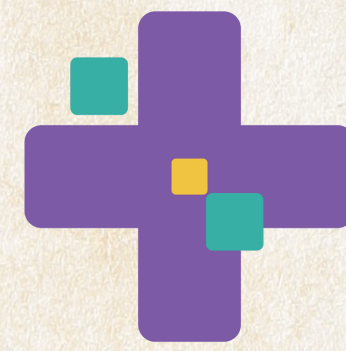


# THE CLINIC PULSE



Villa Therese

20 May 2026



## Care without barriers: 50+ Walk-ins served in one week

The week of April 13th, 2026, our clinic doors were open for walk-in appointments.

*And our community showed up.*

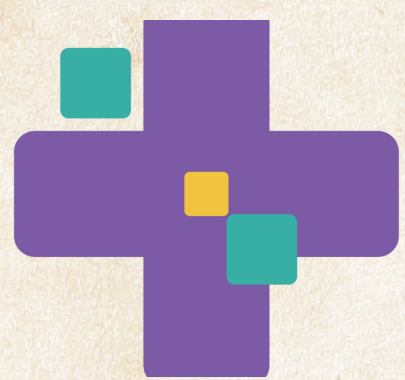
That week alone, we cared for over 50 walk-in patients—individuals who arrived without appointments but with real and pressing health needs. Because of your support, we were able to say “yes” to every one of them. This is what access to care looks like in real time.

Every walk-in represents someone who couldn't wait—someone navigating pain, uncertainty, or barriers to care. For many, this is the difference between getting help now or delaying until it becomes an emergency. Walk-in access isn't just convenience—it's a critical safety net that keeps individuals healthy, working, and stable.



Walk-in care is one of the most important ways we remain responsive to the realities our patients face. Many are working hourly jobs without paid time off, juggling multiple roles, or caring for children and family members—making scheduled appointments difficult, if not impossible. By keeping our doors open to those who arrive when they can, not just when they're scheduled, we remove a major barrier to care. That flexibility means a parent doesn't have to choose between a paycheck and getting treated, or delay care until symptoms worsen. It allows us to meet people in real time—when the need is immediate and the window for intervention matters most.

Nationally, walk-in and same-day access has been shown to significantly reduce emergency department utilization and prevent avoidable complications from delayed care. Studies suggest that a meaningful portion of non-emergent ER visits could be addressed in primary care settings when timely access is available. For our patients, that translates into fewer crises, better management of chronic conditions, and earlier detection of serious issues. In a free clinic setting like ours, walk-in care isn't just a convenience—it's a critical access point that helps stabilize lives, reduce system strain, and ensure that care is delivered when it can make the greatest impact.



Villa Therese

### Care Curious Corner

Did you know?

Nearly 1 in 4 working adults report delaying medical care due to scheduling conflicts or inability to take time off work. Flexible, walk-in access helps close that gap—bringing care to people when they actually can receive it.

## Growing Demand: +161% Volume, YTD

In-Clinic patient demand continues to rise at an unprecedented pace. We are on track to serve more individuals this year than ever before—many of whom would otherwise go without care. This growth reflects not only increased need, but a deepening trust in Villa Therese as a reliable place for compassionate, high-quality care. **In just a few years, patient volume has more than tripled—reflecting both rising need and growing trust in our care.**

### The Need For Support

With this growth comes increased responsibility. While we've worked hard to improve efficiency and lower our cost per patient, we are currently just under 50% funded for the care we anticipate delivering this year. Your support directly ensures that patients can continue to access care without having to choose between their health and basic necessities.



*"Bringing care directly into our communities isn't just convenient—it's life-changing. The mobile clinic ensures that people who are working, raising families, and doing everything they can to stay afloat don't have to sacrifice their health just to keep going. It's exactly the kind of solution our communities need."*

## Beyond Clinic Walls: Launching Villa Therese On the Go!

*article by: Kate McQuillen*

This spring marked a major milestone for Villa Therese Free Clinic with the official launch of our mobile outreach program, Villa Therese ON THE GO! — bringing free medical and vision care directly to underserved communities across New Mexico. In just the first weeks of deployment, our mobile team traveled to Santa Rosa, Clayton, and Raton, delivering care to hundreds of New Mexicans who otherwise face significant barriers to healthcare access. During our initial April outreach clinics, we served 64 patients in Santa Rosa, 69 patients in Clayton, and 65 patients in Raton — while also identifying a waitlist of more than 150 additional individuals still needing care.

The overwhelming response made one thing clear: the need is far greater than any one clinic building can contain.

In response, our team rapidly redeployed to northeastern New Mexico for expanded outreach efforts in Clayton and Raton. During these most recent mobile clinic events, Villa Therese provided an additional 181 patient encounters across three clinic days, including 144 vision visits and 37 medical visits. Our volunteers and providers distributed 117 pairs of prescription glasses, performed dozens of point-of-care screenings for diabetes and cardiovascular disease, helped stabilize patients with medications, and coordinated specialty referrals for individuals who otherwise may have gone without care entirely.

Mobile healthcare is about far more than convenience — it is about prevention, dignity, and equity.

For many New Mexicans living in rural or underserved communities, healthcare access is limited by distance, cost, transportation challenges, provider shortages, and lack of insurance coverage. Too often, manageable health conditions become emergencies simply because patients cannot access routine screenings, medications, or early intervention.

By bringing care directly into communities, mobile clinics help detect disease earlier, stabilize chronic conditions before they become life-threatening, reduce unnecessary emergency room utilization, and ensure families do not have to choose between their health and necessities like rent, food, or fuel. Most importantly, these clinics remind patients that they are not forgotten.

What began as a vision for outreach has already become a lifeline for communities across New Mexico — and this is only the beginning. Through the support of our volunteers, donors, and community partners, Villa Therese Free Clinic will continue expanding access to compassionate, high-quality care for our neighbors who need it most.

# Voices From Our Community

*"I had been putting off care for years because I simply could not afford it. By the time I came to Villa Therese, I was scared my condition had become serious. The staff treated me with dignity and compassion, and for the first time in a long time, I felt seen and cared for."*

By the time her kids had finished their appointments with our ophthalmologist, Patty (name changed for patient protection) had been convinced to see a primary care provider at Villa Therese. She was thrilled her children were receiving care through our clinic, and after years of putting herself "on the back burner," she decided it was finally time to be evaluated herself – something she had delayed for far too long due to cost and lack of access.

Patty began telling our Nurse Practitioner how she had been feeling over the previous few weeks: exhausted, constantly thirsty, frequently urinating, and generally unwell. Like many patients we serve, she had convinced herself it was stress, overwork, or simply a seasonal illness that would eventually pass.

Instead, Patty was diagnosed with diabetes the very same day she walked into our clinic.

Her blood sugar levels and laboratory values were dangerously elevated, placing her at serious risk for a medical crisis if left untreated. What could have easily escalated into an emergency room visit – and potentially a hospitalization costing thousands of dollars – was identified and addressed early through accessible, preventative care at Villa Therese.

Our team immediately began treatment and stabilization efforts that same day. Patty received medications, education, nutritional coaching, follow-up planning, and ongoing support from our providers to help her safely begin managing her condition. Most importantly, she was not left to navigate the diagnosis alone.

Since that first visit, Patty has continued following up with our clinic team and is now healing, feeling stronger, and regaining control of her health. Her story reflects the critical role preventative and upstream healthcare plays in our communities. At Villa Therese, we work every day to catch conditions before they become catastrophic – providing compassionate, life-changing care at a fraction of the cost of crisis intervention.

## PATIENT VOICE

Real stories. Real impact. ❤️

*"I had been putting off care for years because I simply could not afford it. By the time I came to Villa Therese, I was scared my condition had become serious. ❤️"*

The staff treated me with dignity and compassion, and for the first time in a long time, I felt seen and cared for." ❤️

**YOUR SUPPORT. THEIR ACCESS.** ❤️

Because of donors and supporters like you, our patients can receive high-quality care—at no cost.

**4.9/5**  
Star satisfaction rating  
★★★★★

**77%**  
of patients report that without this free option, care is out of reach.

**80%**  
of our patients are working.

We're more than a clinic. We're a community of care. ❤️

Together, we catch problems early, change lives, and build a healthier New Mexico. ❤️

Compassionate care. Real results. ❤️ Thank you for making hope possible. ❤️



## Preparations underway for the event of the year

Preparations are underway for our annual gala, Healing in the Land of Enchantment: Foundations of Care. This special event will bring together supporters, partners, volunteers, and advocates who believe that quality healthcare should never depend on income, insurance status, or geography.

As our clinic continues to grow – from expanded in-clinic services to the launch of Villa Therese ON THE GO! – this year’s gala will directly support the future of free medical, dental, and vision care for underserved New Mexicans. Guests can expect an inspiring evening highlighting patient impact stories, community partnerships, and the incredible momentum building around our mission to bring care without barriers to communities throughout our state.



## Why More New Mexicans Are Turning To Villa Therese Clinic

This year, Villa Therese Free Clinic has experienced a remarkable 161% increase in patient volume within our clinic walls alone – a number that does not even include the hundreds of patients served through our new mobile outreach program. While this growth reflects the expanding reach and trust in our mission, it also tells a much larger story about the healthcare challenges facing New Mexicans today.

Across our state, families continue to struggle with rising healthcare costs, provider shortages, transportation barriers, long wait times, and limited access to affordable preventative care. Many of the patients we serve are working individuals and families who simply cannot afford insurance deductibles, specialist visits, prescription medications, or unexpected medical expenses. Others live in rural communities where access to timely medical and vision care can require hours of travel.

## A huge thank you to this years sponsors!



The Power of WE®



**Your support is the force behind our work!**

As these barriers grow, more people are turning to Villa Therese as a trusted source of compassionate, no-cost care. Our clinic has become a place where patients can receive screenings, medications, chronic disease stabilization, vision services, care coordination, and referrals before their health conditions become emergencies. This kind of upstream care not only changes lives – it helps prevent crisis, reduce unnecessary emergency room utilization, and preserve dignity for patients who too often feel forgotten by the healthcare system.

The increase in volume also reflects the incredible dedication of our volunteers, staff, donors, and community partners who continue to make this work possible. Every patient seen represents more than a number – it represents a New Mexican who was able to access care, support, and hope when they needed it most.

