Committed to caring for communities across our state


For the fiscal year that ended on June 30, 2018, Duke provided a total community benefit and investment of $552 million, an 8.6 percent increase from the previous year. Of that cost, $98 million represents charity care for 241,481 patients, nearly all who call North Carolina home.

Duke’s commitment to its patients allows the Health System to ensure those who are uninsured or can’t pay for care because of financial hardship receive the treatment they need.

Including the $552 million for FY2018, Duke’s total community benefit and investment over the past 10 years is almost $4 billion.

This year’s Report on Community Benefit is available online at Corporate.DukeHealth.org/Community.

More than 7,600 Duke-trained healthcare professionals live and work in North Carolina

- Physicians                               3,372
- Nurses                                   3,024
- Physician Assistants              860
- Physical Therapists                 329
- Pathology Assistants               30

Total                                  7,615

68,699 Inpatient Discharges
92 percent involved North Carolina residents.
Total excludes normal newborns.
Top 3 counties by volume:
Durham: 20,517 (30%)  Wake: 12,783 (19%)  Person: 3,264 (5%)
One dot = one inpatient discharge
Figures for the fiscal year ending June 30, 2018

2,266,711 Outpatient Encounters
95 percent were North Carolina residents.
Top 3 counties by volume:
Durham: 744,878 (33%)  Wake: 652,378 (29%)  Orange: 171,370 (8%)
One dot = 20 outpatient encounters
Figures for the fiscal year ending June 30, 2018
World-class care to all patients, regardless of ability to pay

$98 Million

Over the course of the last fiscal year, Duke provided nearly $100 million in charity care to 241,481 patients, of which 96 percent were residents of North Carolina. Eighty-five percent (204,354) reside in Duke’s primary service area of Alamance, Durham, Granville, Orange, Person, Vance and Wake counties.

County-by-county charity care figures

- Durham County ($44.3 million)
- Wake County ($22.1 million)
- $700,000 to $2.5 million

All dollar figures are at estimated cost for the fiscal year ending June 30, 2018.

Highlights of Duke’s charity and discounted care policies

- Duke provides world-class care with a consistently high level of dignity, respect and skill to all patients, regardless of ability to pay.
- Duke provides eligible care at a discount or without charge to all qualifying patients who do not have health insurance, or who cannot pay for care because of financial hardship. (Cosmetic procedures are not eligible.)
- Duke physicians donate emergency, primary and specialty care services to eligible, uninsured patients through Project Access, a program in Durham and Wake counties.
- Duke helps patients navigate government-sponsored financial assistance programs.
- Duke absorbs cost differences when government programs such as Medicaid do not completely cover the cost of care.

Duke’s complete charity and uninsured discounted care policies are available at DukeHealth.org/Financial-Assistance.
Addressing healthcare needs face-to-face

Duke University Health System, as well as Duke Health, works within the communities it serves to promote wellness and access to care. Partnering with local residents, we address pressing needs to ensure healthy and happy North Carolinians.

In addition, through its two hospitals in Durham and one in Raleigh, Duke collaborates with public health departments in Durham and Wake counties and numerous community organizations to better understand the needs of the people who live here.

In accordance with federal requirements, links are available to the assessments for Durham and Wake counties, and to each of the Duke hospitals’ reports, at Corporate.DukeHealth.org/Community.

Supporting the work of community groups

Duke and its local collaborators work to eliminate healthcare disparities and improve access to high-quality medical care.

In the 2018 fiscal year, Duke provided more than $12 million in cash and in-kind support for community groups, including:

- $8.1 million for Lincoln Community Health Center and its satellite community clinics, which serve a majority poor and uninsured population.
- $2.4 million for Durham County’s Emergency Medical Services program.
- $1.8 million in cash contributions to other community organizations.

Investing in health professions education

Educating the next generation of physicians, nurses, nurse practitioners, physician assistants, physical therapists and pathology assistants is central to Duke’s mission to improve healthcare for patients and the community.

In the 2018 fiscal year, Duke invested a little more than $69 million in its health professions education program.

The program remains one of the most challenging and innovative in the country and emphasizes new models of community-focused care that focus on health, wellness and self-care, as well as population health management.

Duke clinics and care locations

Duke University Health System has about 300 locations serving North Carolina communities. To see the current list, go to DukeHealth.org/Locations.

Each dot represents one or more locations for Duke University Health System clinics and care sites.

Office of Community Relations
DUMC Box 3701
Durham, NC 27710
CommunityRelations.Duhs.Duke.edu
919-668-3792