

Providing Affordable, Quality Healthcare Since 1995

Dear Friend,

On behalf of everyone at Whole Family Health Center (WFHC) and The Pierone Research Institute (TPRI), we are honored to share with you our 2024 Impact Report.

As nonprofit organizations, our mission for the past 30 years has been to improve the health and wellbeing of individuals, families, and communities by providing high-quality, patient-centered care. It's our belief that healthcare is a basic human right, and regardless of socioeconomic status, all residents of the Treasure Coast can find comprehensive and compassionate care within our doors, whether they seek primary care; women's health, behavioral health, or pharmacy services; or other services.

Thanks to donor support, we have expanded and enhanced our services, ensuring that individuals and families receive the care they need. In 2024, with the help of our community, we achieved significant milestones, which you'll learn as you read on in this Impact Report.

The growing demand for uncompensated charity care remains a critical challenge, totaling \$1.5 million last year—an increase of nearly half a million dollars from the year prior. While we are honored by the community's confidence in our services, there are limits to how much care we can subsidize, especially as third-party insurance reimbursements remain static or decline. Unlike many community health centers, WFHC does not receive regular federal grant funding to help subsidize charity care.

To address these challenges, we have doubled our grant applications and secured funding from organizations like the Indian River Hospital District, John's Island Foundation, and John's Island Community Service League, Exact Sciences and the Prevent Cancer Foundation. But nothing can replace the support of our donors—people just like you—who want to make a difference.

We hope this Impact Report shows how your generosity can make a meaningful difference in the lives of those we serve and convinces you that WFHC is an organization worthy of your support. With you by our side, we can sustain and grow our vital healthcare services, building a healthier community for all.

If you have any questions about WFHC or TPRI, or about how you can make an impact, please contact us!

With gratitude for your consideration,

Dr. Gerald Pierone, Jr.
Founder, Chief Medical Officer

Marie Andress, MBA, CTP
Chief Executive Officer

<<PRSR>>



The Impact of Donor Support:

Affordable Medication for All

To meet increasing demand, we added an additional pharmacist and delivery vehicle and driver. This, along with the generosity of our donors, allowed us to process nearly 120,000 prescriptions in 2024, with over 50% of our patients using our pharmacy services. In turn, this provides a significant revenue stream to WFHC, allowing us to meet our mission in other ways.

Access to Behavioral and Mental Health

Thanks to donor support, our expanded Vero Beach Behavioral Health office, which opened in March 2024, is making a greater impact than ever. With two new providers on board, we've increased access to care, leading to a 14% rise in psychiatric evaluations and an 11% boost in medication management visits.

Expanded Women's Health Services

With generous community support, we were able to welcome Dr. James Presley, a local gynecologist, and Ashley Scent, APRN, to our women's health family. Patients visited the two new providers over 1,200 times last year, giving Treasure Coast women access to their expertise and options such as pap smears, birth control devices, menopause treatment, lactation services, and more.

New Medical Professionals for Our Community

We also welcomed four new primary care providers in 2024 and plan to welcome another five in 2025. Plus, in the second year of the Internal Medicine Residency Program in partnership with HCA Florida Lawnwood Hospital, we're currently training about 30 first-year and second-year residents, helping to train and retain physicians in our community for the future.

C-Suite: Elevating Care for Seasonal and Mature Residents

Since opening in 2023, our C-Suite practice has provided exceptional primary care to 2,100 patients, catering to the unique needs of mature populations, including seasonal residents. We are especially grateful to the more than 100 C-Suite patients who supported our mission with their contributions this year, and we warmly welcome you to the WFHC family.



Grant Funding: Expanding Our Impact Together

At WFHC and TPRI, we are committed to expanding access to quality healthcare for all. **Thanks to our generous community, we are able to secure critical grant funding that strengthens and extends our reach—ensuring more patients receive the care they need.**

In the past year, grant funding has helped us equip our expanded Adult Primary Care space (*John's Island Foundation*) and improve Behavioral Health services (*John's Island Community Services League*). Looking ahead, new grants will allow us to enhance cancer screenings through partnerships with the *Exact Science FOCUS Program* and the *Prevent Cancer Foundation*. Additionally, funding from the *Indian River County Hospital District* will

help us expand access throughout the county. We are excited that we are finalists for three other major grants as well.

We extend a gracious thanks to each of these organizations but note that donor support plays a crucial role in this success. Many funding organizations seek evidence of strong community investment before awarding grants—they want to know that the programs they support are valued and sustained by local donors. When you support WFHC, we can demonstrate that commitment, unlocking even greater resources to fulfill our mission.

Together, we are making a lasting impact—one that grows stronger with every gift, every grant, and every life changed.



Charity Care: Compassion in Action

No one should have to choose between their health and their finances. Thanks to the generosity of our donors, we provided \$1.5 million in Charity Care in 2024, ensuring that patients facing financial hardships are able to access high-quality medical services.

Charity Care supports those who qualify for our discount program or who lack quality insurance, helping them receive the primary, specialty, and behavioral health services they need. But the impact extends beyond individual patients—our

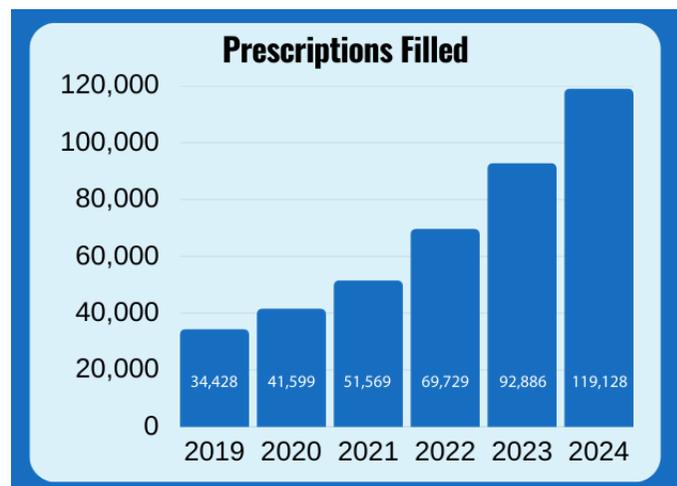
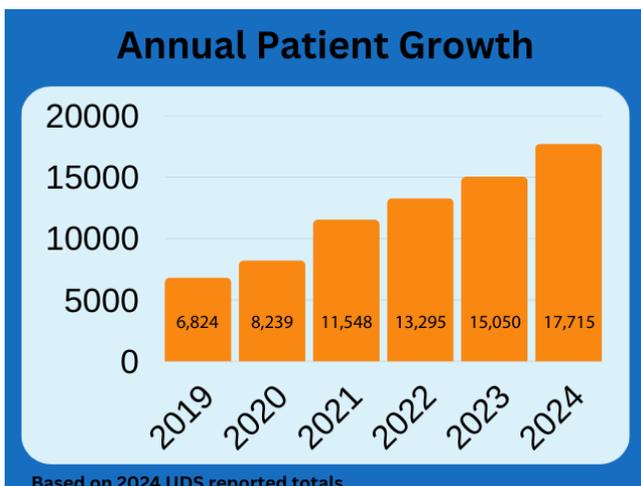
entire community benefits when more people receive timely, preventive care, reducing the burden on emergency rooms and strengthening overall public health.

Whole Family Health Center proudly serves patients of all financial backgrounds. Those with the ability to pay or who have robust insurance help “pay it forward,” ensuring we can continue caring for those in need. This same model applies to our pharmacy, where prescriptions filled by insured patients help offset costs for those



without coverage.

Your support makes this possible. Every donation helps bridge the gap, creating a healthcare system that works for everyone—because a healthier community is a stronger community.



Hope, Healing, and Health—Made Possible by Generous Support!

“

Just moving here recently, it's been very stressful, and it was a blessing to have this wonderful person help me establish medical care. I'm looking forward to my future medical care with Whole Family.

”

“

I've never experienced this level of detail and passion towards customers as [my Nurse Practitioner] expressed to me. I'm very grateful for how she took care of me and will continue to keep going there solely for that purpose.”

”

“

I have been using Whole Family Health Center for 6 years. Three generations [of my family] now use it for their primary care.”

”

“

My confidence in your practice has given me hope for continued progress. I always recommend you when a need for mental health treatment comes up with coworkers and friends. Thank you for your dedication and continued support.

”

“

[My doctor and his medical assistant] had all the time in the world for me and my husband, and my questions were answered in terms and details we could understand. I never had a doctor spend so much time for me and didn't feel rushed.

”

In 2024, Whole Family Health Center provided services to:

17,715

↑18% YoY

patients with 51,555 medical visits including 2,433 visits via telehealth



12,853

Behavioral Health visits including 2,513 via telehealth

↑9% YoY



119,128

↑28% YoY

prescriptions filled through our pharmacies



Totals based on UDS reported data for 01/01/2024 - 12/31/2024

COMMUNITY HEALTH QUALITY RECOGNITION ACHIEVEMENTS



2024 BADGES

Platinum Transparency 2025

Candid.

We need you!

Individuals like you make it possible for us to provide integrated, compassionate, affordable, quality health care for patients in the communities we serve.

Please consider supporting WFHC with a gift today by using this QR code or visiting our donation page.



whole family health center

www.wfhcfl.org/donate-now