



MERCY

PERSPECTIVES

A photograph showing a healthcare professional in a white lab coat and stethoscope examining a woman's arm. The woman has long brown hair and is wearing a black vest over a purple shirt. A blood pressure cuff is wrapped around her upper arm. The background is slightly blurred, showing what appears to be a medical or community setting.

THE FACES *of* MISSION OF MERCY

WHY WE GIVE: THOUGHTS FROM MISSION OF MERCY DONORS

Page 4.

FALL 2017



THOUGHTS
FROM OUR
FOUNDRRESS

MY DEAR FRIENDS,

Please accept my heartfelt gratitude for all you have done and continue to do for Our Lord's Mission of Mercy. You are truly a blessing in my life and in the lives of the countless people we have served.

Mission of Mercy has grown exponentially and I stand in awe of how a simple “yes” has changed thousands of people's lives. Mission of Mercy started back in 1991 in Arizona when I received an invitation from Our Lord to help Him restore dignity to His people, healing through Love. I simply said “yes,” left my professional career at that time and took a risk for God. Hard work, determination and faith helped launch Mission of Mercy. Now, after 23 years, we are a national non-profit organization operating in four states.

Every person deserves to be respected and, by right, dignity belongs to each person. I have come to realize that the worst suffering any human being can ever experience is being unloved, unwanted and treated without the respect and dignity due to him/her. Our service goes beyond the scope of medicine. Our service is Love. Providing medical health care is the vehicle of God's Love. Love with a capital “L” and we believe that the moment we give is the moment we actually receive God's bi-directional flow of His mercy. We are all a vehicle of His Love and when we treat a person as if they were the only person that existed, then that is when we gain true freedom by loving unconditionally.

This means that in every interaction we have with a given person, we are actually God's vehicle of His Love in restoring dignity and healing. Whether you are a donor, a volunteer, on our prayer line or staff, or a patient, you are actively part of not only our Mission of Mercy family but God's eternal family as well.

That is why Mission of Mercy is successful. You don't have to be a practitioner to create a miracle in someone's life. We know there are medical needs, and we treat those needs. How we treat those needs is what makes our Mission of Mercy God's Mission of Mercy.

I would like to take this opportunity to thank you for your unconditional giving to those who no longer have a voice. You have assisted so many people experiencing tremendous hardships and who are on the brink of despair.

Thank you for being part of our Mission of Mercy family of life.

With all my love,

Gianna Talone-Sullivan

GIANNA TALONE-SULLIVAN, PHARM D.
Foundress and Board Member, Mission of Mercy, Inc.



EXECUTIVE
DIRECTOR'S
CORNER

DEAR FRIENDS,

The word “inspiration” and what it connotes, is the focus of my letter.

We at Mission of Mercy are continually inspired by the strength and courage of our patients. They constantly persevere through tremendous hardships especially those incurred because of ill health. In their search for healing we are grateful that they have found a medical home with us.

One of these patients is a middle-aged gentleman who was suffering for a month with chest pain. He recently walked by our sign, “MISSION OF MERCY-FREE CLINIC HERE TODAY, which was positioned outside of one of our church clinic sites. Although he was frightened about the state of his health he had the courage to walk into our clinic. He left overjoyed as he learned, after having an EKG, that his heart was not the issue but he needed to be treated for high blood pressure and diabetes.

I am constantly inspired by the medical and non-medical volunteers who donate countless hours to serve the most vulnerable in our communities; by our staff who labor tirelessly to accomplish their work and by our donors who generously support our organization.

Even the British were inspired by Mission of Mercy's 23-year history of providing free medical and dental care for the uninsured and underinsured and for those who “fall through the cracks of our healthcare system”. This past summer Channel 4, a British television station based in Washington, D.C., contacted us and enthusiastically came out the very next day to our Gettysburg clinic site. They were extremely impressed with our services and they did a fantastic job of “capturing the essence of our mission”.

To all of you who inspire and support Mission of Mercy in so many ways, I extend a sincere thank you! May God bless you abundantly!

Gratefully,

Linda M. Ryan

LINDA M. RYAN
Executive Director

MISSION OF MERCY IS ETERNALLY GRATEFUL for the support we receive from our generous donors and sponsors who enable us to continue to provide our medical, dental and prescription services free of charge to those who are most in need of physical and emotional healing. We would like to recognize these generous donors who have supported us through operating grants and sponsorship of our M*A*S*H Bash in March and the Annual Golf Classic in June.

thank you

GRANTS

- Adams County Community Foundation
- Ausherman Family Trust
- Baltimore Women's Giving Circle
- Delta Dental Care Foundation
- Foundation for Spirituality and Medicine
- Frederick County Community Partnership Grant
- Nora Roberts Foundation
- Quality Health Foundation
- The Community Foundation of Frederick County
- United Concordia
- United Way of Central Maryland
- United Way of Frederick County
- Wells Fargo Foundation
- William E. Cross Foundation
- Women's Giving Circle of Frederick County
- The Kahlert Foundation

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- Frederick Magazine
- Frederick News Post
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- Henry W. Konerko, Ph.D
- Holly Hills Country Club
- J. Robert Frazee
- Jimmy John's Gourmet Sandwiches
- Leidos Biomedical Research, Inc.
- Martin K.P. Hill & Kelly Hill
- Moe's Southwest Grill
- Morgan-Keller Construction
- Patty Pollatos Fund, Inc.
- Quartermaster Cigars
- Renaissance Chef Catering Company
- Rita's Italian Ice
- RLH CPAs Business Advisors, LLC
- Tenth Ward Distillery Company
- Turning Point Financial

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OUR MISSION

The Maryland/Pennsylvania Program of Mission of Mercy seeks “to restore dignity and healing through Love” by offering free primary healthcare, dental care and prescription medications to the uninsured and underinsured working poor through our mobile medical clinics.

Mission of Mercy is a nonprofit 501(c)(3) organization that began serving patients in 1994. With the support of more than 220 volunteer medical and administrative professionals, Mission of Mercy has served more than 41,000 patients through 206,928 patient visits in the past 23 years. In addition, the Maryland/Pennsylvania program has dispensed more than 391,300 free prescription medications.

Mission of Mercy **relies on donations from individuals, civic and faith-based organizations, corporations, foundations and several major fundraisers** for its charitable services. For more information, call 301-682-5683.

why we give

THOUGHTS FROM MISSION OF MERCY DONORS



MARVIN AUSERMAN,
Founder, Ausherman
Family Foundation

Mission of Mercy has a long history of providing free healthcare for those who cannot afford it by making

It is a true privilege of mine to give back to the community and support nonprofit organizations that are making a difference in our community.

themselves conveniently available in safe and welcoming environments, such as our local churches. I have always been impressed by the efficient manner in which they operate; they do a wonderful job of maximizing their dollars, engaging a dedicated volunteer base, and providing quality care.

Before a patient is even seen by the physicians or dentists, there is a significant amount of work that goes into the logistics of setting up these clinics, especially when it comes to dental services. The Ausherman Family Foundation has been a long-time

supporter of Mission of Mercy and recently the Trustees gave \$150,000 towards the purchase, outfitting and operation of a new dental van.

This new grant will greatly expand their services, allowing for many of our underserved to receive the critical care that most of America takes for granted. What this van means to Mission of Mercy is that less time will be wasted in the set up and breakdown of the dental M*A*S*H* units, allowing them to operate more efficiently and ultimately help more patients, which is what is most important.

Restoring Dignity and Healing through Love – this is not only the motto for Mission of Mercy, but it guides everything this organization does from start to finish. In every contact, every interaction, every phone call, Mission of Mercy treats its customers with dignity. That is why Quality Health Foundation has been proud to provide Mission of Mercy with a grant

Mission of Mercy has provided over 6,000 office visits, completed 3,000 dental procedures and dispensed over 8,000 medications – at no cost to the patients involved. This group has hundreds of volunteers, from physicians to interpreters, which makes funding critical. Mission of Mercy provides services without having to ask a patient’s economic

she is proud to note that Mission of Mercy is 23 years old and running strong. It operates clinics in Arizona, Maryland, Pennsylvania and Texas.



DR. MOLLY BURGOYNE
Chair, Quality Health
Foundation

Our grant is in support of Mission of Mercy’s current initiative to increase the number of patient referrals from local hospitals, thus reducing the need for them to use the emergency room as a primary care provider. This effort requires education and retraining of both patients and hospital staff, plus a great deal of perseverance – something we know Mission of Mercy knows a lot about!

We review over 80 funding requests annually, and are so honored to be able to support Mission of Mercy with a grant. This is a tremendous group of professionals that live their motto every day, and deliver the results they promise. We look forward to working together.

“Mission of Mercy treats its customers with dignity. That is why Quality Health Foundation has been proud to provide Mission of Mercy with a grant award.”

DR. MOLLY BURGOYNE

award. Every person who is involved with this group approaches their task to ensure their clients are treated well. And the key word here: Dignity. There are many healthcare facilities that support those in need, but few do it with the passion and integrity we see at Mission of Mercy.

This is a surprisingly disciplined organization that makes an impressive impact on those it serves. In the last 12 months alone (as of this writing),

status, or any status at all. Imagine the relief and trust this one fact provides for the patients – and dignity. Combine this with the overall compassion each volunteer offers with every interaction, and this is a special place indeed.

The founder, Gianna Talone-Sullivan, has instilled in her organization a sense of “never give up.” When setting up this organization, she struggled to get her dream up and running, and encountered a few setbacks. Now

WHAT YOUR DONATION CAN DO



\$10 ONE DENTAL FILLING



\$20 DIABETIC MEDICATION FOR ONE MONTH



\$40 RESCUE INHALER FOR ONE PATIENT WITH ASTHMA



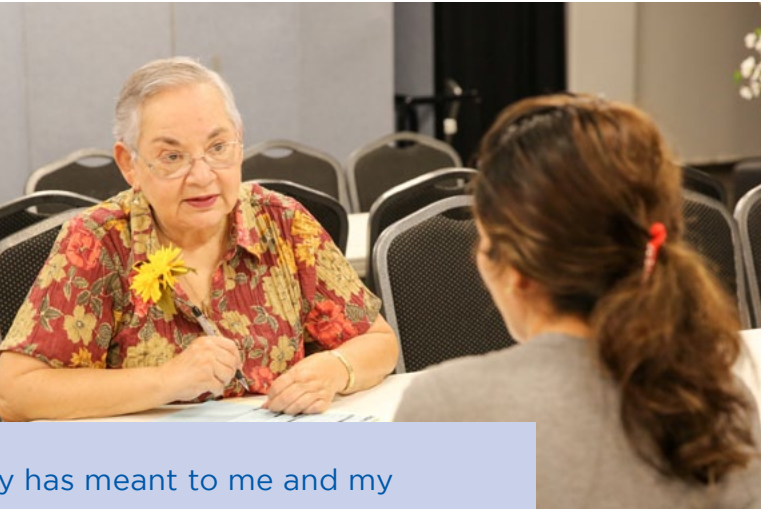
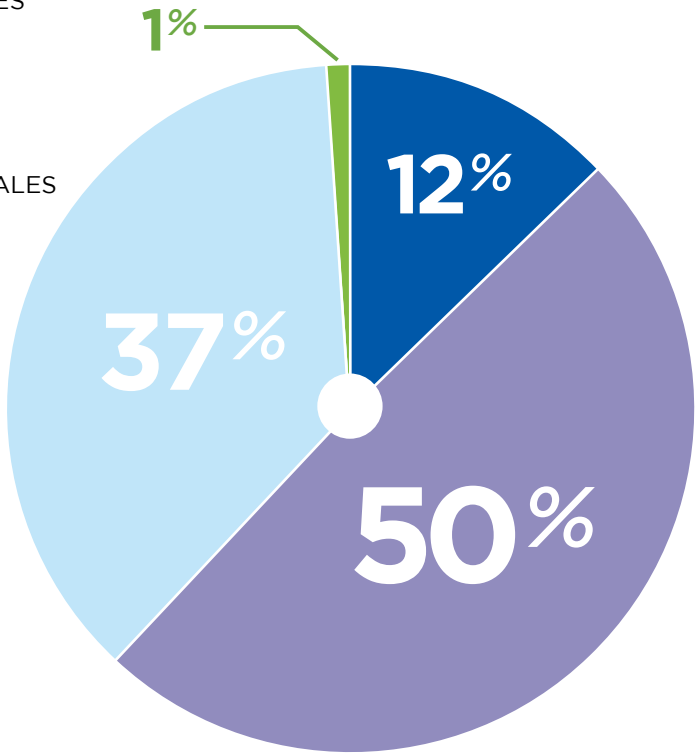
\$100 GASOLINE TO POWER OUR MOBILE CLINIC FOR ONE WEEK



\$250 FAMILY OF FOUR (ALL MEDICINES, LABS, X-RAY AND TREATMENT)

WHO ARE YOUR DONATIONS HELPING?

- ADULT MALES
- CHILDREN
- ELDERLY
- ADULT FEMALES

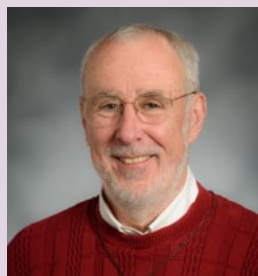


A PATIENT’S story

“It is hard to put into words what Mission of Mercy has meant to me and my family. After being diagnosed with a long-standing clinical depression, I began treatment but had to stop when our insurance was cancelled. With your help, I was able to find the right medications and receive my prescriptions. This has resulted in a tremendous improvement in my quality of life and my ability to care for my children. I have peace in knowing that this medical condition can be treated and there are people who care and will help. I have since been able to return to my work in the helping field and can pass along to others the same gift given to me by Mission of Mercy’s healing through Love. I am forever grateful for your help along this journey of healing my body, mind and spirit.”

Q&A WITH MIKE AND MAUREEN

In between visits with patients at our clinics in Maryland and Pennsylvania, Mission of Mercy's Medical Director Michael T. Sullivan, M.D., and Nursing Director Maureen Liddle, RN, took a few minutes to answer some frequently asked questions about patient medications.



Q: What are some of the greatest challenges facing Mission of Mercy patients?

Dr. Michael Sullivan: When we founded Mission of Mercy 23 years ago, we decided that we could not serve the poor with dignity unless all possible

measures were taken to provide freely or at a very affordable, low cost, the prescription medications each would need.

Can you imagine taking a screaming young child to the emergency room in the middle of the night and receiving an initial dose of antibiotics for his/her ear infection, then going to the drug store in the morning with a prescription, only to find that you cannot afford it and must walk out with no medication for your child?

Many of our patients simply cannot afford the prescriptions they need to address acute conditions like an ear infection or chronic conditions like hypertension. Imagine being discharged from the hospital after a life-threatening heart attack with a fist full of medications that would cost you \$400 — \$500 you do not have so you have to leave without the medications.

Maureen Liddle, RN: Not being able to afford prescriptions is especially difficult for those who have had insurance and whose hypertension, diabetes,



asthma and elevated cholesterol were well-controlled on medications. Then they suddenly lose their job and insurance and prescription coverage. Their first trip to the pharmacy for refills could be over \$500!

Q: How is Mission of Mercy able to offer medications at no cost to the patient?

MS: Through a combination of what we can buy in bulk and repackage, along with the indigent drug programs that each of the drug manufacturers offer for individual patients, generic programs (such as RX Outreach and Brink) that offer low-cost generic medications not on the common \$4 lists at many retail pharmacies, and many discount cards (ie., Good RX) that are readily available, we are able to provide dignity and medications to so many of those we have been privileged to serve.

ML: Another important contribution to that same effort is our attentiveness in substituting inexpensive and effective generic prescription medications in place of many of the new non-generic, brand name samples that are often freely offered to patients in doctor's offices, but then send them into shock when they go to buy their first RX a month later.

Coffee with M.O.M.

Do you have an hour or so to spare? If so, we invite you to join us for coffee and a brief tour of our clinic at Frederick's Church of the Brethren (201 Fairview Ave.). You'll have the opportunity to hear about the work we do and see our volunteers in action, as they bring healing through Love to our patients. Perhaps the visit will inspire you to volunteer as well.

Upcoming Coffee with M.O.M. tours at our site at Church of the Brethren (201 Fairview Ave.) in Frederick are:

Oct. 23

Dec. 11, 18

Nov. 6, 20



If you cannot make one of these tours but would like to learn more, please give us at call at 301-682-LOVE (5683) so we can answer your questions and perhaps arrange for a tour at another time or location.

help wanted!

We continue to need additional volunteer help at our Frederick clinic, especially Spanish-speaking interpreters.

We also need physical therapists at all of our clinic sites except Frederick.

CERTAINTY amid the storm

Although the status of the Affordable Care Act remains uncertain for now, one thing remains certain: Mission of Mercy is still here, still providing dignity and healing through Love to the vulnerable members of our communities, as we have done for 23 years.

If the constant back-and-forth in the halls of Congress have left you with an unsettled feeling, imagine how scary these events would be if you were sick and suffering and had no health insurance or were unable to cover the deductibles and co-pays of the insurance you have.

From July 1, 2016 through June 30, 2017, Mission of Mercy had 6,415

medical patient visits, performed nearly 3,000 dental procedures and dispensed almost 8,000 free prescriptions from our mobile medical clinic which visits churches in Baltimore, Carroll and Frederick counties in Maryland and Adams and Dauphin counties in Pennsylvania.

We are able to do this thanks to the generous gifts of time and talent shared with us by our dedicated cadre of medical and dental professionals including physicians, nurses, physical therapists, dentists and dental hygienists. They are supported by countless other volunteers who serve as our clinic administrators, registrars, interpreters, van drivers, etc.

To cover our operational and overhead costs, including our medical supplies and van maintenance, we seek grants and major corporate gifts to supplement the generous donations of our individual donors, some of whom are former patients themselves. It is not uncommon for us to receive a hand-written note with a \$10 bill from someone who wants in some way to repay us for the compassionate care they received at our clinic.

We feel privileged to be a steady source of hope for those among us who live in fear of illness or injury. Our Mission of Mercy is to restore dignity to those who society has relegated to the sidelines who are in need of both physical and emotional healing.

volunteering

DIG IN!

Mission of Mercy partners with Maryland Food Bank and Seed of Life Nurseries to provide thousands of pounds of delicious produce for our patients. During our Frederick clinic day on Aug. 21, scores of volunteers turned out in the heat to help organize and bag over 4,500 pounds of food, including members of the Heartbreakers O'Six softball team, who brought their enthusiasm and smiles to the event. A huge thank you to Jeremy Poling who leads and organizes the volunteers who assist with the food distributions at our Frederick clinic from March to November. Thank you to all who came out to help!





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We look forward to seeing you at our 17th Annual Mission of Mercy Gala on
Friday, Oct. 27 at the Ceresville Mansion in Frederick.

Enjoy great food, entertainment by Bryan Clark, dancing and exclusive live and silent auction items including a golf trip to Scottsdale, AZ, and exciting getaways to Cape Canaveral Beach Resort and Keystone, Colorado.

Join us as we celebrate inspiring stories of healing through Love.

**Tickets are available at www.amiissionofmercy.org/events.
GET YOURS TODAY!**

M.O.M. ONLINE

Visit our website for our clinic schedule and information on our events and happenings!

www.aMissionofMercy.org/Maryland-Pennsylvania

Give online at mercy.world

To receive our e-newsletters and latest news, please send your email address to:
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