# Riverviews



**News from Riverview Health** 



Photo by FotoCross Photography

riverview.org | Fall-Winter 2020

#### Also in this issue:

Returning to Work After Having a Baby

Beating the Odds and COVID-19

Bringing More ER & Urgent Care to Hamilton County

### **Letter from Seth**



Well, it's been quite a year—incredibly unpredictable and unlike anything we've ever experienced before. We continue to deal with the COVID-19 pandemic as we move forward into a new normal. Though we don't know what lies ahead, our team is ready.

It's hard to predict when a pandemic of this scale may hit, but together, hospitals and other healthcare facilities prepare for events like these. We conduct

yearly disaster drills and go through training to be ready for many kinds of healthcare emergencies. We have an incident command team that can be mobilized at any moment to handle a crisis. We maintain a stockpile of personal protective equipment (PPE) and other supplies we might need.

While our preparedness helped us manage this crisis, we learned to be flexible as well. As schools and businesses closed around us, we made changes quickly—canceling elective procedures, closing entrances, limiting visitation, adjusting hours and wearing masks.

While continuing to provide care for our regular patients, our staff was also caring for COVID-19 patients. Many employees continued to come into work every day while others had to adjust to working remotely. We had employees doing jobs outside of their normal responsibilities. Since all sports were canceled, our athletic trainers stepped up to help us monitor hospital entrances, take temperatures and hand out masks. Our school nurses were no longer caring for their students in the schools, so they helped to run our COVID-19 hotline. Physicians and patients learned to conduct telehealth visits, which was the first time for many of them.

I am so proud of the team at Riverview Health. In the midst of all the changes at work and stress at home, they came together and kept our operations running while caring for patients, themselves and each other.

As experts all around the world continue to learn more about COVID-19 and new data comes in, you can rest assured that we're prepared no matter what comes our way. And we're doing everything we can to continue caring for our community.

In good health,



Seth Warren, PRESIDENT AND CEO, RIVERVIEW HEALTH

At Riverview Health, our mission is to improve and preserve the health and well-being of those we serve. Our vision is to redefine the healthcare experience, becoming the best place to work, practice medicine and receive care.



#### NEWS FROM RIVERVIEW HEALTH

#### Fall-Winter 2020

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Riverviews is published for the health of people living in Hamilton County.

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Call 317.776.7999

We hope you enjoy receiving news and information from Riverview Health and its affiliates. If you do not wish to receive this newsletter, please send an email with your name and address to info@riverview.org or call 317.776.7999.

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### Exciting Changes at Riverview Health

At Riverview Health, we're continually making enhancements to ensure we're always providing top-notch service to our patients and guests.

#### **Riverview Health COVID-19 Changes**

As the COVID-19 pandemic continues to evolve, we at Riverview Health strive to adapt quickly, yet with caution, after making educated decisions. This means things such as visitor restrictions, general precautions and scheduled appointments or events may change on short notice. To find the most up-to-date information, please visit riverview.org.

#### **Riverview Health Opens Additional Combined ER and Urgent Care Locations**

Riverview Health is pleased to announce that Riverview Health Emergency Room and Urgent Care—Carmel is open, and the West Carmel/Zionsville location is planned to open later this year. The Carmel location is at the southeast corner of 146th Street and Hazel Dell Parkway, and the West Carmel/Zionsville building is located just northwest of 106th Street and Michigan Road. At all Riverview Health Emergency Room and Urgent Care locations, ER services are available 24/7, while urgent care hours are 7 a.m. to 10 p.m. daily. An ER physician will see all patients, regardless of the level of care needed. However, patients will only be billed for the level of care that is provided.

#### Riverview Health Awarded the HFAP Accreditation

Riverview Health was awarded accreditation from the Healthcare Facilities Accreditation Program (HFAP), an independent accreditation organization recognized by the Centers for Medicare and Medicaid Services. Accreditation confirms that Riverview Health is providing high-quality care as determined by an independent, external process of evaluation.

#### **New Clinicians**

Please join us in welcoming the following clinicians:

- Hill Enuh, MD—Internal Medicine/Pulmonary
- Jessica Fosbinder, NP-Internal Medicine
- Angela Green, NP-Internal Medicine
- Muhammed Habib, MD—Pulmonary/Critical Care
- David Hall II, MD—Urology
- Leigh Ann Harrigan, PA—Surgery
- Natalie Hill, NP-Addiction Medicine
- Julie Jarrett, CRNA—Anesthesiology
- Lindsay Kaufman, NP-Internal Medicine/Oncology
- Samuel Kim, MD—Urology
- Andrew Malin, MD—Orthopedic Surgery
- James Meacham, MD—Addiction Medicine
- Kimberly Moran, PsyD—Psychology
- Ashley Seidner, DO-OB/GYN
- Ben Shelley, DO—Anesthesia
- Mallory Tolin, PA-Internal Medicine



#### **GIFTING**

#### for a Great Cause

Riverview Health Foundation provides funding for new health services, programs and equipment needed by our community. Since the Foundation's beginning in 1976, more than \$13 million has been raised and given to support new equipment and programs serving the patients at Riverview Health and their families.

You can help save and change lives at Riverview Health by making a charitable donation. No matter the size, your gift can be directed toward a medical area that is near and dear to your heart-whether it's cancer, cardiology, maternity or the area of greatest need. To donate, call 317.776.7317 or visit riverview.org/donate.

#### **SIGN UP**

#### for our E-Newsletter!

Want to keep up on the latest from Riverview Health? Stay connected by signing up for our e-newsletter at riverview.org/subscribe. Sign-up is easy!





amron Knott was nervous. He'd had a bumpy senior year—first there was the concussion he suffered during football in the fall of 2019, and then a serious sprain to his left ankle during basketball season. After recovering from the ankle injury, he was about to get back in the game again. His coach gave him the signal, and Camron ran back out onto the basketball court. Nerves or no nerves, he was done with sitting on the bench. It was time to get back out there and help his team.

As a Hamilton Heights senior, helping his team was what Camron was known for. Others describe him as someone who inspires those around him to give a greater level of commitment. He is also resilient, something that helped him overcome some serious setbacks throughout his athletic career.

"My concussion during football came from a head-to-head hit after I caught a pass," Camron recalled. "Dr. Walls was at the game when the concussion happened, so she was able to see me immediately. She ran me through the tests on the sideline and diagnosed me with a concussion based on my responses."

Dr. Jenna Walls, a sports medicine physician at Riverview Health, is also the team physician for Hamilton Heights. After his injury, she instructed Camron to follow traditional concussion protocol, which included rest and activity restrictions.

"Dr. Walls encouraged Camron to follow these guidelines to the fullest in order to lessen the damage and to help him recover and get back out on the field," Camron's mother, Janet Knott, said. "She was very concerned about Camron and his academics and wanted to make sure he continued to be successful in the classroom. It was nice that she didn't just focus on the athletics but was also concerned about his academic achievement."

Camron had a baseline ImPACT test performed by Riverview Health athletic trainers at the start of the football season. An ImPACT assessment is used prior to a concussion or after recovery from a previous concussion. Baseline test results are compared to post-injury results to measure recovery in patients. Once adequate recovery is seen based on test scores—along with no symptoms and a normal physical exam—athletes are allowed to start progressing back into their sport.

After healing, Camron underwent a post-injury ImPACT assessment and passed with better scores than his baseline test.

"With rest and academic accommodations, he was able to get back to football within three weeks of his initial injury—just in time for football sectionals and the end of his senior football season," Dr. Walls said.

With football behind him, Camron was excited for his next athletic season-basketball.

"His moments of greatness on the field and court are surpassed only by his ability to make others around him elevate their level of play." — Jan Clifton-Gaw

"When Camron returned to the basketball court—wow. We were a fast-paced, multi-dimensional team with a long playoff run in our future," said Jan Clifton-Gaw, a Riverview Health athletic trainer at Hamilton Heights. "Then during a game in January, Camron caught a lob pass and landed awkwardly on a defender's foot, which seriously injured his ankle."

Within minutes of the injury, Camron's ankle was so swollen his sock had to be cut off.

"It was so heartbreaking to see him in pain and to think that his high school basketball career could be over," Janet said. "Dr. Walls met up with us in the training room and was very good with Camron. He was frustrated and in pain and she was very patient with him."

X-rays revealed that Camron had suffered a severe sprain. Once again, he was benched due to his injury, and his team felt it.

"In the words of Coach Ballenger, 'We are a completely different team without Cam," Jan said. "His moments of greatness on the field and court are surpassed only by his ability to make others around him elevate their level of play. His absence was always noted."

But Jan knew Camron's story wasn't finished, and she continually worked with him so he could make the comeback he deserved.

"Jan did an excellent job of keeping Camron's spirits high during his recovery," Dr. Walls said. "He was able to rehabilitate his ankle in the training room with her, and we were so pleased that he was able to finish out his basketball season on the court."

"Working with Jan and Dr. Walls was always great," Camron said. "They always showed that they cared for me a lot and did whatever they needed to in order to help me. Helping others in the best way they can is always their priority."

But the challenges weren't over. As if two injuries weren't enough, Camron would soon be faced with another hurdle his senior year-school closures due to COVID-19.

"During online school, it was very hard for me and my classmates," Camron said. "Nobody was used to it, and it was hard to understand everything that was going on. My school and the staff worked so hard to make everything run smoothly and did a great job."

Never one to mope, Camron made the most of the situation. His family purchased weights so he could continue exercising at home and stay fit. He also started a full-time job with Green Vista, all while completing his online courses for school. He finished the semester with straight As.

While his senior year may not have gone exactly how he wanted it to, Camron worked hard and finished strong, and now he's ready to start the next chapter of life as a Purdue Boilermaker.

"Camron is a smart, hard-working and committed young man with a very bright future ahead," Dr. Walls said. "I know he will continue to do great things during his time at Purdue, and I wish him all the best. On a personal level, I feel privileged to have been a part of his comeback story."





elcoming a new baby can trigger a roller coaster of emotions. A newborn means making changes to life as you know it and adjusting to a new normal. No matter how prepared you are, you might find adapting to your new life can bring challenges. But don't worry, you're not alone.

Riverview Health Physicians OB/GYN Valerie Gathers, MD, is no stranger to the challenges of having a demanding job and balancing motherhood. With a three-year-old son and a new baby girl at home, Dr. Gathers understands the stress her patients may be feeling when returning to work.

"With my son, I only took off six weeks," Dr. Gathers said. "The transition was hard. He wasn't sleeping through the night, and I was breastfeeding and didn't have a lot of milk stored up."

When Dr. Gathers was preparing to have her daughter, she knew she needed more time off.

"Once I found out I was pregnant again, I planned to take off three months," Dr. Gathers said. "I feel like it made so much of a difference with transitioning back to work."

Dr. Gathers found that one of the biggest challenges she faced upon returning to work was finding time in her schedule to pump breastmilk.

"I think it's really important for any mom who plans on breastfeeding to have their schedule adjusted so they have enough time to pump during the day," Dr. Gathers explained. "You really need to be pumping every time your child is eating. So, if your baby is eating every three hours, you need to be pumping every three hours."

For mothers who breastfeed, Dr. Gathers also recommends extra pumping and storing up milk before returning to work. It's important to know how much you'll need to pump at the office, she says. Be prepared and bring pump parts, an insulated bag or cooler and even soap. Discuss beforehand with your employer when and where you will have time to pump.

Dr. Gathers also advises expecting mothers to look for childcare well in advance of giving birth. If your childcare includes an in-home caregiver, it might be a good idea to take some time to help get them acquainted with your new baby.

"During the last month of my maternity leave, I took the time to let our caregiver ask questions and get familiar with my daughter," Dr. Gathers said. "If parents have the availability, it might be useful starting off with daycare two days a week to get your baby acclimated."

Returning back to work means less time with your baby, and it's easy for mothers to think they are being neglectful. Dr. Gathers was used to spending every minute with her little one, and when she went back to work, that drastically changed. To help cope with this adjustment, she likes to take at least an hour each night for just her and her baby.

Although adjusting to her new normal wasn't easy, her husband, friends, family and coworkers made a supportive team.

"Lean on your family and friends," Dr. Gathers said. "Get advice from those you trust, because transitioning is hard. Utilize your resources and realize your time is limited."

When it's time to prepare for your first day back to work, know that it's normal to have all kinds of emotions. Remember to be patient with yourself and take time if you need it. Be proud that you're a working mom!

#### **Tips for Returning from Maternity Leave**

First, when you're pregnant, it's important to start thinking about when to tell your supervisor the exciting news. Although it's completely up to you, supervisors may feel more prepared if you speak to them prior to telling your team.

Once you've discussed your pregnancy with your supervisor, it's time to understand your maternity leave options. Most employees will use paid time off as well as a short-term disability benefit. You should also become familiar with the Family and Medical Leave Act. Be sure to check with your employer to see if you qualify.

It's important to develop a time frame for returning to work and to discuss it with your employer. If you want to slowly transition back into your old work routine, it's a good idea to plan to return to your job on a Thursday or a Friday. Make sure your supervisor knows what your plans are for returning to work, and be sure to ask questions such as:

- When will be your first day back?
- Will you need to adjust your hours?
- When and where will you pump breastmilk?

Don't forget to check in with yourself and take breaks when you find necessary. Even throughout your first year of going back to work, it's important to keep an eye on your emotional and mental well-being. Settling into a new schedule can be difficult.

You might find it helpful to track your progress with milestones. Think about how you are feeling after six months, nine months and then a full year. Ask yourself how you're adjusting to your new schedule. Is your childcare working well for your routine? Are you able to eat healthy and exercise? How is breastfeeding

> going? If you're having any concerns about your new routine, you might find it best to discuss this with your supervisor.

A mixture of emotions and changes are all normal, even if this isn't your first baby. It's OK for your routine to be different after each pregnancy.

**Riverview Health wants to** help make your motherhood journey as smooth as possible. For questions regarding maternity services, please call 317.776.7919.



# COVID-19: The Outpouring of **Support from the Community**

Although the COVID-19 pandemic reached a global scale and has brought a lot of uncertainty to all of our lives, our community has proven to be resilient and gracious. More than 200 businesses and individuals stepped up to help support the team

> members at Riverview Health. Donations included more than 3,500 homemade masks, food, letters of encouragement and more. Every single act of generosity was truly appreciated and helped our staff stay positive. For a complete list of donors, see page 14.





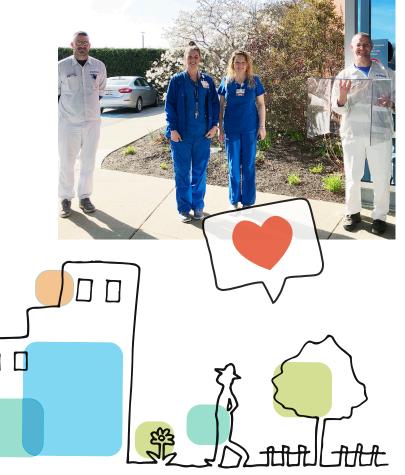






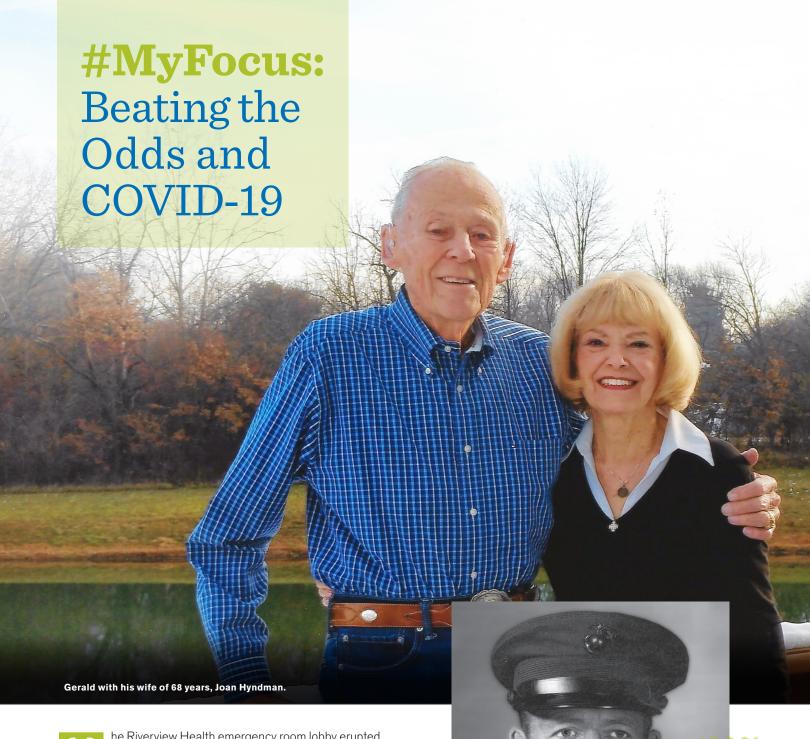






#### **Riverview Health Foundation COVID-19 Support Fund**

Riverview Health Foundation received many generous contributions through the COVID-19 Support Fund, which was set up to assist our outstanding Riverview Health staff when times were tough. With the more than 130 gifts that came in, Riverview Health Foundation has been able to support employees at Riverview Health who were busy caring for patients, their families, their homes and themselves. Some of the needs that the grants assisted with included rent and payments for utility bills and mortgages. All money raised through the COVID-19 Support Fund will continue to support staff members who have been affected by the ongoing pandemic. To make a donation to the COVID-19 Support Fund, visit riverview.org/foundation.



he Riverview Health emergency room lobby erupted into applause as 91-year-old Gerald Hyndman appeared. His acute rehab team rolled his wheelchair down the long hallway, clapping and smiling behind their surgical masks. At the end of the hallway, Gerald's family waited to greet him. When they said their goodbyes and brought him to the hospital twenty days prior, they feared the worst. But Gerald has never been someone to give up without a fight, and he definitely wasn't going to let COVID-19 beat him.

Gerald is good-natured and a leader—characteristics that served him well during his extensive military career. He graduated from the U.S. Naval Academy in 1952 and was commissioned as a second lieutenant in the United States Marine Corps. He did two tours of duty in Vietnam as a platoon

Gerald graduated from the U.S. Naval Academy in 1952 and was commissioned as a second lieutena in the United States Marine Corps. He completed two tours of duty in Vietnam as a platoon leader additional tours in Korea and Lebanon. Gerald retired as a Colonel in 1978.

leader and additional tours in Korea and Lebanon. Gerald also ran the amphibious warfare study group for the Marines. His expertise earned him a spot on the CBS evening news with Dan Rather, where he served as an amphibious warfare expert during the Falkland Island crisis in 1982. Prior to retiring as a colonel in 1978, Gerald worked in the training division at the Navy Annex near the Pentagon.

Gerald hit the ground running when he entered the civilian world as well. He worked for Northrop Services as a program manager for the Marine Corps and went on to earn two master's degrees in personnel management and management of information systems.

Never one to be idle, Gerald kept busy spending time with his family, volunteering at his church and exercising regularly once he retired. Little did he know, his strength and active lifestyle would play a role in his ability to beat COVID-19 in his 90s.

On Sunday, March 15, 2020, Gerald developed a stuffy nose and minor cold symptoms. As the week went on, his symptoms worsened and his family became worried.

When Dad was in the ICU, one of the nurses, Cindy Miller-Holliday, comforted me by phone as I cried and thought I was saying goodbye to my father. She promised to care for him like he was her own dad." — Grace Sell

"Our family doctor, Dr. William Wunder at Riverview Health, and his nurse, Janet Durr, were incredibly helpful throughout the week as Dad's health began to decline," Gerald's daughter, Grace Sell, recalled. "They were in touch daily as we tried to determine what was wrong and how best to help him as the information regarding COVID-19 was changing daily. They helped us walk the fine line between getting Dad treatment and exposing him unnecessarily to danger."

By Friday, Gerald was running a fever and coughing. His family was advised by Dr. Wunder that if he began to experience shortness of breath—a symptom linked to COVID-19—to bring him to the emergency room. By Saturday, March 21, Gerald was having difficulty breathing and was brought to Riverview Health.

When Gerald and his family arrived at the emergency room they were met by nurses in protective gear and also given masks to wear themselves.

"Behind their masks and shields, the staff that met us had warm smiles," Grace said. "When one nurse saw I was teary, she took a moment to offer comfort and reassurance. Despite the medical gear and strangeness of the situation, the Riverview Health staff were welcoming and compassionate." After being admitted to the hospital and receiving a positive COVID-19 diagnosis, Gerald's condition slowly worsened. He was then moved to the intensive care unit (ICU), something that was difficult for his worried family.

"The awfulness of the virus is the way it keeps families from their suffering loved ones," Grace said. "The wonderful people of Riverview Health stepped into this gap. When Dad was in the ICU, one of the nurses, Cindy Miller-Holliday, comforted me by phone as I cried and thought I was saying goodbye to my father. She promised to care for him like he was her own dad."

To everyone's shock and delight, Gerald began to improve, and he was transferred out of the ICU and into a regular patient room. Then he moved to acute rehab to begin the process of rebuilding his stamina and strength. Riverview Health is home to the only acute rehab facility in Hamilton County.

After 10 days of hard work with his therapists, Gerald began to get stronger.

"Gerald is an inspiration to me and the rehab team," said Ron Miller, MD, medical director of the acute rehab unit. "Even at 91, he was not going to let this virus beat him. He has tremendous resolve and has probably never quit anything in his life. He should have a full recovery, which is amazing given the effect of the virus on most elderly patients."

Gerald beat all odds. After 20 days in the hospital and finally getting a negative COVID-19 test result, he was discharged from Riverview Health on Good Friday and went home to celebrate Easter with his family.

"The people at Riverview Health—doctors and staff—were outstanding and worked endlessly to help me. I owe them all a great deal," Gerald said.

Grace added, "Every day we have with Dad now feels like a gift courtesy of Riverview Health."



# **Bringing More ER & Urgent** Care to Hamilton County

Because of the COVID-19 outbreak, Riverview Health Emergency Room & Urgent Care—Carmel opened later than expected. But despite the delay, the location is now open, and we are proud to offer this new, convenient model of care to residents of Carmel and the surrounding areas.

The Riverview Health Emergency Room & Urgent Care facilities have a full-service, 24-hour emergency room, combined with an urgent care that operates from 7 a.m. to 10 p.m. daily. This model guides patients to the level of care they need, and they are only billed for the level of care received—all at the same convenient location.

"Due to COVID-19, many people feel apprehensive about going to an emergency department," said Eric Marcotte, MD, Riverview Health chief medical officer. "We want to encourage patients not to delay care that they need. Our emergency room in Noblesville and combined emergency room and urgent care locations in Westfield, Fishers and Carmel are taking precautions to keep all patients safe."



#### **How to protect yourself from COVID-19**

Hand Hygiene. Wash your hands often with soap and water for at least 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.



Cough etiquette. Remember to cough or sneeze into your sleeve or a tissue, and stay home if you're sick.



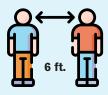
Wear a mask. Everyone older than two should wear a cloth face covering when going out in public. The purpose of the mask is to protect other people in case you are sick and not showing symptoms.



Clean. Thoroughly clean and disinfect high-touch surfaces regularly.



Social distance. Stay at least six feet away from people you don't live with.



Stay home. If you're feeling ill, don't go out.



## Hanging Up Her Hat After 32 Years of Volunteer Work

Although common items people look for in a hospital gift shop likely include flowers, cards and candy, it was the clothes, jewelry and people that initially gave Carolyn Johns a reason to visit. Carolyn describes herself as a fashion-lover who enjoys helping others. So, she was naturally drawn to volunteering at hospital gift shops throughout her life. Carolyn began volunteering first in New York for a few years and then another 10 years while living in Michigan.

After her husband retired in 1988, they decided to move to Noblesville, the town where Carolyn grew up. Shortly after moving back, Carolyn turned in an application to the Riverview Health Gift Shop. As her husband closed a chapter of his life when he retired, Carolyn began a new one that would last more than 30 years.

With her previous retail and volunteer experience, it was no surprise that Carolyn was given the job as the Gift Shop manager. But just like her previous volunteer experience, it would never really feel like a "job" to Carolyn because she truly loved being there.

"I had already done the retail bit since the age of 18, and I knew I would rather volunteer my time," Carolyn said. "During a phone interview, I said if this was a paying job, I wouldn't take it because it would take the enjoyment out of it for me."

The Gift Shop was a place where Carolyn could be around people and keep up with the latest trends—all while volunteering for a good cause. It was the perfect match.

After more than 30 years as a Riverview Health volunteer, Johns (right) became a familiar face at the Riverview Health Gift Shop. She will be missed by many, including Karen Burck (left) and Sue Smith (middle), who have both worked with her over the years as buyers for the gift shop.

If you visited the Gift Shop at Riverview Health over the years, you probably saw Carolyn sitting behind the cash register. But cashier was just one of the many roles she played for the Gift Shop. From buying inventory and going to apparel shows to steaming the clothing—she did it all.

Although her expertise in retail was an important asset to the Gift Shop, Carolyn's real value was her commitment to volunteering and her genuine love for helping others. In fact, her one piece of advice to future volunteers is to do it for the right reasons.

"I came on board two years ago, and Carolyn came in every day, Monday through Friday from 10 a.m. to 2 p.m.," said Melinda Nash, volunteer manager at Riverview Health. "She gave so much of her time and talent to Riverview Health, and we are so grateful for her years here."

More than 23,000 volunteer hours later and just short of her 90th birthday, Carolyn officially retired as a Riverview Health volunteer and gift shop manager. Carolyn has been a volunteer in some capacity for nearly 50 years.

"Everybody has to hang up their hat at some point," Carolyn said. "I have so many wonderful memories, and I'll miss it all—especially the people."

While Carolyn's plan was to finish out 2020 as a volunteer, the COVID-19 pandemic sped up her timeline for retirement. After adjusting to her new schedule, she is enjoying her "new normal" at home. Though she hung up her hat, she certainly hasn't hung up her earrings.

"I still dress as if I'm going to work, but I might be just going to Walmart," Carolyn said with a chuckle. "I also plan to stop in to have lunch with friends at the hospital hopefully once a week."

#### **Riverview Health Gift Shop**

Where: Riverview Health, 395 Westfield Rd., Noblesville (second floor near the Starbucks Bistro in the atrium) Hours: Hours may vary due to COVID-19 restrictions

Phone: 317.776.7135

Whether you're looking for a gift to cheer up a loved one or the latest fashions for yourself, the Gift Shop at Riverview Health in Noblesville has what you're looking for. For your convenience, they can even deliver items-such as flowers or toothpaste—to patient rooms. The Gift Shop is proudly operated by Riverview Health Auxiliary members.

# Sign Up for MyChart

If you're at work, on the road or at home, MyChart gives you online access to your medical information and more. With MyChart you can:

Schedule primary care appointments



**Conduct video** appointments and message your provider



**Access your test results** 



Pay and view bills



Request prescription refills



View and print immunization records



#### Follow these three easy steps:

- Call your provider's office and request a secure personalized link. The link will expire after 24 hours.
- Go to your email and click on the link to get started.
- Follow prompts on the screen to create your account.

### **Thank You to Our COVID-19 Donors**

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University High School: Athletic Department

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