



\$24.73 Million

**in Community Benefit and Charity Care
Provided by UR Medicine Finger Lakes Health
in 2024**

UR Medicine Finger Lakes Health is committed to providing compassionate care to every member of our community, regardless of their ability to pay.

We Are Committed

UR Medicine Finger Lakes Health is committed to providing compassionate care to every member of our community, regardless of their ability to pay. It is this philosophy that guides us as a not-for-profit healthcare system. If you do not have health insurance, or think you may not be able to pay in full for your care provided by Geneva General Hospital, Soldiers and Sailors Memorial Hospital, or our affiliated practices, we can help. Our Financial Aid Program, also known as “charity care,” is available to assist uninsured or underinsured members of our community who are willing, but unable to pay in part or full for their care. Financial Aid is based on your income, assets, and needs. In addition, we may be able to help you obtain free or low-cost health insurance, or work with you to establish a manageable payment plan.

To speak to a representative about our financial aid program, please call our Financial Assistance Office at (315) 787-4150.

As a not-for-profit health system, we return any operating surplus to the people in our community in several ways:

- We provide care for those who cannot afford to pay. Many of the costs to deliver the vital services we offer are not fully covered by government programs like Medicare, Medicaid, or private insurance plans.
- We subsidize the difference between the cost to deliver services and the payments from public and private insurance programs.
- We reinvest in new services and programs, as well as maintenance and enhancements to facilities, property, and equipment to serve our communities.
- We develop programs and community wellness initiatives to meet community health needs and promote health equity.

In partnership with Ontario County Public Health, Seneca County Public Health, Yates County Public Health, SAY2 Rural Health Network/Pivotal Health and Common Ground Health, UR Medicine Finger Lakes Health conducted a Community Health Needs Assessment and developed a Community Services plan to guide our community health efforts for 2022-2024. The Community Health Needs Assessment process involved surveys, focus groups, analyses of disease prevalence data and priority setting dialogue and meetings with a broad range of community partners and stakeholders. Using the framework of the New York State Prevention Agenda, we identified two key priority areas for 2022-2024:



We Are Advocates

1) Food Security

2) Promote Well-Being and Prevent Mental and Substance Use Disorders

UR Medicine Finger Lakes Health and each of our three counties developed multi-year action plans targeting these priorities. To view the full community health needs assessments, these plans, and the updates, visit our website at: <https://www.flhealth.org/patients-visitors/community/community-health-needs-assessment-chna-community-service-plan-csp-and-community-health-improvement-plan-chip>. If you would like to request a free hard copy of the needs assessment or community services plan, please call our Community Services Department at (315) 787-4053.

Food Security

As part of our mission to "improve the health and promote the well-being of our diverse communities through the delivery of locally accessible health system services and programs," we are providing information to help members of our community who may need assistance in securing food.

We incorporated questions of food security into our conversations with patients at annual visits and with new

patients in our primary care practices.

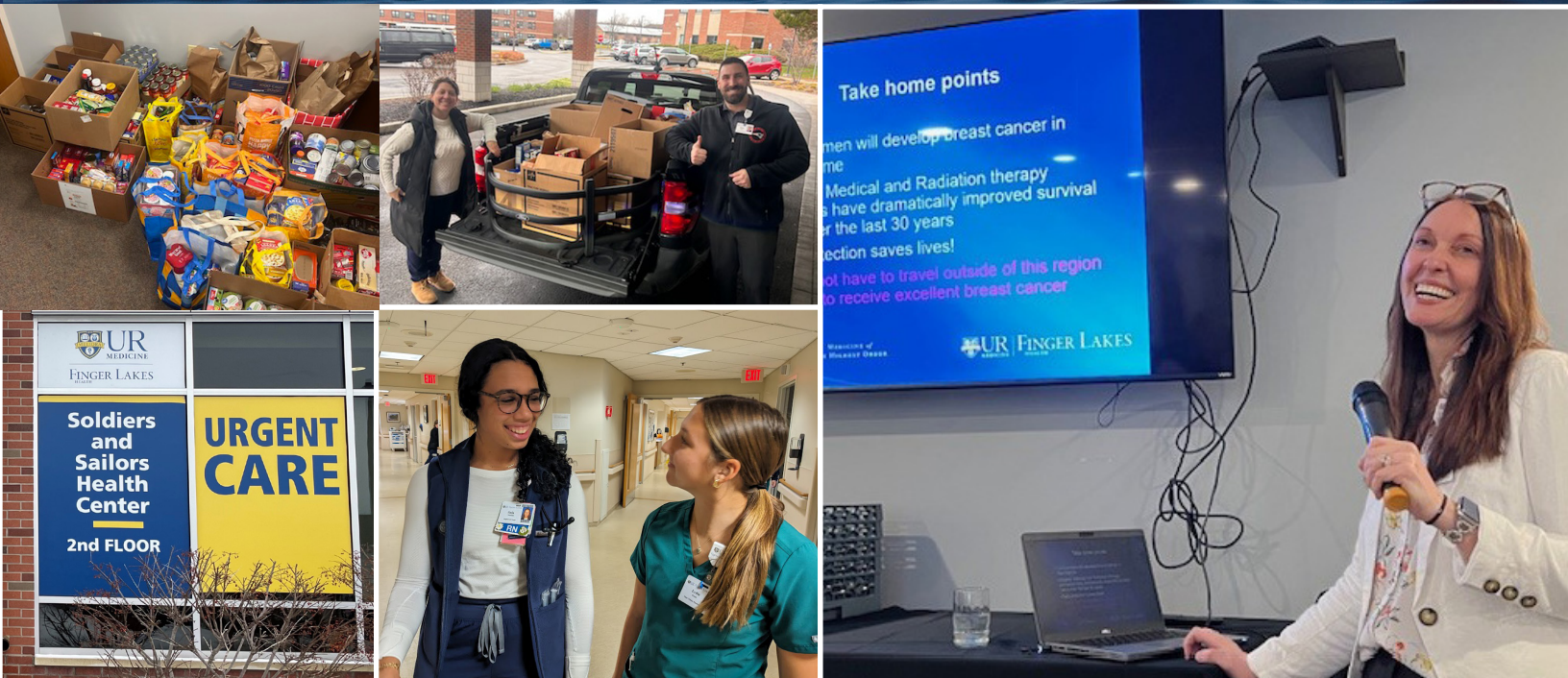
On our website, we provided links to area food programs and connected patients and their families with area services and organizations that specialize in food distribution, healthy food preparation, food budgets, and more. We also encouraged all our community members to call 2-1-1 for the most up-to-date resources in their area.

Promote Well-Being and Prevent Mental and Substance Use Disorders

UR Medicine Finger Lakes Health continued to offer individual and group therapy through the John D. Kelly Clinic. We have also enhanced our capabilities for, and delivery of, telemedicine services to expand access to care.

2024 was the final year of the Community Service Plan addressing these key priority areas.

2025 marks the beginning of our work on the 2025-2030 Community Health Needs Assessment with our local public health departments to determine the new priorities areas for our communities.



Geneva General Hospital



Economic and Community Benefits

Economic activity

\$287,000,000

The economic activity generated by hospitals through jobs and the purchase of goods and services makes up 10.4% of the state's entire gross domestic product.^[1]

Jobs supported

1,600

Hospitals and health systems are often the largest employers in communities, generate many more jobs and are top 10 private sector employers in every region of New York.^[2]

Tax dollars generated

\$35,000,000

New York hospitals generate significant tax dollars and stimulate the economies of local communities and the whole state.^[3]

Payroll expenditures

\$85,000,000

New York hospitals' #1 investment is in their people, including direct salary and benefits to their employees.^[4]

Community benefits and investments

\$47,000,000

Adhering to their charitable mission, hospitals cover the cost of care provided to people in need; subsidize care and services to low-income, elderly and under-served communities; and continuously invest in many community health initiatives.^[5]



Patients cared for

Outpatients provided care

175,000

People treated in the emergency room

22,000

People admitted to hospitals

2,500

Hospitals serve patients in their communities 24/7, 365 days a year.^[4]

Patients covered by Medicare and Medicaid

At this hospital, Medicare and Medicaid patients make up:

- **84%** of all people admitted
- **62%** of all outpatients provided care

66% of this hospital's patient service revenue comes from Medicare and Medicaid. This is a result of the large volume of services being reimbursed by Medicare and Medicaid, which do not cover the cost of care, driving significant underpayment from these public insurance programs.^[4]

DATA SOURCES

[1] Data are mainly from 2024 New York state hospital cost reports and the 2023 RIMS II multipliers. The New York State GDP is from the Bureau of Economic Analysis.

[2] Data are mainly from 2024 New York state hospital cost reports and the 2023 RIMS II multipliers. Private sector employment information is from the NYS DOL

[3] Data are mainly from 2024 New York state hospital cost reports and state/federal tax tables.

[4] Data are mainly from 2024 New York state hospital cost reports.

Soldiers and Sailors Memorial Hospital



Economic and Community Benefits

Economic activity

\$93,000,000

The economic activity generated by hospitals through jobs and the purchase of goods and services makes up 10.4% of the state's entire gross domestic product.^[1]

Jobs supported

600

Hospitals and health systems are often the largest employers in communities, generate many more jobs and are top 10 private sector employers in every region of New York.^[2]

Tax dollars generated

\$12,000,000

New York hospitals generate significant tax dollars and stimulate the economies of local communities and the whole state.^[3]

Payroll expenditures

\$28,000,000

New York hospitals' #1 investment is in their people, including direct salary and benefits to their employees.^[4]

Community benefits and investments

\$6,000,000

Adhering to their charitable mission, hospitals cover the cost of care provided to people in need; subsidize care and services to low-income, elderly and under-served communities; and continuously invest in many community health initiatives.^[5]



Patients cared for

Outpatients provided care

114,000

People treated in the emergency room

8,500

People admitted to hospitals

200

Hospitals serve patients in their communities 24/7, 365 days a year.^[4]

Patients covered by Medicare and Medicaid

At this hospital, Medicare and Medicaid patients make up:

- **88%** of all people admitted
- **58%** of all outpatients provided care

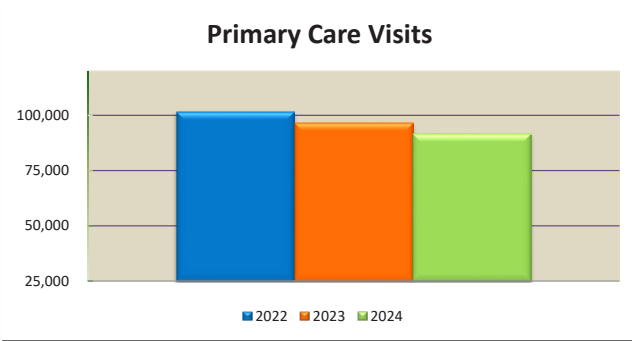
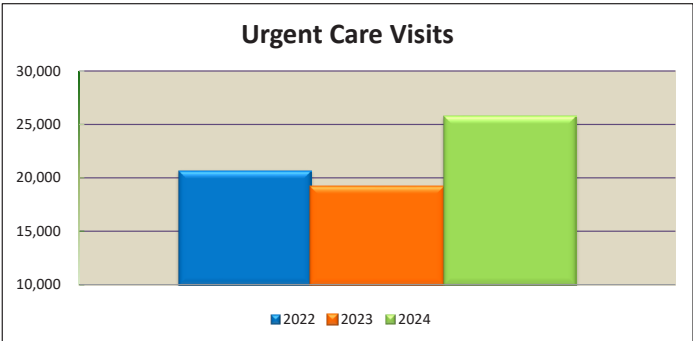
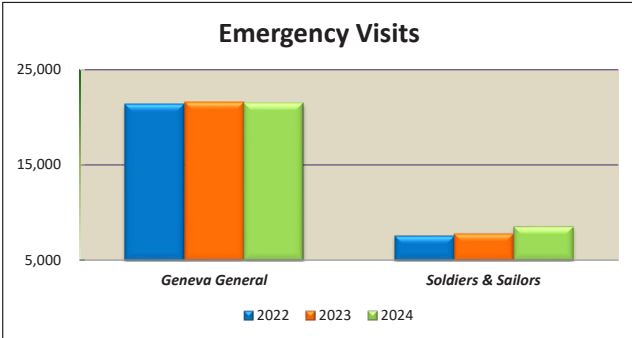
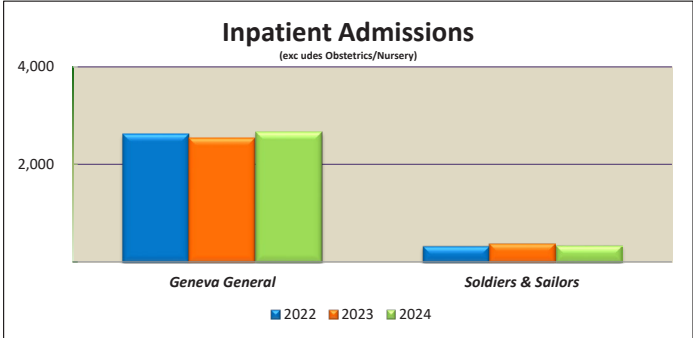
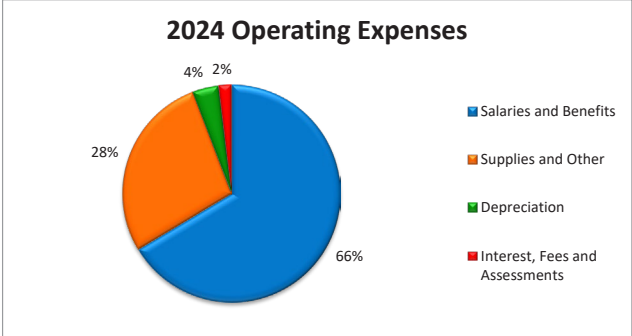
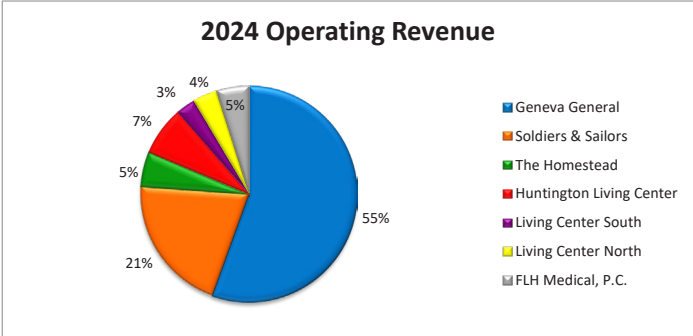
73% of this hospital's patient service revenue comes from Medicare and Medicaid. This is a result of the large volume of services being reimbursed by Medicare and Medicaid, which do not cover the cost of care, driving significant underpayment from these public insurance programs.^[4]

[5] Data are from 2023 IRS form 990 Schedule H, reported by hospitals.

The data and reports shared on the HANYS Healthcare Association of New York State, Inc. website were last updated in December 2025; they are updated on an annual basis.



By the Numbers



Geneva General Hospital For Reporting Year 2024 (000s omitted) <i>(excerpted from the 2024 audited financial statements)</i>		
Revenue		
Total Operating Revenue	\$	114,495
Expenses		
Salaries & Benefits		82,200
Supplies & Other Expenses		36,920
Interest & Depreciation		5,850
Total Expenses		124,970
Operating Deficit	\$	(10,475)
Details of Specific Expense Items (dollars)		
Bad Debt/Uncompensated Care Expense	\$	7,586
Free Care (Charity Care) Expense	\$	2,966
Community Benefit Expense	\$	11,807

Soldiers & Sailors Memorial Hospital and The Homestead at Soldiers & Sailors Memorial Hospital For Reporting Year 2024 (000s omitted) <i>(excerpted from the 2024 audited financial statements)</i>		
Revenue		
Total Operating Revenue	\$	53,388
Expenses		
Salaries & Benefits		33,246
Supplies & Other Expenses		15,324
Interest & Depreciation		1,577
Total Expenses		50,147
Operating Surplus	\$	3,270
Details of Specific Expense Items (dollars)		
Bad Debt/Uncompensated Care Expense	\$	1,901
Free Care (Charity Care) Expense	\$	1,818
Community Benefit Expense	\$	8,136

Living Center North For Reporting Year 2024 (000s omitted) <i>(excerpted from the 2024 audited financial statements)</i>		
Revenue		
Total Operating Revenue	\$	7,454
Expenses		
Salaries & Benefits		5,292
Supplies & Other Expenses		2,788
Interest & Depreciation		228
Total Expenses		8,308
Operating Deficit	\$	(854)
Details of Specific Expense Items (dollars)		
Bad Debt/Uncompensated Care Expense	\$	307
Free Care (Charity Care) Expense	\$	-
Community Benefit Expense	\$	-

Living Center South For Reporting Year 2024 (000s omitted) <i>(excerpted from the 2024 audited financial statements)</i>		
Revenue		
Total Operating Revenue	\$	6,027
Expenses		
Salaries & Benefits		5,013
Supplies & Other Expenses		2,114
Interest & Depreciation		124
Total Expenses		7,251
Operating Deficit	\$	(1,224)
Details of Specific Expense Items (dollars)		
Bad Debt/Uncompensated Care Expense	\$	199
Free Care (Charity Care) Expense	\$	-
Community Benefit Expense	\$	-

Huntington Living Center For Reporting Year 2024 (000s omitted) <i>(excerpted from the 2024 audited financial statements)</i>		
Revenue		
Total Operating Revenue	\$	15,328
Expenses		
Salaries & Benefits		10,060
Supplies & Other Expenses		4,429
Interest & Depreciation		384
Total Expenses		14,873
Operating Deficit	\$	455
Details of Specific Expense Items (dollars)		
Bad Debt/Uncompensated Care Expense	\$	173
Free Care (Charity Care) Expense	\$	-
Community Benefit Expense	\$	-

FLH Medical, PC. For Reporting Year 2024 (000s omitted) <i>(excerpted from the 2024 audited financial statements)</i>		
Revenue		
Total Operating Revenue	\$	9,943
Expenses		
Salaries & Benefits		13,899
Supplies & Other Expenses		4,539
Interest & Depreciation		175
Total Expenses		18,613
Operating Deficit	\$	(8,670)
Details of Specific Expense Items (dollars)		
Bad Debt/Uncompensated Care Expense	\$	-
Free Care (Charity Care) Expense	\$	-
Community Benefit Expense	\$	-





Our Mission

To improve the health and well-being of our diverse communities.

Our Vision

Finger Lakes Health will be recognized as the best health system for the communities we serve.

Our Values

To achieve our mission, we are guided by a common set of values that direct us in everything we do:

Health

Exceptional care and service

Acts of kindness

Responsibility and respect

Teamwork



GENEVA

- Geneva General Hospital
- Living Center at Geneva - North
- Living Center at Geneva - South
- Finger Lakes Health Foundation
- Finger Lakes Surgery Center
- Finger Lakes Gastroenterology
- Finger Lakes Podiatry
- Finger Lakes Health Primary Care
- Geneva General Cardiology Associates
- Geneva Primary Care
- Geneva General Surgical Associates
- Geneva General Dermatology
- Interlakes Orthopaedic Surgery
- Urgent Care
- Finger Lakes Health Lab Draw Stations
- Jim Dooley Center for Early Learning
- Rehabilitation Services

PENN YAN

- Keuka Health Care
- Soldiers and Sailors Memorial Hospital
- Soldiers and Sailors Health Center
- Geneva General Cardiology Associates
- The Homestead at Soldiers and Sailors Memorial Hospital
- Finger Lakes Health Lab Draw Station
- John D. Kelly Clinic (Outpatient Psychiatric Services)
- Rehabilitation Services

SENECA FALLS

- Lifecare Medical Associates
- Urgent Care
- Finger Lakes Health Lab Draw Station
- Occupational Health

WATERLOO

- Huntington Living Center
- Seneca Family Health Center
- Rehabilitation Services

DUNDEE

- Dundee Family Health Center
- Finger Lakes Health Lab Draw Station

CLYDE

- Clyde Family Health Center
- Finger Lakes Health Lab Draw Station

CLIFTON SPRINGS

- Clifton Springs Internal Medicine
- Interlakes Orthopaedic Surgery

VICTOR

- Finger Lakes Podiatry

OVID

- Finger Lakes Health Lab Draw Station