



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

2025 ANNUAL REPORT

2025 ACCOMPLISHMENTS

Accomplishments:

- With the dedication of our administrative volunteers, providers and specialists volunteering their services, our volunteer hours totaled to **28,358 hours valued at \$940,120**.
- MASS Clinic provided fresh, nutritious food to over **2,023** food-insecure families from our in-house food pantry open twice a week.
- Chronic-Care Management volunteer providers at the MASS Clinic served over **900** patients in 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 provided care to over **4,500** community members, offering services ranging from primary care visits to psychological evaluations and specialist treatments!
- MASS Clinic was open for over **1,600** hours in 2025. We are even open on Sundays to accommodate our patients who cannot come in during the work week.

New partnerships/collaborations in 2025

- MASS partnered with the **Jacksonville Transportation Authority (JTA)** to remove transportation barriers for patients by providing bus passes, ensuring they could reliably attend their medical appointments.
- MASS Clinic partnered with **UF CARES** to provide free STD and HIV screening services to the community twice a month, increasing access to confidential testing, early detection, and timely referrals to care for individuals who might otherwise face barriers to these essential health services.
- MASS Clinic expanded support services through a partnership with **Feeding Northeast Florida** that provided assistance with SNAP enrollment, understanding of the SNAP benefits program and Medicaid applications for eligible patients.

New Services offered in 2025

- MASS Clinic now offers **Hematology** services focused on the diagnosis, treatment, and management of blood-related conditions to support patient health and quality of life.
- MASS Clinic curated **AI technology** for translation and ease of clinical documentation, empowering providers to focus on what matters most: meaningful patient care, connection, and improved health outcomes.
- MASS Clinic introduced **Peer Support** services that centers on understanding, connection, and empowerment, helping patients feel supported in their overall health journey.
- MASS Clinic implemented **Automated Hospital Follow-Up** to ensure timely outreach, continuity of care, and improved patient outcomes after discharge.

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

- **Food as Medicine Program (FAM)**

In collaboration with Feeding Northeast Florida, a generous donation from our partners at Baptist, 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 counseling sessions with a dietitian.

- **Prescription Assistance Program (PAP)**

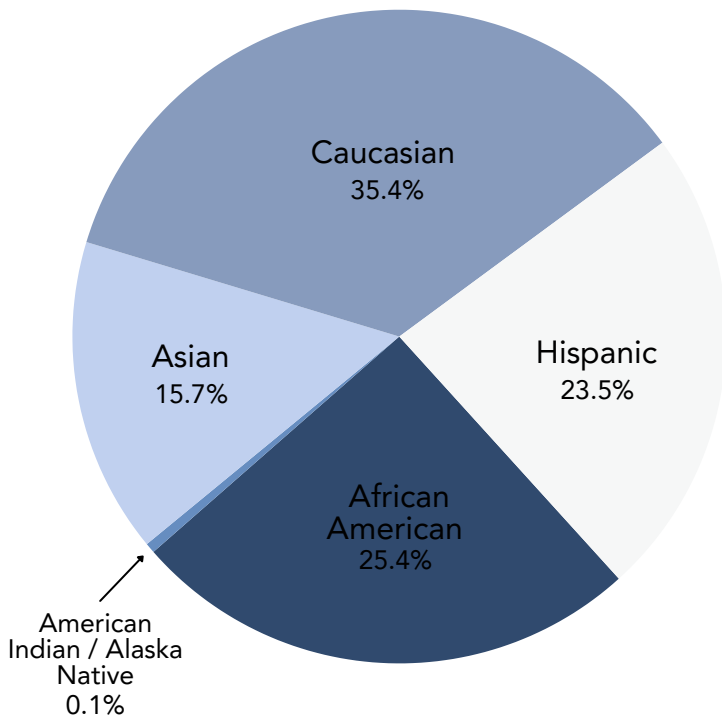
This program helps patients obtain costly medications such as insulin, inhalers, and anticoagulants at little to no cost. This program allows our patients to not have to choose between providing for their families or taking their critical medications.

- **Remote Patient Monitoring (RPM)**

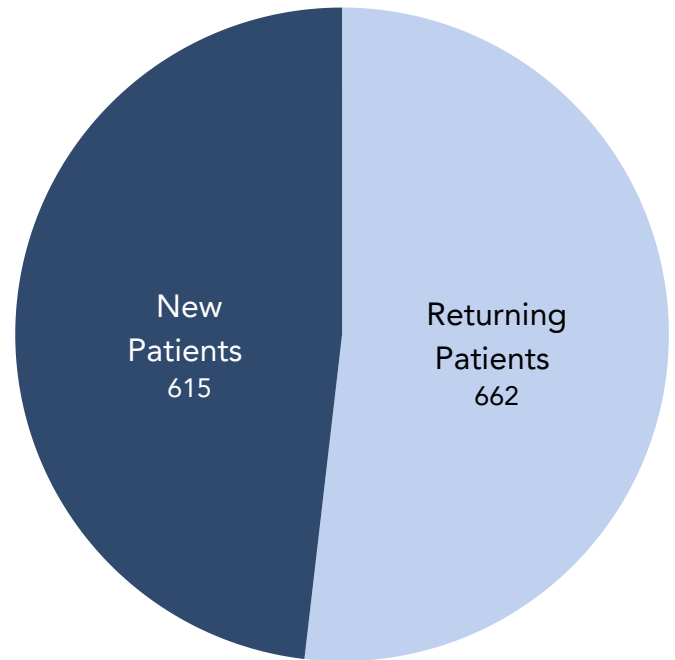
Patients with uncontrolled hypertension and diabetes have the opportunity to receive a blood pressure or blood glucose monitor for home use. This program allows the clinic to effectively track and manage high-risk patients both during and between visits. Participants in the program are also eligible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

WHO WE SERVE

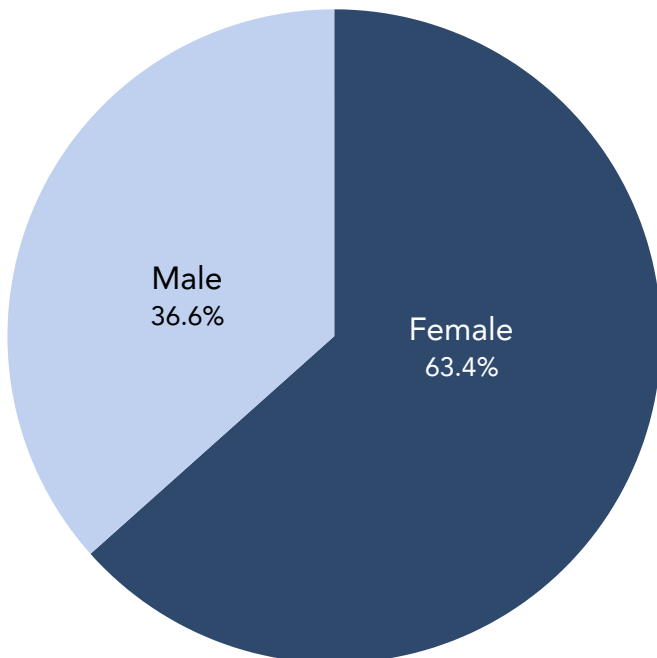
Race/Ethnicity



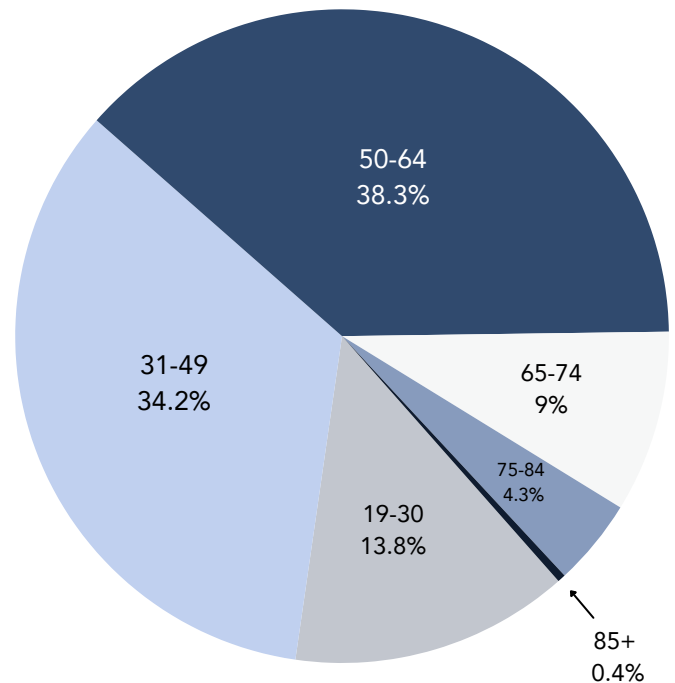
Patients Served



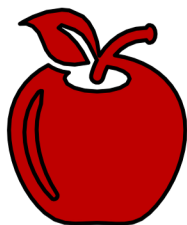
Gender



Age



Over **2,023** food-risk families provided with fresh food!



38 Providers/Doctors volunteering their services



4,641 patients served

28,358 volunteer hours valued at



\$940,120

20 different in-house health services offered including:

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

Clinic was open for over

1,600 hours



in 2025. 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 virtual access to our providers for their medical visits

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

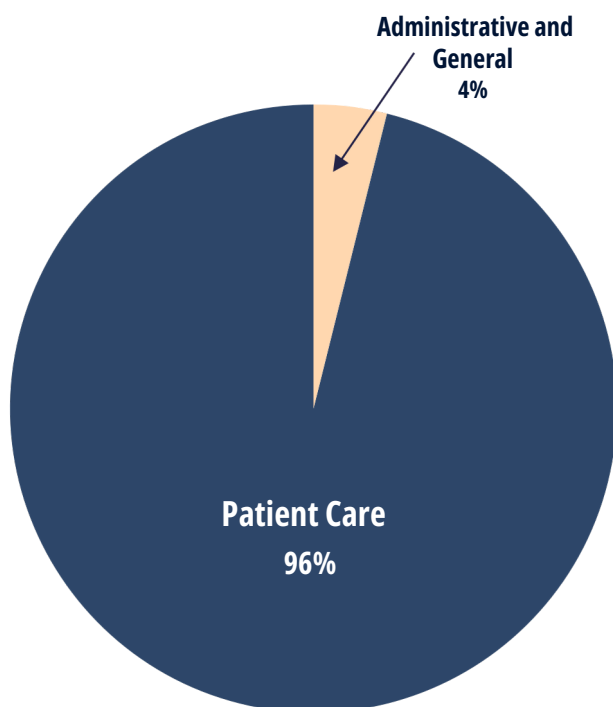
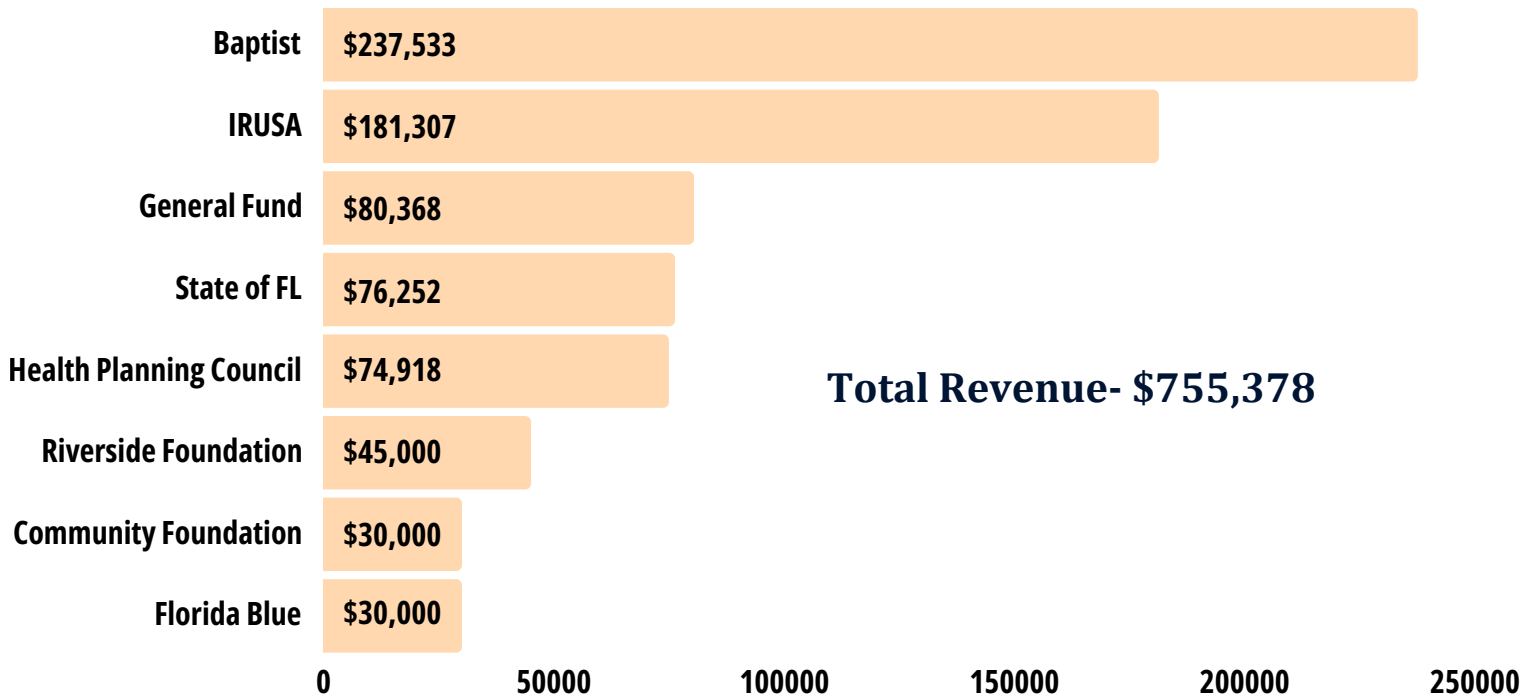
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***Valued at \$2.1M**



FINANCIALS

2025 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

Johnathan Holland, Patient

"I was a patient at MASS Clinic for about 7 to 8 months, and my experience was honestly 100% the best. I worked with both a dietician and a physical therapist, and they were extremely experienced, supportive, and helpful with all of my needs. The dietician also enrolled me in Feeding North Florida, which made a big difference for me. I am very grateful to MASS Clinic for accepting me while I was uninsured. I truly love the facility and the entire staff. I only wish I were able to obtain care through MASS Clinic even with insurance, because if the healthcare industry were set up more like MASS Clinic, it would be better for all citizens. Thank you for everything you do, and please continue to be a blessing to people."

J.M., Patient

J.M. has been with the MASS Clinic for 10 years. Over the past decade, J.M. has received care from a variety of specialists and programs, including general medical services, an orthopedic specialist, a chronic care management specialist, a gastrointestinal specialist, and the Prescription Assistance Program. She described her experience with the medical team as consistently compassionate and professional. From managing chronic conditions to addressing specific orthopedic and gastrointestinal concerns, J.M. feels that each provider has taken the time to truly listen, understand her needs, and offer personalized, high-quality care. The Prescription Assistance Program has also been a tremendous help, ensuring she has continuous access to the medications she needs without financial strain. Reflecting on her journey, J.M. expressed deep gratitude for the support she's received over the years. She shared that joining the MASS Clinic has felt like becoming part of a family, one that truly cares. "Today I say thank youuu for your support (service)," she wrote, emphasizing how happy and thankful she is to be part of such a warm and supportive community.

Karol Patel, Primary Care Nurse Practitioner

"I have been a nurse practitioner for nearly 15 years and have worked across a variety of specialties. Ultimately, my goal has always been to serve underserved populations. When I learned about MASS Clinic, I knew this was my opportunity to support individuals who face barriers to accessing the healthcare system. Healthcare in this country should not be a privilege, it should be a right. MASS Clinic truly embodies that belief by remaining open-minded and committed to providing the best possible care regardless of a patient's background, language, or beliefs. MASS goes above and beyond by offering a holistic approach to care, recognizing not only physical healing but also the socioeconomic factors that impact a patient's health and working to provide resources. My experience as a nurse practitioner at MASS Clinic has been incredibly positive. Everyone, from the front desk staff to the interns, technicians, and management, is deeply motivated to support the patients who walk through our doors."

Hajira Kazia, Administrative Assistant

"I joined MASS Clinic in the summer of 2025 as an Administrative Assistant, and from day one, I felt as if I was a part of something truly special. I have always loved helping and serving people, whether through work or volunteering, and being on this team has allowed me to do that every day. MASS Clinic not only provides essential services to patients who might not otherwise afford care, but it also fosters growth and learning for its staff. In my time here, I have gained invaluable life skills and witnessed firsthand the difference compassionate care can make in people's lives. Being part of MASS Clinic has truly helped me grow and become stronger, both professionally and personally."

Muslim American Social Services Clinic

Call/Text 904-419-8006

Fax 904-830-4404

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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.