Volunteering Accomplishments as of February 1, 2009
Volunteer Services Provided

A young man in NH going through cardiac condition and hospitalization

Worked with the family to coordinate medical care, diagnosis and review of patient chart and suggestions for continuing care.

PAR-01
Volunteer Services Provided


Guidance in securing health insurance and health care follow up.

SHN-01
Volunteer Services Provided

Out of state visitor at Lahey emergency room

- Translations and care coordination provided.
- Resulting tests and diagnosis allowed proper treatment and medications.
- Provided food while in ER

RAP-01
Volunteer Services Provided

Mom with a young 30 year old son with cerebral palsy at Walpole, MA.

Teaching her techniques for her to keep healthy so that she can take care of herself and her responsibilities to her son.
Volunteer Services provided

A young man, 44 year old, died in Worcester, MA following a short illness and emergency surgeries.

Helped his wife with funeral, last rites and cremation coordination and support.
Volunteer Services provided

Family support on death of a 92 year old loved one in Brookline, MA

Supported family in coordinating last rites and cremation ceremonies.
Volunteer Services provided

Family with a critically sick father preparing to take him back to India. Needed emergency visa from Indian consulate for a new born two month old daughter.

Supported family in coordinating getting visa at Indian Counsel in NY
Volunteer Services provided

A Massachusetts family’s encounter in New Hampshire with police on unwarranted legal issues and difficulties.

- Provided understanding, support and guidance.
- Secured expert advice from a number of sources
- Support to family to get through this nightmare
- Ultimately case dropped by the prosecutor.

MOT-01
Volunteer Services provided

A young woman, 35 year old, in Burlington, MA with brain cancer

- Coordination care and treatment
- Introduced and established Primary Care Physician
- Medical professional communications and follow up
- Helped administration of Chemo Therapy for over 9 months
- Emergency Surgery and hospitalization support
- Hospice Team coordination and support
- Communications among various health care providers and support groups.
- Coordination and family support during final rites and funeral
Volunteer Services provided

A young woman in Burlington, MA

with brain cancer (contd.)

Fred Hochberg, M.D. — Neurologist at Mass. General

... I want to thank you and your colleagues for the extraordinary care provided during her life. You were there during each of her visits.

.... Seldom I have seen an organization such as yours provide the emotional and physical support that is so needed by cancer patients.
Volunteer Services provided

A young woman in Burlington, MA with brain cancer (contd.)

Michele Lucas, Neuro Oncology Soc. Worker, MGH

... I want to commend you on your fine organization.

... The work you have done for my young patient has assisted her in so many ways.

... But the coordination of her care, and the intervention and understanding you provided .... Made all the difference in her ability to access the help she needed and to assure her safety and well being at home.

... Your intervention with her medical team, assured she understood, and was able to make the best possible decisions regarding her care choices.
Volunteer Services provided

A young woman in Burlington, MA with brain cancer (contd.)

Michele Lucas, Neuro-Oncology Soc. Worker, MGH (contd.)

…My wish for my diverse patient population would be that each and every one had the benefit of an organization so sensitive and compassionate to their individual circumstances, as is yours

…You and the volunteers are providing invaluable assistance to people who are frightened and incapable on their own of getting what they need at such a vulnerable time in their lives.
Volunteer Services provided

An elderly woman in Needham, MA going through medical issues and complications

Provided

- Guidance for coordination of care
- Guidance for treatment
- Introduction to support organizations
- Health Care Proxy and Living Will guidance
- Guidance and support to the family for final rites and funeral

VOK-01
Volunteer Services - current

A young woman in NH going through difficult family, health, professional and financial issues.

Guidance, support and assistance with multiple complex issues

MAS-01
Volunteer Services - current

A young man in Brookline, MA going through a second graduate degree at MIT

Put together a team of young technical people to help with reading of complex technical and preparation of presentation materials.

GUS-01
Volunteer Services - current

A 5 year old blind girl needing medical consultations and treatment at Children’s Hospital in Boston

- Communication with Medical team
- Coordination of diagnostics, medical care and scheduling
- Guidance about insurance coverage
- Childhood vaccination
- Schooling guidance
- Visitor visa related guidance

KHR-01
Volunteer Services - current

An elderly lady with recently diagnosed Congestive Heart Failure, Chronic Hypertension and Bone marrow complications

Provided

- Guidance for coordination of care
- Introduction of resources for client and family
- Guidance for PT and OT at home
- Introduction to support organizations

DEI-01
Volunteer Services

- As we provide services, our aim is to help client and their families to get through difficulties or crisis.

- Impact of these services is to make the journey less painful and manageable with the caring and compassionate support of ICC volunteers.