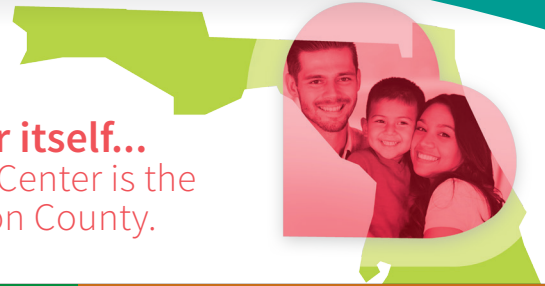




Our name speaks for itself...
Heart of Florida Health Center is the Medical Home for Marion County.



COMING IN 2018 HEALTH CENTER PHARMACY

We are thrilled to be on the path to opening our first Health Center Pharmacy projected for August 2018. It will be housed in the East location and we will pursue opening in other sites in the near future. Our Pharmacy is a part of the 340B Drug Discount Program which is a federal program that allows us to help vulnerable and uninsured patients gain access to needed prescription medications. The program requires drug manufacturers participating in the program to provide covered outpatient drugs at or below the statutorily defined ceiling price. Generally, the 340B Program includes outpatient FDA approved prescription drugs, Over-the-counter (OTC) drugs written on a prescription, biological products that can be dispensed only by a prescription (other than vaccines) and FDA-approved insulin. To use our pharmacy, the patient must be seen by a Heart of Florida Provider. We are happy to be able to add another patient centered service.

COMING IN 2018 RESIDENCY PROGRAM

2018 is presenting new opportunities to Heart of Florida Health Center and increased access for our patients with the addition of an Internal Medicine Residency program. The program, in partnership with Ocala Regional Medical Center and the University of Central Florida, will start July 2nd at our Central location.



ACCREDITATION



HFHC attained Level 3 Patient Centered Medical Home recognition from the National Committee for Quality Assurance for all 7 medical locations this year.

HFHC is committed to keeping patients first and continuing to provide high quality, patient-centered care.



HFHC was reviewed and received high marks by the Health Resources & Services Administration in 91 different areas and scored 97% based on (5) Main Categories: Governance, Management and Administration, Fiscal, Clinical, and an Other Category (Needs Assessment, Staffing, Sliding Fee Scale, Quality Improvement, and Data Reporting).

"Operational Site Reviews are crucial in Heart of Florida Health Center's continued funding as a Federally Qualified Health Center." - Jamie Ulmer, CEO

PATIENT TESTIMONIAL: STRAIGHT FROM THE HEART



Though HFHC has many new and exciting things going on and coming up in the future. One thing that stays constant and consistent is our commitment to our patients. We are proud to share Desiree's journey with our center.

"Heart of Florida Health Center was unbelievably helpful to me when I was experiencing unexplainable pain. I had visited our local hospitals on numerous occasions, only to be sent home with no diagnosis or plan of treatment. I was referred to the Heart of Florida Health Center by a co-worker who spoke highly of the staff. Once I called and explained my situation and my extreme discomfort, I was scheduled for an appointment the very next day. The staff was extremely helpful and honest with my situation. I was able to see a Provider, get a referral for a few test, and diagnosed within a week. I have started my treatment plan and feel so much better. I honestly believe that if I had not been referred to the HFHC, I would still be in pain and unaware of my diagnosis. Thanks Heart of Florida Health Center!" - Desiree Warren

Desiree we are so glad that we were able to be there for you and that you are now a patient of HFHC!

VISIT OUR NEW WEBSITE TO LEARN ABOUT HOW WE ARE AFFECTING OUR COMMUNITY ONE PATIENT AT A TIME. www.MyHFHC.org

MISSION

Our mission is to improve the overall health status of Marion County residents by providing quality primary medical, dental and mental health services to all residents, but in particular to those residents who would not otherwise be able to access the services due to financial limitation and/or lack of health insurance.

VISION

To be the provider of the highest quality, affordable, patient-centered primary health care in Marion County.

VALUES

Quality, Compassion, Respect, Integrity, Accountability, Collaboration

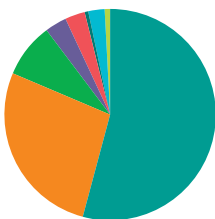
2017 FINANCIALS

ASSETS	2017	2016
Current assets		
Cash and cash equivalents	\$1,799,924	957,365
Restricted cash and cash equivalents	-	1,000
Total cash and cash equivalents	1,799,924	958,365
Certificates of deposit	1,742,112	2,501,583
Patient receivables, (net of allowance for doubtful accounts)	946,917	819,039
Other receivables	265,976	45,512
Prepaid expenses and other assets	12,543	14,239
Total current assets	4,767,472	4,338,738
Property and equipment, net	2,339,164	2,501,775
Other assets		
Intangible assets, net	143,719	188,596
Deposits	10,745	10,745
Total other assets	154,464	199,341
Total Assets	\$ 7,261,100	\$ 7,039,854

LIABILITIES AND NET ASSETS	2017	2016
Current liabilities		
Accounts payable	\$ 223,580	344,181
Accrued expenses	756,500	718,093
Deferred revenue	-	109,997
Total current liabilities	980,080	1,172,271
Net Assets		
Temporarily restricted	-	1,000
Unrestricted, undesignated	4,241,020	3,825,583
Unrestricted, designated	2,040,000	2,040,000
Total net assets	6,281,020	5,867,583
Total Liabilities and Net Assets	7,261,100	\$ 7,039,854

REVENUE

FISCAL YEAR 2017 ANNUAL AUDIT

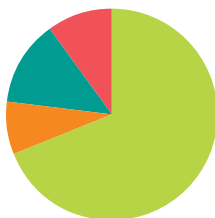


PATIENT FEES	6,546,226	54.35%
FEDERAL	3,280,360	27.24%
STATE	997,020	8.28%
LOW INCOME POOL	400,000	3.32%
MARION COUNTY COMMISSIONERS	380,000	3.16%
UNITED WAY	63,704	0.53%
IN-KIND	291,805	2.42%
OTHER	84,863	0.70%

TOTAL REVENUE \$12,043,978

PAYER MIX

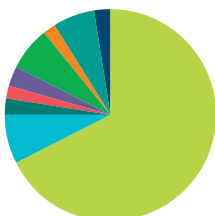
FISCAL YEAR 2017 ANNUAL AUDIT



MEDICAID	69%
MEDICARE	8%
PRIVATE	13%
UNINSURED	10%

EXPENSES

FISCAL YEAR 2017 ANNUAL AUDIT



LABOR COST	7,908,042	67.71%
LABS/ RADIOLOGY FEES	868,493	7.44%
DONATED SPACE/ SERVICES	291,806	2.5%
DEPRECIATION	220,395	1.89%
CONTRACT FEES/ MATERNITY	342,877	2.94%
ALL OTHER	803,216	6.8%
UTILITY & PHONE	215,729	1.85%
EHR & IT	741,581	6.35%
SUPPLIES	286,359	2.45%

TOTAL EXPENSES \$11,678,498

MESSAGE FROM THE CEO

Having started at the New Year let me speak to what plans and vision I see going forward. We have already begun work on an in-house Pharmacy for the 340B Program at two locations, a win-win for both patient and revenue growth. My vision is to decrease appointment wait times, increase access, and in collaboration with the Ocala Regional Hospital Medical Center house their Internal Medicine Residency Program. This would be an incredible addition to the community allowing HFHC to add over 12K patients. Rounding out the year we will plan for a new medical center that will also house our medical clinic, pharmacy, maternity, dental services, and behavioral health under one roof. This alone will significantly increase patient access and high quality care for the entire family no matter your ability to pay. I want to personally thank everyone for their warm welcome, I am proud to be a part of this great community. The momentum continues for a great 2018!

Jamie L. Ulmer, CEO

CHAIRMAN'S MESSAGE

2017 Was a year of change for Heart of Florida Health Center, including: Participation in the Federal 340B Drug Pricing Program providing eligible patients with affordable prescriptions; two successful outside Operational Studies by FQHC Associates and one by the Marion County Hospital District; HFHC achieved the highest level recognition for Patient Centered Medical Home; and The Health Center welcomed two new executive staff members, Dana Schultz, CFO, and our new CEO, Jamie Ulmer, who started January 1, 2018. The Board of Directors thanks our staff for their dedicated commitment to our mission, and our community partners for the positive collaboration and funding which contributed to expanded access to affordable health care in Marion County over the past year. We are extremely excited about a wonderful upcoming year!

Scott Hankinson, Board Chairman

BOARD OF DIRECTORS

- Scott Hankinson, Chairman** | CFO, Ocala Regional Medical Center
- Phil Wright, Vice Chairman** | COO, Munroe Regional Medical Center
- Georgia Hattan-Bennett, Secretary** | Owner - Good Apple Equine Consignment Shop
- Joe White, Rn, Treasurer** | Administrator, Brooks AmeriCare Home Healthcare Service
- Barbara Schwaite** | Retired - Marine Contractor
- David Minnici** | Administrator, ResHab Network
- Drexel C. Collins** | Retired, Public Service Electric & Gas
- Dyer Michell** | Retired, Hospital Administrator
- Lola Gonzalez** | Owner, Accurate Background Check
- H. Randolph Klein** | Attorney, Klein & Klein, LLC
- Sarahi Lara** | Unit Secretary, The Villages Hospital
- Susan Tedrick** | Retired, Attorney/Compliance Consultant
- Thomas C. Buss, II** | Insurance Agent, Barrett, Liner & Buss, LLC

EXECUTIVE TEAM

- Chief Executive Officer** Jamie Ulmer, MA
- Chief Operations Officer** Sherri Lewis, ARNP
- Chief Financial Officer** Dana Shultz
- Chief Human Resources Officer** Judith Devine



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352.732.6599

www.MyHFHC.org

HFHC is a 501(c)3 charitable organization and is registered with the State of Florida Department of Agriculture and Consumer Services under #CH27115. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll-free 1-800-435-7352, within Florida. Registration does not imply endorsement, approval, or recommendation by the State of Florida. Heart of Florida Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals and volunteers under 42 U.S.C 233 (a)-(n).