Riverviews



News from Riverview Health



Also in this issue:

From the U.S. Air Force to Riverview Health:
Meet Dr. Andrew Malin

Do You Have a True Penicillin Allergy?

Finding Comfort in the Courtney Cox Cole Infusion Center

Letter from Seth



Over the years, I've shared my experiences using the healthcare services here at Riverview Health. I've had a surgery and been an inpatient before. I've used our emergency room and urgent care services multiple times—mostly while treating sports injuries for my son, Quinn. Last fall, I had the opportunity to once again be a patient at Riverview Health—this time for a total knee replacement surgery.

I've known for several years that this was coming. Old football and wrestling injuries from my younger days have taken a toll on my body, and I was told by a doctor many years ago that I would need a knee replacement at an early age.

This past summer, I was playing catch with Quinn at the beach when I realized I couldn't go after the ball like I wanted to. If he didn't throw it directly at me, there was no way I was going to catch it—I simply couldn't get to it in time. That's when I knew it was time for me to do something.

Dr. Andrew Malin, an orthopedic surgeon, started with Riverview Health Physicians Orthopedics & Sports Medicine in August 2020. He graduated from the U.S. Air Force Academy and Harvard Medical School and spent nine years serving our country in the U.S. Air Force. This included two tours of duty in Afghanistan as part of the U.S. Air Force Special Operations Surgical Team. With a résumé like that, I didn't think I could go wrong choosing him as my surgeon. To learn more about Dr. Malin, turn to page 8.

After pre-operative testing and education (including a COVID-19 test), I was ready. The surgery went well, and the nurses and therapists had me up and walking that afternoon. I stayed one night in the hospital before being discharged home to complete several weeks of outpatient therapy. The care I received was top notch—from Dr. Malin, the nurses, therapists and the entire team.

While the recovery and therapy were challenging at times, I'm glad I finally made the decision to have surgery. I'm getting around so much better than before—walking without pain and getting out to be active with my family. And I'm looking forward to heading back to the beach for another—more evenly matched—game of catch with Quinn.

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

Spring-Summer 2021

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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.

COVID-19

As the COVID-19 pandemic continues to evolve, we at Riverview Health strive to adapt guickly, yet with caution, after making educated decisions. This means updates to 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/COVID-19.

Riverview Health Recognized for Excellence in Infant and **Maternal Health**

Riverview Health was recognized by the Indiana Hospital Association, in partnership with Governor Eric J. Holcomb and State Health Commissioner Kristina Box, MD, FACOG, for its commitment to infant and maternal health at the first annual INspire Hospital of Distinction recognition program. INspire, funded by the Indiana Department of Health's Safety PIN grant, was developed to implement the delivery of best practice care for Hoosier moms and babies and recognize hospitals for excellence in addressing key drivers of infant and maternal health.

Riverview Health Receives Awards for Knee and Spine Surgery

Riverview Health is 5-star rated for total knee replacement and spinal fusion outcomes, according to new research released by Healthgrades, the leading resource that helps consumers determine where to find the best care and the right doctor for them. Every year, Healthgrades evaluates hospital performance at nearly 4,500 hospitals nationwide for 32 of the most common inpatient procedures and conditions. This data is used to rate the clinical performance of each hospital that affects the overall health outcome of a patient.

New Clinicians

Please join us in welcoming the following clinicians:

- John Aker, MD—Plastic Surgery
- Cristian Balcescu, MD—Orthopedic Surgery
- Adam Brazus, MD—Ophthalmology
- Jeffrey Cox, MD—Family Medicine
- Keith Doram, MD-Internal Medicine
- Chandra Flack, MD—Urology
- Caitlin Hall, DO—Pediatric Hospitalist
- Brannan Malicoat, NP—Urology
- Muhammad Nawaz, MD—Hematology/Oncology
- Elizabeth Parry, DPM—Podiatric Surgery
- William Sando, MD—Plastic Surgery
- Matthew Tellman, MD—Urology
- Neha Yakhmi, MD-Allergy and Immunology
- Deng Zhang, MD—Oncology



GIFTING

for a Great Cause

Riverview Health Foundation provides funding for new health services, programs and equipment needed by our community. 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.

VOLUNTEER

at Riverview Health

Riverview Health relies on the assistance of hundreds of volunteers each year, and new volunteers are always welcome. If you're interested in volunteering at Riverview Health, please contact the manager of Volunteer Services, Melinda Nash, at 317.776.7236 or mnash@riverview.org.

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for our E-Newsletter!

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Eyes of **Kindness**

im Hogge pulls her sketchbooks out of her bag and opens them to display the work inside. The sketches start simple—the outline of a face with nothing more than eyes, a nose and a mouth. Some of the drawings are even a little sloppy, while others are more precise. But as you flip through the sketchbook, the story begins to evolve; the drawings become more complex, vibrantly blue and show masked individuals with smiling eyes. Behind the masks, the faces are familiar to Kim—they are her therapists at Riverview Health Rehab & Fitness.

The portraits are part of a project Kim titled "Eyes of Kindness," an undertaking she says helped her heal after having a stroke in the beginning of the COVID-19 pandemic.

On the morning of May 12, 2020, Kim woke up early to go to the restroom and noticed something wasn't right.

"While in the restroom, I felt very unsteady, and I'm always steady," Kim recalled. "I made my way back to bed, and when I woke up, I still felt off."



At 56 years old, Kim is very active. She rollerblades as a hobby, so feeling off-balance was unusual for her. She pushed her doubts aside, though, and attempted to go about her day as usual.

"I am an art teacher at Sheridan High School, and it was our last week of e-learning, so I had a lot to do," Kim said. "When I got on the computer, I realized I could only use my pointer finger on my right hand. I also couldn't speak very well, and I remember telling my husband 'I feel off."

"All I could see were their eyes—their kind eyes. Even when I was feeling bad, they always had kind eyes. The trick to capturing the eye is the reflection. It was like God had captured my attention to see something I hadn't seen before." — Kim Hogge

Kim's husband told her if she wasn't better by the following day, they needed to call the doctor. By the next morning, Kim was still having issues talking and using her right side, so her husband called their family medicine physician.

"When the doctor asked my name, I realized I couldn't say it," Kim said. "My husband told them he thought I had had a stroke, and we were advised to get an MRI scan."

The MRI scan revealed what Kim and her husband suspected she had suffered from a brain stem stroke, and she was advised to go to Riverview Health in Noblesville to be admitted for treatment.

"I could walk, but I was not very stable. And when I first started talking, I sounded like a two-year-old. I stuttered. My voice is very different now than before," Kim said.

To help heal, Kim started physical, occupational and speech therapy at Riverview Health Rehab & Fitness in Noblesville. During her sessions, Kim and her therapy team focused on building her strength and language skills so she could do the things she loved again, like drawing, rollerblading and teaching art classes.

"At her initial evaluation, Kim's husband joined her, and he said, 'We will do anything we need to do; just tell us,' and they did," said Riverview Health occupational therapist Jenn Lewis. "Each session Kim would come in with stories of what she had done that week and new challenges that she would face during day-to-day activities. Kim never slowed down or stopped trying, and that really played to her advantage."

Kim made excellent progress, and at the completion of her physical and occupational therapy programs she led an art class with her therapists to show them how to make a balloon animal.

Next, Kim wanted to improve her speech skills. Originally from Alabama, Kim has always had a southern accent. But after the stroke, something in Kim's brain changed—and so did the way her voice sounded.

"Some people have told me I sound Romanian now. My neurologist was so surprised," Kim said.

"Kim's speech treatment consisted of helping her use strategies and techniques to restore normal language functioning," said Carah Sullenbarger, a speech language pathologist at Riverview Health. "She has improved tremendously and has gone from a severe impairment to a mild impairment."

Outside of therapy, Kim is creative with how she works around her weaknesses. She is right-handed, so losing function on that side of her body made drawing difficult.

"My oldest son is an artist, and he asked me to try drawing with my left hand instead," Kim said. "So, I began the journey of using both hands every single day. I would get up early and draw at 6 a.m. without distractions. It was like a morning devotion. I would draw and pray at the same time and it helped me a lot."

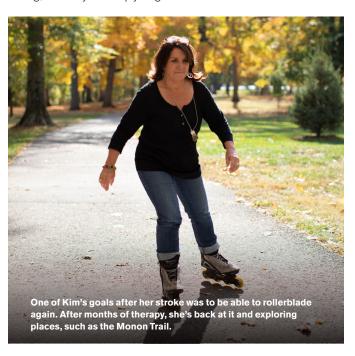
At first her drawings were sloppy, but Kim has since mastered the skill and is able to draw with both hands. After regaining her skills, Kim felt called to draw her caregivers.

"Because of COVID-19, during therapy we all had masks on," Kim recalled. "All I could see were their eyes—their kind eyes. Even when I was feeling bad, they always had kind eyes. The trick to capturing the eye is the reflection. It was like God had captured my attention to see something I hadn't seen before."

While Kim still has more healing to do, she is proud of her progress and the goals she has reached. She is back to teaching art at Sheridan High School, rollerblading on the Monon and driving her stick shift jeep.

When asked what advice she has for other patients who are recovering from a stroke, Kim urged them to not hold back from their goals.

"What is something normal that you want to get back to?" Kim said. "Don't be afraid to have that goal—the therapists are very caring, and they will help you get there. Don't settle."





aurie Coppess shouldn't be alive, she says. After battling breast cancer and recovering from a stroke more than a decade ago, she thought her health problems were behind her. But in early August last year, she was alone at a friend's house when she started feeling symptoms of what she thought might be a heat stroke.

Laurie called her mom and dad, who were just a few minutes away, to say she wasn't feeling well. When they arrived, they found Laurie collapsed on the floor and called 9-1-1.

Laurie's eyes were wide open and she was turning blue. That's when, so she was told, she took her "last death rattle" of a breath.

Laurie's dad quickly started performing CPR while on the line with the 9-1-1 operator. Then Laurie's friend, Chris Beaver, arrived and took over chest compressions.

"My parents and Chris said I was dead," Laurie said. "I was lying there cool to the touch."

Chris continued with chest compressions as Noblesville Fire Department EMS personnel arrived and took over. The EMS team guickly hooked Laurie up to a machine to do automatic chest compressions, and they shocked her in an effort to restore rhythm to her heart. Nothing.

Another shock. And then another. Finally—Laurie woke up and started screaming due to the pain from all the chest compressions. Then, she was rushed to the Riverview Health emergency room in Noblesville.

"I think I was in such bad shape that I mentally didn't know what was going on, and I was in so much pain," Laurie recalls.

Laurie was so combative she had to be sedated, intubated and connected to a breathing machine to protect her airway. She was then rushed into the cardiovascular catheterization lab where she was cared for by J. Mario Pyles, MD, interventional cardiologist and medical director of cardiovascular services at Riverview Health.

"The EKG showed that she was having a massive heart attack," Dr. Pyles said. "We quickly performed a cardiac catheterization and found that the artery on the back part of her heart was 100 percent blocked."

After several attempts with different wires, Dr. Pyles and his team were finally able to meticulously cross the stubborn blockage with a very small, flexible wire and balloon to reestablish blood flow.

"We then inflated two large drug-releasing stents to keep the artery open, and her heart began to improve immediately," Dr. Pyles said.

But it wasn't over for Laurie. She had been experiencing low blood pressure and was on medication to improve it. As the blood flow in her vessels returned, her heart started producing an abnormal

rhythm, and she needed to be shocked once again. After one shock, normal heart rhythm was restored, and Laurie was transferred to the ICU.

"I'm told my first few days in the ICU were rough," Laurie said. "I wasn't all there—I think from the lack of oxygen from when my heart stopped, and I was going through withdrawal from nicotine and caffeine. I wasn't in my right mind, and I was pulling out all my tubes."

A lack of blood flow can significantly decrease brain function, Dr. Pyles said.

"Once the heart stops pumping, the brain starts to become damaged, and just like the heart—you can't regenerate parts of the brain," Dr. Pyles said. "Not only is time muscle, time is brain. That's why it's so important to call 9-1-1 rather than drive yourself in if you think you're having a heart attack."

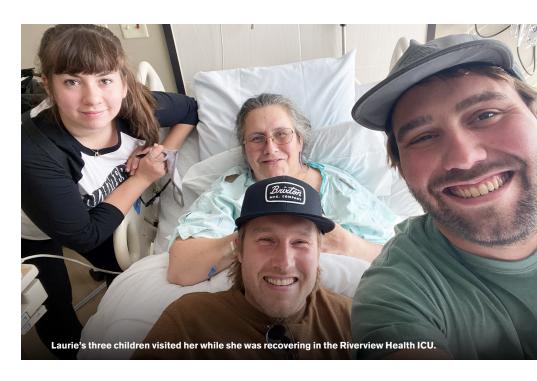
While in the ICU, Laurie's three children came to visit her from California.

"The only thing I remember at that point was seeing rays of colors streaming from my family into me," Laurie said. "It was like the room was full of swirling light that was going straight into my heart."

She was then moved to a recovery floor as she continued to improve, but there was someone she was missing.

"The staff at Riverview Health were compassionate, and you could tell they really cared," Laurie said. "One day I was able to go outside to briefly see my dog, who was brought by. I hadn't seen him in a couple weeks and was really missing him."

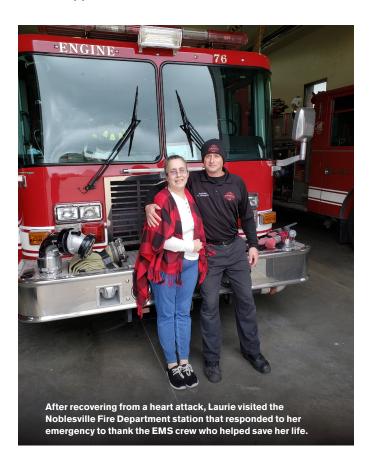
Since being released back home, Laurie has made several lifestyle improvements, such as refraining from smoking and drinking caffeine, eating healthier and losing weight. She also exercises at the Riverview Health cardiopulmonary rehab gym in Noblesville multiple times a week.



"The Noblesville EMS crew came from the same fire station where I've volunteered as an election worker for years," Laurie recalled. "I had probably seen the ones who saved my life and didn't even know it."

Laurie is grateful for another shot at life and is committed to continuing to make changes.

"I nearly died and came back to life," Laurie said. "It makes you wonder why you're here, and I sure do feel blessed."



Ask the Expert



Do You **Have a True** Penicillin Allergy?

Neha Yakhmi, MD, Riverview Health Physicians Allergy & Immunology

Most patients who think they have a penicillin allergy aren't truly allergic. In fact, research concludes that 90 percent of people who think they have an allergy to penicillin actually don't, and 50 percent of "allergies" represent side effects or intolerances to penicillin, like nausea, vomiting and a headache. Here are some key points about penicillin allergies from Riverview Health allergy and immunology specialist Neha Yakhmi, MD. 90%

What is a penicillin allergy?

Penicillin is a beta-lactam antibiotic that treats many bacterial infections. When you have a true penicillin allergy, your body mistakenly reacts to the drug as a harmful substance which may result in symptoms such as rash, hives, difficulty breathing and more.

Why does it matter?

Penicillin-related medications are among the safest and most effective antibiotics available. In many cases, a believed penicillin allergy is really a side effect or intolerance and not a true allergy. You may have had a reaction in your childhood, but most likely have since grown out of the allergy. It's believed that a penicillin allergy often does not persist for life, even if people have had a reaction to it in the past, and 80 percent of individuals lose a penicillin allergy within a 10-year period.

What are the symptoms of a penicillin allergy?

Symptoms and signs of a true penicillin allergy usually start within minutes to two hours of taking the drug. These can include itching and hives, a rash, swelling or angioedema, shortness of breath, wheezing, fainting and chest tightness.

What is penicillin allergy testing?

A penicillin allergy may be evaluated through a penicillin skin and/or oral penicillin test. However, penicillin skin testing is the most reliable way to diagnose a true penicillin allergy.

How does the penicillin skin test work?

A skin test is when a small amount of penicillin is applied to the skin or administered into the skin to observe for signs of allergic reaction. A positive reaction will cause red, itchy, raised bumps.

How does the oral penicillin test work?

of people who

have an allergy

actually don't.

to penicillin

think they

A dose of oral penicillin may be given to you by an allergist. The allergist will then observe you for an hour for any allergic reactions.

If you'd like to get evaluated for a true penicillin allergy, visit riverview.org/allergy or call 317.214.5725.

From the U.S. Air Force to Riverview Health: Meet Dr. Andrew Malin

Meet Andrew Malin, MD, an orthopedic surgeon at Riverview Health Physicians Orthopedics & Sports Medicine in Noblesville. Dr. Malin joined Riverview Health in August 2020 and is a fellowship-trained hip and knee specialist. He performs a high volume of minimally invasive hip replacement, knee replacement and partial knee

replacement surgeries. He also treats sports injuries and fractures and he performs arthroscopic and reconstructive procedures of the knee and shoulder. As a new member of the orthopedics and sports medicine team, we asked Dr. Malin a few questions to get to know him better.



Q. Why did you choose orthopedics?

A. I chose orthopedic surgery primarily because it allows me to have a positive impact on the lives of my patients. Growing up in rural Wisconsin, I always enjoyed working with my hands, and I take pride in mastering the technical aspects of surgery. My initial positive exposure to the specialty was through our football team's orthopedic surgeon at the U.S. Air Force Academy.

Q. What was your experience like at Harvard Medical School?

A. Attending medical school at Harvard was a great experience as I was able to learn from world-renowned experts in various fields of medicine. I had outstanding classmates, many of whom I still count on for professional advice and friendship. Also, my wife and I really enjoyed living in the Boston area.

Q. What makes you unique as a provider?

A. I am a graduate of the U.S. Air Force Academy and had the privilege of serving my country as an active duty officer and orthopedic surgeon for nine years. This included two tours of duty in Afghanistan as part of the U.S. Air Force Special Operations Surgical Team. I was fortunate to care for our nation's heroes both at home and abroad. In addition, treating severe injuries in dangerous environments allowed me to hone my surgical skills in situations of tremendous stress.

Q. Can you tell us about your experience in Afghanistan during your two tours of duty?

A. In Afghanistan, I served as part of the Special Operations Surgical Team. Our main mission was to provide emergency mobile surgical support for special operations soldiers conducting missions in more remote parts of the country.

It was a great privilege to provide care for our most elite soldiers. I was inspired by their selflessness, skill and dedication. We also spent much of our "down" time providing humanitarian care to Afghan civilians, including many children. Although the environment was somewhat dangerous, we were deployed with very well-trained, dedicated soldiers. Working with them inspired confidence and allowed me to focus on my job as a surgeon.

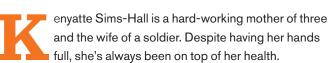
Q. What is your practice philosophy?

A. I believe it is most important to listen to patients and understand how joint pain is affecting their lives and activities. This information allows us to discuss treatment options and tailor our shared treatment decisions based on specific goals. I always consider nonsurgical as well as surgical options. Treatment without surgery is often possible, and I will make every effort to treat conditions in the least invasive, most effective manner. If surgery becomes necessary, I want my patients to feel informed, comfortable and entirely satisfied with every step of the process.





After a difficult battle with stage 2 B-cell lymphoma during the beginning of the COVID-19 pandemic, Kenyatte Sims-Hall received the news that she was cancer-free on April 7, 2020.



"I get check-ups and normal preventive care," Kenyatte said, "but nothing has ever been wrong."

In early 2019, Kenyatte started to experience a prolonged cough, accompanied by heartburn. She's always been familiar with her body, so she knew something wasn't right. In May 2019, she decided to seek a professional opinion.

"It was my body warning me that something was wrong," Kenyatte said.

When a biopsy on a swollen lymph node came back negative, she decided to get a second opinion at Riverview Health. In January 2020, she was diagnosed with stage 2 B-cell lymphoma. Though she was scared, she was quickly reassured.

"My doctors told me this is a treatable cancer," Kenyatte said. "My team was comforting and made me feel like this was something I could beat."

After her first chemotherapy treatment, Kenyatte was transferred to the Courtney Cox Cole Infusion Center at Riverview Health for the remainder of her treatments with oncologist Dr. Ruemu Birhiray. Her treatment plan consisted of six chemotherapy infusions every three weeks.

"After my first chemo treatment, I didn't have a reaction," Kenyatte said. "I was fine and thought the treatment wasn't working."

But by her second treatment, the side effects came on strong. Going forward, her chemo sessions would leave her feeling nauseous, dizzy and eventually she lost her hair.

"Every treatment was different and brought on different things," Kenyatte explained. "Sometimes I lost my sense of taste, smell and my appetite. Even water was difficult to swallow."

By the time she started to experience side effects from chemotherapy, the COVID-19 pandemic had taken off in the United States.

"We kept hearing about new symptoms of COVID-19," Kenyatte said. "Nearly all of those symptoms are the things that also happen to cancer patients."



Despite the uncertainty of the pandemic, Kenyatte felt safe in the Riverview Health infusion center during her treatments. In 2019, Riverview Health unveiled a brand new infusion center that is expansive enough to give everyone space to social distance.

"Everyone seemed to know what they were supposed to be doing," Kenyatte recalled. "No one ever made me feel stressed out."

Other than going to the infusion center, Kenyatte and the rest of her family stayed home to keep themselves safe. Due to visitor restrictions at the hospital, her husband had to wait in the car during one of her chemotherapy treatments. But Kenyatte never really felt like she was alone.

"The infusion center staff members were so kind and supportive," Kenyatte said. "They were there for me when my husband couldn't be. They really made it a good experience."

During this strange time in Kenyatte's life, she really got to know her team in the infusion center. She grew close to one nurse in particular, Maria Cline, RN. Every time she saw her, she knew she was going to be OK.

"Maria is amazing—she always made me feel important," Kenyatte said. "After our first meeting, we were friends. After our second meeting, we became family."

On April 7, 2020, Kenyatte received the news that she was cancer-free. And on May 8, 2020 she went through her last chemotherapy treatment with her husband and her infusion center family by her side.

"Getting a cancer diagnosis is not a great feeling," Kenyatte said. "It's important to have people support you. And I found that at Riverview Health."



Get to Know a Few of Our **Women's Health Providers**

Whether you're playing catch-up with work emails or playing catch with your kids, we understand it can be hard to make health a priority. The team at Riverview Health Physicians OB/GYN understands that each woman's health needs and life circumstances are unique. By taking a personalized approach, our physicians work with each patient to help her understand her healthcare options and provide sound advice-working collaboratively to come to a decision as a team.

While this approach allows doctors to get to know their patients better, it's also important that patients feel comfortable with their doctors. Here are some fun facts to help you get better acquainted with members of the Riverview Health Physicians OB/GYN team.





Board-certified in OB/GYN, Dr. Gathers brings her passion for women's health and wholeness to every patient she cares for and is deeply committed to helping her patients achieve their best state of health.

> Medical school: University of Louisville School of Medicine What has been your favorite vacation? Maui/Hawaii.

Where is the next place on your travel bucket list and why? Hove Disney World, but I haven't been since I've had children. I'm so excited to finally take my son and my daughter.

What is your favorite thing about your career? I get to be the first person a newborn baby sees.

What is your favorite movie? My favorite movie is "Pretty Woman." What is your favorite family recipe? My great aunt's poundcake recipe.

Dr. Brazus enjoys the continuity of care she's able to provide her patients through all stages of life and believes it's important to be an advocate for all her patients when it comes to individual healthcare needs.

Medical school: Indiana University School of Medicine

What is your hobby? I have three horses that I ride and compete in dressage competitions. What is one fact that people may not know about you? I skipped a grade in high school to go to Purdue early.

What do you like to do when you have time off? I like to travel and read books. I have a lot of books by Dean Koontz.

Did you ever consider a different career path? I wanted to be a vet initially, but then I decided I couldn't put animals to sleep, so I switched to study pharmacy with the intent of going to medical school.



Dr. Seidner's osteopathic training helps her evaluate a patient from the dimensions of body, mind and spirit in order to treat the person and not just the symptom.

Medical school: A.T. Still University Kirksville College of Osteopathic Medicine

Where's the next place on your travel bucket list and why? It likely isn't next on my

list, but I would love to go to Greece someday. It simply looks so scenic.

What is your favorite thing about your career? Of course, there's the huge privilege of helping to bring life into the world—not much can top that! But I also especially enjoy caring for women. I appreciate the spontaneity of my specialty and the mix of both obstetrics and gynecology.

What is your favorite TV show, or is there something you're watching currently? I'm finishing up the hilarious and heartwarming show "Schitt's Creek." Who are your favorite authors? I can't pick just one. I love Atul Gawande, Glennon Doyle, Brené Brown and Cheryl Strayed.

What song would you say best sums you up? "You Gotta Be" by Des'ree.





Dr. Davenport chose the OB/GYN field because she is passionate about empowering women through education to make their own healthcare decisions about their bodies.

Medical school: St. Louis University School of Medicine

If you could only eat one meal for the rest of your life, what would it be? Pizza. Do you collect anything? I collect houseplants.

What is your favorite sport to watch? Sunday football.

What is your favorite family recipe? My mom's stuffing on Thanksgiving. What show are you watching currently? I am currently watching "The Great British Bake Off" on Netflix.

Where is the next place you'd like to travel? Italy.

Jade is a board-certified family nurse practitioner who previously worked as a labor and delivery nurse.

School: Indiana State College of Graduate and Professional Studies

What has been your favorite vacation? Dale Hollow Lake in Tennessee. We like to spend a

week on a houseboat with our families. We have limited cell service, so it's a nice way to reconnect with everyone.

Who is your favorite author? John Grisham or Jodi Picoult

What is your favorite TV show, or is there something you're watching

currently? "Friends" is my favorite. It's one of those shows you can always turn on and instantly feel comforted.

What's the most daring thing you've ever done? It's a little cliché, but honestly, becoming a parent. It invokes almost every emotion within you—it challenges you, it changes you. It's not always easy, but it's a beautiful experience to be given.

What is your favorite thing about your career? I enjoy the connections I make with our patients. A visit to our office requires a certain level of vulnerability from them, so I strive to hear their concerns while making them feel more relaxed.



Riverview Health Now Has 5 Emergency Room & Urgent **Care Locations**

With the opening of its fifth location in West Carmel/Zionsville in October, Riverview Health now offers five combined emergency room and urgent care facilities in Hamilton County. You can find this combined ER and urgent care model at both Riverview Health hospitals in Noblesville and Westfield, as well the three freestanding facilities in Fishers, Carmel and West Carmel/Zionsville.

The combined emergency room and urgent care locations are full-service facilities that handle both emergent and nonemergent cases. The emergency room is available 24/7, while urgent care billing hours are from 7 a.m. to 10 p.m. daily. All patients are treated by an emergencytrained physician and cared for by ER staff, regardless of the level of care they need. Patients are then only billed for the level of care received.

Riverview Health Westfield Hospital was the first location to pioneer this new model in late 2018. The hospital celebrated its second anniversary this past fall.

"After we opened the combined ER and urgent care in Westfield, we heard so much positive feedback from our patients," said Seth Warren, president and CEO at Riverview Health. "And every time we open a new one, we hear so much appreciation from the public for bringing this patientfriendly model to their community."

The combined emergency room and urgent care eliminates the need for patients to self-diagnose the appropriate level of care for their medical concern, while ensuring patients are billed accurately.

"Oftentimes, patients don't know how serious their illness or injury is, and they're not sure where they should seek care," Seth said. "With the combined model, they don't have to choose."



Riverview Health Emergency Room & Urgent Care-Carmel

> 14585 Hazel Dell Pkwy., Carmel, IN 46033 P: 317.214.5030

Riverview Health Emergency Room & Urgent Care-Fishers

> 9690 E. 116th St., Fishers, IN 46037 P: 317.214.5750

Riverview Health Emergency Room & Urgent Care-Noblesville Hospital 395 Westfield Rd., Noblesville, IN 46060

P: 317.773.0760

- **Riverview Health Emergency Room & Urgent Care-West Carmel/Zionsville** 10830 N. Michigan Rd., Zionsville, IN 46077 P: 317.406.4418
- **Riverview Health Emergency Room & Urgent Care-Westfield Hospital** 17600 Shamrock Blvd., Westfield, IN 46074 P: 317.214.5555

Riverview Health Foundation Year in Review: 2020

2020 was a unique year for Riverview Health Foundation. We had to make adjustments along the way with our yearly fundraising events. Thanks to the overwhelming generosity of our donors and community members, we were able to continue supporting Riverview Health and our patients.

COVID-19 Support Fund

Members of the community stepped up to show their support for Riverview Health staff members, allowing the Foundation to establish the COVID-19 Support Fund. With almost \$60,000 raised, this fund provided financial support to employees significantly affected by COVID-19.

Dr. and Mrs. Malcolm Bray Medical Scholarship

The Foundation awarded seven scholarships to deserving students at each of the public high schools in Hamilton County. These students are in excellent academic standing, have demonstrated service to their community and have plans to pursue a degree in the medical field. Each recipient was awarded a one-time \$1,000 scholarship. The Dr. and Mrs. Malcolm Bray Medical Scholarship was established in 1993 through the Foundation and has awarded more than 175 scholarships to students since its inception.



September

Heartfelt Thanks Golf Tournament

Golfers joined us for the 28th Heartfelt Thanks Golf Tournament hosted at Pebble Brook Golf Club in Noblesville. This outdoor venue provided the perfect setting for a socially distanced event for our participants. Last year's event raised more than \$109,000. Since the inception, the Heartfelt Thanks Golf event has raised more than \$1.7 million to support the mission and patients of Riverview Health.



The Foundation hosted its first virtual event with keynote speaker Minda Dentler. Minda was the first female wheelchair athlete to complete the World Championship Ironman in Hawaii. Dentler inspired us all to plan and be purposeful in our vision and give ourselves grace. Through the generosity of the WOV Giving Club, WOV event and the Women's Endowment Fund, more than \$39,000 in grants were awarded to departments serving women and children at Riverview Health.



Riverview Health Foundation Gift to Riverview Health

With the COVID-19 pandemic came many challenges throughout 2020. But with the generosity of so many, Riverview Health Foundation was able to provide a gift of \$500,000 to Riverview Health. This donation was possible because of many generous donors who made a gift or attended an event. In addition, the Riverview Health Foundation Board of Directors approved a disbursement of \$200,000 from its permanent endowment fund—resulting in a total gift of \$700,000 to support Riverview Health during the unprecedented times in 2020.



June

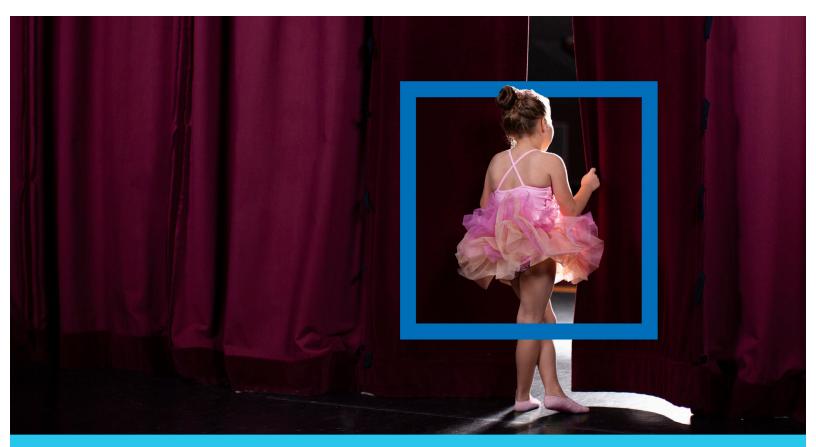
2020 proved more than ever how important our donors, friends and partners are to the care Riverview Health provides. We're sincerely proud of how our community members stepped up when we needed them the most. For more information about the Foundation, or if you would like to make a gift, please visit riverview.org/foundation or use the envelope provided.

Mark your calendars:

- Heartfelt Thanks Golf Tournament: June 16, 2021
- Women of Vision Event: Sept. 30, 2021

For more information, contact Polly Craig at pcraig@riverview.org or 317.776.7938.





#MyFocus

We know good health can mean a big recital.

riverview.org/primarycare

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