

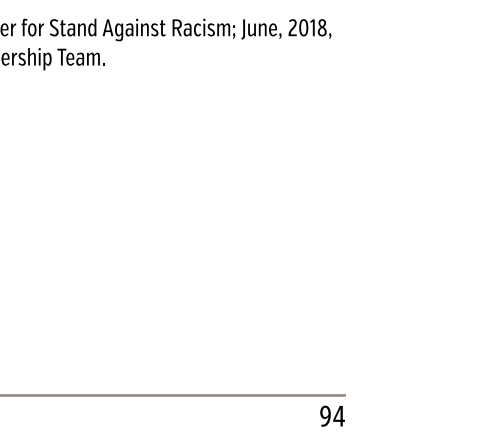
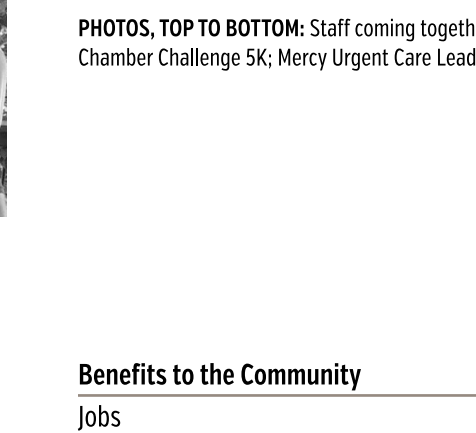
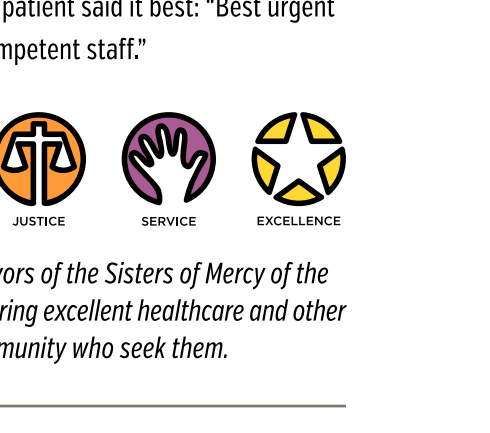
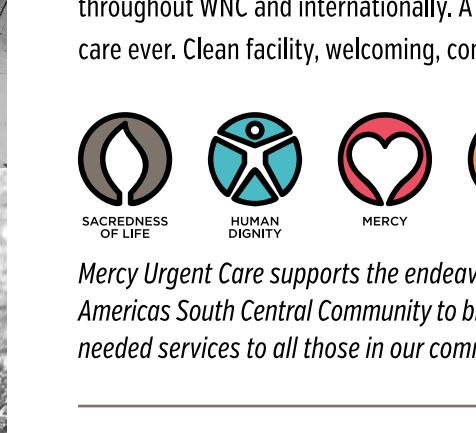
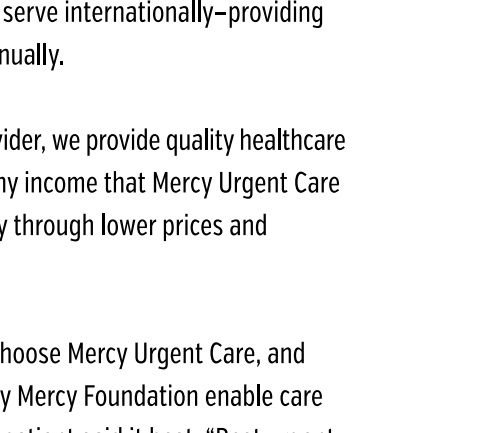
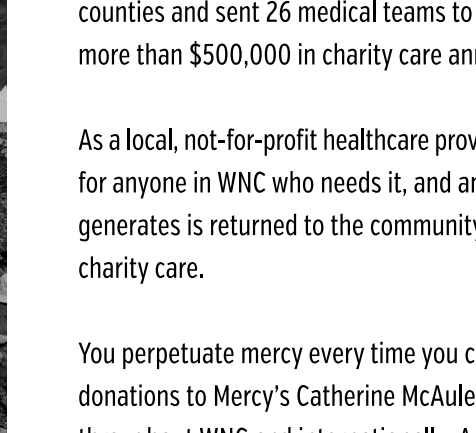
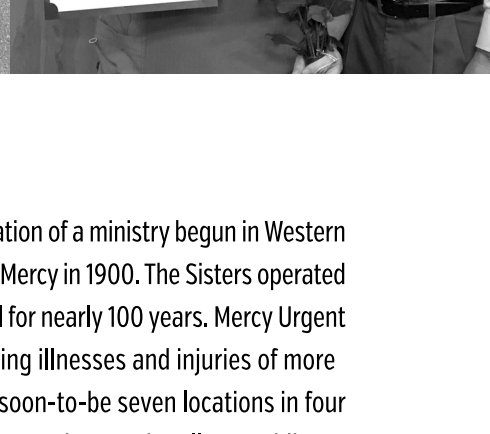
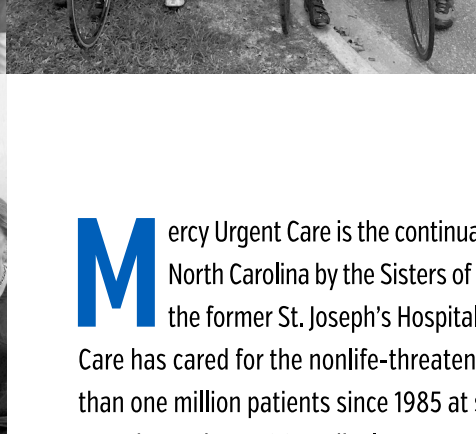
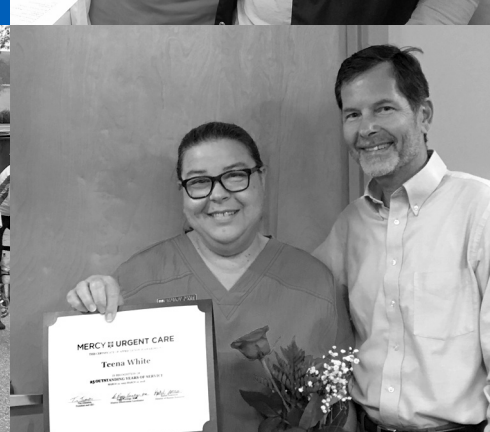
2019 Report to the Community

Mercy Urgent Care
Catherine McAuley MERCY Foundation

Vision: Mercy Urgent Care will be the recognized leader for providing urgent care and related services, consistent with the values of Catherine McAuley.



CLOCKWISE FROM TOP LEFT: Mercy Urgent Care staff at the annual March for Babies for the March of Dimes; Mercy staff and their families enjoying a summer evening at an Asheville Tourists game; Mercy for Haiti mission; Vanderbilt student Fikile Mpofo interned at Frances Warde Family Health with FNP Carol Hoban; Tim Johnston, CEO, and Teena White, Radiologic Technologist—celebrating 25 years of service with Mercy Urgent Care; biking and golfing in 2018—all to raise awareness and funds for the Catherine McAuley Mercy Foundation; staff volunteering at MANNA FoodBank.



Mercy Urgent Care is the continuation of a ministry begun in Western North Carolina by the Sisters of Mercy in 1900. The Sisters operated the former St. Joseph's Hospital for nearly 100 years. Mercy Urgent Care has cared for the nonlife-threatening illnesses and injuries of more than one million patients since 1985 at soon-to-be seven locations in four counties and sent 26 medical teams to serve internationally—providing more than \$500,000 in charity care annually.

As a local, not-for-profit healthcare provider, we provide quality healthcare for anyone in WNC who needs it, and any income that Mercy Urgent Care generates is returned to the community through lower prices and charity care.

You perpetuate mercy every time you choose Mercy Urgent Care, and donations to Mercy's Catherine McAuley Mercy Foundation enable care throughout WNC and internationally. A patient said it best: "Best urgent care ever. Clean facility, welcoming, competent staff."

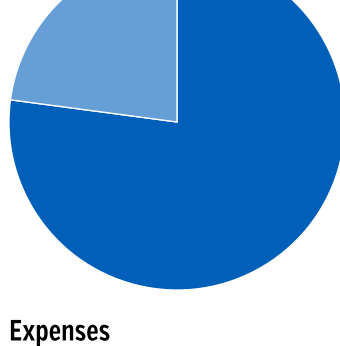


Mercy Urgent Care supports the endeavors of the Sisters of Mercy of the Americas South Central Community to bring excellent healthcare and other needed services to all those in our community who seek them.

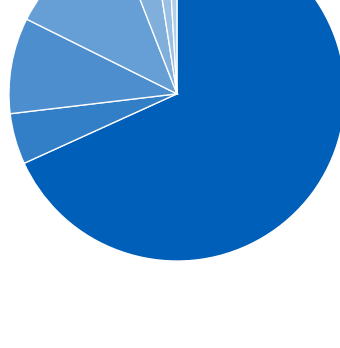
PHOTOS, TOP TO BOTTOM: Staff coming together for Stand Against Racism; June, 2018, Chamber Challenge 5K; Mercy Urgent Care Leadership Team.

Financials

Sources of Funds



Expenses



Benefits to the Community

| | |
|--------------------------------------|-------------|
| Jobs | 94 |
| Salaries and Benefits Paid | \$5,161,052 |
| Board-Certified Physicians/Providers | 11/18 |
| Patient Visits | 55,673 |

| | |
|---------------------------------------|------------------|
| Compassionate/Charity Care | \$82,589 |
| Bad Debt Written Off as Charity | \$52,235 |
| Medicaid Support | \$176,782 |
| Medicare Support | \$54,397 |
| Education | \$79,121 |
| TOTAL Annual Community Benefit | \$342,509 |

| | |
|--|--------------|
| Projected Savings from Emergency Room Avoidance | \$15,020,418 |
| Outreach: (Haiti \$231,276, Council on Aging \$21,634) | \$252,910 |

Sources of Funds

| | |
|-----------------------------|--------------|
| Net patient service revenue | \$7,506,668* |
| Non-operating revenue | \$2,228,994 |

Expenses

| | |
|--|-------------|
| Compensation, incl. Benefits, employed or contracted | \$5,161,052 |
| Medical Supplies | \$372,519 |
| Technology & Other Professional Services | \$701,737 |
| Other Facility Costs | \$887,604 |
| Depreciation & Amortization | \$261,551 |
| Interest Expense | \$114,873 |
| Other Operating Expenses | \$70,435 |

FYE September 30, 2018 Audited
*Adjusted for bad debt and uncollectible discounts

Board of Directors

Mercy Urgent Care
James A. Christian, Vice Chair, Retired, MAHEC
John N. Fleming, McGuire, Wood, & Bissette, PA
Raymond Fonseca, DMD, QI Committee, Retired dental surgeon
Jeff Gould, Finance Committee, Gould Killian
John W. Graeter, Healthcare Consultant
Melissa Bell Hill, Treasurer, Entegra Bank
Tim C. Johnston, President & CEO
Sister Lillian Jordan, RSM, Sacred Heart Convent
Robert A. Phillips, Chair, Retired, Volvo Construction Equipment
J. Robert Scully, DDS, QI Committee Chair, Retired dental surgeon
Charles P. Thompson, Parsec Financial
Sister Jill Weber, RSM, Focus on Haiti

Catherine McAuley Mercy Foundation
Buster Brown, Jr., Secretary, Brown Properties
James A. Christian, Chair, Retired, MAHEC
Bridget Eckerd, Community Volunteer
John N. Fleming, Vice Chair, McGuire, Wood, & Bissette, PA
Tim C. Johnston, President & CEO
Robert A. Phillips, Treasurer, Retired, Volvo Construction Equipment
Sister Larretta Rivera-Williams, RSM, St. Leo Catholic Church
J. Robert Scully, DDS, QI Committee Chair, Retired dental surgeon

Awards

Just Economists: *Certified Living Wage Employer*
Healthcare Advertising Awards

Thank You

Donors & Volunteers! You are the heart, hands, and feet of Mercy.
"The purpose of human life is to serve, and to help others."
-Albert Schweitzer

Yes!

We want to contribute to the vital mission of Mercy Urgent Care's Catherine McAuley Mercy Foundation.

Online: mercyurgentcare.org then Donate
By Mail: Payable to CMMF, P.O. Box 16367, Asheville, NC 28816
Remember CMMF in your will or United Way designation.
Give the gift of Mercy.



West Asheville
1201 Patton Ave.
828.252.4878

East Asheville
1272 Tunnel Rd.
828.210.8325

South Asheville
1833 Hendersonville Rd.
828.274.1462

Weaverville
61 Weaver Blvd.
828.645.5088

Brevard
22 Trust Ln.
828.883.2600

Burnsville
41 Charlie Brown Rd.
828.536.5575



Columbus
Hwy. 108/W. Mills St.
Opening 2019