2025

Community Benefits Summary

Atrium Health Floyd Polk Medical Center

Atrium Health Floyd

Atrium Health Polk Medical Center Inc.

Community Benefits Summary for FY 2025

Snapshot of Community Benefit

Since 1942, the Atrium Health Floyd family of health services has served northwest Georgia and northeast Alabama. As part of that service, Atrium Health Floyd and its affiliated not-for-profit hospitals have provided care at no cost or at a discounted cost directly benefiting these communities, thus the term “Community Benefit.” In fiscal year 2025 (FY 2025), Atrium Health Floyd Polk Medical Center provided $6,919,329 million in community benefit services. This total represents the direct cost to Atrium Health Floyd Polk Medical Center of providing these services, and includes the following areas:

- Traditional charity care $2,280,394
- Unreimbursed Medicare $1,125,309
- A percentage of bad debt attributed to individuals who cannot afford to pay for services $2,718,287
- Non-billed community services $795,339

The total community benefits provided by the larger Atrium Health Floyd health care system, which also encompasses Atrium Health Floyd Medical Center and Atrium Health Floyd Cherokee Medical Center was $211,595,572 and includes the following areas:

- Traditional charity care $28,103,675
- Unreimbursed Medicaid $4,012,961
- Unreimbursed Medicare $113,035,074
- A percentage of bad debt attributed to individuals who cannot afford to pay for services $39,668,157
- Non-billed community services $26,775,706

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About Atrium Health Floyd Polk Medical Center

Atrium Health Floyd Polk Medical Center is an economic engine in Northwest Georgia. The Georgia Hospital Association estimates that Atrium Health Floyd Polk Medical Center generates more than $56.9 million in economic activity in the state. Atrium Health Floyd Polk Medical Center sustains another 700 fulltime jobs across the state in the form of support services and resources, including 198 full-time employees at the hospital. As an organization, Atrium Health Floyd is one of the region's largest employers, with approximately 5,300 employees and an economic impact of more than $1 billion.

About Atrium Health Floyd

The Atrium Health Floyd health care system includes Atrium Health Floyd Medical Center, Atrium Health Floyd Polk Medical Center, Atrium Health Floyd Cherokee Medical Center, Atrium Health Floyd Medical Center Behavioral Health, Atrium Health Floyd Primary Care, Atrium Health Floyd Urgent Care, Atrium Health Floyd Outpatient Surgery, Atrium Health Floyd Physical Therapy & Rehabilitation, Atrium Health Floyd Medical Center Heyman Hospice Care, Atrium Health Floyd The Breast Center, a stand-alone emergency department in Chattooga County, GA, and numerous ancillary services. Atrium Health Floyd is vital to its four-county primary service area of Chattooga, Floyd and Polk counties in Georgia and Cherokee County, Alabama, as well as the additional counties that make up Atrium Health Floyd's secondary service area: Bartow and Gordon counties in Georgia and Calhoun County, Alabama.

The mission of Atrium Health Floyd is to improve health, elevate hope and advance healing – for all.. This report outlines many of the community-focused programs and services that enable us to achieve our mission and improve the health of our community.

As a network of community hospitals and as a not-for-profit health care organization, we are committed to our responsibility to invest our resources into understanding and meeting the diverse health care needs of northwest Georgia and northeast Alabama. We continually strategize to ensure quality health care services are available to everyone, regardless of their ability to pay.

Atrium Health Floyd also is an economic engine in Northwest Georgia. The Georgia Hospital Association estimates that the Atrium Health Floyd health care system generates more than $1 billion in economic activity in the state, as well as purchases and other business relationships. Atrium Health Floyd generates approximately 13,440 full-time health care-related jobs in northwest Georgia and northeast Alabama, including approximately 5,300 full-time positions within the Atrium Health Floyd health care system.

Summary of Services and Benefits

Patient Services: Meeting the Needs of Our Community 24/7/365

As a not-for-profit community hospital, Atrium Health Floyd Polk Medical Center provides the medical services critically necessary to support healthy living in Polk County. Those services include the following:

- Breast Health
- Cardiology
- Corporate Health
- Diabetes Care
- Emergency Care
- Emergency Medical Services (EMS)
- Family Medicine
- Hospice
- Imaging Services
- Infusion Therapy
- Laboratory Services
- Outpatient Rehabilitation
- Pediatrics
- Pulmonary Rehabilitation
- Senior Enrichment Center
- Subacute Rehabilitation
- Surgical Services
- Urgent Care
- Wound Care

Atrium Health Floyd Polk Medical Center is supported by the Atrium Health Floyd health care system, which provides a complete continuum of medical care to serve the health needs of people in northwest Georgia and northeast Alabama. Our organization includes more than 540 physicians on our medical staff covering more than 40 medical specialties. This includes more than 385 employed medical providers, including physicians and advance practice providers (nurse practitioners and physician assistants). Atrium Health Floyd also provides inpatient and outpatient diagnostic, hospice, behavioral health and hospital services.

At the hub of the health system is Atrium Health Floyd Medical Center, a 361-bed, full-service acute care hospital that provides Joint Commission-certified specialty programs in advanced palliative care, heart failure, inpatient diabetes, stroke care, hip replacement surgery, knee replacement surgery and spine surgery. In addition, Atrium Health Floyd Medical Center is a certified Chest Pain Center, a designated Bariatric Surgery Center of Excellence, and Atrium Health Floyd The Breast Center is a Breast Imaging Center of Excellence and a Quality Breast Center of Excellence. Atrium Health Floyd also is home to a state-designated level II Trauma Center, a level III Neonatal Intensive Care Unit and has specialty centers for Pediatrics and Wound Care and Hyperbarics. The health system also includes 50-bed Atrium Health Floyd Cherokee Medical Center in Centre, Alabama, as well as Atrium Health Floyd Medical Center Behavioral Health, and a stand-alone emergency department in Chattooga County, GA, the first to be built from the ground up in the state of Georgia.

Through these locations Atrium Health Floyd is uniquely positioned to provide the full circle of care, including the following medical specialties:

- Alcohol and Chemical Dependency Services
- Bariatric Medicine, Surgery and Aftercare
- Behavioral Health
- Breast Health
- Cardiac Catheterization
- Cardiology
- Cardiac Rehabilitation
- Corporate Health
- Diabetes Care
- Diagnostic Radiology
- Echocardiography
- Emergency Care
- Family Medicine
- Family Medicine Residency Program
- Gynecology
- Hospice
- Hospitalist Care
- Hyperbarics and Wound Care
- Intensive Care
- Interventional Cardiology
- IV Therapy
- Laboratory Services
- Level III Neonatal Intensive Care Unit
- Level II Trauma Care
- Maternity Services
- Neurology
- Neuropsychology
- Neurosurgery
- Neonatal care, intermediate and intensive
- Occupational Medicine
- Oncology
- Orthopedics
- Palliative Care
- Pediatrics
- Pediatric Intermediate Care
- Pharmacy, Inpatient and Outpatient
- Radiology
- Inpatient Rehabilitation Services
- Outpatient Rehabilitation Services
- Senior Enrichment Program
- Sleep Disorders

- Subacute Rehabilitation
- Surgery, Inpatient and Outpatient
- Urgent Care
- Vascular Surgery

Community Benefit Programs

Our community benefit programs are extensions of many of these services into the community and cover a broad range of activities:

- Community Nutrition Support through Food Collection and Distribution
- CPR and first-aid classes
- Education and outreach for senior citizens
- In-kind donations/medical care at community events
- School-based health education programs
- Screening/Blood Pressure
- Screening/School-Based Sports Physicals
- Self Help/Fitness and Exercise
- Self Help/Stress Management
- Speakers for schools and civic groups
- Support groups for bereavement

Our Community's Demographics

Atrium Health Floyd Medical Center is committed to the health of the people who live, work and visit our service area. Atrium Health Floyd completed its most recent Community Health Needs Assessment (CHNA) in December 2024 to provide a snapshot of the health of Atrium Health Floyd's primary service area. The assessment was developed in compliance with IRS 501(r) guidelines, incorporating input from community stakeholders and public health experts. The data used to determine community health needs was taken from publicly reported health information and internally generated statistical information.

Polk County encompasses 312 square miles in northwest Georgia. The predominantly rural area has an estimated population of 44,610 (2024).

Poverty, Income and Employment: The poverty rate in Polk County is 17%.

In FY25, 45% of Atrium Health Floyd's patient population was covered by Medicare. Nineteen percent of patients were covered by Medicaid.

Health Care Providers: There is a wide variance in the availability of primary care physicians and mental health providers in the northwest Georgia and northeast Alabama region, with fewer primary care physicians per capita serving in rural communities. The rates of primary care physicians per 100,000 residents are:

- Floyd County – 134.59 per 100,000
- Cherokee County, AL – 39.53 per 100,000
- Polk County – 22.99 per 100,000
- Chattooga County – 8.02 per 100,000

Social Service Resources: There is a robust social service sector and invaluable support and services provided by non-profit, faith-based and community-based organizations. There is, however, a gap in the awareness of available services. There is general concern that there is a lack of broad-based impactful communication, transportation and general access to these services.

Education: Area schools and colleges are assets with good access to a quality education from preschool through college. The percentage of Polk County residents who graduated high school or have a general education development (GED) certificate is 82%.

The rate of residents with a bachelor's degree in Polk County is 15%.

Summary of Community Health Needs

By viewing the prevalence of chronic diseases in relation to indicators (e.g., poor diet and exercise) and outcomes (e.g., high rates of obesity and diabetes), causal associations emerge, allowing a better understanding of how certain community health needs may be addressed. In reviewing these alongside secondary data sources, surveys and focus groups, community health needs emerge:

- Access to care
- Cardiovascular disease
- Diabetes
- Mental and behavioral health
- Nutrition and wellness

Access to Medical Care and Prevention Services: Access to care is a primary concern. Despite the expansion of health care coverage, financial, transportation and linguistic barriers prevent some residents from receiving care in a timely and consistent manner. A significant portion of the population does not qualify for Medicaid coverage and does not have the resources to purchase health care insurance on the federal exchange. Approximately 16% percent of the residents of Polk County are uninsured. Transportation combined with few health care providers, particularly in rural communities, prevents residents from getting to appointments. And, there are gaps in the awareness of available services to assist with access.

Cardiovascular Disease: Cardiovascular disease is a significant health care issue for the community. The mortality rate from cardiovascular disease per 100,000 residents across all ages in Polk County is 364. Coronary heart disease is a leading cause of death in the United States. Contributing factors include obesity, tobacco use, high blood pressure, high cholesterol levels and lack of physical activity.

Nearly two-thirds of all Medicare fee-for-service patients in Atrium Health Floyd's total service have high blood pressure with Polk County reporting the highest rate at sixty-eight percent.

The mortality rate for African American residents of all ages for major cardiology disease in Polk County is higher than the state average at 379.1 per 100,000.

Diabetes: The prevalence of diabetes in the four-county primary service area is higher than state averages, ranging from 9% in Chattooga County and 11% in Polk County to 13% in Floyd County.

Mental and Behavioral Health: Mental health services are a pervasive community health need. Diagnoses range from stress and depression to attention deficit disorders and schizophrenia. Primary care physicians have begun to ask patients depression-related questions and reported rates of depression of risen in the Medicare population since these questions were added to wellness exams. In Polk County, that rate is 19%.

Nutrition: Good nutrition is vital to good health, disease prevention and healthy growth and development of children and adolescents. A lack of access to healthy foods is a barrier to healthy eating habits, and low-income and underserved areas often have limited access to healthy foods. In addition, people living farther away from grocery stores are less likely to have access to healthy food options and, thus, are more likely to consume less healthy, more convenient food options. This is exacerbated in the summer months when children do not have daily access to school breakfast and lunch programs. In Polk County, the food insecurity rate is 18%.

An Entire System Working Together

Together, Atrium Health Floyd Medical Center, Atrium Health Floyd Polk Medical Center and Atrium Health Floyd Cherokee Medical Center provide more than $85 million in free medical services to uninsured and underinsured patients. As the region's trauma center and neonatal intensive care provider, Atrium Health Floyd offers emergency care and intensive care to patients regardless of their ability to pay. In addition, Atrium Health Floyd offers discounted medical services including financial counseling, indigent prescriptions and operation of the Floyd County Clinic for that county's uninsured and underemployed population.

Access to care, cardiovascular disease, mental health services and healthy nutrition were determined in the 2024 CHNA to be significant concerns that affect many residents. The distribution of behaviors and health outcomes consistently follow social and economic patterns. Furthermore, some barriers to accessing care continue to prevent current programs and initiatives from reaching the populations in need. These challenges present important opportunities for the future. As we move forward as an integrated community of health care, social service and community leadership, we can leverage community assets to improve the health of residents in Polk County. Following are the key community health needs identified by Atrium Health Floyd that will serve as the guide for this implementation plan.

- The Atrium Health Floyd Medical Center Family Medicine Residency Clinic provides a county clinic available to specific low-income and uninsured populations along with a large number of Medicaid/Medicare patients.
- Mobile Mammography – Atrium Health Floyd's two Mobile Mammography Coaches travel to businesses, industries and medical practices throughout the four-county primary service area to provide onsite screening mammography. Mammography scholarships are available to qualifying individuals through Floyd Health Care Foundation, Inc., as well as the Northwest Georgia Cancer Coalition.

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- Athletic Trainers at schools – Atrium Health Floyd has athletic trainers in high schools and colleges in the four-county area, including the two public high schools in Polk County, providing care on the sidelines and in the schools to athletes in every competitive sport offered. In addition, the Atrium Health Floyd Medical Center Family Medicine Residency program works with our Sports Medicine department to provide free athletic physicals for student athletes throughout the area.

- Dental Care – Atrium Health Floyd Medical Center provides surgery space for patients seen through the Floyd County Health Department's dental program, which is available to Floyd County residents in need of dental care and who do not have dental insurance.

- School Health and Wellness – Atrium Health Floyd Corporate Health became the provider of health care to the Polk County School District's 7,000 students and 700 employees in August 2017. Atrium Health Floyd Corporate Health also serves the Rome and Floyd County school systems' more than 17,000 students and 1,700 employees. Nurses advise, assist, and guide school-based families in the most appropriate direction for health care while providing prompt medical care when a student is sick or injured. At select locations, Atrium Health Floyd school-based virtual care is available from local providers.

Community Health Needs Assessment Cardiovascular Disease Management Identified Resources

- Corporate Health – Atrium Health Floyd Corporate Health works with business and industry to develop and hardwire corporate wellness programs specific to the needs of each industry. This has resulted in successful reduction of loss time and benefits cost-savings for companies in our service area.

- Education Programs – Atrium Health Floyd provides numerous education programs at every level, from pre-school through senior adulthood. The Speakers Bureau is available to provide experts to speak about health, safety and resources available to the community.

- Patient-Centered Medical Homes – The Atrium Health Floyd Primary Care network, which has physician offices in all four counties in the primary service area as well as locations in the secondary service area, follows the patient-centered medical home philosophy, providing more intensive disease management to patients.

- Partnership with local gyms – Floyd and the Rome-Floyd County YMCA partner to provide health education opportunities to YMCA members and residents of the service area who attend educational opportunities at the Y.

- Health Screenings – Atrium Health Floyd participates in health fairs organized by the Northwest Georgia Regional Cancer Coalition, 100 Black Men of Rome and other entities, providing diabetes, wound care, high blood pressure, cholesterol and many other screenings free of charge or at cost.

- High Blood Pressure – Atrium Health Floyd routinely offers blood pressure screenings at health fairs and to community groups upon request.

- Diabetes – Atrium Health Floyd routinely offers diabetes screenings at health fairs and to community groups upon request. In addition, Atrium Health Floyd offers pre-diabetes classes to help those at risk of developing the disease to adopt a healthier lifestyle with a goal of reducing the likelihood of developing Type II Diabetes.

Mental Health Services Identified Resources

- Atrium Health Floyd Behavioral Health provides inpatient and outpatient adult psychiatric care to patients with a range of needs from depression and substance abuse to dementia and Alzheimer's disease. Atrium Health Floyd Behavioral Health also hosts depression screenings, support groups and individual counseling to patients and the community.
- In partnership with Atrium Health Floyd-Polk Foundation, Atrium Health Floyd will invest $1.5 million in strategy and programming to address the behavioral health needs unique to the service area.

Nutrition Support Identified Resources

- Rockmart and Cedartown Farmers' Market – Atrium Health Floyd Polk Medical Center works with the Rockmart Farmers' Market, which aims to make fresh produce available to members of the community at a central location. WIC participants can take advantage of a one-for-two credit system enabling them to further their food dollars while bringing nutritionally better options into their kitchens.
- Community Kitchen and Rome Action Ministries – Atrium Health Floyd supports the work of the Community Kitchen in Rome through food donations and volunteer opportunities. One of the food pantries operated by Rome Action Ministries has focused its mission on working with Cancer Navigators, an affiliate of Atrium Health Floyd, to make quality nutrition products available to cancer patients and their families.
- The Polk School District offers summer nutritional support for students, whose access to food is hampered when school is not in session. Atrium Health Floyd supports these efforts through donations and providing health care support at special nutrition distribution events.

Providing a Helping Hand: Charity Care and Community Benefits

Perhaps most significant in meeting community health needs is the continuing commitment of Atrium Health Floyd Polk Medical Center to provide comprehensive health care services to all individuals regardless of ability to pay. In FY 2025, $6,919,329 in unreimbursed care was delivered to individuals in the form of traditional charity care and through public programs and services. The value of all community benefit activities combined totaled $795,339.

Indigent care is the care provided to individuals who live in a family whose combined income falls below 125 percent of the federal poverty level for a family of a specific size. Currently, a family of four with a total annual family income of less than $39,000 is eligible for indigent care. Patients who qualify as indigent receive their hospital services at no cost to them.

Charity care is the medical care provided to low-income patients at a discounted rate. Atrium Health Floyd hospitals discount hospital charges on a sliding scale for patients whose combined family income falls between 125 percent and 400 percent of the federal poverty level for uninsured families of a specific size. The limit for insured families is 400 percent of the federal poverty level. For example, an individual living in a family of four with a total annual family income of $124,800 is eligible for a discount of 70 percent.

Community Service

Individually and corporately, Atrium Health Floyd Polk Medical Center continues to be actively involved in the communities where we have a presence, lending leadership, time and other valuable resources to efforts to improve the quality of life for families in the area.

In FY 2025, Atrium Health Floyd Polk Medical Center's outreach into the community, along with the provision of trauma and emergency care services resulted in an expense of $795,339.

- Atrium Health Floyd-Polk Foundation, in partnership with Atrium Health Floyd Polk Medical Center, provides financial support for nonprofits that are working to address challenges to health and wellness throughout the community. Specific areas of focus include mental health, food security, housing, economic development and access to care. In 2025, Atrium Health Floyd Polk Medical Center donated $648,135 to community nonprofits.
- Atrium Health Floyd Emergency Medical Services, supplemented by other Atrium Health Floyd departments, is a fixture at community events throughout the year, providing onsite ambulance back-up, First Aid stations and medical support when it is needed. In FY 2025, more than 20,000 Polk County residents and visitors benefitted from medical care and support at community events at a cost of $27,105 to the organization.
- Atrium Health Floyd is heavily invested in local schools. In addition to the 7,000 students and 700 employees who are covered by the school nurses provided in Polk County schools, Atrium Health Floyd provides health and safety training programs and career day speakers to students throughout the area. In FY 2025, approximately 600 students benefitted from school-based education programs presented by Atrium Health Floyd departments at a cost of almost $13,000**.** As part of those efforts, Atrium Health Floyd, of which Atrium Health Floyd Polk Medical Center is a part, supplies Certified Athletic Trainers to both high schools in Polk County. Providing Athletic trainers to schools cost the organization $1,578,352 in the past fiscal year.
- Atrium Health Floyd provides maintenance prescription pharmaceuticals to low-income uninsured outpatients at no cost to the patient through its hospital pharmacy. Any qualified, low-income patient being discharged from Atrium Health Polk Medical Center may be eligible to receive the prescribed medications. In FY 2025, the Atrium Health Floyd Polk Medical Center pharmacy provided $390 in prescription pharmaceuticals to low income, uninsured patients.

- Atrium Health Floyd's Mobile Mammography Coaches are equipped with state-of-the-art, digital mammography equipment and are used to reach out to the mostly rural and underserved areas in and around the four-county service area. The coaches provided 3,982 mammograms to women in our service area in FY 2025. Of those, 1,167 patients were past due for a mammogram, 451 women had never had a mammogram before, and 214 screenings revealed an abnormality that required further testing. Thirteen women were diagnosed with cancer as a result of their visit to a mobile mammography coach. The goal of this program is to reach women who have never had a mammogram, in hope of reducing the breast cancer mortality rate in our region, which is among the highest in the nation. The coaches traveled 13,303 miles in FY 2025 to women in eight Georgia counties and two Alabama counties to make mammography and clinical breast exams convenient for them. This program seeks to provide services and education to these women with the goal of reducing the mortality rate and improving the lives of these women and their families.

As a not-for-profit community hospital, Atrium Health Polk Medical Center is continuously looking for opportunities to reach farther into our community to meet the needs of the full spectrum of individuals who seek medical care in northwest Georgia and northeast Alabama. We currently have several outreach programs aimed at improving access to health care in our community.

Members of the Atrium Health Floyd health care system team are committed to the community in many ways. In FY 2025, Polk co-workers loaned their talents and leadership skills to school, civic and professional organizations. A partial list of the leadership roles Polk employees held during this time includes:

- Member, Kiwanis Club of Polk County Board of Directors
- Chair, Polk County Chamber of Commerce Board of Directors
- Medical Representative, Polk County College and Career Academy
- Member, Polk County Water Authority Board of Directors
- Chair, Rockmart Farmers Market Board of Directors
- Member, Development Authority of Polk County's Workforce Development Committee
- Participants, Polk County Chamber of Commerce's Lead Polk Program

Quality Leader

Atrium Health Floyd is a recognized state and national leader in customer engagement, and our comprehensive health care services have earned Atrium Health Floyd regional, state and national accolades and certifications. Over the past fiscal year, Atrium Health Floyd affiliates received state, national and international recognition.

Accreditations and Certifications

In 2025, Atrium Health Polk Medical Center held the following certifications and accreditation:

- Critical Access Hospital – The Joint Commission
- Laboratory – The Joint Commission
- Heart Failure – The Joint Commission
- Acute Stroke Ready – The Joint Commission
- Chest pain accredited – American College of Cardiology
- Geriatric Emergency Department – American College of Emergency Physicians

Get With The Guidelines American Heart Association/American Stroke Association

- Atrium Health Polk Medical Center – Heart Failure Gold Plus Quality Achievement

Atrium Health Polk Medical Center also held the following quality designations from other organizations:

- American Heart Association Get with the Guidelines Gold Award for Heart Failure Care
- Level IV Trauma Center for Atrium Health Floyd Polk Medical Center from the Georgia Department of Public Health

Atrium Health Floyd Polk Medical Center's commitment to its role as an excellent community hospital may be best illustrated by the extraordinary acts of kindness and compassion that permeate our culture. We believe that it is important to always keep our values and our mission in front of us. On a daily basis, the teammates at Atrium Health Floyd Polk Medical Center realize that each encounter is an opportunity to put our mission into action. Our commitment to our values and to high levels of employee and patient satisfaction enables a culture of high performance.

Polk Medical Center Inc.

Summary of Quantifiable Benefits
For period from 01/01/25 through 12/31/25
Classified as to Uninsured/Medically Indigent and Broader Community

Category	Occasions of Service	Net Revenues	Total Cost	Offsetting Revenues	Net Community Benefit
BENEFITS FOR UNINSURED/ MEDICALLY INDIGENT					
I. Traditional Charity Care:			$2,280,394		$2,280,394
II. Costs of Public Programs:					
A. Medicaid					
B. Floyd County Clinic					
III. Community Services:					
A. Nonbilled Services					
IV. Bad Debt*:			$2,718,287		$2,718,287
BENEFITS FOR BROADER COMMUNITY					
I. Costs of Medicare			$1,125,309		$1,125,309
II. Community Services:					
A. Nonbilled Services			$795,339		$795,339
B. Medical Education					
Grand Totals:					**$6,919,329**

NOTE: Consolidated Numbers

Definitions

Bad Debt – Those amounts that are patient responsibilities that have been deemed uncollectable.

Cash/ In-kind Donations – This category includes any cash or in-kind donations made by Atrium Health Floyd Medical Center and its affiliates.

Floyd County Clinic – The clinic provides services to approved indigent patients that are residents of Floyd County.

Medicaid – Medicaid is a jointly funded, Federal-State health insurance program for certain low-income and needy people. It can cover children, adults, elderly and disabled citizens.

Medical Education – This category includes medical education provided by Atrium Health Floyd Medical Center and its affiliates. The key components of this category are the Atrium Health Family Medicine Residency Program and Medical Clerkships to third and fourth year medical students.

Medicare – Medicare is health insurance for people ages 65 and over, along with those that have certain disabilities.

Net Community Benefit – The total net benefit provided to the community.

Non-billed Services – This category includes those services provided by Atrium Health Floyd Medical Center and its affiliates that are outside the normal patient care services. Examples include free sports physicals for youth, community health screenings and health education programs.

Occasions of Service – The number of patient visits or number of people served.

Offsetting Revenues – Cash or grants received to offset the cost of a particular program.

Total Charges – The total charges for patient services.

Total Expenses/ Write-Offs – Expenses are the total expenses for providing health care services. Write-offs are considered Bad Debts and Allowances. Bad Debts are those amounts that are patient responsibilities that have been deemed uncollectable. Allowances are those amounts that are prohibited by federal regulation to be collected from patients.

Traditional Charity Care – This category includes services that have been provided to patients determined to be indigent according to the federal poverty guidelines.