



2025 Report on Community Benefit

\$1.021 Billion

Total Community Benefit
and Investment

\$175 Million

Financial Assistance
at Estimated Cost



DukeHealth

*Figures for fiscal year
ending June 30, 2024*

Committed to caring for communities across our state

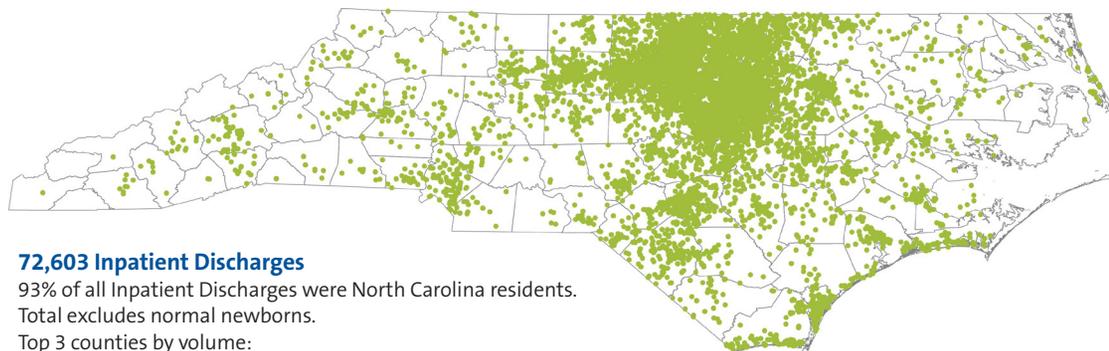
Welcome to the 2025 edition of the Duke University Health System Report on Community Benefit. The report highlights Duke's commitment to promoting health, wellness, and access to quality care for the people and communities of North Carolina.

For the fiscal year ending June 30, 2024, Duke provided a total community benefit and investment of \$1.021 billion. Of that cost, \$175 million represents financial assistance for 457,946 patients, nearly all of whom 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 \$1.021 billion for the fiscal year ending June 30, 2024, Duke's total community benefit and investment over the past 10 years is \$7.1 billion.

This year's Report on Community Benefit is available online at Corporate.DukeHealth.org/Community. Dollar figures throughout the report are rounded numbers.



72,603 Inpatient Discharges

93% of all Inpatient Discharges were North Carolina residents.

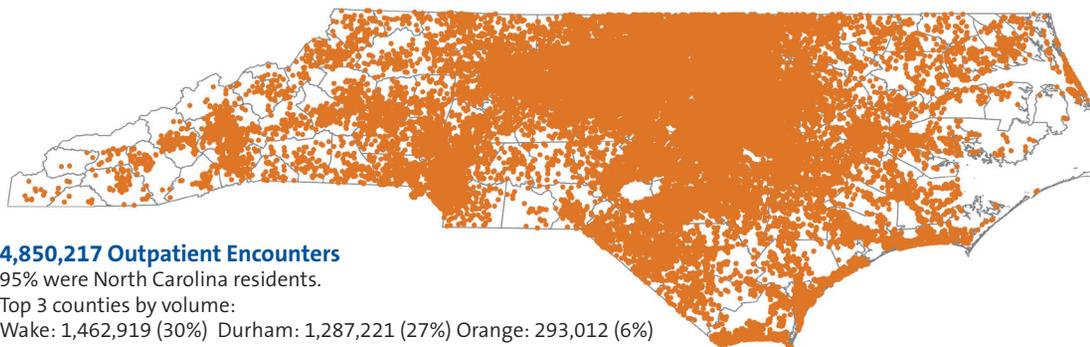
Total excludes normal newborns.

Top 3 counties by volume:

Durham: 21,077 (29%) Wake: 13,984 (19%) Granville: 3,528 (5%)

One dot = one inpatient discharge

Figures for the fiscal year ending June 30, 2024.



4,850,217 Outpatient Encounters

95% were North Carolina residents.

Top 3 counties by volume:

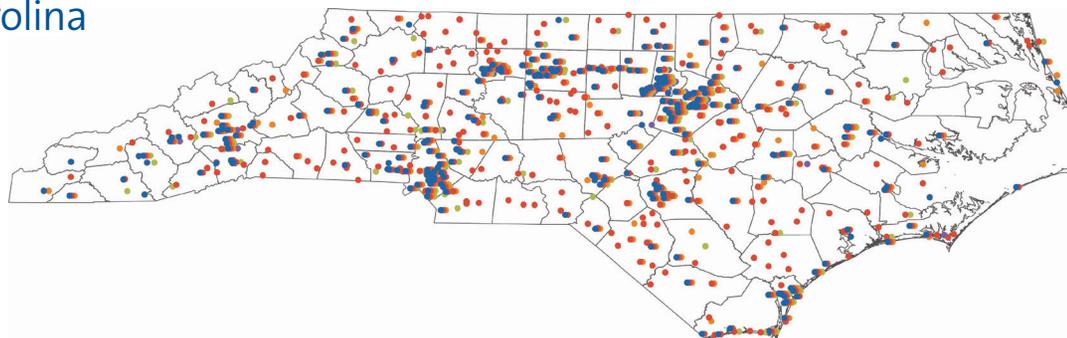
Wake: 1,462,919 (30%) Durham: 1,287,221 (27%) Orange: 293,012 (6%)

One dot = 20 outpatient encounters

Figures for the fiscal year ending June 30, 2024.

More than 8,800 Duke-trained health care professionals live and work in North Carolina

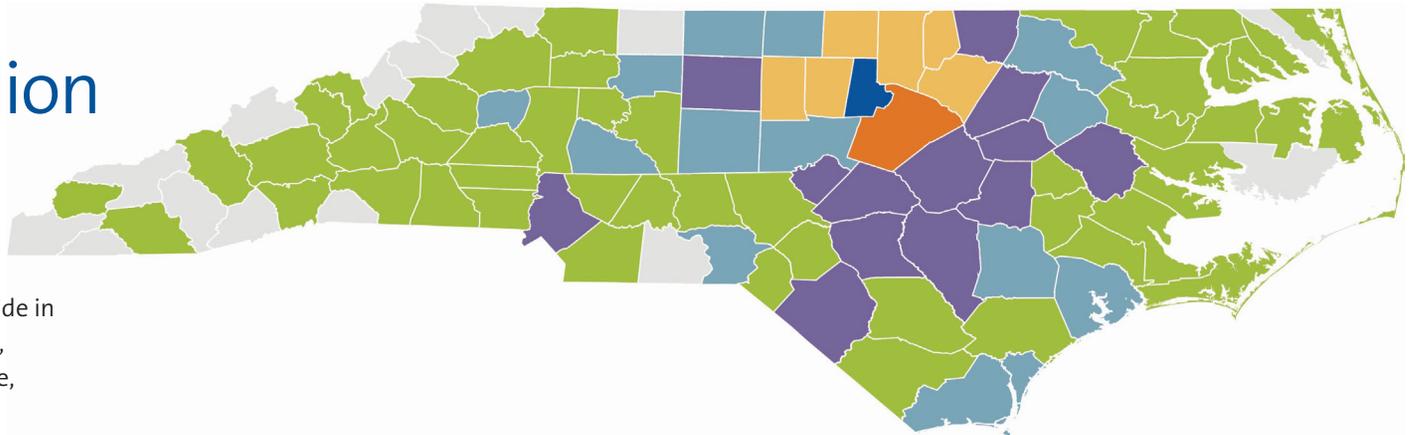
● Physicians	3,489
● Nurses	3,863
● Physician Assistants	980
● Physical Therapists	482
● Pathology Assistants	45
Total	8,859



World-class care to all patients, regardless of ability to pay

\$175 Million

Over the course of the last fiscal year, Duke provided \$175 million in financial assistance to 457,946 patients, of which 97 percent were residents of North Carolina. 85 percent (374,268) reside in Duke's primary service area of Alamance, Durham, Granville, Orange, Person, Vance, and Wake counties.



County-by-county financial assistance figures

- Durham County (\$79 million)
- Wake County (\$33 million)
- \$2.5 to \$8 million
- \$700,000 to \$2.5 million
- \$200,000 to \$700,000
- \$15,000 to \$200,000
- Less than \$15,000

All dollar figures are at estimated cost for the fiscal year ending June 30, 2024.

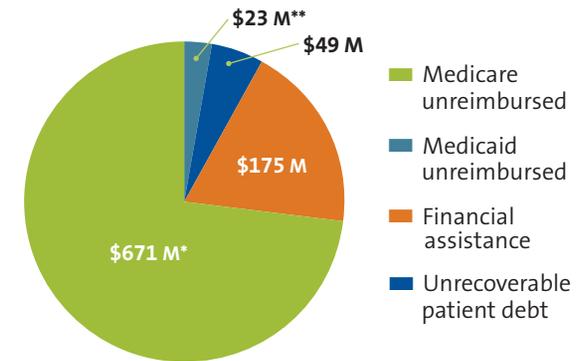
Highlights of Duke's financial assistance and discounted care policies

- Duke provides state-of-the-art care with a consistent, 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.
- 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 financial assistance and uninsured discounted care policies are available at DukeHealth.org/Financial-Assistance.

\$918 Million

Costs Duke covers for financial assistance and other unreimbursed expenses



*The estimated unreimbursed Medicare costs for 2024 are reduced by \$77M due to recovery from past underpayments in the 340B Program.

**The estimated unreimbursed Medicaid costs for 2024 are reduced by \$146M due to payments from the Healthcare Access & Stabilization Program (HASP) related to fiscal year 2023.

Categories as defined by the IRS. All dollar figures are at estimated cost for the fiscal year ending June 30, 2024.

\$15 Million

Supporting the work of community groups

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

In the 2024 fiscal year, Duke provided nearly \$15 million in cash and in-kind support for community groups, including:

\$10 million

for Lincoln Community Health Center and its satellite community clinics, which serve a majority of uninsured patients with incomes below the poverty line.

\$3 million

for Durham County's Emergency Medical Services program.

\$2 million

in cash contributions to other community organizations.

Duke provided an additional \$2 million

in Community Health improvement services, including sponsorship costs that went beyond routine discharge planning for underinsured and uninsured patients.

\$86 Million

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 health care for patients and the communities we serve.

In the 2024 fiscal year, Duke invested \$86 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.

423 Locations

Duke University Health System has more than 400 clinics and care locations serving North Carolina communities. To see the current list, go to DukeHealth.org/Locations.