



# A NEW HOME FOR HEALING

*A Campaign for the Malihah Free Clinic*

A circular arrangement of diverse hands holding each other, symbolizing unity and support. The hands are of various skin tones and are positioned around a central text area. The background is a plain, light color.

TOGETHER WE  
CAN PROVIDE  
VITAL HEALTHCARE



# OUR FUTURE

The Maliheh Free Clinic is working to raise the funds necessary to renovate a new facility to enhance client services and volunteer experiences. A generous gift from the Semnani Family Foundation allowed purchase of the building for the Clinic. The new facility, located at 941 East 3300 South, previously served as the offices of the American Cancer Society. We anticipate moving to this new facility in Spring, 2018.

The Maliheh Free Clinic was started in 2005. Our sole focus is to provide free health care for the working poor and uninsured individuals and families in our community. All of our patients are families living below 150% of the federal poverty guidelines. The clients we serve report a total income for a family of four of less than \$35,325 a year. Imagine the financial decisions these families make when it comes to health care. They have no health insurance, nor are they eligible for Medicare, Medicaid, CHIP, homeless services or other government programs. Without the Maliheh Free Clinic, these individuals and families have limited or no access to health care services, eventually ending up as charity

care patients in our community's emergency rooms. In the end, it becomes more expensive for the entire community. The Clinic helps address this challenge for families by offering a wide range of medical services with our primary focus being on providing routine maintenance and preventive care.

Our present facility is simply inadequate to serve our growing base of clients, volunteers and services. We hope you will take the time to learn more about this campaign and our pressing need, and we hope you will consider your own generous support of this important project.

Sincerely,

Dr. Scott Browning  
*Chair, Board of Directors*

Elaine Ellis  
*Vice-Chair, Board of Directors*



*Dr. Scott Browning*



*Elaine Ellis*

**The Maliheh Free Clinic provides free medical services for uninsured and low-income individuals and families in our community. Please help reverse the cycle of poverty and suffering created by poor health.**

*The Maliheh Free Clinic was named in honor of Maliheh Abdollahi, grandmother of Khosrow B. Semnani, the founding benefactor of the Maliheh Free Clinic.*



*Maliheh Abdollahi with her great-grandchildren Bobby and Taymour, circa 1990*

**Many families in Utah suffer from a lack of quality health care.**

## OUR INSPIRATION: MALIHEH'S STORY

Born in Tehran, Iran, Maliheh lived through the hardships following the First World War. Her generation tasted hardship—with poverty and suffering reflected in the daily plight of most people. That experience informed her humanitarian outlook, instilling in her a deep personal belief in helping people, a practice manifest in her unwavering commitment to protecting the sick and vulnerable members of her community.

It is this gift—the art and act of serving humanity regardless of background, ethnicity, gender and nationality—that Maliheh passed on to her family and community.

Following her death, her grandson Khosrow Semnani, honored his grandmother's wishes and her way by opening the clinic. The clinic stands as a tribute to her and the many members of our community for whom service to others is not only a calling, but an affirmation of our oneness as members of the human family.

Of his grandmother, Maliheh, Khosrow B. Semnani writes:

My grandmother, Maliheh, or “Madar joon”\* as we affectionately called her, was a strong, independent, and hardworking woman—a matriarch with a heart of gold. She adored her family and we, in turn, adored her. She was a creative and accomplished seamstress who took great pride and found much joy in her work. More than once, she made wedding dresses for brides who could not afford them.

She believed in helping the poor, not out of a sense of pity but of plenty, a firm conviction and gratitude for God's abundance and blessings. If we, her grandchildren, had two apples, she would gently urge us to give one to someone who was hungry. She believed in fairness and equality, prioritized what truly mattered, and held true to her principle “do your best in life, and leave the rest to God.”

May her love touch your life, as it has ours, through the miracles that happen at Maliheh Free Clinic.

*\*Madar joon is Persian for “My Dear Mother.”*

# OUR HISTORY

- 2005** The Maliheh Free Clinic opened under the direction of Medical Director, Dr. Mansoor Emam. 25 patients were treated the first day with one doctor, one nurse and one interpreter.  
Intermountain Healthcare committed to, and has continued to provide, all lab services for Maliheh patients.
- 2007** The Healthy Living Program was implemented to educate patients about the relationship between diet, exercise and lifestyle and the management of chronic illnesses.
- 2009** University pharmacy students held their first annual fundraiser to benefit Maliheh Free Clinic.
- 2011** Clinic further expanded hours with the addition of a Wednesday Night Clinic.
- 2012** University of Utah medical students under faculty supervision opened the Saturday Clinic to provide new patient physicals.  
A major 2,000 square foot addition to our facility was completed.
- 2013** Clinic patients began receiving free on-site mammograms with support from Mountain Medical and Susan G. Komen Foundation.  
University of Utah Physician Assistant students under faculty supervision opened the Thursday Evening Clinic for new patient physicals.
- 2014** The Diabetes Clinic was opened to provide comprehensive services for our diabetic patients.
- 2016** The Semnani Family Foundation purchased the building at 941 East 3300 South for the future home of the Maliheh Clinic.
- 2017** To date, the total number of patient visits tops 173,056. Our volunteer hours total over 230,500. We currently have over 70 volunteer medical providers.

# OUR MISSION

Maliheh Free Clinic seeks to improve the quality of life in the Greater Salt Lake Area by providing free medical services for uninsured and low-income individuals and families to help reverse the cycle of poverty and suffering created by poor health.

- **HOPE** - No one leaves the clinic without hope.
- **RESPECT** - We treat everyone with grace, dignity, and respect.
- **FAIRNESS** - Equal treatment is enjoyed by all, regardless of race, religion, ethnicity, gender, or sexual orientation.
- **COMPASSION** - Our staff offers kind and compassionate care for everyone.
- **PROFESSIONALISM** - Healthcare is provided by qualified, licensed healthcare professionals, well-trained staff, and volunteers.



*Ribbon cutting for Maliheh Free Clinic in 2005*



# OUR HEART AND SOUL

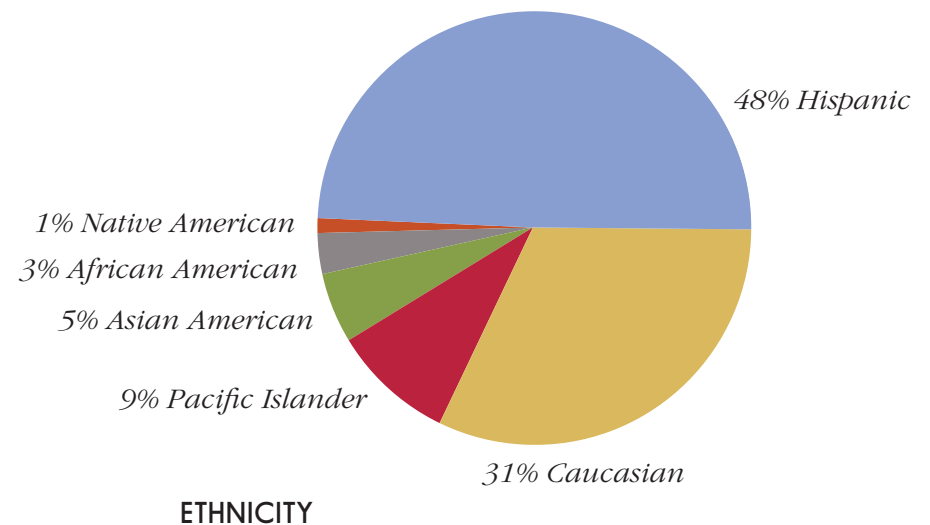
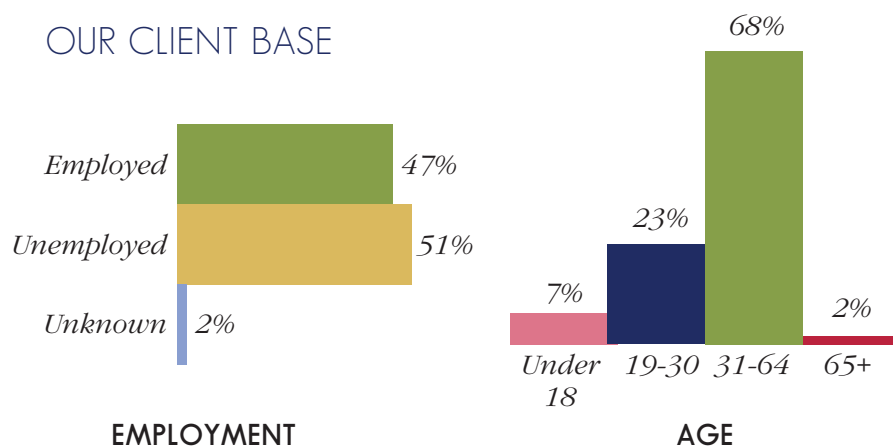
Volunteers are the heart and soul of our clinic. The cost to administer the services we provide every year would cost well over \$1,000,000 if we paid the volunteers who provide care to our patients. We have over 400 volunteers who donate their time, expertise and care. Medical professionals, doctors, nurses, PA's, pharmacists, and phlebotomists give their time and knowledge to our patients. Equally importantly, they give their love, respect, and concern. We have volunteer clerical staff, interpreters, and a variety of other community members who assist the medical team in providing the best possible medical care to some of the most underserved people in our own neighborhoods. We do not have federal funding or highly paid administrators or personnel. The Maliheh Clinic will always be driven by people in our community who want to make a difference and are willing to give a hand up to their neighbors in need. We provide medical care at a cost of \$56 per patient visit.

Our primary focus is preventive care which includes health maintenance and ongoing patient education. Thanks to leading experts in their respective fields, we also provide a wide range of specialty services. Additionally, we draw on the medical expertise and donated resources of long time partners, including Inter-mountain Healthcare and the University of Utah Health Sciences.

## SERVICES

- *Physical exams*
- *Laboratory tests*
- *Immunizations*
- *X-Ray and Imaging, including Ultrasound*
- *Counseling*
- *Physical Therapy*
- *Colon cancer screening*
- *Women's Services, including mammograms and pap smears*
- *Patient education, including diabetes classes, wellness, and healthy living classes*
- *Diabetic monitoring equipment and supplies*
- *Nebulizers*
- *Walkers*
- *Patient assistance to obtain free medications*
- *Adult dental extractions*

## OUR CLIENT BASE



## MEDICAL SPECIALTIES

- *Cardiology*
- *Dermatology*
- *Gastroenterology*
- *Gynecology*
- *Minor surgery*
- *Nephrology*
- *Neurology*
- *Oncology*
- *Ophthalmology*
- *Orthopedics*
- *Podiatry*
- *Physical therapy*

## OUR CLASSES

- *Healthy living*
- *Weight loss*
- *Diabetes education*

## OUR VOLUNTEERS

- *Medical Providers*
- *Nurses*
- *Pharmacists*
- *Office support*
- *Interpreters*

## MENTORING

*We provide mentoring opportunities for students from local colleges and universities*

- *Medical students*
- *Nurse Practitioner students*
- *Physician's Assistant students*
- *Pharmacy students*
- *Nursing students*
- *Medical Assistant students*

## CLINIC STATISTICS FOR 2016

**15,300** *Patient visits*

*Cost per patient visit* **\$56**

**400** *Volunteers*

**5,000** *Patients served*

**>28,750** *Volunteer hours*

**<\$35,325** *Clients' total income for a family of four*

**>\$1,000,000** *Value of volunteer hours*

*Patient laboratory specimens* **15,000**

# BENEFITS OF OUR NEW HOME

- Increasing space from 6,000 sq. ft. to over 12,000 sq. ft
- 158 sq. ft. of dedicated Ophthalmology space
- 25% increase in number of exam rooms
- Average 36% increase in size of exam rooms to increase efficiency
- 780 sq. ft. for future dental expansion
- 18% increase in scheduling flexibility for Physical Therapy
- New 360 sq. ft. classroom space
- Dedicated Volunteer Hub for our over 400 active volunteers to use during their 28,000 hours of service each year



First level



- Doubling the number of parking spaces from 36 to 72
- 17% increase in accessibility to UTA bus routes
- Increase of 300% in child waiting room space for our 1300 pediatric patients
- Streamlined ADA compliance to all levels
- Improved facility will attract more volunteers and increase our ability to serve more patients
- Greater visibility and prominence in the community
- Estimated 25% increase in productivity by improving intake and exam room flow



Second level





**Dear Providers!**  
Children need help improving their health behaviors and keeping the skills, which will help their health. Will our lives that can help them change?  
Help them to Healthy Living Through Schools. Let us help and work with you. Help them make new habits and change their lives.  
"Healthy Living Through Schools" is a national program that helps schools and communities work together to help children and youth live healthier lives. For more information, visit [www.healthylivingthroughschools.org](http://www.healthylivingthroughschools.org)



*Robert Sylvester, P.N.P.  
Pediatric Nurse Practitioner*





# A NEW HOME

One of the hallmarks of the Maliheh Free Clinic is efficiency—reaching the greatest numbers of clients without compromising on quality healthcare. A generous gift from the Semnani Family Foundation allowed purchase of the building for the Clinic. The hard work of staff and hundreds of volunteers, coupled with generous personal and corporate donations of services, equipment, supplies, and financial support, has made the clinic a true home for healing.

We are excited to improve the clinic's impact in our clients' lives. Support for this campaign means the Maliheh Free Clinic can move into a new building that is more than twice the size of our current location (6,000 sq. ft. to 12,700 sq. ft.). But this isn't just about having more space. Our plan is to get the most out of our new facility to increase efficiency and services.

The move is part of the clinic's long-term strategic development to leverage your philanthropic investment to change lives in even more ways. Programs and spaces that are now shared will have their own dedicated centers in the new building. Examination rooms will be more modern. Consultation services will be able to expand. Group and individual education program spaces will be more conducive to learning.

The Maliheh Free Clinic brings hope and healing to thousands of patients and gives life-affirming service opportunities for hundreds of volunteers. Your support makes all this possible. Please join our efforts to create a new home for hope and healing.







David Shupe, M.D.  
Family Practice  
Physician

# THE CAMPAIGN AND FUNDING

- *Building purchase . . . . . \$950,000  
(secured)*
- *Renovation cost . . . . . \$800,000*
- *Furniture, Fixtures and  
Specialized Medical Equipment . . . . . \$275,000*
- *Miscellaneous . . . . . \$50,000*
- *Total Campaign . . . . . \$2,075,000*

## AN INVESTMENT IN COMPASSION

This is a defining moment in the history of the Maliheh Free Clinic. For a dozen years, our benefactors have responded to those in need with generosity and foresight. That generosity has changed thousands of lives for the better by making the clinic a model of health care in the community. It created a place for the disadvantaged to come at their most vulnerable time and find healing. It provided volunteers an opportunity to share their skills and compassion. It gave clinical experience to many training for medical careers.

Now that generosity can make a new home for hope and healing in the community. It will increase the scope of improved health outcomes. It will construct a better experience for volunteers. It will raise the profile of the clinic in the community.

The campaign for the Maliheh Free Clinic is an investment in compassion that pays dividends in changed lives.





*George Van Komen, M.D.  
Family Practice Physician*

network  
SAMSUNG





# THE DIFFERENCE WE MAKE

“HOW MALIHEH HELPED ARI”

*Patricia Jabonero*

*Parent*

I didn't know it at the time, but a lifesaving decision by Dr. David Sandweiss at the Maliheh Free Clinic would make a huge difference in my daughter, Ari's, life. Ari, age two, went with me to her sister's appointment with Dr. Sandweiss, a volunteer pediatrician at the Clinic. After examining Ari's sister, he asked me if I would like him to exam Ari. In performing the examination, Dr. Sandweiss discovered she had an abdominal mass. The mass was confirmed via ultrasound, at the Clinic, thanks to volunteer Ultrasound Tech, Liz Boulay.

Arrangements were then made for an immediate evaluation of Ari at Primary Children's Hospital. The doctors there found a Wilms Tumor on her left kidney. A week later she underwent a five hour surgery to remove the tumor, 12 lymph nodes and the kidney itself. Ari is brave. She experienced many pokes, ultrasounds, x-rays, oncology visits, sores in her mouth, fevers, weight loss, and 18 weeks of chemotherapy. On December 30th of 2015 she was sent home cancer free!

Our family was so grateful that we held a fund raiser for the Clinic on Ari's Birthday. We raised \$425.00 and collected children's toys, coloring books, crayons and art supplies, small dolls, and stuffed animals to give to the other children who are seen by the pediatricians at the clinic. We plan to make this an annual celebration for Ari's birthdays for many years to come.

*Ari Jabonero*



## “OUR PATIENTS ARE NOT INVISIBLE”

*Kym McClelland*

*General Office Volunteer*

*Board Member*

*Real Estate Agent, Chapman-Richards & Associates*

From the first day I started volunteering at the Maliheh Clinic I noticed a phenomenon that I could sense, but not articulate. As I continued to watch the staff and volunteers interact with patients I finally was able to define what I was feeling.

The majority of our patients are “invisible.” By this, I mean that they go through life with people looking over them, around them or through them. Our patients may be the ones serving you at a fast food restaurant or cleaning your office building at night. They are the people we may address perfunctorily while looking down to count our change, but they are the ones we don’t look in the eye and see as human beings, nor could we describe them five minutes after we leave the counter.

At Maliheh, these individuals are not invisible. Every medical provider, every staff member or volunteer looks each person in the eye and speaks to them as a unique individual. We care about them and their families and we demonstrate that not only with medical skills, but with our body language and our respect. We value them. We teach them and we learn from them.

I’m convinced that even if we weren’t providing excellent medical care, these patients would leave our clinic feeling better than when they arrived, because they were seen, treated and respected for who they are...fellow human beings with the same dreams for their families that we have. We are probably one of the few places where many of these people are recognized this way.





## “DRIVEN TO SERVE”

*Mike Morgan, M.D.*

*ER Physician*

If I hadn't had the opportunity to volunteer at the Maliheh Clinic during my formative years I could easily have become another statistic.

When I was 13 years old, I got a job washing dishes to ease my mother's financial burdens. One of the regular customers, Dr. Ken Libre, provided minor medical care to the restaurant's immigrant employees. His actions and selflessness made a lasting impression on me.

A decade later I worked as a waiter to pay my way through college and found myself waiting on Dr. Libre again. I told him I had often thought of a career in medicine, but was sure it was an impossible dream. He told me about the Maliheh Clinic where he volunteered and he suggested that I come volunteer.

The Maliheh Clinic opened my eyes to a world of opportunity. It taught me important lessons about cultural competency, patient care, pathology and disease process, and the art of doctoring. As I made my way through my medical school training, I continued volunteering at the clinic.

As a medical student at the University of Utah, my experience inspired me to start a student-run clinic at the Maliheh Free Clinic on Saturday mornings, which offers a remarkable and unique learning experience for University of Utah medical students, and helps the clinic provide for the needs of patients.

I graduated in 2013 and am now an Emergency Medicine physician at the University of Utah Medical Center, the Assistant Director of Global and Population Health through the Division of Emergency Medicine, and the Director of Urgent Care at the 4th Street Homeless Clinic.

I gave time to Maliheh, but what it gave me in return is invaluable. I saw how a team of caring and loving volunteers can transform the suffering of others and provide hope to the poor and marginalized people in our community. I am forever indebted to the Maliheh Clinic. It is because of the Maliheh Clinic that I am driven to serve and most importantly, it was through Maliheh that I learned what it truly means to care for the patient.



## “SERVING OTHERS WITHOUT REWARD”

*Karen Miller, M.D.*

*Board Member*

*Volunteer Physician*

Serving others without personal reward undeniably brings joy. This is an old, old story but never a tired one. It’s a universal experience for those of us who volunteer and work at Maliheh: we feel uplifted by helping others, as we are surrounded by the kindness and compassion of our co-workers. The special privilege of practicing medicine in such a place is difficult to describe but well understood by healthcare workers.

Authenticity is the word that for me best describes being at Maliheh. The medical staff has nothing to prove, nothing to gain, no ladder to climb. We bring our best, most authentic selves to the clinic solely for the sake of the patients. Their needs bring out the best in us and make us quickly navigate through any difficulties.

A special privilege of being at a mostly-volunteer clinic that cares for a large number of immigrants and “working poor” is that we get the best of the best. The doctors, nurses, radiology techs, and other medical professionals who want to give extra effort are among the best. The patients are also among the best. Many recent arrivals were highly educated in their own country. Many low income workers are the ones making America great as they build better lives for their families. Many are the salt of the Earth. We often get to help these patients climb to a better place.



*Karen Miller, M.D.*





Poor health begins a domino effect which spawns other problems – not the least of which is the inability of those with chronic or serious health problems to work and support a family.

Far too often, uninsured individuals allow their health to deteriorate needlessly, or they use hospital emergency rooms to serve as their primary care.

# MALIHEH FREE CLINIC LEADERSHIP

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*Executive Director*  
Dr. Richard Garden  
*Medical Director*



A MESSAGE FROM  
OUR VOLUNTEERS AND STAFF





For more information about this campaign  
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[www.malihehfreeclinic.org](http://www.malihehfreeclinic.org)

## HOURS

Open:

Monday - Friday days

Tuesday, Wednesday, and Thursday evenings

Saturday mornings