Total	Fri	Sat	Fri	Sat	Total	Fri	Sat	Total
Medical	44	141	185	23.8%	76.2%	6.3	17.6	12.3	3.1	6.1	3.6
Dental	57	159	216	26.4%	73.6%	11.4	19.9	16.6	5.6	7.8	3.7
Hygiene	16	34	50	32.0%	68.0%	8.0	11.3	10.0	4.0	3.3	1.1
Impressions	25	23	48	52.1%	47.9%	6.3	5.8	6.0	3.3	4.3	1.3
Dentures	13	11	24	54.2%	45.8%	6.5	3.7	4.8	2.5	1.2	.6
Chiropractic	12	40	52	23.1%	76.9%	12.0	20.0	17.3	.0	1.0	.8
Education	0	74	74	0.0%	100.0%	.0	74.0	74.0	.0	.0	.0
Glasses	62	121	183	33.9%	66.1%	10.3	15.1	13.1	4.5	6.4	2.9
Total	229	603	832	27.5%	72.5%	8.5	16.3	13.0	4.6	12.4	10.6
*Statistics do not include clinics where a particular service was not offered											

Cumulative History of Patient Data Since Jun 1, 2013											
Service	Totals			Percentages		Averages*			Standard Deviations*		
	Fri	Sat	Total	Fri	Sat	Fri	Sat	Total	Fri	Sat	Total
Medical	191	427	618	30.9%	69.1%	10.6	17.1	14.4	6.3	7.4	3.6
Dental	276	666	942	29.3%	70.7%	13.8	23.8	19.6	6.4	8.5	4.5
Hygiene	65	123	188	34.6%	65.4%	6.5	9.5	8.2	2.7	2.8	1.1
Impressions	45	69	114	39.5%	60.5%	5.0	6.9	6.0	2.6	4.3	1.2
Dentures	36	31	67	53.7%	46.3%	5.1	4.4	4.8	3.0	1.7	.7
Chiropractic	60	127	187	32.1%	67.9%	12.0	14.1	13.4	4.2	3.9	1.1
Education	0	74	74	0.0%	100.0%	.0	74.0	74.0	.0	.0	.0
Glasses	223	364	587	38.0%	62.0%	13.9	19.2	16.8	8.9	11.0	4.4
Total	896	1881	2777	32.3%	67.7%	10.5	16.8	14.1	7.0	11.1	10.0
*Statistics do not include clinics where a particular service was not offered											

Time Zones and Daylight Saving Time:

Baja California will be observing Pacific Daylight Time on our next clinic, scheduled for June 10. That makes them the same time as Arizona. So 10:00 on your watch is 10:00 in El Rosario or San Quintin. Remember, most cell phones are set to automatically show the local time.

Pilots need to remember the San Felipe Airport ALWAYS opens at 0800 Arizona time. San Felipe adjust their hours to make this happen.

First Timers:

		
Brittany Lewis	Happy Grewal	Steve Klafter
Dental Assistant	Dentist	Pilot

Friday, May 13, 2016

We had three airplanes depart for the clinic on Friday. Carl and I flew from Ryan, while Ken Reed left from Marana. All the planes had four providers aboard. The weather was good with light winds initially which then picked up out of the west as we neared San Felipe. The clear-in at San Felipe was as we have become to expect, quick and professional.

We didn't know precisely what the weather was in San Quintin. According to the weather in San Diego, there was a good chance of a marine layer, and that's exactly what we found. All three planes flew the instrument procedure and landed at Robertson's Ranch at 1000. After tying the planes down we headed down to the clinic in two vans.

We got the clinic open at 1030 and dental was up and running almost immediately due to the fine work of Linda Algar, and our dental team for the trip, Ken Reed, Jason Brady, Happy Grewal and Brittany Lewis. Bob Smith, our dental technician, went to work preparing dentures for the patients. Cindy Gerszowski, our chiropractor, set up two rooms so she could see two patients at a time. This worked well as Cindy was able to see everyone who wanted chiropractic care.



Cindy working hard

With the clinic up and running we started to become very busy. Our two interpreters, Christine Bingham and Iris Labra, were quickly overwhelmed with requests for interpretation services. We quickly realized that Saturday would be untenable without another interpreter since our patient count on Saturdays is typically double Friday. So we called in our reserve, Amada Escobar, a young local woman who speaks excellent English (and, of course, Spanish).

Once the clinic was running smoothly, which happened very quickly, Carl Foster, Steve Klaffer and I went on a quest to get the oil changed in the vans. This was a bit easier to say than to actually do since none of us actually knew where to go, nor did any of us speak Spanish fluently. So... once we did find a potential shop, it took quite a bit of broken Spanish and hand gestures to make ourselves understood. We were successful in getting the oil and filters changed in our two vans, and got this done for only 415 pesos each, about \$24.41.

When we arrived back at the clinic it was lunch time. The usual procedure is for one of the pilots (since they seldom have a secondary skill that's useful) to get the lunch orders for the providers and go down to Mama's Restaurant and pick them up. That's what Carl, Steve and I did. We took advantage of being at the restaurant and had our lunch there while the "para llevar" (to-go) orders were being prepared.

We delivered the lunch orders and found everything running smoothly. Cindy was constantly busy in Chiropractic, Dental was a mad-house, Bob was very busy with dentures and Iris was fitting glasses to patients. I have to say something about glasses here. We have a supply of reading glasses of various magnifications. This is one of those services which can mean a lot to a patient and it's quite easy and fast to find out what magnification works best for a patient, and fluent Spanish is not required. The patients really appreciate it.



Patients waiting in the courtyard

We closed the clinic around 4:30 and drove to the hotel. Typically, we eat dinner at the hotel on

Fridays since it's been a long day for the providers and most are a bit tired. However, Linda got this wild idea of going out for "Street Tacos". I don't know what came over her. She convinced enough people to do this that we all left the hotel around 6:30 and drove into San Quintin and found the "Street Taco" place. I have to tell you that it looked exactly as I had imagined. It was a street-side stand with a counter for maybe 7 people and they cooked the tacos right in front of you. You could choose from beef or pork and maybe chicken, I don't remember,



but, let me tell you, they were really really good! This being our first time there, we learned a few things. First, since it was outside and it was a little cool in San Quintin that night, most of us wished we had brought a sweatshirt or sweater. Second, they didn't serve any drinks, so it would have been a good idea to pick up a drink at one of the adjacent stores. Third, the tacos were cheap! 14 pesos each (about 82 cents). Three of them filled you up nicely. Now when is the last time you had a very good, filling dinner for \$2.46?

After the tacos there was the mandatory ice cream. We walked down a few blocks toward the mercado and found an outdoor (what else?) ice cream cone vendor. The choices were vanilla, strawberry or a swirl of both. Apparently they were out of chocolate. What's interesting here is the ice cream cones looked like they should be real ice cream cones, but biting into one was like biting into a hologram. There was form but no substance, very little taste (where's the beef?). They looked like they should have taste, but didn't. Okay, another lesson learned: We'll try a different ice cream vendor next time.



Enjoying the mandatory ice cream

We piled back into the vans and made it back to the hotel. It was here that I realized that not only had the "Street Tacos" been cheap, they had also been quick. It was only 8:00 when we got back.

Saturday, May 14, 2016

Saturday started out with everyone meeting in the lobby at 7 AM to drive down to El Rosario and eat breakfast at Mama's Restaurant. This is starting to become a tradition. I like it because the food is good and it gives business to the restaurant which has helped us out so many times over the years. It's also fun to watch Linda reach into her purse and pull out a small unmarked container of powdered sugar and bury her French toast under it. They have powdered sugar at the restaurant, but Linda doesn't know how to ask for it in Spanish, so she brings her own. I've always thought it was a good idea to bring a small unmarked container of white powder across the border through customs.

We got up to the clinic and opened it around 9:30. There was a large crowd waiting for us. Apparently word had gotten around about our being there and among those waiting was Amada, our local interpreter.

Initially we put Amada interpreting in dental with Christine running triage. Iris was our floating interpreter filling in where needed.

Since we had gotten the oil changed in two of our vehicles on Friday, Carl switched the van he was driving for the third van. We (Carl, Steve and I) decided it was time for another field trip to get the last van's oil changed, and that's what we did. We also wanted to replace the right headlight in the Chrysler LX, the van I was driving, but it turned out that just buying a bulb

wouldn't be enough. We needed a new headlamp assembly. That's something I will have Guillermo do before our June clinic.

We closed the clinic around 5 and hopped into the vans and drove to the hotel.

We gathered in the bar at about 6:30 to leave for dinner. As has become a tradition (sort of) we went to Jardines. As I've mentioned in past newsletters, Jardines has excellent food. Being Saturday and with 12 people I had asked Christine to call and make reservations when we were at the clinic. She made the reservations in the name of the Flying Samaritans, exactly what I would have done. However, when we got to the restaurant there wasn't a table reserved for us. We did notice, however, the Mother Lode chapter sitting at a nice long table which had been set up for a group. As it turns out, Mother Lode didn't have reservations, but when they arrived (about 30 minutes before us) the restaurant assumed they were the Flying Samaritans who had made the reservations. The restaurant scrambled a bit and grouped some tables together in the back for us. They were very apologetic and very accommodating. It worked out okay. Yet another lesson learned: When making reservations at Jardines don't make it for the Flying Samaritans, make it for Christine or Bill or any other name that Mother Lode won't accidentally use.

It turns out it was Linda's birthday, or almost. So we surprised her with a card and a huge birthday balloon that I tried to inflate, but ran out of helium.



Linda with her birthday balloon

Sunday, May 15, 2016

I told everyone to meet in the lobby at 8:00 AM to leave for the airport. This gave those who wanted breakfast time to go to the buffet at the hotel. When we got to the airport I talked to Valentine, who looks out for our airplanes while we're at clinic and our vehicles when we're in Tucson. I made a deal to have him wash and clean our vans each month. We'll pay him \$20 for the service. We were on our way home by 8:50. The winds were favorable making it a quick trip

back to Tucson. Everyone was on the ground by 11:00. After clearing customs, my plane and Carl Forster met for lunch at Todd's on the airport at Ryan.

Chapter and Corporate Elections

There are two elections coming up. The Tucson Chapter of the Flying Samaritans Arizona (us) are going to elect the board of directors for the next two years at our board meeting on Monday, June 6, at 6:00 PM, at Fronimo's Greek Café, 3242 E Speedway Blvd. If you are interested in being on the board please e-mail me before May 28, at wrhunt@cox.net, and let me know. Be sure to mention "Tucson Board".

The corporation, Flying Samaritans Arizona is also having an election for the corporate Board of Directors. This is also a 2 year term. The Flying Samaritans Arizona board manages the corporation which serves both the Phoenix and Tucson chapters of Flying Samaritans Arizona. Both the Phoenix and Tucson chapters operate under the auspices of the Corporate Board of the Flying Samaritans Arizona.

If you are interested in being on the corporate board please e-mail me before June 11, at wrhunt@cox.net, and let me know. Be sure to mention "Corporate Board".

El Rosario Vehicle Status:

MAY VEHICLE STATUS SUMMARY											
Vehicle	Service Date	Location	Mileage	Miles Driven	Fuel	Fuel Added		Miles/ Gal	Cost/ Gal	Status	Discrepancies
						Gal	Cost				
Chrysler	5/13/16	Robertson's Ranch Airstrip	119,284	98	Full	6.0	\$17.65	16.3	\$2.93	Operational	Oil Changed
Dodge	5/14/16	Robertson's Ranch Airstrip	92,412	90	Full	5.0	\$14.70	17.9	\$2.93	Operational	Oil Changed
Chrysler LX	5/14/16	Robertson's Ranch Airstrip	119,594	268	Full	18.2	\$53.47	14.7	\$2.93	Operational	Oil Changed
						29.3	\$85.82				

Next El Rosario Clinic:

Friday, Jun 10, 2016 - Sunday, Jun 12, 2016

Next Board Meeting:

Monday, June 6, at 6:00 PM, at Fronimo's Greek Café, 3242 E Speedway Blvd

Pending Action Items:

ACTION ITEM LIST				
Action	Date Assigned	Date Due	Date Complete	Actionee(s)
Replace serpentine belt to solve squeak coming from engine. Guillermo is working this issue.	4/9/2016	5/14/2016	5/13/2016	Bill Hunt
Chrysler LX, fix dent in right quarter panel so door will fully open. Guillermo is working this issue.	5/14/2016	6/11/2016		Bill Hunt
Chrysler LX has squeak coming from a pulley. Guillermo is working this issue.	5/14/2016	6/11/2016		Bill Hunt
Chrysler LX right Headlamp assembly needs to be replaced. Guillermo is working this issue.	5/14/2016	6/11/2016		Bill Hunt
Drill and insert two eye-bolts on the clinic's outer wall in order to mount the clinic sign showing the services offered.	5/14/2016	6/12/2016		Carl Foster
Add label to engine compartment of all vans showing: Date of last oil change Amount of oil needed Brand of oil used	5/16/2016	6/12/2016		Bill Hunt
Decide what tools are needed permanently at the clinic and build a tool kit	5/16/2016	9/11/2016		Bill Hunt Carl Foster
Develop procedure for patient referrals to Buen Pastor Hospital in San Quintin	3/7/2016	9/13/2016		Bill Hunt

Bill Hunt

Bill Hunt
President, Tucson Chapter
Flying Samaritans Arizona

Iris Labra

Iris Labra
El Rosario Clinic Coordinator
Flying Samaritans Arizona