



ANSWERING THE CALL

Providing health care and support services
to the most vulnerable communities
impacted by the 2025 Los Angeles fires.

AltaMed
Foundation



An Immediate Response

As devastating fires impacted residents of Los Angeles County, AltaMed was one of the first organizations to respond to the Pasadena Convention Center (PCC) fire evacuation site.

Immediately after the disaster, AltaMed staff—including more than a dozen doctors and nurses—worked non-stop at the PCC, providing health services, mental health support, medication, and other essential resources to hundreds of evacuees and nearby residents.

The fires directly impacted many of our patients and employees. More than 3,000 AltaMed patients were residents in the direct fire zone and general evacuation area. We lost our clinic at 2661 East Washington Boulevard in Pasadena to the Eaton fire, and six other local AltaMed clinics were temporarily closed due to evacuation orders, leaving thousands of patients without access to medical care.

Hundreds of AltaMed employees were displaced, and 17 lost their homes to the fires. Nevertheless, doctors, nurses, health educators, and staff remained committed to maintaining continuity of care for our patients and assisting others in the area who needed help.

As the immediate crisis abates, we recognize that our community will require extensive recovery. Going forward, many of our patients will face long-term respiratory diseases. AltaMed is committed to helping our impacted patients and employees on the journey ahead as they rebuild their lives.

“While we experienced the loss of one of our clinics, the health and well-being of our patients is always our top priority, and we are doing everything we can to ensure that they, and other community members impacted by the Eaton Fire, have access to the health care services they need.”

Zoila D. Escobar, Ed.D.
President of the AltaMed Foundation



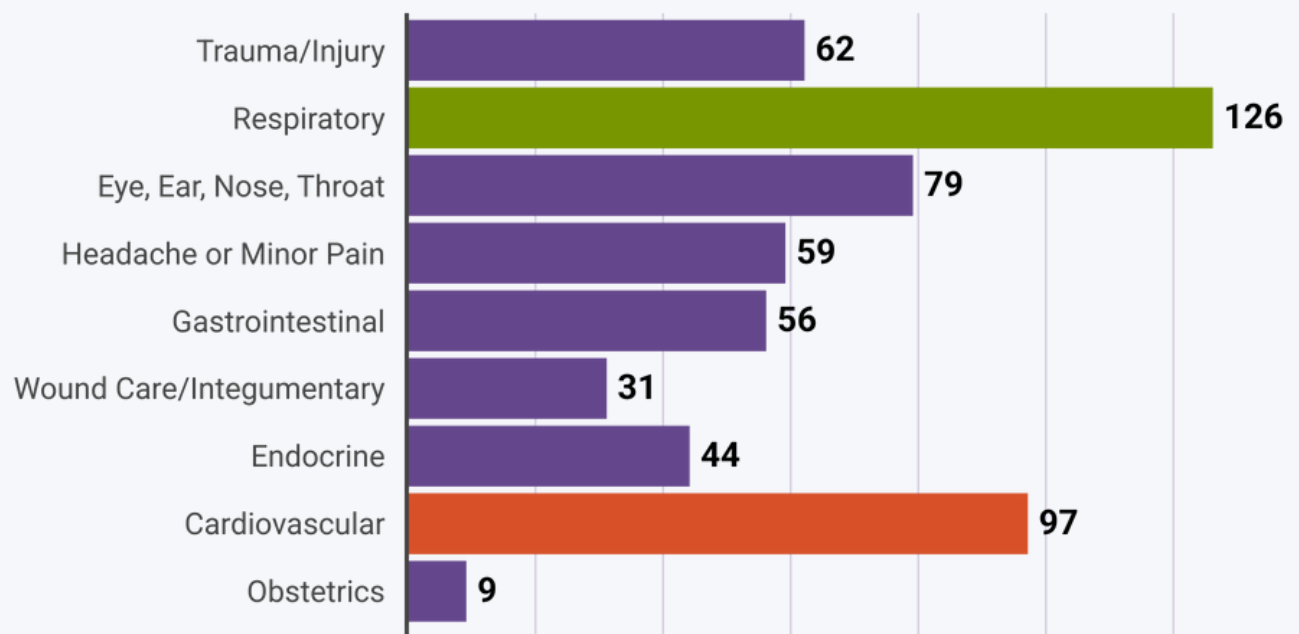
Bringing Relief to Those in Need

During the first three weeks of the relief effort, 230 AltaMed volunteers, including doctors, nursing staff, and support teams, provided more than 650 clinical visits, ensuring that evacuees had access to essential medical care during a time of significant upheaval. These visits addressed both acute and chronic health concerns, offering compassionate care to individuals and families displaced by the fire.

AltaMed cared for 451 patients at the PCC between January 12 and 27, 2025. Most were flagged for at least one clinical concern, and one third required care for multiple chronic illnesses.

Chronic disease management was key for many of our patients. Nearly 20 percent required medication refills—primarily for cardiovascular or endocrine conditions—after losing their prescriptions in the fires.

Total number of visits per concern or diagnosis



Infectious Disease Prevention

Residents of evacuation centers face a greater risk of infectious disease transmission because germs can spread rapidly through respiratory droplets or contact with contaminated surfaces. This is especially true for illnesses like influenza, norovirus, or COVID-19. AltaMed quickly implemented prevention efforts, such as facilitating showers for residents, providing hygiene products, and making anti-bacterial gel widely available to reduce the risk of outbreaks. In addition, infection surveillance began shortly after AltaMed established patient records at the PCC.

As a rise in cases of infectious disease was reported, AltaMed worked in partnership with the Red Cross and other health care providers at the PCC to establish quarantine areas and to relocate COVID-positive individuals to off-site hotels. This effort played a key role in disrupting the infection rate plateau and ultimately contributed to a decrease in cases.



Treating the Whole Patient

AltaMed deeply understands the importance of holistic support during crises and provides care that addresses both physical health and emotional well-being. In addition to clinical services, AltaMed donated essential medical devices, equipment, and both over-the-counter and prescription medications to address the immediate needs of evacuees.

The AltaMed Community Organizing and Research Engagement (CORE) team was present at the evacuation site, bringing its expertise in community health outreach to assist those most impacted by the fire. The CORE team had daily communication with the residents of the evacuation center, ensuring they had access to daily essentials like medicine, showers, laundry services, and food.

The team was instrumental in connecting evacuees with resources needed to find temporary homes, emergency relief funds, and mental health support, among other services.



100+

Daily Check-ins with Evacuees



>850

Direct Engagement
Touchpoints



297

Showers Provided



>2,000

Hygiene Products Distributed

“Historically, vulnerable populations are the last to be considered and to receive support services. We needed to make sure our patients were not forgotten.

“That’s why it was important to me to be at the evacuation center. It was the right moment, the right time, and the right thing to do.”

Fernando Fierro, MSN, MPH, RN
Associate Vice President, Nursing Services



Economics of a Crisis

AltaMed's financial contribution to staffing at the PCC reflects a significant investment, ensuring the well-being of displaced residents through clinical and social service support. The commitment to providing 230-plus personnel to the evacuation response translated into an estimated \$2.5 million investment across the three-week period.

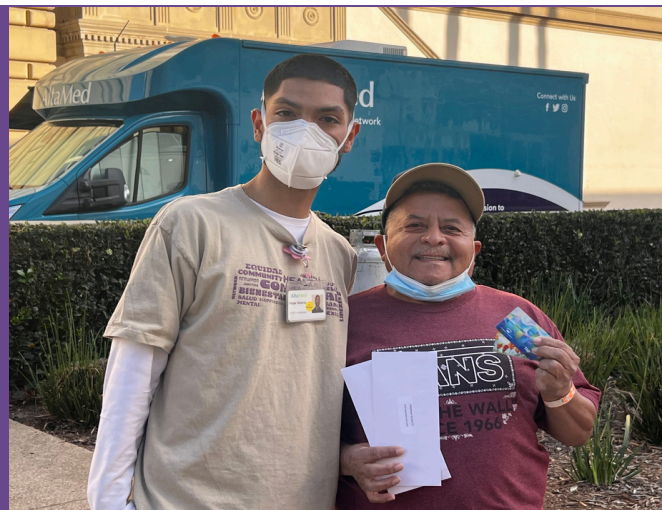
Beyond clinical services, administrative and operational leadership played a crucial role in coordinating logistics, staffing, and resource allocation, optimizing efficiency in a rapidly evolving situation. The financial impact of this deployment encompasses direct labor costs, lost productivity from diverted staff, and the provision of necessary medical supplies and infrastructure. This overall investment underscores the broader economic and social value of health care organizations stepping in to support disaster response.

Moreover, AltaMed's clinical efforts at the evacuation center played a vital role in **diverting more than 80 patients from local emergency departments**, resulting in significant cost savings for evacuees while alleviating unnecessary strain on emergency services and freeing up critical resources for patients with life-threatening conditions. This reduced wait times and ensured hospital staff could focus on urgent cases without being overwhelmed by non-critical visits.

Finding a Trusted Friend in the Chaos

Alejandro, an AltaMed patient and Pasadena resident, was leaving for work when he realized the Eaton fire was outside his door. He ran for his life, making his way to safety and eventually to the Pasadena Convention Center. "I don't know how I got here, I don't know how I escaped," he said.

Alejandro had experienced a stroke a few years back and suffered from asthma. After his narrow escape, he went to see his primary care doctor only to find the facility closed due to the fire.



"I returned to the evacuation center and thought, 'What do I do? What do I do?' with just my inhaler. Then, all of a sudden, I see the AltaMed office there. I said, 'Oh, thank God!' I went there, and they helped me. I am very grateful to AltaMed. Very."



A view of the AltaMed Washington Boulevard clinic after the Eaton fire.

Join Us on the Journey Towards Rebuilding

As a community-focused health care leader, AltaMed is committed to rebuilding together. Our role is not only to provide direct care to those impacted by the Eaton fire but also to foster resilience and recovery in the wake of environmental and social challenges.

While we have focused on addressing the immediate needs of our patients and employees, we recognize there is more to come. The devastation across northeast Los Angeles has left families, businesses, and local infrastructure needing comprehensive support to restore stability and opportunity.

Many of our patients will face worsened respiratory conditions, increased risk of cardiovascular disease, and increased cancer risk. AltaMed is committed to helping our impacted patients and employees on the journey ahead as they rebuild their lives.

As we look toward the future, the process of rebuilding the communities impacted by the Eaton fire will require time, collective effort, and significant resources. The AltaMed Foundation launched the AltaMed 2025 Fire Relief Fund to support patients and employees directly impacted by the fire. Thanks to generous philanthropic leaders, we have already raised more than \$1 million, but recovery will cost significantly more.

AltaMed invites individuals, corporations, philanthropists, and community partners to join this vital work by investing to sustain recovery efforts.

Together, we will ensure these communities rebuild stronger, and become more resilient and better equipped to overcome future challenges.

Support the AltaMed Fire Relief Fund



Thank You to Our Donors

HEARST*foundations*





For more information, please contact:

Zoila D. Escobar, Ed.D.

President of the AltaMed Foundation
Executive Vice President & CAO, AltaMed Health Services
foundationpresident@AltaMed.org | (323) 889-7845

Sharlene Risdon-Jackson, MBA

Vice President, Foundation Development
giving@AltaMed.org | (323) 201-4948

AltaMed
Foundation

AltaMedFoundation.org