



ANNUAL REPORT 2025

Rockbridge Area
Health Center

HEALTHCARE WITHOUT BARRIERS

*EXPANDING ACCESS
THROUGH OUTREACH,
INNOVATION,
AND COMMUNITY
PARTNERSHIPS*

Photography by Tony A. McFaddin, Jr., VSIC & Evan R Carmer

A MESSAGE FROM OUR CEO

When we opened our doors in December 1992, we were a free clinic. We served people who had no insurance and nowhere else to turn. That model met a critical need in our community, and it reflected a simple belief: everyone deserves access to health care.

Over the years, our organization has evolved, but that belief has never changed.

In 2014, we became a Federally Qualified Health Center. We did not abandon our commitment to barrier-free health care—we expanded it. We became a place not only for the uninsured and under-insured, but also for families with commercial insurance who needed a trusted, affordable health care provider. Our goal was never to limit who we serve; it was to ensure that no one falls through the cracks.

That evolution continues today.

This past year, we expanded our reach in ways that go beyond the walls of any clinic. To us, health care without barriers is more than a mission statement. It means meeting people where they are and removing obstacles that prevent them from receiving care. It means a child with a sore throat can see a medical provider without missing an entire day of school and without requiring a parent to miss work. It means a student struggling with anxiety, depression, family challenges, or social pressures has access to a trusted behavioral health professional right on campus. It means a pregnant woman in a region without a local birthing hospital has a coordinated network of support from pregnancy through her baby's first year of life.

For more than two years, our School-Based Health Centers have brought medical and behavioral health services directly to students where they spend most of their day. This year, we strengthened that model by introducing TytoCare technology, allowing providers to conduct real-time medical visits with students while parents participate by video—all without anyone leaving the school building. This fall, we will expand that work by opening another School-Based Health Center in Buena Vista City Public Schools, a community we have proudly served for many years and one that deserves access to every resource we can provide.

Our commitment to removing barriers extends beyond schools. Throughout the year, our mobile medical and dental units traveled across the region, bringing care directly to neighborhoods, community centers, schools, and other locations where transportation can make accessing health care difficult.

We have also laid the foundation for one of the most important initiatives in our history: building coordinated support for pregnant women and new mothers throughout our region. Through our Strong Starts Maternal Health Hub, we are working with health care providers, public agencies, and community organizations to ensure that mothers and babies receive the care and support they need, regardless of where they live. This work is still taking shape, but its impact will be felt for years to come.

None of these accomplishments happen alone.

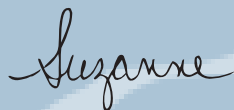
Our work in schools depends on educators and administrators who understand that healthy students are better prepared to learn. Our community outreach depends on organizations that welcome us into the places where people live, work, and gather. Our designation as a nationally recognized Health Center Quality Leader is a testament to the dedication, skill, and compassion of our clinical and support teams, who strive every day to deliver exceptional care to the patients and communities we serve.

And our future depends on you. The donors, volunteers, community partners, and supporters who believe that health care should never be determined by income, geography, or insurance status make this work possible. Your generosity allows us to innovate, expand, and reach people who might otherwise go without care. As we look ahead, we know the barriers facing our community will continue to change. But we will continue to change with them. We will keep listening, adapting, and finding new ways to meet people where they are.

Because access to health care is not simply about opening a clinic door. It is about ensuring that every person in our community has the opportunity to live a healthier life.

Thank you for being part of that mission.

With Gratitude,



Suzanne Sheridan
Chief Executive Officer
Rockbridge Area Health Center



BY THE NUMBERS

Across primary care, dental, and behavioral health

9,304

**PATIENTS
SERVED**

37,301

**TOTAL PATIENT
VISITS**

1 MILLION+

**Dollars Worth of
Charitable Care
Provided**

WHO WE SERVE

**PATIENTS
BY PAYER**

MEDICAID / CHIP

COMMERCIAL

MEDICARE

UNINSURED

39%

Medicaid & CHIP

33%

Commercial insurance

15%

Medicare

13%

Uninsured /

UNDER 18

AGES 18 - 64

65+

33%

Children & teens

53%

Working-age adults

14%

Seniors

**BY
AGE RANGE**

SPECIAL POPULATIONS

These numbers show RAHC's reach to the community's most vulnerable and hardest-to-reach residents.

**MIGRATORY AND
AGRICULTURAL WORKERS**

165



SCHOOL BASED

887



VETERANS

259



HOMELESS

44



GOING WHERE THE NEED IS

Healthcare without barriers isn't a philosophy; it's a logistics problem. For the patients who can't get to a clinic, we bring care to them. Through mobile units, school-based centers, and long-established clinic sites, RAHC meets people where they are.



MOBILE MEDICAL & DENTAL UNITS



Two fully equipped mobile units travel to schools, fire departments, community centers, and neighborhoods across the region. For patients who face transportation barriers that no scheduling flexibility can solve, the mobile unit isn't a convenience — it's often the only realistic path to care.



143
Community Sites Visited



1,211
Mobile Outreach Patients



SCHOOL-BASED HEALTH CENTERS

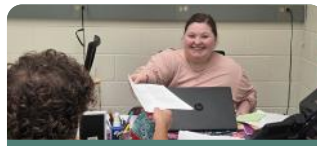
Two years ago, RAHC opened School-Based Health Centers at , bringing primary and behavioral health services directly into the schools where students spend their days. This year, TytoCare virtual care technology joined that model — allowing providers to conduct real medical visits with students in real time, with parents joining by video. This fall, a third SBHC will open in Buena Vista City Public Schools.



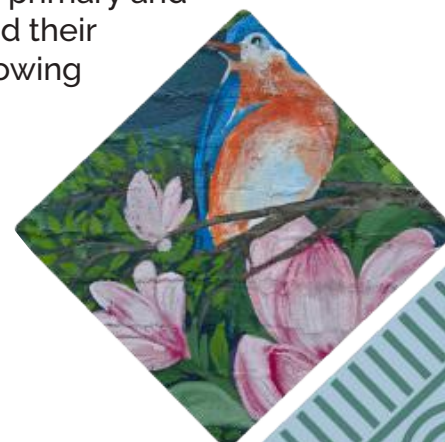
2,437
Student Visits



922
Behavioral Health Encounters



2
School Based Health Centers



VETERANS SERVICES

Through the VA Community Care Network, RAHC provides primary care to eligible veterans in the Rockbridge region — ensuring those who served have a local, trusted provider close to home.



RETHINKING WHAT A CLINIC CAN BE

The barriers between patients and care aren't always about geography. Sometimes they're about time, stigma, fragmentation, or a system that wasn't designed with rural families in mind. RAHC has spent the past year challenging each of those barriers — through technology, integration, and new models of care.

TYTOCARE — VIRTUAL CARE IN THE CLASSROOM

RAHC piloted TytoCare remote examination technology in its School-Based Health Centers, enabling providers to conduct full clinical assessments with students without requiring anyone to leave the building. A provider can examine a child's ears, throat, or lungs in real time. Parents join by video. The child stays in school.

"I am thankful for the school-based health center. Since they started at Rockbridge County High School, my child has been able to see providers that we know and we trust on her terms..... She's able to schedule [appointments] herself with her schedule in front of her so that she knows she's not missing a test or class This year, my daughter's healthcare has been better than it ever has in the past."

-Jenny, Parent of a Rockbridge County High School student

STRONG STARTS PERINATAL HEALTH HUB (LAUNCHING 2026)

The Rockbridge area has no local birthing hospital. The nearest one is nearly an hour away. RAHC is actively building the Strong Starts Perinatal Health Hub — a coordinated care program for pregnant women and new mothers that will bring prenatal care, behavioral health, doula support, lactation consultation, home visiting, and essential supplies together under one roof. Launching in the year ahead.

QUALITY RECOGNITION

RAHC holds and has been consistently recognized as a Health Center Quality Leader. — including national recognition for cardiovascular health, tobacco cessation, blood pressure control, and statin therapy.



IMPACT NUMBERS

Healthcare without barriers is, by definition, a team effort. The work RAHC does every day is possible because of the schools that open their doors, the health systems that share expertise, the foundations that invest, and the community organizations that help us reach people we couldn't reach on our own.



1,492

IN-SCHOOL DENTAL PATIENTS
IN 2025-26 SCHOOL YEAR



9,304

UNIQUE PATIENTS IN 2025



37,301

TOTAL NUMBER OF PATIENT
VISITS IN 2025



983

SBHC PATIENTS IN 2025-
2026 SCHOOL YEAR



893

COLORECTAL CANCER
SCREENING PATIENTS



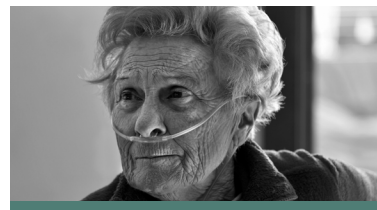
3,915

MEN SERVED AT RAHC IN
2025



57%

PATIENTS UNDER THE AGE OF
18 ARE ON MEDICAID



3,651

PATIENTS PAYING WITH
MEDICAID



692

INFLUENZA VACCINES
ADMINISTERED IN 2025



670

BREAST CANCER
SCREENINGS IN 2025



259

VETERANS SERVED



3,294

PATIENTS SCREENED FOR
TOBACCO USE



5,589

DENTAL X-RAYS TAKEN



787

PATIENT CERVICAL CANCER
SCREENINGS



136

AVERAGE NUMBER OF
PATIENTS SEEN DAILY



7,851

BEHAVIORAL HEALTH PATIENT
VISITS IN 2025

NONE OF THIS HAPPENS ALONE

Your generous support enables RAHC to offer affordable, convenient, and excellent healthcare that exceeds standard expectations. We rely on our corporate partners, community members, and friends of the health center to maintain this quality edge through diverse giving opportunities.

COMMUNITY PARTNERSHIPS

Bank of the James • Carilion Clinic • Community Foundation of Rockbridge, Bath, and Alleghany • Community Foundation for a Greater Richmond • County of Rockbridge • Dan and Betsy Brittigan Fund • Delta Dental of Virginia • Dominion Energy Charitable Foundation • Gadsden Committee • Lexington Presbyterian Church • Lexington Prescription Center • Lexington Woman's Club • Military Officers Association of America • Rockbridge Community Health Foundation • Rockbridge Lodge No. 58 I.O.O.F. • Sam Houston Ruritan Club • Lexington Sunrise Rotary • United Way of Lexington-Rockbridge County • Virginia Military Institute • Virginia Health Care Foundation • Washington and Lee University • Wawa Foundation

Thank You to Our Generous Granters

Grant funding plays a vital role in helping RAHC connect our community to healthcare services. We extend our heartfelt gratitude to these organizations whose support helps us bridge the distance between need and care.

SCHOOL PARTNERSHIPS

Rockbridge County Public Schools • Buena Vista City Public Schools • Lexington City Public School

MULTIPLE WAYS TO SUPPORT OUR MISSION

NON-CASH GIFTS

Support our mission through gifts of appreciated securities, real estate, and other non-cash assets that can provide significant tax advantages.

VA TAX CREDIT

Your gift of \$500 or more may qualify you for a tax credit on your Virginia state income taxes worth 65 percent of the donation's value. Contact Patti Cook for additional details.

RECURRING DONATIONS

Gifts of cash, credit card donations, and recurring monthly contributions provide sustainable funding that makes healthcare services accessible to all members of our community, regardless of their ability to pay.

BOARD OF DIRECTORS

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JANE HORTON, M.D.
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CLAY DEVENING DDS
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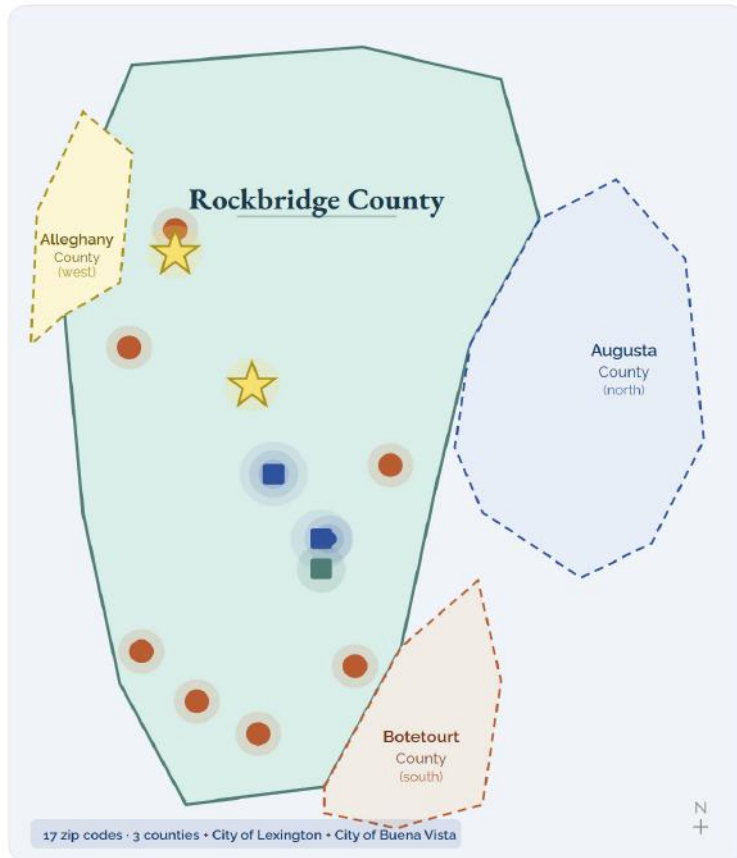
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McKINLEY WILLIAMS
MEMBER

SUZANNE SHERIDAN
CEO

SERVICE MAP



SYMBOL GUIDE

Primary care clinic
Northridge - Buena Vista Medical

Dental clinic
Mountain View Family Dentistry

School-based health center
RCHS - Maury River Middle School

Mobile unit stop
Medical & dental routes

COUNTY FILLS

Rockbridge County — core
Augusta County — north
Botetourt County — south
Alleghany County — west

COVERAGE

17
zip codes

5
jurisdictions

5
clinic sites

2
mobile units

THE MISSION OF THE ROCKBRIDGE AREA HEALTH CENTER IS TO PROMOTE AND PROVIDE ACCESS TO COMPREHENSIVE, HIGH-QUALITY, AND AFFORDABLE HEALTHCARE TO IMPROVE THE HEALTH AND WELL-BEING OF THE GREATER COMMUNITY.

FEDERAL QUALITY RECOGNITION FOR HEALTH CENTER SERVICES



LEXINGTON LOCATION

25 NORTHRIDGE LANE,
LEXINGTON, VA 24450

BUENA VISTA LOCATION

2127 MAGNOLIA AVE,
BUENA VISTA, VA 24416

CONTACT US

(540) 464-8700

ROCKBRIDGE AREA HEALTH CENTER IS A 501(C)(3) NON-PROFIT ORGANIZATION; EIN: 54-1642220