



MASS Clinic
Serving. Caring. Healing Northeast
Florida since 2010.

2024 ANNUAL REPORT

2024 ACCOMPLISHMENTS

Accomplishments:

- With the dedication of our administrative volunteers as well as our providers and specialists volunteering their services, our volunteer hours totaled: 17,244 valued at \$817,586.
- MASS Clinic provided fresh, nutritious food to over 1,481 food-insecure families from our in-house food pantry.
- MASS chronic-care management volunteer providers served over 900 patients in desperate need of diabetic and hypertensive care. Without intervention from our providers, many of these patients would have found themselves in the emergency room incurring hospital bills and possibly debilitating health care debt.
- MASS Clinic served over 2,000 community members from primary care visits to psychological evaluations and specialist care!
- MASS Clinic was open for over 1,314 hours in 2024. We are even open on Sundays to accommodate our patients who cannot come during the work week.

New partnerships/collaborations in 2024

- MASS Clinic has partnered with Healthlink JAX, providing medical homes for those who are uninsured in Duval County.
- MASS and IRUSA collaborated to give back to our community on seasonal occasions through food giveaways in Ramadan, Eid Al-Adha, and Thanksgiving.
- MASS Clinic has partnered with DOH to provide patients with Hepatitis A, B, and C screenings, along with on-site vaccinations.
- MASS Clinic is a proud recipient of a grant from the Women's Giving Alliance, dedicated to making a meaningful impact on the lives of women in Northeast Florida.

New Services offered in 2024

- MASS Clinic received approval for the Refugee & Placement Program, providing vital support to 163 refugee individuals. Through comprehensive assistance—including housing, food security, job placement, and case management—our program empowers refugees to transition successfully toward self-sufficiency and stability.
- MASS Clinic is proud to offer comprehensive gynecology services to our female patients, providing essential care and support for their reproductive health and well-being.
- MASS Clinic, in partnership with 211, has provided essential transportation services to ensure patients can access their medical appointments without barriers.

MASS Clinic is proud to provide unique services to the community such as:

- Food as Medicine Program (FAM)**

In collaboration with the UNF Nutrition Department, a generous donation from our partners at The Community Foundation, and the Islamic Center of Northeast Florida, community members participate in weekly sessions led by a dietitian through an educational and interactive group session for 4 weeks. Patients also have the option to do one-on-one virtual counseling sessions with a dietitian.

- Prescription Assistance Program (PAP)**

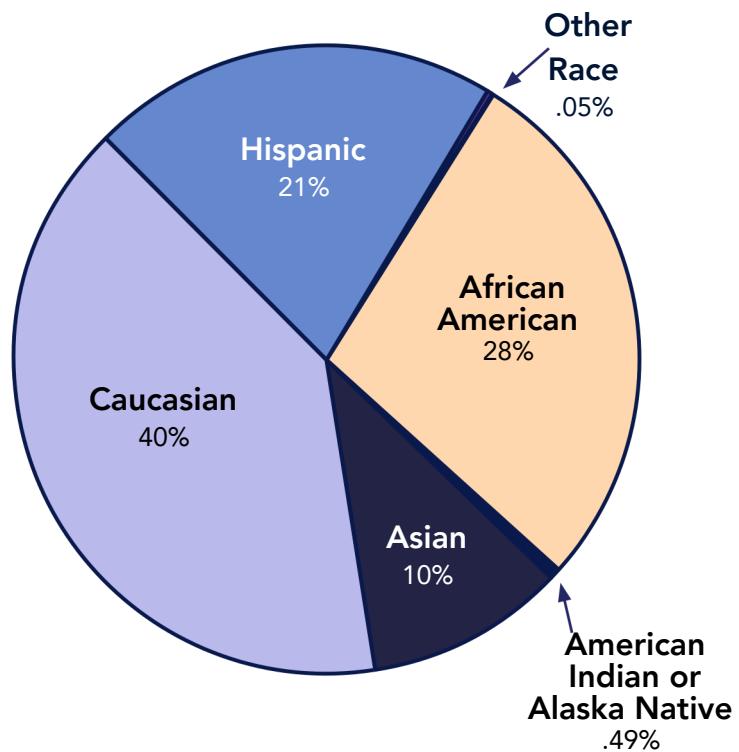
This program helps patients obtain costly medications such as insulin, inhalers, and anticoagulants at little to no cost. This program allows our patients to not have to choose between providing for their families or taking their critical medications.

- Remote Patient Monitoring (RPM)**

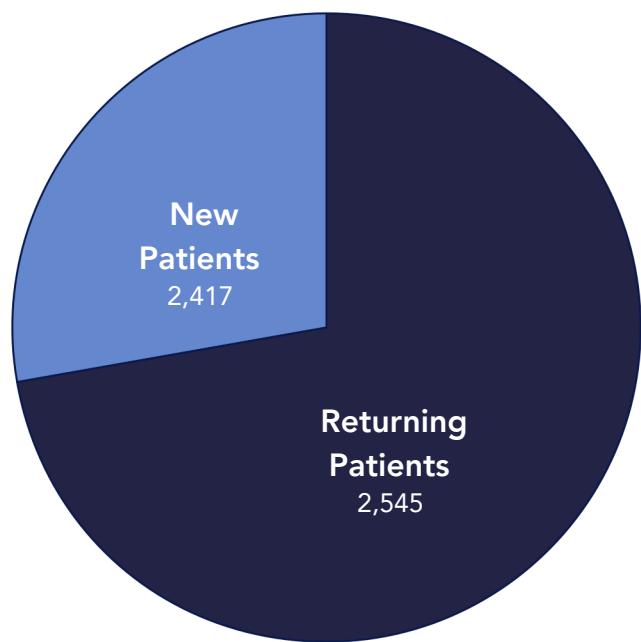
Patients with uncontrolled hypertension and diabetes have the opportunity to receive a blood pressure or blood glucose monitor for home use, enabling our team to monitor their readings remotely. This program allows the clinic to effectively track and manage high-risk patients both during and between visits. Participants in the program are also eligible for a cash incentive.

WHO WE SERVE

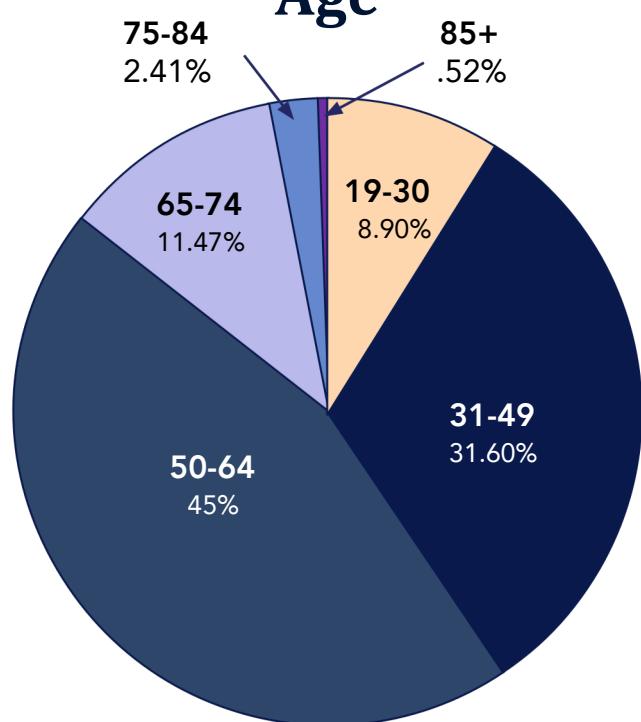
Race/Ethnicity



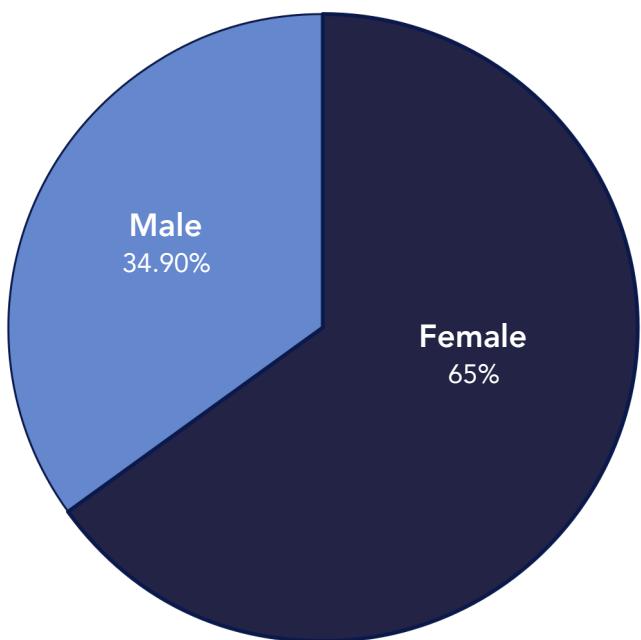
Patients Served



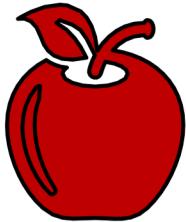
Age



Gender



Over **1400** food-risk families provided with fresh food!



17,244 volunteer hours valued at **\$817,586**

18 different in-house health services offered including:

- Allergy
- Behavioral Health/Mental Health Counseling
- Cardiology
- Chronic Care Management
- Endocrinology
- Hand-Surgery
- Nephrology
- Neurology
- Orthopedic
- Pain Management
- Podiatry
- Primary Care
- Psychiatry
- Pulmonary
- Radiology
- Rheumatology
- Sleep Medicine
- Urology
- Women's Health
- Wound Care

31 Providers/Doctors volunteering their services



4,962 patients served

***Valued at \$868,350**



Clinic was open for over **1300 hours**



in 2024. MASS Clinic offers Sunday hours to accommodate patients who are unable to visit during the workweek.



MASS Clinic is proud to offer the community the convenience of telehealth services, providing patients with remote access to our providers for their medical visits

150 patients served by our **Prescription Assistance Program** (PAP).

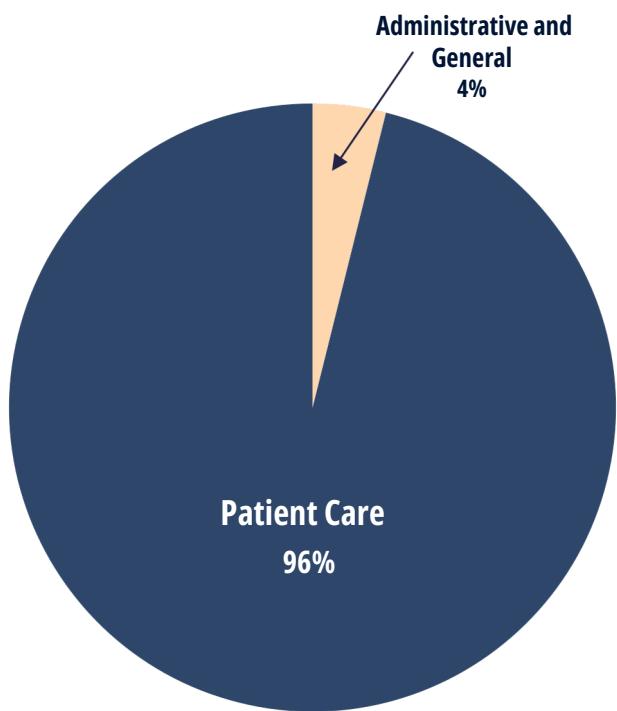
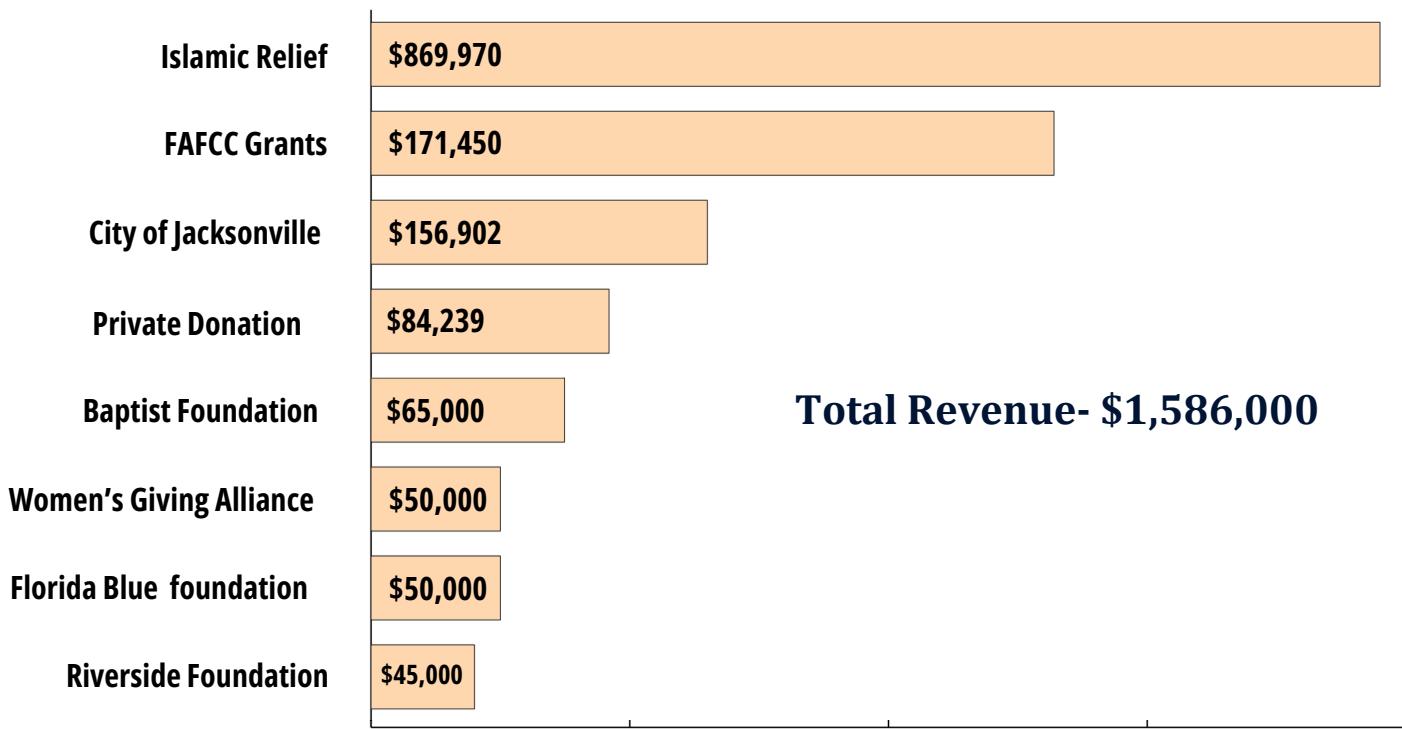
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***Valued at \$1.66M**



FINANCIALS

2024 Revenue



The economic impact of the MASS Clinic includes over 8.5+ million dollars in savings by treating patients at MASS Clinic, instead of in the emergency room.

Our clinic takes pride in being operated by dedicated administrative volunteers and healthcare providers. At MASS Clinic, we maximize the efforts of our passionate volunteers, ensuring that more funds are directed toward patient care.

STAFF & PATIENT STORIES

Frances Hersey, Patient

"A nurse at Baptist hospital recommended I come to MASS clinic for my foot because I thought something was wrong with it after I got injured. When I came here, the doctor had told me my foot was fine and informed me of other medical conditions I wasn't aware I had. Every person we have talked to and associated with in the clinic, all the way to the food bank, have been so compassionate and caring, and you can feel that."

M.B., Patient

"I was referred to MASS Clinic by Barnabas Fernandina about two months ago. My experience here has been excellent. The first encounter right off the bat helped me tremendously and I was referred to follow up for Rheumatology not too long after. Before, I used to be in a lot of pain, but after I was seen here, I was prescribed medication to help ease the inflammation. I'd say my health has improved by, say, 98%."

Laura Abney, Nurse Practitioner

"I heard about MASS Clinic through Dr. Nasrullah at the hospital and have been wanting to do some volunteer work, so he was more than willing to get me hooked into the clinic. Now I have been here for approximately ten years. MASS promotes health equity because it helps people who don't qualify for Medicaid or Medicare. Whatever the case patients here may be going through, they're able to get care through MASS Clinic."

Keenan Mike, Intern

"I've been a part of the MASS team since summer of 2023. To me, MASS Clinic means hope. It shows we're able to make the playing field for everyone, no matter what your circumstance is, to make that playing field equal for everyone. It's a beautiful thing to be able to see everyone, no matter their financial background, able to get high quality care. Seeing the relieved looks on everybody's faces, that's what makes this meaningful for me and hopefully meaningful for everyone else."

Kihyun Kim, Administrative Medical Assistant & Clinical Scribe

"I've been with MASS Clinic since 2021. To me, MASS is a place where people can go to receive help if they really need it. It's also a place where people who are able can give help. It's a special place in the community where people can rely on if they happen to fall into unfortunate times, and those who are fortunate to be able to help can actually have access to help other people. To me specifically, MASS is a place where a lot of good can come out of it. If you need any other help, then this is the place to go."

Muslim American Social Services Clinic

Call/Text 904-419-8006

Fax 904-830-4404

2251 St. Johns Bluff Road South
Jacksonville, FL 32246



massclinicjax

[CLICK TO DONATE NOW](#)



MISSION

MASS Free Clinic provides free, volunteer-based care management to the uninsured population of Duval and its neighboring counties. By collaborating with local healthcare institutions and other faith-based organizations, our work improves public health, lowers healthcare costs and reduces the burden of non-emergency care and the treatment of acute and chronic diseases placed on local hospital emergency rooms.