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## V O L U N T E E R S   I N   M E D I C I N E

MAY WE HAVE EYES TO SEE  
THOSE RENDERED INVISIBLE AND EXCLUDED,  
OPEN ARMS AND HEARTS TO REACH OUT  
AND INCLUDE THEM, HEALING HANDS  
TO TOUCH THEIR LIVES  
WITH LOVE, AND IN THE PROCESS,  
HEAL OURSELVES.

C O M M U N I T Y   I M P A C T   R E P O R T

# A HEARTFELT THANK YOU



Dear Friends,

Because of you, this year has filled hundreds of our neighbors with hope, healing, and compassion. As you read our annual report, we hope you see the impact of your generosity reflected in every story, every smile, and every life touched. Your support has made it possible for us to continue providing high-quality, compassionate care to those in our community who need it most.

Your kindness reminds us that Volunteers In Medicine is more than a clinic—it's a community built on empathy and action.

Each appointment, prescription, and act of care is a direct reflection of your commitment to helping others. You make healing possible.

As we look ahead, we do so with gratitude for your belief in our mission and are so thankful for your partnership in this vital work. With changes in federal funding for healthcare going into effect in 2026, we forecast the demand will be greater, and your support will continue to be needed. Thank you for being part of the VIM family and for helping us build a healthier, more hopeful future for all.

Sincerely,

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## Visioning the Future

VIM's new board chair's vision for the clinic can be summed up in two words: sustainability and visibility.

"VIM has to find a way to re-invent themselves that is sustainable," says Jana Waterman, Vice-President of Business and Development at McKenzie-Willamette Medical Center. "The Board needs to look at all opportunities to find a path to sustainability."

Waterman also wants to increase VIM's visibility throughout Lane County. The way to reach more people, Jana says, is to meet them where they are – on their phones. That means taking advantage of social media platforms to "let people know what we do and give them all the facts."

Jana has been involved with VIM since its earliest days when she was working at the Lane County Medical Society. She has seen the clinic evolve along with the changing landscape of health care in our area and says it is time for more change.

One idea she wants to explore is partnering with businesses whose employees use VIM's services, "and get them to realize the value VIM brings to our community." She advocates using social media to tell patient and volunteer stories highlighting services the clinic provides, and the people who provide them.

"The public needs to understand that VIM is volunteer-based, that physicians and other ancillary staff volunteer their time to take care of those in our community."

When not working, Jana follows sports, spends time with her family and travels, preferably to Hawaii or Mexico during the winter. "I'm a tropical person," she says.

## OUR MISSION

TO UNDERSTAND AND SERVE THE HEALTH AND  
WELLNESS NEEDS OF MEDICALLY UNDERSERVED  
ADULTS WHO LIVE AND WORK IN LANE COUNTY

# PROGRAM REPORT

## CARE PROVIDERS

Providers: 41

Primary Care Shifts per Month (avg.): 42

Specialty Care Shifts per Month (avg.): 30

## PATIENT ELIGIBILITY

Volunteer Eligibility Screeners: 10

Financial Screenings (new/renewing): 443

## TOP DIAGNOSES

Diabetes Management

Hypertension

Behavioral Health

Women's Care

## EXTERNAL REFERRALS

979

## GEOGRAPHIC REGIONS

Eugene: 50%

Springfield: 38%

Rural: 12%

## PATIENTS

New Patients: 228

Eligible for Care: 757

In-Clinic Visits: 4,718

Behavioral Health Visits: 256

Latino Patient Visits: 58%

## VOLUNTEERS

New Volunteers: 108

Active Volunteers: 260

Onsite Translators: 25

Donated Volunteer Hours: 14,125

Value of Hours Donated: \$614,650



### Vickie Martin, RN BS

VIM's new Nursing Coordinator spent 20+ years in emergency medicine before coming to VIM in August.

Vickie already was aware of VIM's services and the impact they have on medically underserved adults in our community.

Working at VIM, she says, "gives me the opportunity to directly be part of that." One of her goals at VIM is to increase its visibility in the community and make more people aware of the free services we offer.

When not working, Vickie follows the Ducks, travels and plays with her grandsons in her backyard pool. "It's my favorite thing," she says.

Going from emergency medicine to VIM was a big switch, but Vickie is confident she made the right move. "I wanted to bring my career back to being patient-centered," she says. "It's the best decision I have made in my career. I am completely filled with joy every day."

Allergy R  
Anesthesia E  
Audiology F  
Cardiology E  
Dermatology E  
Endocrinology R  
Gastroenterology R  
General & Specialized A  
Surgery L  
Gynecology L  
Imaging  
Infectious Disease S  
Home Health S  
Nephrology P  
Neurology E  
Neurosurgery C  
Oncology I  
Ophthalmology  
Optometry  
Orthopedics A  
Orthotics L  
Otorhinolaryngology (ENT) T  
Oxygen/Respiratory Y  
Pathology  
Physical Therapy  
Pulmonology T  
Radiology Y  
Rheumatology P  
Sleep Care P  
Transfusion E  
Urology S  
Wound Care S

## ON SITE SPECIALTY SERVICES

Behavioral Health, Cardiology, Dermatology, Diabetes Management, General Surgery, Gerontology, Gynecology, Ophthalmology, Orthopedics, Physical Therapy, Psychiatry, Rheumatology, Women's Health, External Referrals

## CHARITABLE PHARMACY

Prescriptions Dispensed: 3,924

Value of Dispensed Prescriptions: \$837,120

# FINANCIAL STATEMENT

OCTOBER 1, 2024- SEPTEMBER 30, 2025

## A SUCCESSFUL OUTCOME

As a volunteer, Lina, our current Referral Coordinator, met one of our patients after he had a heart scare and ended up in an Emergency Department. He had high blood pressure and had been diagnosed with diabetes. The patient saw one of our volunteer providers, Dr. Ross, who introduced him to a phone app that helps users follow a plant-based diet to lose weight, lower their blood sugar and potentially reverse their diabetes.

"Over the course of six months, I watched this patient return every two to three weeks to talk about how the diet was going," Lina says. "I watched his weight fall, his blood pressure dropped to the point where he no longer needed the BP meds and, to me most miraculously, he was no longer diabetic. It was inspiring to watch and gratifying to see the stress and worry leave the man's face."

## AN UNUSUAL DIAGNOSIS

Another of our patients is a 50-year-old woman who for nine years had been experiencing frequent episodes of shaking, a racing heart and shortness of breath. Extensive evaluations had found no heart issues; she was diagnosed with anxiety attacks. At VIM, she was referred to our volunteer cardiologist Dr. Munkenbeck. After tests again found no heart issues, Dr. Munkenbeck suspected another problem and ordered a 24-hour urine test. The results showed that the patient had pheochromocytoma, a tumor on the adrenal gland that excretes an excess of hormones.

Pheochromocytoma is very rare, says VIM Medical Director Dr. Vo. "Most primary care physicians will not see it in their lifetimes."

The tumor was surgically removed, relieving the patient of her symptoms and her frustration. She "was beginning to think she was crazy," Dr. Vo says. "She was so relieved to get the new diagnosis." And following the surgery? "She was ecstatic."

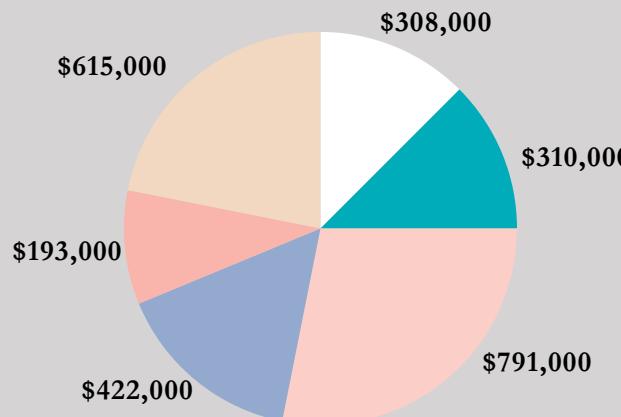
"THERE IS NO BETTER EXERCISE FOR YOUR HEART THAN REACHING DOWN AND HELPING TO LIFT SOMEONE UP"

- BERNARD MELTZER

## REVENUE & SUPPORT

\$2,639,000

DONATIONS  
EVENTS  
IN-KIND  
GRANTS  
OTHER  
VOLUNTEER SERVICES



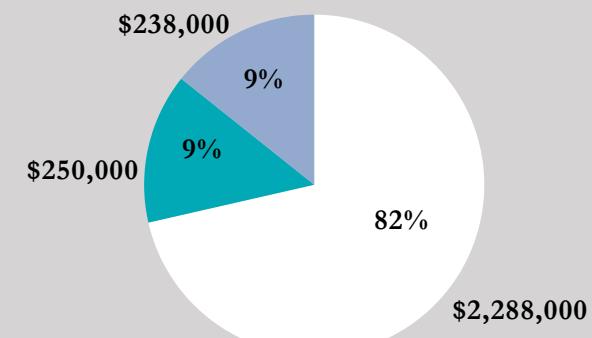
SCAN TO VIEW  
VIM'S 990 FORM



## EXPENSES

\$2,776,000

ADMINISTRATIVE  
FUNDRAISING  
PROGRAM SERVICES



## WHAT A DONATION CAN BUY:

\$100

BEHAVIORAL HEALTH  
TWO COUNSELING SERVICES  
FOR ONE PATIENT

\$500

DIABETES MANAGEMENT  
ONE MONTH OF INSULIN &  
SUPPLIES FOR ONE PATIENT

\$1000

CLINIC SUPPLIES  
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ALSO A LOVE OF HUMANITY” - HIPPOCRATES

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### Lina Aglialoro

VIM's new External Referral Coordinator says her path to VIM was fated.

She had earned a degree in Spanish and Latin American studies but hadn't used her Spanish professionally in years. Considering a career change, she took a course at LCC on Spanish for medical professionals. Her teacher happened to be married to VIM's Outreach and Interpreter Coordinator, Julia Robleto Flores.

Six months after interviewing Julia for her class, Lina began volunteering at VIM as a medical interpreter. Most of her prior work experience had been at blue-collar jobs, and she felt at home with the patients she worked with. They were familiar with hard physical work, as she was.

When VIM's referral coordinator retired, VIM hired Lina to replace her. "Despite now being in the role of assisting our patients, I don't feel at all separate from them," she says. "It could just as easily be me, has been me, on the other side of the desk, thankful for places like VIM."





## Coming Soon to Everyone Village!

Volunteers In Medicine is excited to announce a new small clinic at Everyone Village. This new space allows us to meet patients right where they are, offering basic medical care, chronic condition support, and trusted connections to community resources. This pilot project reflects VIM's core belief that everyone deserves compassionate, accessible healthcare. Together with the support of our community, we will be extending care to those who need it most. Opening date tentatively set for January, 2026.

## THANK YOU FOR YOUR SUPPORT



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