

Providing free medical care to uninsured Duval County residents in need



Muslim American Social Services (MASS)



2015-2016 Annual Report and Statement of Program Activities

Our Mission

We at MASS Clinic aim to provide free social and medical service to anyone in need, regardless of age, race, national origin, ethnicity, gender, disability, sexual orientation, political affiliation, or religious belief. We aim to establish ourselves in a manner that reflects the moral values of Islam and correlates to the ethical foundations prevalent in America.

“We are immigrants and we wanted to give back to the country that has given us so much.”

– Mobeen Rathore, M.D., Chairman and Founder

Our Beginnings

The Muslim community of northeast Florida has strived to serve the population of northeast Florida in various ways. The unmet healthcare needs in Duval County was a gap the Muslim community believed it could fill. This became a crisis with the recent recession with more and more Americans losing employment and with it the health care benefit. In 2009, members of the Islamic Center of Northeast Florida recognizing this growing demand established a free medical clinic to provide both primary care and specialty care to the uninsured residents in Duval County. To meet the need, Muslim doctors in Jacksonville collaborated with the **Islamic Center of Northeast Florida (ICNEF)** and acquired a trailer that was converted into a free clinic. This free clinic under the auspices of **Islamic Center of Northeast Florida**

(ICNEF) was started in 2010. Despite limited resources and tight quarters, the clinic still managed to run efficiently and was able to provide high quality services to the community. However, the needs were even more than what was initially expected. In order to meet the growing demands of the city, once again the Muslim physicians and the members of **Islamic Center of Northeast Florida (ICNEF)** raised funds and purchased the building adjacent to **Islamic Center of Northeast Florida (ICNEF)**. Recognizing the importance of the program the **Islamic Center of Northeast Florida (ICNEF)** assisted in expanding the program and in 2014 established **Muslim American Social Services, Inc. (MASS)** as a separate and independent 501(c)3 entity. **Islamic Center of Northeast Florida (ICNEF)** continues to support **Muslim American Social Services, Inc. (MASS)** including the use of the Mass building.

Volunteer Medical Care

MASS Clinic achieves its mission through the dedication of the committed volunteers that include 36 board certified physicians, four registered nurses, 25 trained volunteers, and many rotating student interns from the various Universities and high schools in the region. The breadth of medical care provided by MASS includes primary care and preventive services; women's health services ; and a wide variety of specialty services, including psychiatry, dermatology, cardiology, nephrology, gynecology, rheumatology, cardiology, neurology and endocrinology.

We Care Jacksonville

A broad range of collaborations helps MASS fulfill its mission. We Care Jacksonville is a key partner. MASS is one of ten free clinics in the We Care network. All of the We Care free clinics including the well-established programs such as St. Vincent's Mobile Outreach and Volunteers in Medicine send their patients to MASS for specialty services. In addition to onsite services, MASS provides referrals for laboratory tests, imaging such as X-rays, CT Scans, MRIs, and mammograms through We Care Jacksonville.

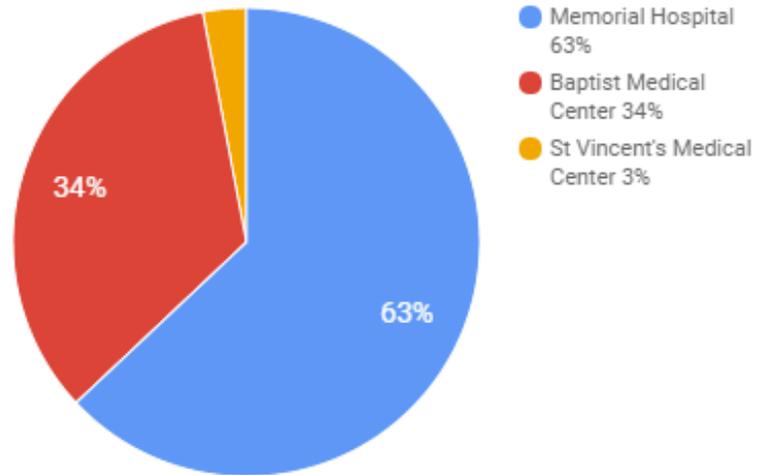
Our Growth

Since opening in 2010, MASS has reduced the use of Emergency Department (ED) visits to the hospitals in Duval County for primary care by providing free medical services for more than 2,100 unique uninsured patients. Our 145 volunteers have invested close to 10,000 hours, including more than 5,000 primary care encounters.

Despite a very efficient system by 2015, MASS reached its capacity resulting in unacceptably long wait times for appointments. For primary care visits, the average wait time was two weeks and urgent appointments to serve important medical needs became increasingly difficult to schedule. To meet the increasing needs, MASS doubled its Clinic operation from two to four days per week.

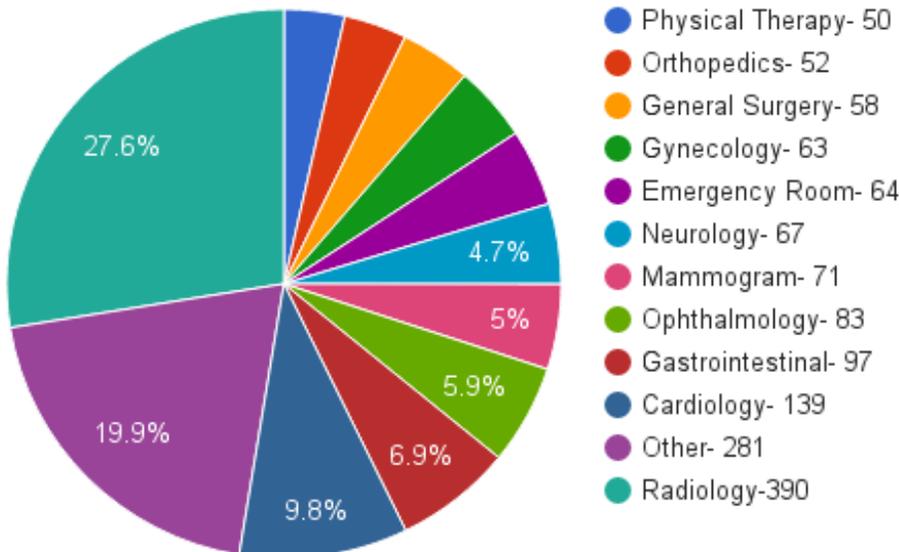
Hospital Referrals to MASS Clinic

MASS prevents ER admittance and reduces re-admittance in high-risk uninsured patients. From the ER, or at discharge, eligible patients are referred to MASS.



By mid-2016, MASS increased its number of patients by an incredible 97%, patient average wait time decreased to four days and urgent visits became easier to schedule, usually the next scheduled clinic day. MASS continues to identify additional important medical needs of our patients and is adding other important components of care including disease management. MASS is increasing both its volunteers and staff to meet our patient's needs.

Specialty Referrals- Record Numbers



MASS Clinic patients have access to a wide variety of volunteer medical specialists.

Although a relatively young agency, MASS is confident that its expansion serves the best interest of inhabitants and the hospitals of Duval County. At the same time MASS is serving the uninsured, poor and at risk patients in Duval County. The dedicated providers, staff, volunteers and funders of MASS have already proven working together we can accomplish great things.

From Our Patients

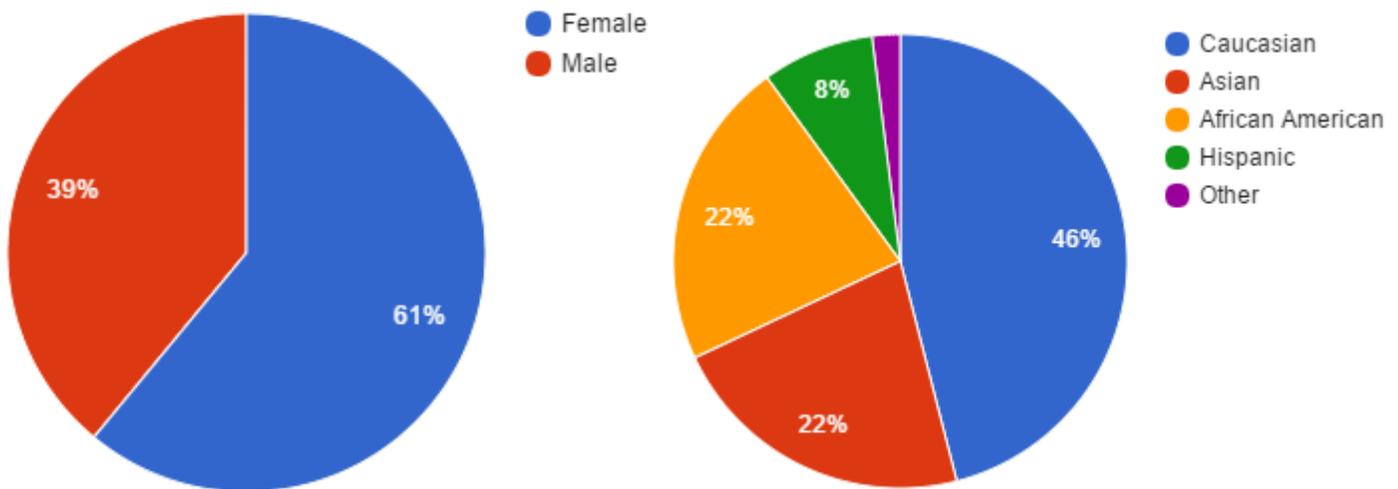
“To the staff of Muslim American Social Services Clinic:

I just want to tell you how truly grateful I am for all of the medical care you have provided over the past five months. Every time I come into the clinic, I am greeted with professionalism, and have even acquired some hearty laughs during my exams. I am sitting in my living room with tears in my eyes. My diagnosis was made one year ago, and I had only been seen one time since that initial diagnosis; never thought the day would come where I would actually begin to receive treatment, let alone medications to make the symptoms manageable. Thank you for all the work your dedicated staff of volunteers performs each week. You have made a difference in my life and I will always be appreciative!”

Patients Demographics

Our goal is to provide high quality primary care services to everyone, regardless of gender, race, ethnicity, religion or ability to pay. Since opening, we have provided free medical services for 2,125 patients, totaling 5,092 patient encounters.

Our clients represent the diversity of our city’s population.



From Our Patients

“I would like to let everyone at the Clinic know that you have saved my life. This year I received a call from you to see the cardiologist. I'm having no pain, no distress, little short of breath but I'm overweight so it goes. I was sent to Baptist Beaches for an echo stress test. Well I was admitted the same day and a stent was put in the next morning, opening a vein that was 90% occluded. Saved my life!! If volunteering ever gets to be too much and you want stop, just remember you are making a world of difference to the people you serve. You may not know the gratitude people have for you, but it's there.

Bless You All, M.H.”

From Our Patients

“Thank you. May I say you are the nicest, most professional people I have had the pleasure to go to during my misfortunate times. I appreciate you being there and offering this service and my thank you from the bottom of my heart. You preserve people's dignity, which so few places do when you are without insurance and/or funds for healthcare, thank you. P.W.”

From Our Patients

“I have been privileged to have health coverage the majority of my lifetime, but have no health plan now. Your clinic is exceptional for the resources allotted. The staff is friendly and handles difficult situations well. With all of the negativity surrounding certain ethnicities and religions, I applaud their strength and commitment. This facility deserves any and all financial benefits available and I hope that I am able to assist them in their wellness efforts.

From my family and me, P.B.”

Special Thanks to

Islamic Center of North East Florida

WE Care Jacksonville

Baptist Health

Riverside Hospital Foundation

State of Florida

Memorial Hospital