

2025

IMPACT REPORT



OUR VISION

To ensure every man, woman and child in Southern Nevada has access to health care.

OUR MISSION

To provide quality health care and support for people without access to health care in Southern Nevada within a culture of compassionate caring.

OUR VALUES: T.R.U.S.T.

T - Teamwork: Working with one another as a part of a team, treating fellow staff members with respect and acknowledging that each staff member is a valuable member of the whole.

R - Respect: Treating those we serve and with whom we work with compassion, demonstrating a high regard for the dignity and worth of each person.

U - Urgency: Working in accordance with the urgency of situations that may arise, making sure matters are prioritized and taken care of in a timely manner.

S - Service: Going beyond expectations of one's duties in order to serve our patients in the best way possible.

T - Transparency: Being honest and communicating clearly, demonstrating integrity and straightforwardness. Demonstrating the ability to communicate in a way that fosters a shared understanding.

OUR SERVICES

A Culture of Compassionate Caring, Trust and Giving.

Since 2010, VMSN has provided high-quality, comprehensive health care to members of our community who need our help. These individuals are typically low-income earners whose jobs don't include access to health insurance. They make just a little too much each month to qualify for Medicaid, but don't make enough to afford health insurance.

As a nonprofit health organization, VMSN provides care and support at no cost to these individuals who are falling through the cracks of our health system. We are able to do so because of the many caring health care practitioners and other individuals who volunteer their time to help our neighbors in need, and because of the generous financial and in-kind service contributions given each year by businesses, foundations, and individuals.



VMSN Celebrates 15 Years

7,111 Total Unique Patients Served

93,626 Total Medical Visits

Over \$41 Million in Pharmaceuticals Dispensed

Over \$54 Million in Medical and Dental Services

SAVING THE COMMUNITY MILLIONS IN ER COSTS!

2025 FISCAL YEAR AT A GLANCE



HIGHLIGHTS FROM 2025

14,524 Total Patient Service Encounters Over \$7 Million Total Medical Care Value
3,141 Total Dental Service Encounters \$1,411,211 Total Dental Care Value

MEDICAL



8,192 Appointments
1,468 Unique patients
532 Diabetes Care
277 Colorectal Screenings

WOMEN'S HEALTH

376 Mammogram Screenings
183 Cervical Cancer Screenings
100 Maternity Care Patients



DENTAL

3,141 Dental Services 1,089 Screenings & Cleanings
9,402 X-rays 1,270 Cavity & Periodontal Care
910 Unique Patients Seen 270 Crowns, Bridges, and Dentures

PHARMACY

\$7,881,197 Retail Value of Prescriptions Donated 95 Prescriptions Dispensed Daily
1,185 Total Unique Patients Served 19,286 Total Prescriptions Annually



SOCIAL & BEHAVIORAL HEALTH

594 Therapy Appointments - Including 65 Participants in Group Sessions
507 Care Coordination Appointments



VOLUNTEERS

638 Number of Volunteers
22,647 Total Hours
\$649,975 Total Value

PHILANTHROPY

\$2,194,917 Gifts & Pledges
\$536,175 Grant Funding
\$3,105,437 In-Kind Donations Including
Wholesale Value of Pharmaceuticals



LOCATIONS

Ruffin Family Clinic
1240 N. Martin Luther King Blvd.
Las Vegas, NV 89106

Paradise Park Clinic
4770 Harrison Dr., Las Vegas, NV 89121
702-967-0530 • Online Donations: vmsn.org



Volunteers in Medicine
of Southern Nevada

FOLLOW US



Volunteers in
Medicine
of Southern
Nevada



VolunteersinMedLV



DONATE HERE

Wonderful things happen when like-minded people come together to help those suffering in our community. **Volunteers in Medicine of Southern Nevada**, a free medical clinic, is a testament to that. Through this collective effort, we create positive change, foster well-being, and make Southern Nevada a better place to live, work, and grow.

Our north star is **Compassion** — the driving force behind everything we do. It is the warm-hearted concern and desire to ease suffering when meeting individuals at their most vulnerable, facing pain, fear, and the loss of dignity and control.

Never have we seen such a threat to healthcare access in the United States, particularly in Nevada. Over the past year, we have witnessed significant changes in the U.S. healthcare system, which has negatively impacted our most vulnerable patients. This is the "WHY" of Volunteers in Medicine. We provide essential healthcare to our neighbors who are struggling to survive.

There is no universal healthcare. There will **always** be people who fall on hard times and through the cracks. **Volunteers in Medicine will always be their safety net.**

Consider these realities:

- A 25% cut to the Centers for Medicare & Medicaid Services
- Over 20% cut to the Centers for Disease Control and Prevention
- Medicaid reductions in Nevada, limiting access, closing hospitals, and increasing morbidity

Nevada's health rankings are already among the lowest in the nation: 49th in access and affordability, 51st in quality of care and prevention, 51st in mental health outcomes, and 48th in maternal health access. **With no clear bridge to coverage for those losing Medicaid, the need for our free clinic has never been greater.**

When you have your health, you have a thousand dreams. When you don't, you only have one.

Volunteers in Medicine exists only because of your generosity—your time, talent, and treasure. **It is this combination that brings compassion, hope, and joy—fostering health, well-being, and purpose, and transforming our community one person at a time.**

As Winston Churchill said, "We make a living by what we get. We make a life by what we give."

Thank you for standing with us on this vital mission.



Florence Jameson

Dr. Florence Jameson
Board Chair and Founder

Volunteers in Medicine of Southern Nevada celebrated 15 years of serving our community through **collaboration, grit, and hope**. Over 800 volunteers poured in a record 22,000 hours, bringing care and compassion to those who need it most. Our Maternity Health Clinic is fully operational, supporting a growing number of prenatal patients and their families, recently reaching the 100-patient mark. Through uncertain times and shifts in healthcare policy, your support has been our anchor. Because of you, we face the future with optimism and strength, continuing our mission to transform lives, one patient at a time.



Desiree Zapinsky

Desiree Zapinsky, RN
Chief Executive Officer

HISTORY OF VMSN

In 2008, a group of visionaries recognized a significant community problem; many southern Nevadans did not have any access to affordable health care. At the time, there were more than 400,000 men, women, and children in Clark County, NV who lacked access to medical treatment. That was about 20% of the Las Vegas valley's population. Our community needed a solution for our uninsured neighbors in need.

The uninsured are unlikely to have access to health care outside of the emergency room. Uninsured adults are over 30% less likely than insured adults to have an annual check-up. They often go without screenings and preventative care, and are more likely to be diagnosed with a disease in an advanced stage such as diabetes and hypertension. People with diabetes who do not have health insurance have 60% fewer physician office visits and are prescribed 52% fewer medications than people with insurance coverage—but they also have 168% more emergency department visits than people who have insurance.

After much research and planning, our founders decided to replicate a national model of free care which harnesses the collective will of the community to come together and compassionately serve their neighbors in need. Created in 1994 by Dr. Jack McConnell, Volunteers in Medicine opened its first clinic in Hilton Head, South Carolina. This scalable national model has grown to include 94 Volunteer in Medicine free clinics and is now part of the National Association of Free and Charitable Clinics (NAFC).

Founded in 2008, Volunteers in Medicine of Southern Nevada (VMSN) was created to serve the low-income, uninsured children and adults living in southern Nevada who do not qualify for Medicaid and are unable to afford private health insurance. Even with the advent of health care reform, it is currently estimated that approximately 350,000 Nevadans are still without access to health care.



BOARD OF DIRECTORS



Dr. Florence Jameson, MD
Founder and Board Chair



Frank "Gard" Jameson
Co-founder and Treasurer



Philis Beilfuss
Registered Nurse



Shazad Contractor
Certified Public Accountant
and LMFT



Conor P. Flynn
Associate General Counsel,
Optum Health



Juan Carlos Garcia
General Manager,
Casino Royale



Rebecca Edgeworth, MD
Medical Director and Assistant
Professor, Touro University



Eric Schmacker
Plan President, CEO,
SilverSummit Healthplan



Elizabeth Buechler, MD



Gabriela Wyatt
VP Healthcare Business Banking, Nevada
Commissioner on Minority Affairs



Jason Gray
VP Government Affairs,
MGM Resorts International

SENIOR LEADERSHIP TEAM



Desiree Zapinsky, RN
Chief Executive Officer



Michael O'Hanlan, MD
Medical Director



Danaït Fessahaie, MPH
Volunteer & HR Director



Lariza Soto, LMSW
SBHIS Director



Samson Yimamu, PD
Pharmacy Director



George Ibrahim, DDS
Dental Director



Jeanette Duncan
Finance Director



Joan Klein, RN
Director of Nursing



Tommy Thompson
Operations Director

MEDICAL SERVICES

A CULTURE OF COMPASSIONATE CARING

Our Ruffin Family and Paradise Park clinics provide our patients with adult and pediatric preventative, chronic, and acute primary medical care. We also offer women's care, pediatric checkups and immunizations, colorectal, breast and cervical cancer screenings, and laboratory and imaging services. In addition, we offer on-site specialty clinics in collaboration with a comprehensive network of in-house, referral, and residency program providers.

SPECIALTIES WE OFFER

Cardiology	Obstetrics
Dermatology	and Gynecology
Geriatrics	Ophthalmology
Immunology	Orthopedics
Infectious Disease	Pediatrics
Internal Medicine	Podiatry
Nephrology	Psychiatry
Neurology	Pulmonology
	Rheumatology

FY2025 Medical Service Highlights

8,192 Appointments

1,468 Unique Patients

532 Diabetes Care

277 Colorectal Screenings

Women's Health

376 Mammogram Screenings

100 Maternity Care Patients

183 Cervical Cancer Screenings

MATERNITY CARE CLINIC

In its third year, our Maternity Care Clinic provided compassionate, high-quality prenatal care to 144 patients, the majority of whom faced high-risk pregnancies. From initial consultations to ongoing monitoring, our dedicated team guided each mother-to-be with expertise and empathy, ensuring both maternal and fetal health. The clinic's comprehensive approach—combining medical care, education, and emotional support—empowers patients throughout their pregnancy journey. This milestone reflects our commitment to serving the most vulnerable in our community, giving families hope, security, and the best possible start for their babies.





DENTAL HEALTH SERVICES

The expanded Ruffin Family Dental Clinic team offers comprehensive oral health care services and includes both full- and part-time professionals. We've strengthened our capabilities by adding a dedicated full-time dentist that allows us to provide a full range of dental services.

The NV Energy Foundation Oral Health Clinic is our newest addition and is strategically located alongside our Paradise Park Medical Clinic. This facility focuses on both pediatric and adult oral hygiene, while the Ruffin Family Dental Clinic specializes in more advanced dental procedures.

We have also introduced cutting-edge technology to our services. Our state-of-the-art 3D printer enables us to craft high-quality upper and lower dentures, as well as custom crowns. The new Planmeca Mill allows for precise milling of porcelain crowns and bridges, significantly enhancing the quality of our restorative services and reducing lab fees. To further improve patient care, we have the Vatech handheld X-ray device, which offers greater convenience and comfort during diagnostic imaging.

Our dental services are provided by a dedicated team of VMSN dental staff and volunteers, with potential future collaborations with UNLV School of Dental Medicine, College of Southern Nevada, and Roseman University. This collective effort ensures the highest standard of care while fostering the development of future dental professionals.



FY2025 Dental Service Highlights

3,141 Dental Services
910 Unique Patients Seen
1,089 Screenings & Cleanings
1,270 Cavity & Periodontal Care
270 Crowns, Bridges, and Dentures
\$1,411,211 Total Value of Services



PHARMACY SERVICES

Thanks to a generous grant from the Engelstad Foundation, we expanded our pharmacy inside the Ruffin Family Clinic. The renovation increased our space by almost half, added a second service window and allowed for an additional refrigerator. These enhancements mean we can serve more patients and provide training opportunities for even more student pharmacy technicians. The pharmacy inside the Ruffin Family Clinic provides eligible patients with access to medications and medical supplies to treat a variety of life-threatening conditions, including diabetes, asthma, heart disease, high cholesterol, hypertension, infections, depression, and other illnesses. Additionally, the pharmacy is a training site for Roseman University Intern Pharmacists for 240-hour rotations, and PIMA Pharmaceutical Technicians. They send their students on rotation to be exposed to practical pharmacy practice.

FY2025 Pharmacy Service Highlights



95 Prescriptions Dispensed Daily
19,286 Total Prescription Annually
\$7,881,197 Value of prescriptions



SOCIAL & BEHAVIORAL HEALTH INTERVENTION SERVICES

VMSN's Social and Behavioral Health Intervention Services department provides patients with access to care coordination, individual therapy, and group intervention services. Our care coordinators develop patient-centered care plans to connect patients to internal and external resources that will improve their overall health and wellness. Patients are seen for a variety of issues, such as food insecurity, legal concerns, child care needs, transportation barriers, domestic violence, history of trauma, mental health needs, history of substance abuse, and financial insecurity. Our behavioral health team provides individual therapy to assist patients in effectively navigating distress related to depression, anxiety, trauma, grief and loss, and/or daily stressors while developing positive coping tools.

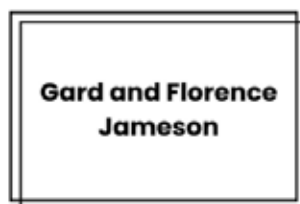
FY2025 Social & Behavioral Health Intervention Services Highlights



594 Therapy Appointments
507 Care Coordination Appointments
1,023 Depression Screening



Volunteers in Medicine of Southern Nevada extends its deepest gratitude to the generous grantors and funding partners whose support makes our mission possible. Through their commitment to expanding access to compassionate, high-quality healthcare for uninsured and underserved individuals, these partners help sustain vital programs, strengthen clinic operations, and empower our volunteer-driven model to thrive. Their investment reflects a shared belief in building a healthier, more equitable Southern Nevada, and we are profoundly thankful for their continued trust and partnership.



PATIENT STORY

Cristian's Journey to Healing and Confidence

Cristian Daniela first came to Volunteers in Medicine of Southern Nevada (VMSN) for a routine post-surgery follow-up. She had no idea that visit would lead her to one of the clinic's most transformative services—its exceptional dental program. To Cristian, finding VMSN felt like a blessing placed directly in her family's path.

From her first consultation, Cristian felt embraced by the warmth of Dr. Ibrahim and his team. They treated her and her three children like family—listening, reassuring, and caring for them with compassion and dignity.

"They cared for us like family."

As her treatment progressed, Cristian was moved by the team's meticulous attention to detail. They worked tirelessly to restore her smile, understanding what it meant to her. As a former salon owner in Honduras, Cristian knew the power of confidence—and for years, her broken front teeth had been a painful source of insecurity.

Everything changed the day her new smile was complete. With renewed confidence, Cristian no longer hid behind closed lips. She found herself cheering loudly at her children's soccer games, greeting friends at church with joy, and moving through her days with a new sense of freedom.

"I finally feel like myself again."

Cristian shares deep gratitude for VMSN's humble and caring staff. She believes the

clinic's presence in the community is nothing short of divine.

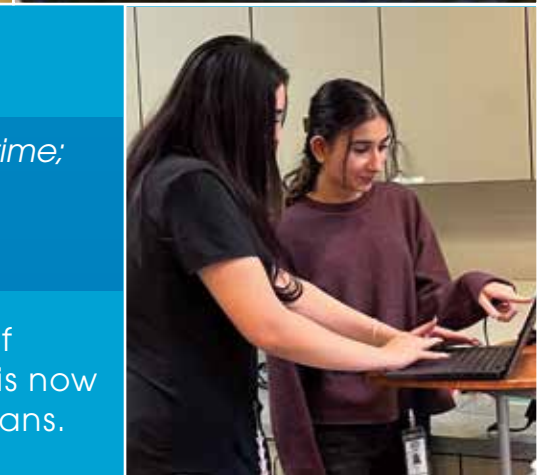
"You are doing the work of God."

Today, her restored smile is more than a cosmetic change—it's a symbol of hope, resilience, and the life-changing power of compassionate healthcare. Cristian encourages anyone considering supporting the clinic to do so, because she knows firsthand how profoundly VMSN transforms lives.

Thanks to VMSN, Cristian and her children have a brighter future—and Cristian has a reason to smile again.

- Cristian, VMSN Patient since 2018





VOLUNTEERS

*"Volunteers do not necessarily have the time;
they just have the heart."*

- Elizabeth Andrew

What started with a small group of dedicated professionals 15 years ago, is now helping the lives of over 1,300 Nevadans.

Our volunteers, healthcare professionals, community partners, and staff are the heart of our organization, and they make every moment possible.

Thank you for every hour volunteered, every cent donated, and every resource shared.

Here is to another 15 years of compassion and giving.

FY2025 Volunteer Impact

638 Number of Volunteers

22,647 Total Hours

\$649,975 Total Value



PATIENT STORY

Ana Gammon's Journey of Hope through Compassionate Care

Ana first came to VMSN at 20 weeks pregnant and was considered high-risk due to her age. After extensive testing, she learned her baby would have Down syndrome. The news was overwhelming—but Ana was not alone. Her care team, especially Drs. Jameson and Buechler, provided steady guidance, compassion, and reassurance.

"From the moment I walked into VMSN, I felt safe. They treated me with so much kindness." —Ana

With consistent monitoring and high-quality prenatal care, Ana's pregnancy progressed smoothly, and she welcomed her son, baby Harvey. VMSN continued caring for both mother and baby during the critical postpartum weeks, monitoring Harvey's health and connecting Ana to essential resources until he could receive Medicaid coverage.

Today, Ana continues to receive care at VMSN, often arriving with baby Harvey by her side. She gives thanks to God for the care she received and remains deeply grateful for the skilled providers and compassionate staff who supported her throughout her high-risk pregnancy.

- Ana, a patient since 2022, with baby Harvey



PHILANTHROPY

Supporters of VMSN not only believe in our vision and mission but also see the value of our services. Good health is priceless. Unfortunately, for so many in our community – good health is out of reach because they simply cannot afford it. It is the generous support of our donors that has led to thousands of patients finally achieving better health by accessing health care services at VMSN.

FY2025 Philanthropy Highlights

One act of generosity can fund an abundance of health care that positively influences the health and wellbeing of countless patients. Learn more about how you can help by exploring all the different ways to give.

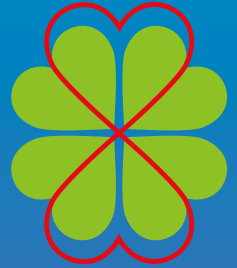
\$2,194,917 gifts & pledges

\$536,175 grant funding

\$3,105,437 in kind donations

90% on programs and services

10% on management and fundraising



PATIENT STORY

Nicolasa – A Life of Resilience and Love

“Nicolasa! ¡Hola! ¿Cómo estás?” Our CEO, Desiree Zapinsky, rushes over to greet a small, elderly woman in a wheelchair surrounded by her family. Her granddaughter Anely, great-grandson Jorge, and little great-great-grandson Benjamin beam with pride as she announces—gummy smile and all—that she has just turned 103.

Staff and volunteers gather in awe of a true centenarian whose life has held both hardship and joy. Despite recent illnesses—including pneumonia, diverticulitis, oxygen-dependent breathing issues, and post-pacemaker recovery—Nicolasa meets each day with grace and optimism.

At VMSN, we are honored to provide her high-quality, completely free care. Her story reminds us what a privilege it is to serve those who are vulnerable yet continue to brighten the world around them.

As Nicolasa celebrates 103 years of life, we celebrate her—remarkable, resilient, and deeply cherished by all who know her.



EDUCATIONAL AFFILIATE PARTNERS

Arizona College of Nursing
College of Southern Nevada
Herzing University
Nevada State University
Northwest Career College

Pima Medical Institute
Touro University, Nevada
University of Nevada, Las Vegas
University of Nevada, Reno
United Education Institution

Texas Woman's University
Roseman University of Health Sciences
Simmons College

RESIDENCIES

Mountain View Internal Medicine Residency
Nellis Air Force Base Family
Practice Residency

The Valley Health System Family Medicine
Residency

University of Nevada, Las Vegas
• Family Medicine Residency
• Internal Medicine Residency
• Pediatric Medicine Residency

COMMUNITY PARTNERS

Access to Healthcare Network
Adopt A Vet Dental Program
Advanced Lighting Services Inc.
Affordable Concepts
Allyfe Pregnancy Clinic
Al-Maun - Neighborly Needs
Alpha Graphics
American Heart Association
Anda Inc.
Andrew Family Foundation
Association of Fundraising Professionals
Babies Bounty
Benco Dental
Binion Family Foundation
Boys and Girls Club
Catholic Charities of Southern Nevada
Children's Community Cabinet
Children's Heart Center Nevada
Cirugía Sin Fronteras (Surgery Without Borders)
City of Las Vegas
City of North Las Vegas
Clark County Nevada
Cleveland Clinic Lou Ruvo Center
for Brain Health
Clinical Pathology Laboratories (CPL)
Compliance Alliance
Delta Dental
Desert Radiology
Dignity Health - St. Rose Dominican Direct
Relief
Dispensary of Hope
Engelstad Foundation
EyeCare4Kids, Nevada
Goettl
Governor's Office for Consumer
Health Assistance
Healthy Technology Solutions (HTS)

Hilco Electric
Holland and Hart
Intermountain Health
JQF Designs
Kerr Dental Corporation
Las Vegas Clark County Library District -ESL
courses
Las Vegas Metropolitan Police Department
Las Vegas Urology
Latino Youth Leadership Conference Legal
Aid of Southern Nevada
LMC Pathology Services
Lyft
Make the Road Nevada
Mexican Consulate
MGM Resorts International
Mi Familia Vota
Mobile Crisis
Nevada Cancer Coalition
Nevada Division of Social Services
Nevada Eye Physicians
Nevada GrantLab
Nevada Legal Services
Nevada PEP
Nevada Senior Services
NV Energy
Optum Health
Palms Cares
Project Marilyn
Puche Dental Laboratory
Puentes
Pueblo Medical Imaging
Quality Care Consultants
Rake and Blow Landscaping
Rize Credit Union
RTC - Paratransit Program

Safe Nest
S.A.F.E. House
Sagemax
Silver State Refrigeration,
HVAC & Plumbing
Silver Summit Healthplan
Signs of Hope
Smith Family Foundation
Southern Nevada Health District
Southwest Gas
Spread the Word Nevada
State of Nevada,
Health and Human Services
Steinberg Diagnostic Medical
Imaging Centers
Sunny Babies
Sunrise Hospital
The Harbor
The Just One Project
The Nelson Abdella MD Foundation
UNLV Practice
The Children's Cabinet
The Ruffin Family
The Tuttleman Foundation
Thomas Dermatology
Thomas & Mack Company
Three Square
Tree of Life
United Way of Southern Nevada
University Medical Center (UMC)
UNLV Immigration Clinic
UNLV Maternal Fetal Medicine Clinic
Valley Consortium
Women's Health Connection
Wynn Foundation