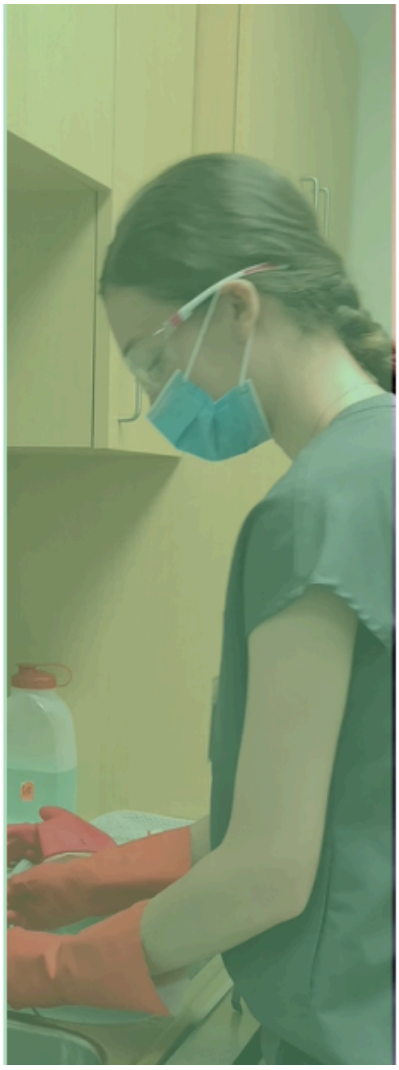
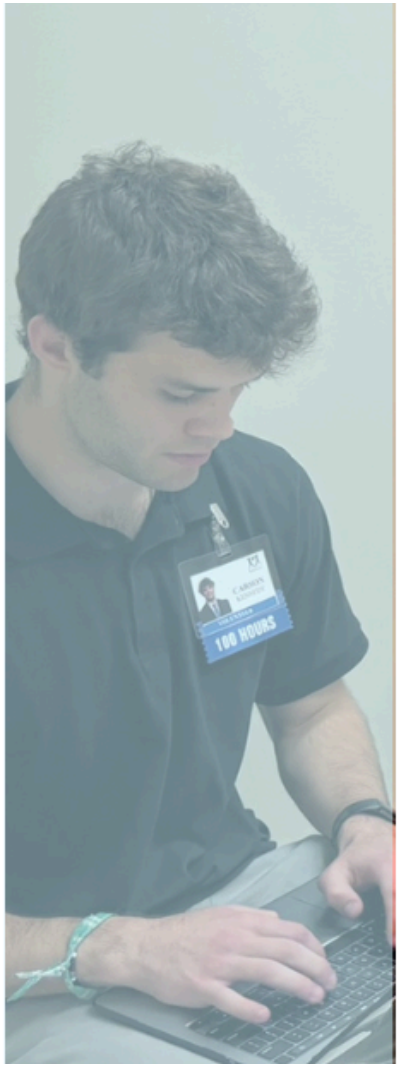
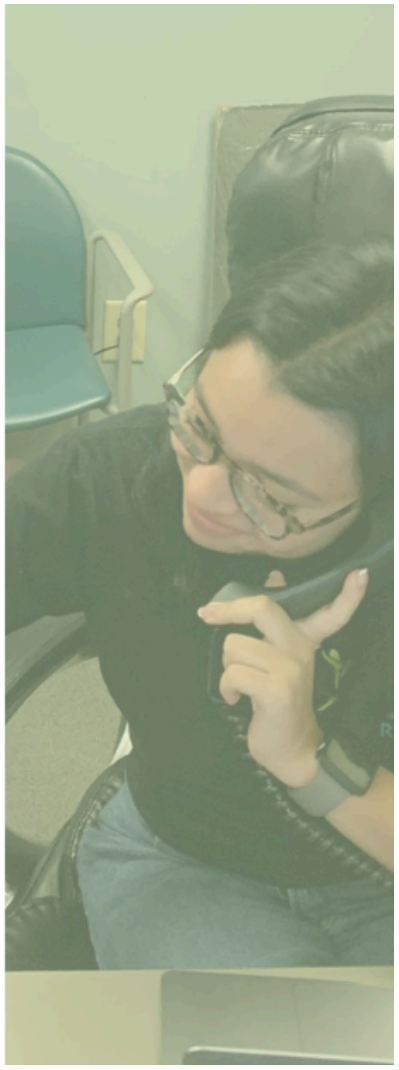
MERCY
HEALTH CENTER

2025 IMPACT REPORT



"Blessed are the merciful, for they will be shown mercy." Matthew 5:7

TABLE OF CONTENTS

1 Welcome Letter

2 Who We Are

3 Who We Serve

4 What We've Done

6 Mercy in the Community

7 Volunteer Overview

8 Financial Report

9 Our Partners

10 Where We Are Going

11 Leadership, Staff, and Board



A letter from our CEO

As we enter our 25th year of serving Athens and the surrounding communities at Mercy Health Center, I am deeply grateful for the privilege of working at a place where true healing and hope can flourish. Since 2001, Mercy has been advocating for, loving on, and delivering high-quality healthcare to the most marginalized among us, not because we think it's a good idea, although it is, but because it's what Jesus has called us to do.

2025 was a transformational year in many ways. We refined and clarified our mission statement and core values. We have developed a 5-year strategic plan that prioritizes growth, spiritual leadership, training the next generation, and providing continued quality care to the marginalized around us. We welcomed new staff members who demonstrate and share the love of Jesus so well in their work, and have a team of people who aim to live out Jesus' words in Matthew 25:35-36 daily.

We are poised at Mercy to have an even greater impact in the years to come, thanks to the support of community members like you. Though much has changed this year, the thread that has remained the same for all 25 years is our commitment to see the Kingdom of God move forward through the tool of healthcare. We are seeing people come to Him, we are seeing people restored and redeemed, and that is a work worth investing in!



Cole Phillips, MD, MBA
CEO & Medical Director

Who is Mercy?

Mercy Health Center exists to **demonstrate and share the love of Jesus through quality, whole-person healthcare to our underserved neighbors.** We achieve this by providing accessible medical, dental, behavioral health, and spiritual care to the marginalized, as well as by training the next generation of Christian healthcare leaders.

Our Core Values

At Mercy we...

Seek Jesus

We fix our eyes and hearts on Jesus, trusting Him to guide our mission, shape our hearts, and provide for our every need. We want His name to be glorified in all we do at Mercy.

Matthew 6:33

Love Abundantly

We show mercy, compassion, and unexpected hospitality, modeling the sacrificial love of Jesus to all we encounter.

John 13:34 - 35

Practice Joy

We have a joy that is not of this world, which enables us to work alongside one another with resilience, peace, and unity found in Christ alone.

Psalms 16:11

Steward Faithfully

We are responsible with our time, talent, and gifts, acknowledging that all we have is from the Father, while prioritizing integrity in all we do to His glory.

1 Peter 4:10-11

Cultivate Community

We nurture a community of grace, growth, and service among our volunteers, staff, donors, patients, and community partners.

Hebrews 10:24-25

Pursue Excellence

We consistently strive for excellence through innovation, strategic growth, and professional development to deliver the highest quality healthcare to our underserved neighbors.

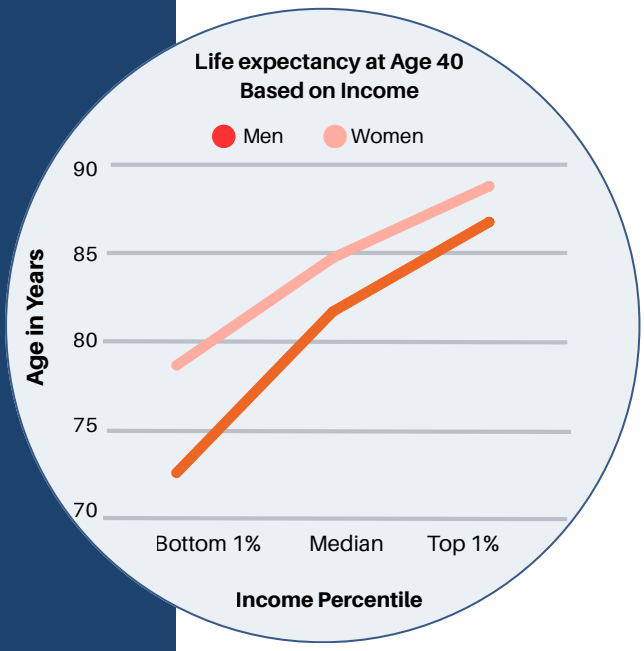
Colossians 3:23-24

Watch Valencia's story and hear about how Mercy changed her life.



Who We Serve?

Mercy cares for the most vulnerable in our community, serving patients with no health insurance living at or below **200% of the Federal Poverty Line (FPL).** Our patients face extreme barriers to care and are often fearful and distrusting of the healthcare industry.



Around **18% of people in Athens-Clarke County are uninsured**, and **30% have an income less than 200% of FPL.** In the surrounding counties, the **uninsured rate is around 18% and 26% of people have incomes less than 200% of FPL.**

Patients living in poverty have significantly shorter life expectancy compared to their wealthy counterparts. These are our **neighbors made in God's image** but living on the margins of society. They are often hurting, desperate, and lacking hope.

Mercy stands as a **beacon in our community**, offering not only physical healing but also hope and spiritual restoration.

Uninsured adults are 4X less likely to receive routine care, leading to more complications, hospitalizations, and reduced quality of life

3 out of 4 uninsured adults have at least 1 full-time worker in their household

"I know that the Lord secures justice for the poor and upholds the cause of the needy." Psalm 140:12

Increasing Access

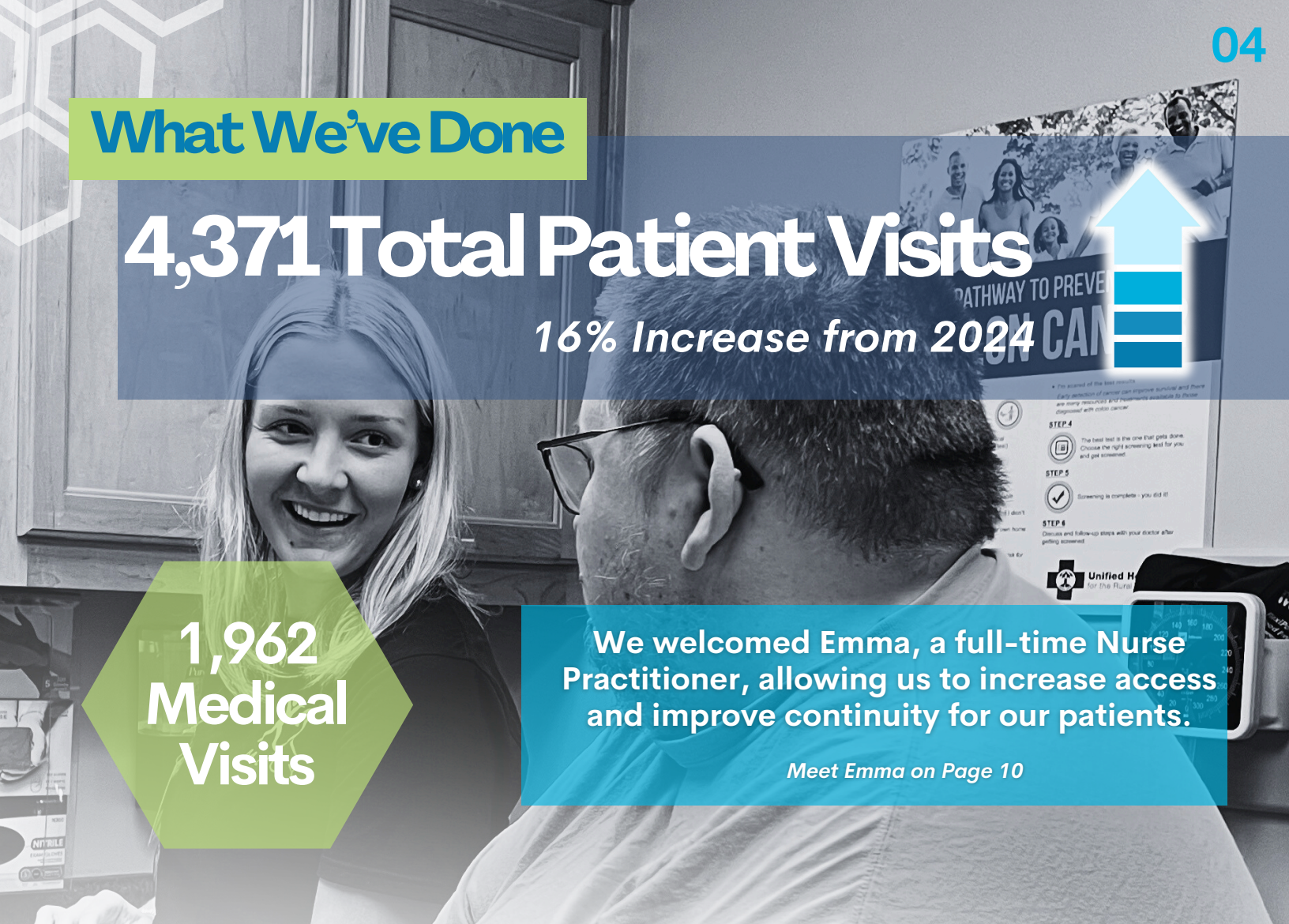
In an effort to continue reducing barriers and providing access to even more patients on the margins, we expanded our service area in 2025 to include **7 additional counties.**



What We've Done

4,371 Total Patient Visits

16% Increase from 2024



1,962 Medical Visits

We welcomed Emma, a full-time Nurse Practitioner, allowing us to increase access and improve continuity for our patients.

Meet Emma on Page 10

1,303 Dental Visits

Partnership with the Athens General Practice Dental Residency, along with our dedicated volunteers, allowed for continued growth in access to crucial dental care.

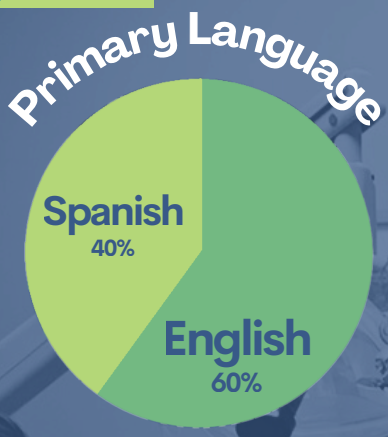
1,106 Behavioral Health Visits

Dedicated to whole-person care, each patient has access to individual and group counseling, as well as social services, along with our new Mercy Market, which supports those facing food insecurity.

Patient Demographics

42% Male

58% Female



Impact of Care

97%

Patients who say they would recommend Mercy to a loved one seeking healthcare

$1,609,515

Value of Care provided

91%

Patients who say their quality of life has improved since becoming a Mercy patient

85%

Patients who reached 1 or more goals in counseling

1,398

Dental Procedures

234

New Patients

70%

Patients with Hypertension who have controlled blood pressure. (National average is ~50% controlled)



James found himself without insurance, without money, and struggling with uncontrolled diabetes. A 20-day hospitalization left him missing several toes, dependent on a wound vac, and with nowhere to turn next. It was during this incredibly vulnerable time that he found Mercy Health Center, when he needed hope the most.

"When I walked through the door, I was ashamed. But the people at Mercy showed me love and made me feel at ease."

In less than a year as a patient at Mercy, James got his diabetes under control for the first time in many years and received the care he would not have had access to otherwise.





Community Outreach and Social Services

Throughout the year, Mercy Health Center remained deeply present in the community, meeting practical needs while building relationships rooted in dignity and trust. Through initiatives such as the Mercy Market Food Pantry, Christmas Tree Giveaway, and community resource fairs, including Banquet of Blessings and the BackPack Project, families received reliable access to food, hygiene supplies, and essential support during times of need.

Our outreach extended beyond material assistance, helping individuals overcome barriers such as transportation challenges and access to prescription drugs through our benevolence programs.

Mercy also served as a connector, working with partner organizations such as the Athens Homeless Coalition, Advantage Behavioral Health, and the Athens Housing Authority to provide housing assistance, employment resources, and additional health services. These efforts ensured that care did not stop at the exam room but followed individuals into their everyday lives.

By collaborating with other organizations and agencies, Mercy strengthened the network of support surrounding uninsured and underserved neighbors. Each interaction creates opportunities for hope and restoration. Together, these outreach efforts reflect Mercy's commitment to caring for the whole person and working alongside our community with compassion and purpose.







Volunteers

We are so thankful for the 130+ volunteers who served at Mercy in 2025!



14,558 Volunteer Hours

Valued at $571,159

"My time at Mercy has impacted my life in such beautiful ways. It has helped me figure out what kind of doctor I want to be.

Volunteering at Mercy has helped open my mind as far as viewing the patient as a whole. Truly just taking the time to have intentional conversations outside of their medical needs. Seeing Dr. Phillips treat patients that way inspires me to be a doctor like that. To listen to the patient, check in on them, and love them through that."

-Nando,
Student Volunteer



We ♥ Our Volunteers!

Volunteer Providers and Referral Partners

Medical Providers

Athens Pulmonary & Sleep Medicine
Daniel Blair, DO
May Bullecer, MD
Ross Campbell, MD
Lee Chisolm, MD
Joseph Colasurdo, DPM
Mitch Cook, DO
Valerie Crump, RN
Emma Culpepper, RN
Deepak Das, MD
Austin Evans, MD
John Hydrick, MD
Mary Bess Jarrard, MD
Jan Kendrick, RN
Lighthouse Foundation- Nadine Humen Forché, OD
Rustin McAlister, MD
Trina McMillan, FNP-C
Nick Parker, PA-C
Penny Rupert, RN
Fareha Rahim, MD
Rebecca Daniels, DNP
Eric Robach, MD
Taylor Sandlin, PA-C
Sarah Williamson, RN
Mallory Shillinger, DO
Steve Chesser, MD
Thomas Wells, MD
Fred Young, MD

Referral Partners

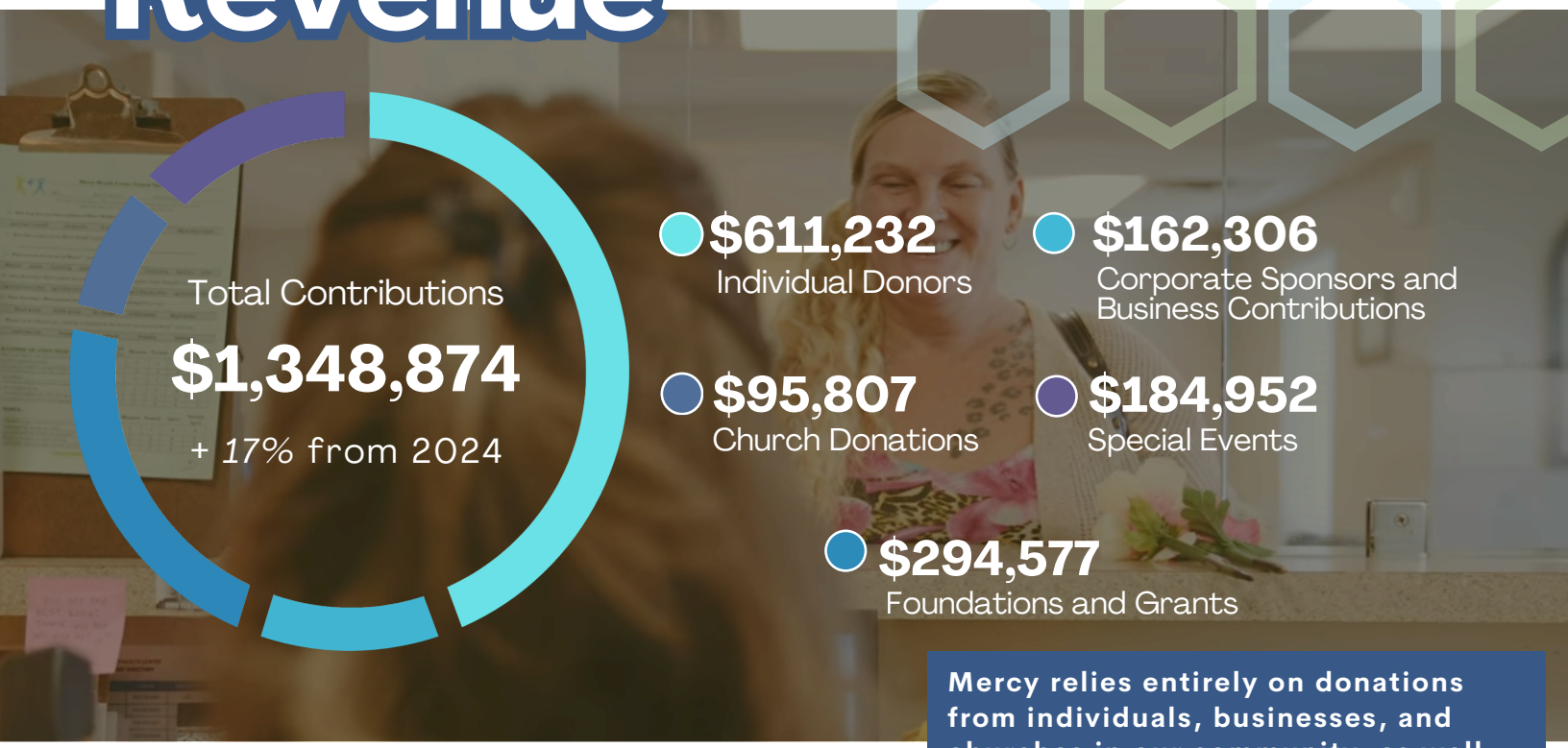
Alyson White, DMD
Athens Area Urology- Catherine Schwender, MD
Athens Area Urology- Christian Ericson, MD
Athens Eye Doctors & Surgeons
Athens General & Colorectal Surgery
Athens Neurological Associates
Athens OBGYN- Rachel Murthy, MD
Athens OBGYN- Ruth Cline, MD
Athens Orthopedic Clinic- David Ryan, MD
Athens Orthopedic Clinic- Lee Sullivan, ACNPC-AG
Athens Orthopedic Clinic - Physical Therapy
Athens Retina Center
Brian Jock, DMD
David Allen, DMD
ENT of Athens
Frank Bishop, DMD
Gastroenterology Associates of Athens
Georgia Neurological Surgery & Comprehensive Spine
Greg Ware, DMD
Infectious Disease Consultants
Kidney Clinic Of Athens
Oconee Heart & Vascular
Piedmont Athens Regional Sleep Center
Piedmont Heart of Athens
Piedmont Midwifery Clinic
Piedmont Physicians Neurosurgery
Piedmont Physicians Obstetrics and Gynecology
Piedmont Physicians Surgical Specialists
Rosanna Masciadri, DMD
St. Mary's Center for Wound Healing

Dental Providers

Leah Brannon, RDH
Wendi Clanton, DMD
Jonathan Ennis, DMD
Laura Farmer, RDH
Chandler Grove, DMD
Alec Hall, DMD
Kara Johnson, DMD
Daniel McCullough, DMD
John Salatino, DDS
Stanley Satterfield, DMD
Jonathan Scaringe, DMD
Kaitlin Thrift, DMD
Chad Till, DMD
Diana Wade, DMD



Revenue



Total Contributions
$1,348,874
+ 17% from 2024

- **$611,232** Individual Donors
- **$162,306** Corporate Sponsors and Business Contributions
- **$95,807** Church Donations
- **$184,952** Special Events
- **$294,577** Foundations and Grants

Mercy relies entirely on donations from individuals, businesses, and churches in our community, as well as the support from numerous grant and foundation partners for our operating expenses.

Expenses

Total Expenses
$1,246,755
- 5% from 2024

- Marketing and Development: **$55,403**
- Operations: **$347,065**
- Staffing: **$844,287**

For every **$100** Mercy spends,

We provide **$133** worth of care

Want to be part of the mission?

Give the gift of hope in 2026!

Donate

Support

Corporate Partners

GEORGIA SKIN CANCER & Aesthetic Dermatology
CEI CABLE EAST
BEHAVIORAL SAFETY
Dr. Stanley D. Satterfield and team
Hayward Allen TOYOTA
SYNOVUS
ROLL OFF SYSTEMS
RWM RASMUSSEN WEALTH MANAGEMENT
Southern HOME DESIGN AND CONSTRUCTION 706-224-2343
RON J. SEIB CFP, ChFC, AAMS Edward Jones
Thornton 85 YEARS BROTHERS
ATHENS EYE DOCTORS & SURGEONS
MERRILL A BANK OF AMERICA COMPANY ARH Wealth Management Group

Church Partners

WATKINSVILLE FIRST BAPTIST CHURCH
Anchor Bible Church
PRINCE AVENUE BAPTIST CHURCH
NATIONSCHURCH
TUCKSTON UNITED METHODIST CHURCH
ASHFORD MEMORIAL
REDEEMER PRESBYTERIAN CHURCH
ATHENS CHURCH
FIRST BAPTIST CHURCH ATHENS
FAITH presbyterian church
ALPS ROAD PRESBYTERIAN CHURCH
5 Points Church
BRIARWOOD BAPTIST CHURCH
LIFE CHURCH OF ATHENS
Oconee Presbyterian CHURCH
CLASSIC CITY CHURCH
FIRST UNITED METHODIST CHURCH ATHENS
St. James

Grants

Walton EMC
JACKSON EMC FOUNDATION
sparkgood.
THE PATTERSON FOUNDATION
ORAL HEALTH INTERNATIONAL FOUNDATION
DELTA DENTAL
THE GEORGIA CLUB FOUNDATION, INC.
Georgia Power Foundation
GEORGIA CHARITABLE care NETWORK

Frances Wood Wilson Foundation
Lois and Lucy Lampkin Foundation
Mary Allen Lindsey Branan Foundation
The Files Family Foundation
The Harris Foundation
The Irving Family Fund
Turner Family Foundation
World Outreach Fund
Thomas McKey Tilman Foundation
Ramon C. and Amanda H. Thompson Family Fund

"Whoever is generous to the poor lends to the Lord..." Proverbs 19:17

Where are we going?

As Mercy Health Center embarks on our **25th** year serving this community, we are so excited about what the future holds. This year, Mercy Health Center is implementing a strategic plan designed to guide our work and strengthen our impact in the years ahead. The plan will enable us to grow, serve, and lead more effectively as we begin our next 25 years of restoring our community through healthcare that aims not only for physical healing but also for the spiritual redemption found in Christ alone.

5 Year Strategic Plan

IT'S OUR 25TH YEAR!

Deepen Impact

Increase patient volume by 5X, expanding access to more neighbors in need

Train the Next Generation

Invest deeply in mentoring, teaching, and inspiring future Christian healthcare leaders

Ensure Equitable Access

Ensure all patients receive care that is accessible, excellent, and equitable

Spiritual Leadership

Create culture and systems that emphasize spiritual care and leadership at Mercy and in our community

Expand Reach & Resources

Increase revenue by 3X and improve financial sustainability and market reach



Emma Carlson, FNP-BC, began her career at another underserved gospel-centered clinic as an RN and was astonished at the needs of her own community. "It is so humbling to be a part of helping the most vulnerable population right in our own country. There is such a need right here at home!"

Emma joined the Mercy family this year and has been thrilled to be part of sharing the good news of the gospel while providing medical care to those most in need.

"It is truly my greatest joy to be able to help care for the people who are often forgotten. I believe that is what Jesus would do and I feel incredibly thankful that I get to live out my calling in this way."

Senior Leadership Team

Cole Phillips, MD, MBA – Chief Executive Officer and Medical Director
Emily Nix, MBA – Chief Operations Officer
Amber Deutsch – Director of Marketing and Development
Bradford Coleman, LPC – Director of Behavioral Health and Wellness
Janet Roberts, RDH – Dental Director
Janie Nix – Human Resources and Volunteer Coordinator

Governing Board

Ryan Brinson – Chairman of the Board
Michael Cass – Vice Chairman
Clay Gilbert – Incoming Chair
Paul Chambers – Secretary
Johnny Martin – Finance Chair
Toby Tate
Delena Brockmann
Jon Ennis, DMD
Dexter Fisher
Brett Grayson
Brittainy Horne
Brian Jock, DMD
Roswell Lawrence Jr, PhD
Stan Satterfield, DMD
Andy Wilson, MD
Ashley Wood

Advisory Board

Brooks Arnold
Paul Buczynsky, MD
Lenn Chandler
Matt Currie
Simon Garrett
Ali Gilliam
Chris Grahl
Jack Hodge
Mike Hunter
Ryan Liebowitz
David Linder
Beth Mclean
Nathan Moore
Ryan Nesbit
Alison Norris
Emory Patterson, MD
Ron Seib
Leslie Sinyard
Leslie Sutton
Adam Yelton
Fred Young, MD

To meet the rest of our staff, visit our website!

MERCY HEALTH CENTER

Address:
700 Oglethorpe Ave
Suite C7
Athens, GA 30606

Phone: 706-425-9445

Email:
info@mercyhealthcenter.net

Website:
MercyHealthCenter.net

Want to learn more or schedule tour?

Amber would love to meet you!



Amber Deutsch
Director of Marketing and Development
amber@MercyHealthCenter.net
706-224-6912