

117 YEARS • 2017 REPORT TO THE COMMUNITY



MERCY URGENT CARE

Catherine McAuley MERCY Foundation





Mercy MAKES US DIFFERENT.

In 2017, Sisters of Mercy Urgent Care simplified our name to **Mercy Urgent Care**. Mercy Urgent Care, still sponsored by the Sisters of Mercy, remains the same compassionate, not-for-profit urgent care provider we have always been, with a 100+ year tradition of meeting the healthcare needs of Western North Carolinians. You're just minutes away from compassionate, convenient, quality healthcare--without an appointment and at a fraction of the time and cost of an ER visit. Since 1985, Mercy Urgent Care has helped your family, friends and neighbors recover from injury, heal from illness, and get back to life. Why should you trust your healthcare to us? It's right there in our name: ***Mercy makes us different.***

mercyurgentcare.org



Photo top left: Pictured in Haiti are Paul Gilliam, JJ McMahon, Father John Schneider, and Director of International Medical Missions Dr. Ellen Lawson.
Cover photo: Mary Tax and Sister Maria Goretti

WEST ASHEVILLE
1201 Patton Avenue
(828) 252-4878
Mon.-Fri.: 7am-8:30pm
Sat. & Sun.: 9am-7pm

SOUTH ASHEVILLE
1833 Hendersonville Road
(828) 274-1462
Mon.-Fri.: 8am-5:30pm
Sat. & Sun.: 10am-4pm

7 Days a Week, 362 Days a Year - Closed

Mercy MAKES US COMMUNITY ORIENTED.

Local Mercy Urgent Care **puts patients first**. Committed to sacredness of life, human dignity, mercy, justice, service and excellence, Mercy Urgent Care believes everyone should have access to convenient, affordable, and high quality healthcare. Optional on-line check-in offers patients real-time availability and the opportunity to provide immediate feedback.

Employers in Western North Carolina can take advantage of the unique services we provide via **Mercy Occupational Medicine**, where our board-certified physicians and highly-qualified, licensed professionals work with your business to provide healthcare solutions tailored to fit the needs of your business and employees. Convenient Mercy Urgent Care locations and Mercy Occupational Medicine offer a comprehensive array of services for your workplace and labor force including workplace incident management, screening and testing, trucking and transportation services, as well as on-site services, and a new employer portal.

Supporting the residents and visitors of Western North Carolina is a top priority, and to do this effectively Mercy Urgent Care, as an independent provider accepts most major insurances including Blue Cross Blue Shield North Carolina; offers a self-pay option with tiered pricing starting at \$149; and also has a Compassionate Care financial assistance program for qualifying patients.

To assist with back-to-school expenses, Mercy Urgent Care offered \$25 sports physicals for all elementary through high school student athletes residing in Buncombe and Transylvania counties.



In 2017, Mercy Urgent Care was recognized by Just Economics as a **certified living wage employer**, joining Western North Carolina's network of approximately 400 living wage employers, making it the largest network in the country.



WEAVERVILLE
61 Weaver Boulevard
(828) 645-5088
Mon.-Fri.: 8am-5:30pm
Sat. & Sun.: 10am-4pm



EAST ASHEVILLE
1272 Tunnel Road
(828) 210-8325
Mon.-Fri.: 8am-5:30pm
Sat.-Sun.: 10am-4pm



BREVARD
22 Trust Lane
(828) 883-2600
Mon/Wed/Thurs/Fri.: 9am-4pm
Sat.: 10am-4pm
Tues. & Sun.: Closed
Open 5 days a week
Closed Easter, Thanksgiving
and Christmas

Financials

Benefits to the Community

Jobs: 91

Salaries and Benefits Paid: \$4,998,296

Active, Board Certified Physicians: 10

Patient Visits: 52,324

Compassionate/Charity Care: \$70,715

Bad Debt Written Off as Charity: \$45,055

Medicaid Support: \$118,768

Medicare Support: \$87,258

Total Government-Sponsored Healthcare Support: \$206,026

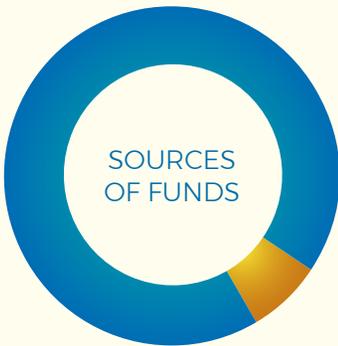
TOTAL Annual Community Benefit: \$297,950

Projected Savings from Emergency Room Avoidance: \$13,033,417

(\$1,267,373 self-pay and \$11,766,044 other patients)

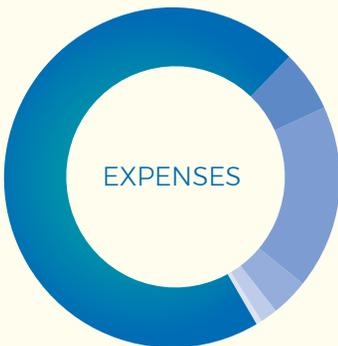
Outreach: \$103,005

(In-kind, medical mission trips, supplies, sponsorships)



SOURCES OF FUNDS

■ Net patient service revenue	\$7,026,943*
■ Non-operating revenue	\$583,150



EXPENSES

■ Compensation, incl. benefits employed or contracted	\$4,998,296
■ Medical Supplies	\$406,724
■ Other facility costs	\$1,237,414
■ Depreciation and Amortization	\$248,406
■ Interest expense	\$120,682
■ Other operating expenses	\$35,272

FYE September 30, 2016 Audited

*Adjusted for bad debt and uncollectible discounts

Thanks to our donors

The Catherine McAuley MERCY Foundation gratefully accepts donations via cash, check, and credit card. Give securely online at mercyurgentcare.org or mail your gift (payable to CMMF) to P.O. Box 16367, Asheville, NC 28816.

Leadership

Mercy Urgent Care

Board of Directors

Robert A. Phillips, Chair, retired Volvo CFO
James A. Christian, Vice Chair, retired MAHEC
John W. Graeter, Treasurer, Healthcare Consultant
Ken Ellington, MD, MedStream Anesthesia
John N. Fleming, McGuire, Wood, & Bisette, PA
Jeff Gould, CPA, Finance Committee, Gould, Killian
Melissa Bell Hill, Audit Committee Chair, Hometruster
Timothy C. Johnston, President & CEO
Sister Lillian Jordan, RSM, Sacred Heart Convent
J. Robert Scully, QI Chair, retired dental surgeon
Sister Jill Weber, RSM, Focus on Haiti



Sister Maria Goretti helped open Mercy Urgent Care East on December 1, 2016

Catherine McAuley MERCY Foundation

Board of Directors

Buster Brown, Jr., Secretary, Brown Properties
James A. Christian, Chair, retired MAHEC
Bridget Eckerd, PE, Community Volunteer
John N. Fleming, Vice Chair, McGuire, Wood, & Bisette, PA
Tim Johnston, President & CEO
Robert A. Phillips, Treasurer, retired Volvo Construction Equipment
Sister Larretta Rivera-Williams, RSM, St. Leo the Great Catholic Church
J. Robert Scully, DDS, retired Rockcliff Oral & Facial Surgery



Dr. Beth McCarty, MD
Medical Director

Mercy Urgent Care Leadership Team

Grace Barnwell, Family Nurse Practitioner
Barbara Chambers, Operations Director
Tim Johnston, President & CEO
Dr. Beth McCarty, MD, Medical Director
Sharon Owen, Executive Assistant
Leah Singleton, Director of Finance
Rachel Sossoman, Human Resources Director
Sister Peggy Verstege, Mission Effectiveness

Catherine McAuley MERCY Foundation



Bike & Hike for Life Each year outdoor enthusiasts cycle and hike with 100% of the proceeds going to fund nearly \$300,000 in international medical relief. In 2017 cyclists tackled the WNC Flyer in Brevard and hikers scenic Mount Pisgah off the Blue Ridge Parkway.



8th Annual Mercy Golf Classic

Playing with a purpose. In late September Aflac recaptured the championship they first won in 2013. The proceeds of 2017 aided local and international medical missions, with a portion going to hurricane relief.

Catherine McAuley MERCY Foundation

also replenishes up to 80 hours of paid time off for staff who serve locally or abroad., provided \$85,000 in support for Frances Warde Family Health in Brevard, and nearly \$364,000 in compassionate and subsidized care. This amount is more than a half million dollars annually in local and international aid.



The heart of mercy... our donors

GOLF

Advanced Business Equipment
Advanced Data & Network Solutions
Aflac
Marie Allison
Altamont Capital Management
AP Associates
Asheville & Associates Real Estate
Asheville Radiology Associates
Azalea Management & Leasing
Blue Ridge X-Ray
Branch Banking & Trust
Broadmoor Golf Links
Broznc
CarePartners Foundation
Clean Environments
Coca Cola Bottling
Crowne Plaza Resort
Cube Creative Design
Brian Davis
Cole Davis
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Kenneth Downer
Russ Early
EBJ Builders
The Electronic Office
Etowah Valley Country Club
FastSigns
Jeff Gould
Matt Hendon
Melissa Bell Hill
Human Resource Solutions
Insurance Service of Asheville
Harry Jeter
Tim Johnston
Kenmure
Kathy Littlejohn
McGuire Wood & Bissette
McKesson
JJ McMahon
MedStream Anesthesia Solutions
Donna Montgomery
Mount Mitchell Golf Club
Mountain Valley Spring Water
Novus Bowers Ellis & Watson
Omni Resorts The Grove Park Inn
Vinson Parsons
Bob & Darlene Phillips
Reems Creek Golf
David Rhew
Street Fair
Shawn Toelcke
Clint Towe
TSA Choice
Al Weikel
Elly Wells Marketing & Project
Management
Ken Wilson Ford
Chris Young
Young Office

GREATEST NEED/ COMPASSIONATE CARE

Advantage Printing
JoAnn Bateson
Richard Bellflower
Marcia Britt
Jim Christian
Jim Duncan
Kristen Durnal
Dr. Bruce Gilpin
Tatyana Gurney
Melissa Bell Hill
Pauline Jackson
Gail MacLean
Ken Michalove
Sharon Owen
Vinson Parsons
Carl & Jan Ricker
Sister Larretta Rivera-Williams
Carl Rittberger

Marge Rooney
Toya Ruffin
Dr. Bob Scully
Carolyn Tripp
Karen Weinberg

HAITI

Advanced Business Equipment
Altamont Capital Management
Christian Alderson
ASPYRA
Azalea Management & Leasing
Richard Bellflower
Blue Ridge X-Ray
Buster Brown
Karen K. Brown
Martha Brown
Dr. Dan Burishkin
Lorie Calhoun
Mike & Liz Calloway
Capital Directions
Karen Casey
Barbara Chambers
Les Clinton
Tiffany Chiu
Jim Christian
Crystal Cogdill
Joyce Corbett
Cube Creative Design
Dr. Obie Cuento
Diapers for Haiti
John Douglas
Bobbie Dula
Richard & Bridget Eckerd
Suzanne Edmonds
Dr. Ken Ellington
Episcopal Church of the Transfiguration
Bare Necessities Team
H. Michael Frisch
Barbara Fry
Rahbecka Galván
Robert & JoAnn Gance
Paul Gilliam
Sister Maria Goretti
John & Kathryn Graeter
Charles Hamp Hampton
Bob Hanich
Dana Stonestreet
Donna Honeycutt
Barbie Horton
Human Resource Solutions
Inform Systems
Brooklyn Jamison
Philip & Gretchen Johnston
Tim Johnston
Kallam Grove Church
Kimberly Katita
Charles Killian
Klesse Foundation
David & Mary Knoble
George Paul Lang
Jackie Lasher
Dr. Ellen Lawson
Celia Liming

The Little Bee Co.
Daniel McCaffery
Dr. Beth McCarty
McKesson
JJ McMahon
Jane McNeil
Erin McNelis
Msgr. John McSweeney
MedStream Anesthesia Solutions
Mercy Associates
Linda D. Miller
Claudia Muse
Father Chris Newcomb
Sharon Owen
Bob & Darlene Phillips
Diep Poulos
Practice Velocity
Philip & Liz Pritchard
Michael & Jodie Razdrh
Sacred Heart Convent
St. Aloysius Catholic Church
St. Eugene Catholic Church
Father John Schneider
Helen Selander
Father Edward Sheridan
Leah Singleton
Sisters of Mercy in Cincinnati, Ohio
Sisters of Mercy South Central
Community
Georgia Hope Smith
Father Jim Solari
Judy Smith
Rachel Sossoman
Dr. David Stern
Sam Stickney
Dana & Jana Stonestreet
Dr. Kalpesh Sutaria
Maureen Tull
Judy Ulesan
Pauline Waldburger
Sister Jill Weber
Ann Whaley

FRANCES WARDE FAMILY HEALTH GOOD SAMARITAN COMPASSIONATE CARE

Mike & Liz Calloway
Cozart & Associates
Sister Jacquie Dewar
Carol Hoban, FNP
Patricia McGarrahan
Eugene & Veronica Peterman
Lynda Reeves
Bob & Jane Reynolds
Theresa Thomas

EMPLOYEE ASSISTANCE

Tatyana Gurney
Tim Johnston
Rachel Sossoman

Team Mercy
is shown with
orphanage children
in Haiti where
rains had caused a
cholera epidemic.



Mercy MAKES THINGS POSSIBLE.

Team Mercy's 37th March for Babies participants raised \$3,334 to ensure every baby receives a healthy start.



Sharon Owen, center, served as Co-Chair of the Asheville Area Chamber of Commerce Total Resource Campaign. The volunteers raised more than \$600,000 to continue the important work of building community through business.



Team Mercy joined more than 1,200 Chamber Challenge participants for the annual 5K through downtown

Mercy volunteers packed 3,500 pounds of apples for 22 western counties at Manna Foodbank to kick off the annual United Way campaign.



Staff joined mascot Welby to cheer on the Asheville Tourists.

