



CLOCKWISE FROM TOP LEFT: Logo for the Mercy for Haiti Art Fair; twenty-nine teams have served in Haiti since International Medical Missions Founder Dr. Ellen Lawson started leading medical relief teams in 2010; staff at Mercy Urgent Care East display their Stand Against Racism bracelets; CEO Tim Johnston at his 25th service anniversary celebration, with retired Board member John Graeter; Horse Shoe Kennels won the 10th Annual Mercy Golf Classic; Mercy participated in the Annual Chamber Challenge 5K; free flu shots; Donna Montgomery at Brevard's White Squirrel Festival.

MERCY MAKES US DIFFERENT



1
West Asheville
1201 Patton Ave.
828.252.4878



3
South Asheville
1833 Hendersonville Rd.
828.274.1462



5
Brevard*
22 Trust Ln.
828.883.2600



7
Foothills
140 W. Mills St. Columbus
828.802.1011

*Frances Warde Family Health also at this address
828.884.7990



2
East Asheville
1272 Tunnel Rd.
828.210.8325



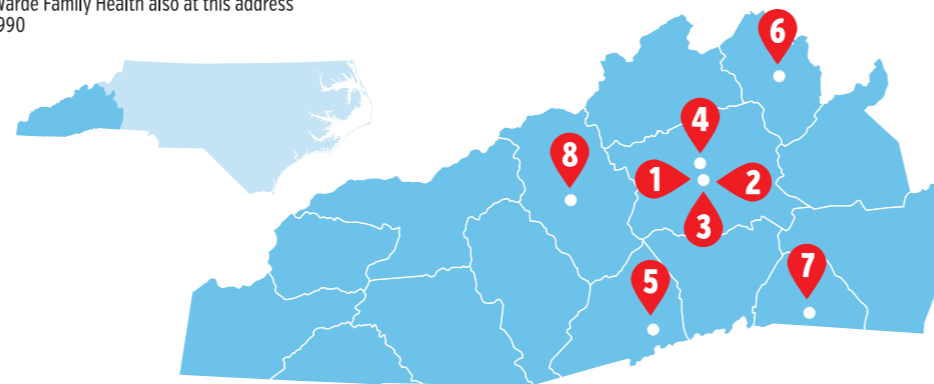
4
Weaverville
61 Weaver Blvd.
828.645.5088



6
Burnsville
41 Charlie Brown Rd.
828.536.5575



8
Waynesville
120 Frazier St. Suite 6
828.210.8333



MERCY URGENT CARE

mercyurgentcare.org | 828.210.2121



2020 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.

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



Values Mercy Urgent Care is the continuation of a ministry begun in Western North Carolina in 1900 by the Sisters of Mercy who operated the former St. Joseph's Hospital for nearly 100 years. Mercy Urgent Care has cared for the non-life-threatening illnesses and injuries of more than 1.5 million patients since 1985, now with eight locations in five counties, serving seven days a week.

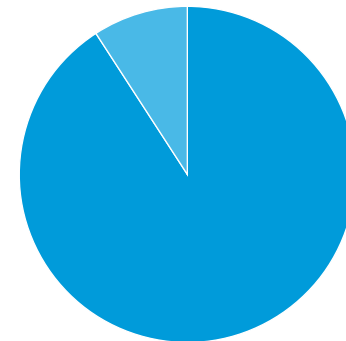
As the only dedicated, not-for-profit urgent care network in WNC, Mercy Urgent Care provides quality healthcare for anyone who needs it, and any income generated is returned to the community through lower prices and charity care. Donations to Mercy's fundraising arm, the Catherine McAuley Mercy Foundation help to provide more than a half-million dollars in charity care locally and internationally annually.

You perpetuate mercy every time you choose Mercy Urgent Care where we are focused on eliminating barriers to care and putting patients first.

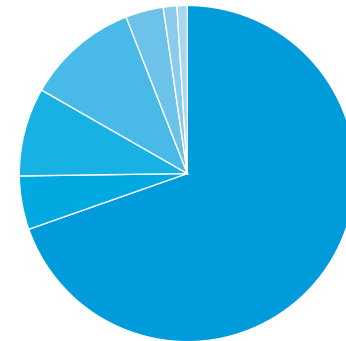
PHOTOS, TOP TO BOTTOM: staff participated in the United Way Lip Sync Contest, performing as the Supremes; Welby greets staff and families at McCormick Field; The 2019 Mercy Urgent Care March for Babies teamraised more than \$2,500; some of the Business Services staff with gifts for the Salvation Army Angel Tree.

Financials

Sources of Funds



Expenses



Benefits to the Community

Jobs	102
Salaries and Benefits Paid	\$5,678,467
Board-Certified Physicians	7
Patient Visits	62,037
Compassionate/Charity Care	\$73,595
Bad Debt Written Off as Charity	\$70,236
Medicaid Support	\$88,336
Medicare Support	\$21,947
Education	\$97,424
TOTAL Annual Community Benefit	\$351,538

Projected Savings from Emergency Room Avoidance	\$16,552,200
Outreach: (Haiti \$364,350; Council on Aging \$21,947)	\$386,297

Sources of Funds

Net patient service revenue	\$8,375,320*
Non-operating revenue	\$844,064

Expenses

Compensation, incl. Benefits, employed or contracted	\$5,678,467
Medical Supplies	\$420,234
Technology & Other Professional Services	\$693,332
Other Facility Costs	\$879,841
Depreciation & Amortization	\$297,044
Interest Expense	\$106,771
Other Operating Expenses	\$80,434

FYE September 30, 2019 Audited
*Adjusted for bad debt and uncollectible discounts

Board of Directors



Melissa Bell Hill serves as Treasurer of both boards



Greg Mayo is the newest member of the Mercy Urgent Care Board

Awards

Just Economics: *Certified Living Wage Employer*
Healthcare Advertising Award of Merit

Thank You

Donors & Volunteers! You are the heart, hands, and feet of Mercy.

"The purpose of human life is to serve, and to show compassion and the will to help others."
-Albert Schweitzer

Mercy Urgent Care

James A. Christian, Retired
John N. Fleming, Vice Chair, McGuire, Wood, & Bissette, PA
Raymond Fonseca, DMD, Quality Improvement Committee, Retired
Jeff Gould, Finance Committee, Gould Killian
Gregory E. Mayo, Human Resource Solutions
Melissa Bell Hill, Treasurer, Fiserv
Tim C. Johnston, President & CEO
Sister Lillian Jordan, RSM, Sacred Heart Convent
Robert A. Phillips, Chair, Retired
J. Robert Scully, DDS, Quality Improvement Committee Chair, Retired
Charles P. Thompson, Parsec Financial
Sister Jill Weber, RSM, Focus on Haiti

Catherine McAuley Mercy Foundation

Buster Brown, Jr., Brown Properties
James A. Christian, Retired
Bridget A. Eckerd, PE, Community Volunteer
John N. Fleming, Chair, McGuire, Wood, & Bissette, PA
Melissa Bell Hill, Treasurer, Fiserv
Tim C. Johnston, President & CEO
Robert A. Phillips, Vice Chair, Retired
Sister Larretta Rivera-Williams, RSM, St. Leo Catholic Church
J. Robert Scully, DDS, Retired

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.