

THE FUTURE OF TELEHEALTH AT RAM



Since 2020, RAM has offered free telehealth services, remotely connecting patients with doctors. Volunteer doctors around the country can help patients with things like medication consultations, wound care, breathing treatments, lifestyle education, and more.

2,182 — that is the number of telehealth encounters in 2024 including at-home, mobile, and partnered telehealth appointments. As the demand for telehealth continues to grow, so does our telehealth program. With more staff and more equipment, RAM will be able to serve more patients through telehealth than ever before.

In 2024, the telehealth program added new vehicles to its fleet, helping RAM bring mobile telehealth to areas beyond Knoxville, Tennessee. A telehealth unit we call D4 is a single exam room unit, and D3 is a converted Class A motorhome with two exam rooms — both vehicles are completely self-sufficient.

“We carry all the equipment, supplies, consumables, and connectivity we need to provide access to free telehealth care,” said Telehealth Manager Stephen Blackstock. **“So, all the patient has to do is literally approach the vehicle and register. This removes almost all reasonable barriers to receiving free telehealth care.”**

Another vehicle recently added to RAM’s telehealth fleet is a Tesla Cybertruck. The Cybertruck will allow RAM to operate a two exam room, pop-up telehealth clinic for three days without needing to be recharged. This ‘mobile battery’ with Starlink internet access has the capacity to carry supplies and equipment needed for a fully functional telehealth clinic.

Because it is the smallest telehealth unit, the Cybertruck can go almost anywhere, setting up a telehealth clinic in small spaces, allowing RAM to quickly bring telehealth services to where it is needed most.

With the addition of our newest Telehealth Coordinator, RAM plans to expand the mobile telehealth program beyond the Knoxville, Tennessee area, eventually seeing patients in Nashville, Chattanooga, the Tri-cities, and Memphis. The telehealth program will also provide services at the 2025 Kroger Wellness Festival in Cincinnati, Ohio in partnership with Haleon later in 2025.

“We will be expanding outside of our backyard, the Knoxville area, into additional Tennessee communities as we find groups to partner with,” Blackstock said. **“These mobile telehealth units are another way RAM can continue Stan’s mission to improve access to healthcare.”**

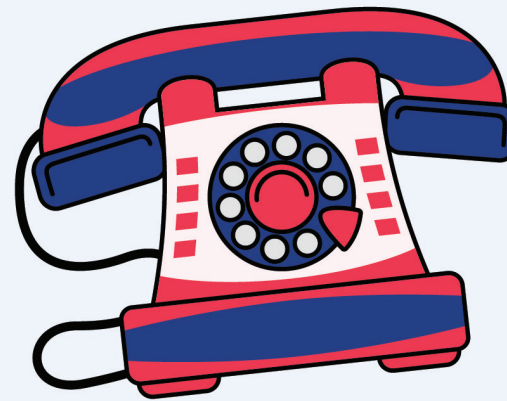
RAM Telehealth will continue partnering with local organizations such as Knoxville Area Rescue Ministries (KARM), Care Cuts, Lakeway Transit, Steps House, and more, in addition to the increased efforts to bring free telehealth services to individuals across the state.

The telehealth program continues to grow and finds new ways to best serve individuals in communities. Through additional staff and telehealth vehicles, RAM is committed to bringing free telehealth services to as many individuals as possible, bridging the gap in healthcare for underserved populations.

REMOTE AREA MEDICAL – RAM® IS PLANNING A TELETHON THIS SUMMER!

JULY 29 2-10 PM EST

Living The Giving



Did you know Remote Area Medical – RAM® is planning a Telethon this summer? That’s right! The quintessential telethon with representatives on screen answering phone calls is alive and well and happening this summer.

PBS is partnering with RAM to film the event and ensure quality production. Although the telethon won’t be broadcast on cable television, we’ll be streaming on all our social media channels. The live event will also be watchable on the homepage of our website.

Bill Scott will host live at RAM Headquarters in Rockford, Tennessee. During each hour on the air, Scott will raffle off things like tickets to Dollywood or a stay at a resort. Throughout the event, you’ll also hear from our volunteers, patients, and donors, and we’ll have intermittent videos showing behind the scenes of a RAM Clinic.

Tune in to participate in giveaways or donate to support us!

STREAMING ON FACEBOOK TIKTOK INSTAGRAM TWITTER TWITCH YOUTUBE



Bill Scott



Restoring Rosa's Smile

After months of waiting, Rosa received more than just new dentures — she found renewed hope

After the clinic, the RAM team followed up with her to make sure the implant was extracted to keep the infection at bay.

The next month, Rosa was willing to drive all the way to Clinton, Tennessee to receive her dentures — about a 3.5 hour drive. Now that her mouth was in much better shape, the crew was finally able to produce a brand-new set of dentures that looked, fit, and functioned better than any that she had before.

She first saw a RAM Denture

Clinic back in July 2024. Living in Louisville, Kentucky, she found out a denture trailer was coming to her area. Unfortunately, she arrived too late. By the time she reached the clinic, we had reached full production capacity. Although our volunteers and denture technicians were unable to provide her with new dentures at the time, she presented her current set. Finding that it was loose, worn, and uncomfortable, they successfully repaired the original set, which would alleviate some of her issues until we could see her again.

Almost four months later in October, the mobile denture lab made its way back to her home in Louisville. This time, she was first in line. The volunteer dentists found that she had a life-threatening infection in her mouth from a pre-existing implant. Because of this, she was still unable to receive dentures.

"I wouldn't have had no idea that I had an infection in my mouth," Rosa said.

"The dentures were real good." Rosa said. "Everything was just beautiful... I've never experienced anything [like that where] I could get a set of dentures, you know, made and didn't have to put no money out or nothing like that. That was just a blessing to me."

Connor Gibson, RAM's Dental Technology Manager, said, *"During every interaction... I had with Rosa, she was incredibly sweet and thankful, no matter if the news was good or bad. Rosa is one patient that I will never forget."*

Previously, RAM's process for creating dentures could take approximately 2-3 weeks. Now, patients can visit the Mobile Digital Denture Lab and take home their new dentures in the same day!



RAM provides dentures to patients in need — with 3D technology RAM is able to quickly create these dentures onsite in the Mobile Digital Denture Lab. In most cases, patients can walk out with their custom dentures the same day they meet with the dentist.

The Evolution of Denture Care: From Weeks to Hours



The denture making process — a process that once made patients schedule an appointment, drive to the clinic, see the dentist, make an impression, then have the dentures shipped to their house has been made simpler than ever.

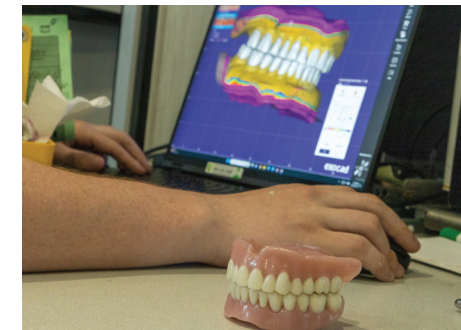
The Mobile Digital Denture Lab simplifies the entire process for patients. From meeting with the dentist to impressions, to digital models, to dentures — ideally in 2-3 hours.

Dr. Brian Swann, RAM Board Member and Volunteer, shared that he remembers when the process for creating a new pair of dentures could take months — he also shared his excitement to see the new Digital Denture Lab's ability to create dentures so quickly.

"I think that [the Mobile Digital Denture Lab] is going to be here to stay..." Dr. Swann said. *"The whole*

idea of getting your denture back in a matter of hours or even the next day is exciting because we, in the old way, depending on how busy you were in your practice, it could take three to six months."

Transforming Denture Care with the Mobile Digital Denture Lab



As this technology evolves, RAM is sure to be able to get free, quality dentures to more patients. For many patients, having access to dentures can be life changing. Some patients may not have been able to eat before receiving new or repaired dentures.

"[The functionality of dentures] improves [patients'] self-esteem" Dr. Swann said. *"That functionality improves their health, their ability to digest food properly. It makes a difference in a person's life to be able to have a good smile that is functional."*

The impact of these dentures is also felt in the wallet. Patients may have fewer costly visits to the dentists thanks to dentures. Rather than making multiple visits for fittings, adjustments, implants, and/or crowns, patients can leave a RAM Clinic with their free dentures the same day.

Not only does the Mobile Digital Denture Lab improve RAM's ability to serve patients, but Dr. Swann is also optimistic that innovation like the Digital Denture Lab will continue and inspire the future of dentistry.

"We hope that young dentists, and people who aspire to be in this profession, will see these kinds of models and that will be a catalyst for them to move forward."

Why the Mobile Digital Denture Lab Is a Game-Changer

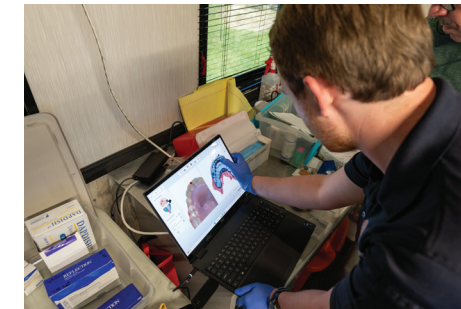


Another bonus of the digital denture lab? Mobility! The Lab can pull into a parking lot and provide care to patients that day. This allows for RAM to reach more patients than ever before.

RAM has partnered with Haleon and Walmart to bring the Digital Denture Lab to Walmart locations across the country. RAM is meeting patients where they are, providing custom dentures at no cost.

"This type of business and nonprofit collaboration, combining with the patient populations that we are serving that come from all walks of life, every class, every social, economic status, everything is right here," Dr. Swann said. *"And I think that it's exciting for people to be able to see these types of partnerships. It makes people think that there's hope."*

Simplifying the Denture Process with 3D Technology



RAM's Digital Denture Lab allows RAM to use 3D Printing and CAD/CAM solutions to provide custom dentures to patients in hours. In a four-step process RAM can create custom dentures for patients — cutting down the wait time from days to hours.

Step One: Creating an impression of the patient's teeth, using an intraoral scanner or a traditional mold. The technician sends this impression to the computer to begin designing the denture.

Step Two: The technician creates the rubber or putty bite and then uses it to print a base plate for the denture.

Step Three: The next step is creating a wash impression of a try-in. Along with creating new sets of dentures for patients, RAM is also able to use this process to copy or repair a patient's existing dentures.

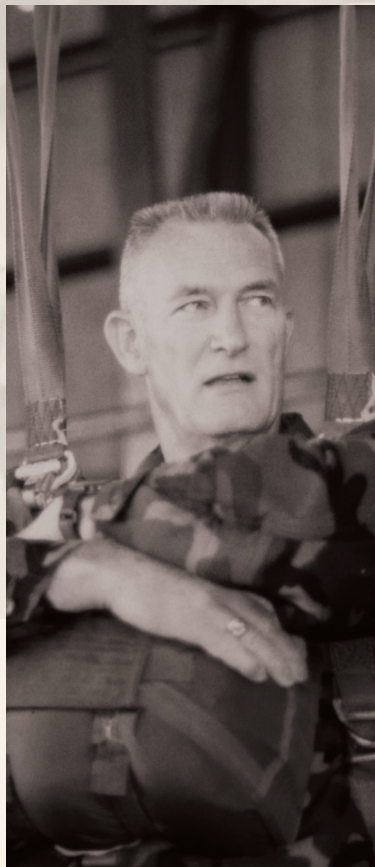
Step Four: The final step is the complete, 3D printed, glazed denture being given to the patient.

"I think that for everybody to be able to see this, whether you are a, would be patient, a provider, a donor, it's exciting to know that this kind of work and this kind of technology is coming to people that have their feet on the ground," said Dr. Swann.

Want A Look Inside the Mobile Digital Denture Lab?

Join Connor for a quick 2-minute tour in this short video!





DICK & JUDY STOOPS

Reflect on RAM's Early Days Adventure, service, and lasting impact: the Stoops' journey with RAM

As Remote Area Medical Volunteers, Dick and Judy Stoops have served in places ranging from dense jungles to hurricane-ravaged islands, and many places in between.

Lt. Col. Dick Stoops, retired RAM board member and 2017 recipient of the Endeavour Award, found himself in the position of a lifetime at Remote Area Medical. His wife Judy was a nurse and kept him in line.

"He never thinks of himself until he's home and he collapses on the sofa." Judy said in an interview with Dateline NBC, "and that's another reason I'm here [besides nursing]. I focus, also, on helping Dick take care of himself."

They had an extraordinary first experience with RAM that wasn't typical in comparison to today's volunteers. They actually heard about Stan Brock through the mail.

Both were members of the U.S. Parachute Association, receiving monthly issues of "The Parachutist", a magazine dedicated to skydiving news. In the January 2004 edition, a fellow skydiver and RAM Volunteer wrote an article about Stan Brock's early missions during which three teams parachuted into remote areas of Guyana: Parabara and Masa Canary. Stan's goal at the time was to complete a trail from Parabara down to the Kasikachu River to make traveling by foot easier for the villagers in the Waiwai Amerindian village.

"This trail [was meant] not only to go back and forth for some of those things [shop], but socialization in between the villages, and some of the children were in boarding school." said Judy. "So it was a chance for them to get home a little faster than they would have ordinarily."

The article piqued Dick and Judy's interest, and they decided to enter a new chapter together. Judy brought her medical expertise and Dick with his piloting knowledge.



Dick and Judy Stoops enjoying the view at Kaieteur Falls, Guyana

"Basically, we got into RAM because of the adventure," said Dick. "Not because I'm such a great humanitarian. Being humanitarian and helping other people is a side effect."

"And having fun at the same time," Judy added.

Their first trip to Guyana with Stan lasted about 3 weeks. During that time, they experienced wild animals, lost almost 20 pounds each from backpacking through the jungle, and were on constant watch for falling trees, which, as they quickly learned, were just as dangerous as any other threat in the jungle. From then on, Stan requested Dick to perform annual inspections on his airplanes and to periodically visit Guyana for maintenance. Over the years, he made roughly 20 trips with RAM.

"I was 65 years old at the time, and I had all the jungle I wanted." said Dick. "But it was one of the greatest adventures I've ever been on in my life."

Besides the nonstop chaos of the jungle, the Stoops's also participated in more domestic philanthropy. In later years they enjoyed being able to help out on the Gulf Coast to bring relief after Hurricane Katrina.

"Stan would send medical teams down, two or three, and they would marry up with me wherever I happened to be at the time." Dick said. "And so, we kind of had roving clinics. We would load up in my van and we would just go to a location someplace, maybe a drugstore or some town, and they would set up."

Dick mentioned they gave tetanus shots out due to flooding, knocking on people's doors all down the streets of Bay Saint Louis, giving shots right in the doorways of people's homes.

Not long after, he was in Mississippi at an airstrip in Shady Lane, finding out Hurricane Rita was about to hit. While he didn't have a medical degree, he still did his part in triage.

But the overseas clinic heard 'round the world was in 2011. Dateline's film crew and host Ann Curry followed the RAM team during their disaster relief efforts, later releasing an exclusive special on Remote Area Medical. Tucked in a mountain in Haiti, a village in Medor had an extreme cholera epidemic not long after dealing with a catastrophic earthquake a year prior, causing the loss of 230,000 lives. News of the cholera outbreak prompted Stan to do something fast. But with something so tedious came a risky plan.

With the help of Dick, Stan wanted one parachute team to cut an airstrip so he could land an air ambulance, while a second parachute team dropped cholera medication into Medor. Then they would escort their medical team on foot

into the village and help the cholera victims. Oh, and they had just twelve days to do it all.

At the time, Dick was 71 and Judy was 67 with a recent hip replacement, but they were both determined to jump out of the same plane that was used on D-Day to bring care to the impoverished village. Once the plane was close to 300ft above ground and most of the medicine was deployed, Dick jumped off the aircraft to join the team in manual labor, using pickaxes to get hard rock out of the ground and machetes to cut down thick vegetation, eventually creating the 1,500ft-long airstrip. In the final two days of the expedition, he got his team to create a competition out of the labor, getting each side to meet in the middle as fast as possible.

While Dick was working on the road, Judy was dealing with a village of individuals all desperate for relief, some on the brink of death. Judy began handing out tickets to whoever showed up first. Each ticket was worth medical treatment provided by volunteer doctors. Though she would have liked to give one to everyone, there were still limited medical resources. Her other job was making sure Dick took care of himself throughout the process.

The trip ended with 1,300 patients treated, a completed airstrip and road for the village, and a powerful reminder from Stan Brock: while they could not reach everyone, every single life they touched mattered.

"Our lives have been enhanced by meeting all the people we volunteer with and the satisfaction of dealing with patients who some of them are...deprived and have very different lifestyles than most of us, and how you make them feel better." Judy recalled.

Dick has chronicled just about all of his time and adventures at RAM and some of his time in the military in a laminated, 500-page journal Judy helped him compile.

Having contributed so much of his time, energy, and money to overseas RAM missions, Dick reflected, *"I really wish RAM would continue the overseas clinics, whether it be... once a year, you know."* However, now officially retired and cheering on RAM from home, he and Judy understand the urgent need here in our own backyard — and just how vital RAM has become for so many Americans without access to medical care.

"They can get a pair of glasses, their children can get glasses or get a tooth pulled, and now they're doing 3D dentures, which is absolutely marvelous." Judy raved. "It just blows my mind that RAM is doing that. And now that we're in our 80s, we could look back and see the days when RAM couldn't afford to buy Dick lunch, when he was working on the airplanes to where they are now. Where they're getting ready to have their millionth patient, that's just amazing."

WAYS TO SUPPORT REMOTE AREA MEDICAL

MONTHLY GIVING

Provide consistent support by becoming a monthly donor.

CORPORATE PARTNERSHIPS

Partner with RAM as a sponsor to provide support.

SPREADING THE WORD

Share RAM's mission on social media to raise awareness.

DONATE STOCKS

Maximize your impact by donating appreciated stocks.

VEHICLE DONATIONS

Donate your vehicle to support RAM's services.

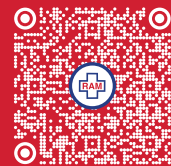
QUALIFIED CHARITABLE DISTRIBUTIONS (QCDs)

Donate from your IRA to save on taxes.

SPONSOR A CLINIC OR PROGRAM

Sponsor a RAM Clinic to expand our reach.

DONATE TODAY!
RAMUSA.ORG/MAG



GIFT CARDS

Donate unused gift cards to help RAM.

VOLUNTEER YOUR TIME

Serve at a RAM Clinic to directly impact lives.

WORKPLACE GIVING CAMPAIGNS

Contribute through payroll deductions.

DONATE CRYPTOCURRENCY

Support RAM with a crypto donation.

GIVE BY CHECK

Mail a check to support RAM's mission.

DONOR-ADVISED FUNDS (DAFS)

Recommend grants to RAM through your DAF.

ONLINE GIVING

Donate quickly and securely on our website.

HOST A FUNDRAISER

Organize an event to raise funds for RAM's work.

BEQUESTS & WILLS

Include RAM in your will to leave a lasting legacy.

IN-KIND DONATIONS

Donate goods or services to help RAM operate.

WALMART'S SPARK GOOD PROGRAM

Round up your Walmart purchases to donate to RAM.

PEER-TO-PEER FUNDRAISING

Create a personal campaign and ask friends to contribute.

LEGACY GIFTS

Set up a legacy gift to support RAM long-term.

ADVOCATE FOR RAM

Advocate for healthcare access by supporting RAM's mission.

MATCHING GIFT PROGRAMS

Double your donation through your employer's matching program.



Melanie's wisdom teeth grew in sideways — a painful condition known as horizontal impaction that can lead to serious dental problems if left untreated. Pressure from impacted teeth can cause crowding, infections, and damage to surrounding teeth. Melanie knew she needed extractions, but as a college student on Medicare, she faced a tough reality: Medicare does not cover routine dental procedures like wisdom teeth removal. Without help, the out-of-pocket cost would have been overwhelming.

**"I saved a thousand bucks,"
Melanie said, smiling.
"That's a win in my books."**



It was Melanie's older sister, Maria, who first introduced her to RAM. Maria's boyfriend, William Thornton, a fourth-year dental student, had volunteered at several RAM Clinics and spoke highly of the experience. After hearing about Melanie's situation, he encouraged her to attend a clinic for care. Maria decided to come too, volunteering in a different part of the clinic to lend a hand.

For both sisters, it was their first time attending a RAM Clinic, and the impact was immediate.

"They're all so nice," Maria said. "Just seeing everyone come together for one mission — it's amazing. We both [Melanie and I] want to be part of that. It's something we're bonding over."



Determined to get help, Melanie called off work and made sure she arrived at the Miami Gardens, Florida, RAM Clinic by 3:00 a.m. Her early start paid off. She not only secured a spot but also had two impacted wisdom teeth successfully extracted. In a meaningful twist, Maria's boyfriend was one of the volunteers assisting during Melanie's extractions — making the experience even more personal and memorable.

Now inspired to continue giving back, Melanie and Maria plan to volunteer at future clinics. They want to be part of the same community that made such a difference in their lives. Thanks to a little determination — and the support of a caring volunteer community — Melanie found relief, saved critical funds, and discovered a new way to give back.