

What Our Patients Are Saying...

*“My case manager was **EXTREMELY** helpful to me! She conquered every barrier that I was faced with. She called my pharmacy, my doctors’ offices, and the hospital in order to fix the issues that were at hand. She did not hang up until EVERY issue and task was complete! I cannot stop thanking her enough! The world needs more like her!”*

– Yocinthia, Breast Cancer

Each patient directly helped by the organization receives a standardized, post-encounter survey, available online or in hard copy and in both English and Spanish, to assess overall patient satisfaction and program impact levels. The 2023 combined survey completion rate was 3%.

★ **96%** indicated that PAF resolved their issue

Overall PAF Staff Rating

👍 **4.6/5**

for their communication, knowledge & professionalism

93% of respondents would recommend PAF to others

OUR PATIENT REACH 2023

5M+	page views welcomed by PAF websites
2.5M+	people reached through direct service, education, & outreach
700K+	patients & families supported
185k+	patients received direct, sustained help
958	distinct diagnoses (582 distinct rare diseases)
\$450M+	direct financial support distributed to patients
\$18M+	debt relief obtained on behalf of case management patients

Our Patient Programs

Case Management	Financial Assistance Services
27 total unique programs	15 patient assistance programs provide financial support to patients across 180 unique funds
14 serve patients living with a diagnosis other than cancer	57 disease funds assist with medication costs
13 serve patients living with cancer	19 disease funds with focus on Health Equity
6 with focus on Health Equity	32 funds provide travel assistance to patients
11 programs fully administered by PAF for other non-profit organizations	90 funds provide cost-of-living assistance to patients
4 academic partnerships	1 fund provides funeral expenses to bereaved families

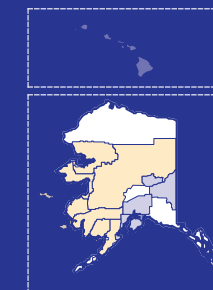
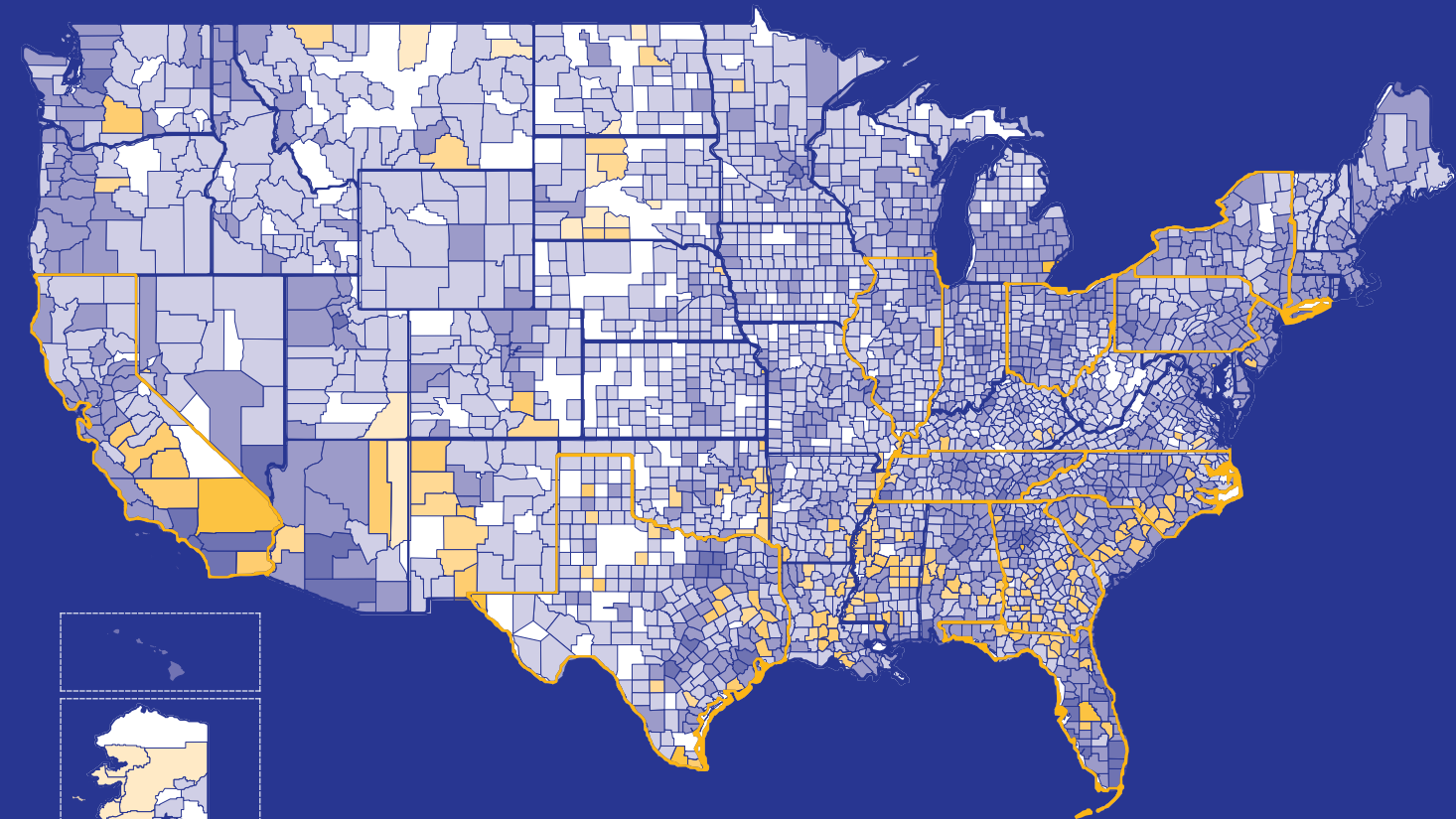


2,063,903

Patients directly helped by PAF since 1996

OUR NATIONWIDE PRESENCE

We helped patients in all 50 states, Puerto Rico, Guam, and Virgin Islands, **reaching 93% of all US counties with assistance in 2023**. Using county-based data, the heat map below represents the locations of patients served, including the 226 designated Health Equity counties spanning 36 states. These counties were selected as areas of focus through a methodology that used the Centers for Disease Control’s Social Vulnerability Index (SVI) combined with CDC disease incidence data to identify those with the highest rates of social vulnerability and high rates of multiple chronic diseases.



Number of Patients Helped by PAF per County	Number of Patients Served in Health Equity Counties	PAF Top 10 Patient Service States
<ul style="list-style-type: none"> Less than 10 11-250 Patients >250 Patients 	<ul style="list-style-type: none"> Less than 10 11-250 Patients >250 Patients 	<ul style="list-style-type: none"> Florida Texas Georgia California North Carolina New York Ohio Tennessee Pennsylvania Illinois