

Meridian. Helping make our communities healthier.

From all of us working to keep the lights on to all those on the front lines of the pandemic, we see you keeping our communities healthy and safe.

### THANK YOU.







Meridian Health Services is a regional, progressive healthcare organization specializing in "wholeperson" health integrating physical, mental and social well-being.

MERIDIAN HEALTH SERVICES Main Office 240 N. Tillotson Avenue

Muncie, IN 47304 765.288.1928 | 866.306.2647 MeridianHS.org

Hank Milius, President and CEO

Contact: Beth Clark, Vice President of Marketing & Development Beth.clark@meridianhs.org 765.254.5138

#### Dear Friends of Meridian,

COVID-19 has changed the way we think and respond to many things. At Meridian Health Services, it has been a time of great introspection and fast-paced response, as we work hard to respond to our patients, our employees and our communities. But many of the resources we find ourselves drawing on already were either in place or in the works at Meridian. The physicians, nurses and staff at Meridian clinics across Indiana are nothing short of medical heroes. They've been up and running even as COVID-19 and quarantine took hold.

Nowhere was our response more evident than the increase in Virtual Visits. When the COVID-19 pandemic hit, Virtual Visits became a necessity for many of our patients. Meridian was challenged to continue to provide services to our nearly 40,000 annual patients, but in ways that looked different than our typical 500,000 face-to-face outpatient visits. In May/June 2019 Meridian provided 1,800 telehealth visits. In May/June 2020, Meridian provided 52,000 telehealth visits – an incredible shift by an incredibly professional staff who is ready to see even more patients virtually as we continue to navigate our "new normal."

The pandemic has taught us the value of Virtual Visits but it also changed the way we do business. This kind of volume will only grow, we believe. And we're ready for that growth. Visits may consist of an online video visit or a phone call depending upon your needs and preference. Virtual Visits allow you to receive excellent healthcare without traveling. Virtual visits are staffed with board-certified Meridian Health physicians, advance practice providers, nurses, therapists and behavioral clinicians.

We've also opened our first school clinic at Southside Middle School in Muncie. Our new school-based health clinics represent a collaborative partnership with Meridian and community schools. Through it, we provide access to primary medical care, behavioral and social healthcare services to students and their families, as well as the general public.

I often say that Meridian cannot be all things to all people. But with the community partnerships we forge, we can and do work collectively and collaboratively to raise awareness about what it means to be healthy.

We couldn't do it without YOU. Thank you for all you do.



Hank A. Milius President / CEO

Hank Milius is President and Chief Executive Officer of Meridian Health Services, a statewide, integrated healthcare company serving more than 40 counties in Indiana.





















MeridianHS.org



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#### **EDITORIAL DIRECTION AND DESIGN**

**Editor:** Beth Clark, Meridian Health Services

Assistant Editor: Lorri Markum, Meridian Health Services

The JMetzger Group

Juli Metzger | John Metzger thejmetzgergroup.com 765.729.1391 | 765.744.4303

To advertise, contact:

Kaitlyn Winkle: 765.465.1176 | Kaitlyn.winkle@meridianhs.org Scott Smalstig: 765.215.7373 | Scott.smalstig@meridianhs.org





#### **MUNCIE** PASSION FOR PEDIATRICS

Meet the Meridian Health Pediatrics team located at 205 N. Tillotson Ave., Muncie, IN.





'I enjoy being a pediatrician and treating children. I have a passion for working with children with developmental delays.'

DR. NASEER SYED PEDIATRICIAN



'I build lasting relationships with families where I play an active role in their growth, development and ability to overcome obstacles.'

DR. BIANCA MAYA PEDIATRICIAN



'I believe in pediatrics. Every child you encounter is a divine appointment.'

DR. FNU SANDHIA



'I believe parents know their children better than anyone. I listen to them and see each child as an individual. '

MONICA BUCHE

PEDIATRIC

NURSE PRACTITIONER



'I enjoy caring for children of all ages and developing relationships with families.'

KILEY MATTOX
PEDIATRIC
NURSE PRACTITIONER





For more information or to make an appointment, call 765-291-KIDS (5437).



'I love communicating with the community to determine needs and providing education for 'whole-person" health.'

JERRI TUCKER COMMUNITY HEALTH WORKER

#### Safety protocols, comprehensive services and immediate care drive Meridian Health Pediatrics

Pediatrician Naseer Syed, MD, of Meridian Health

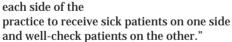
Pediatrics, Muncie, with a newborn patient.

MERIDIAN HEALTH PEDIATRICS' expansive services, which include pediatricians, pediatric nurse practitioners. behavioral clinicians and community health workers combine to make a medical home specializing in the well-being of children across Indiana.

Throughout the COVID-19 pandemic quarantine and social distancing protocols, Meridian Health Pediatrics continued to see patients in-person. Physicians, providers and staff modified office protocols to safely accommodate social distancing well-child visits, as well as acute-care needs.

"While other practices were not seeing

patients for wellchild care, we continued to see our patients, with the foresight that immunizations would decline and preventable diseases would crop up if we didn't continue these appointments," Meridian pediatrician, Naseer Syed said. "We put safety protocols in place, including separated floors and designating



"Kids are relatively spared from contracting COVID, so far," Syed said. "But we prepared for the worst and have continued to remain prepared."

Meridian, as a whole, created immediate uniform policies for seeing patients at the onset of COVID-19. "We were a part of that and also adhered to The American Academy of Pediatrics guidelines," Syed said.

Besides COVID-19 precautions such as required facemasks, temperature checks and hand hygiene, Meridian Health Pediatrics sees more patients through Meridian's telehealth Virtual Visit technology and operates under a "same-day" care philosophy.

Acute cases do not wait at Meridian Health Pediatrics.

"Our same-day service model means that

#### Telemedicine helps address well-child care needs, as well as more urgent matters.

a child with a cough, cold or fever will be seen within the day, sometimes within the hour," said Dr. Syed. "In other practices, the earliest they might be seen would be three or four days. We want parents to know even if there is 'no space,' we will find a slot to see their child."

Sved has been with Meridian Health Pediatrics for six years, long enough to see significant growth and watch Meridian Health

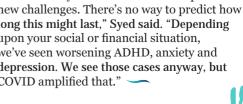
Services expand its geographic footprint and range of services to include telehealth. "At the peak of COVID, we probably saw 30 percent of our patients through telehealth," Syed said. "That's down to about 15 percent now." Quarantining has complicated care, too. Waiting to see a physician causes its own problems like anxiety and depression.



Telehealth virtual visits help address wellchild needs, as well as more urgent matters. At the very least, it determines a course of action. "We know it is the future of medicine," Syed says. "It took COVID for primary care to jump on board. Meridian has been using telehealth for behavioral health needs for a while.

Behavioral health is another distinguishing factor for Meridian's pediatric practices. Dr. Syed said, "Having behavioral and social health professionals for children is a godsend for patients that need referrals or other services in these areas."

"These days COVID continues to present new challenges. There's no way to predict how long this might last," Syed said. "Depending upon your social or financial situation, we've seen worsening ADHD, anxiety and depression. We see those cases anyway, but COVID amplified that."



### Meridian family dentistry: Pediatric dental visits recommended for children by first birthday

ORAL HEALTH IS AN IMPORTANT PART OF OVERALL well-being for both you and your children. Untreated dental diseases can contribute to serious health problems as adults, including heart disease and diabetes. Regular checkups and professional care are the keys to maintaining healthy teeth and gums.

Meridian Dental - Family Dentistry provides a wide array of services to meet your dental needs including:

- Preventative care (exams, x-rays, sealants, dental cleanings)
- Periodontal care (treatment & management of gum disease)
- Oral surgery (routine removal of non-restorable teeth)
- Restorative care (fillings, root canals and crowns)
- Emergency care (walk-in, same-day care when possible)
- Prosthetic care (Full/partial dentures available in-house)

"We want to make sure caring, professional dental care is part of our patients' overall health," said David Austin,

DDS, Meridian's Dental Services Director. "Our team of dedicated dental professionals strive to make the dental experience as relaxing and comfortable as possible with a full range of adult and pediatric services."



David Austin, DDS

to prevent dental problems, your child should see a dentist when the first tooth appears or no later than their first birthday. A check-up every six months is recommended for people of all ages.

Tooth cavities are one of the most common chronic diseases of childhood in the United States, according to the Centers for Disease Control. Untreated cavities can cause pain and infections that may lead to problems with eating, speaking, playing, and learning. Children who have poor oral health often miss more school and receive lower grades than children who don't. The CDC recommends that oral care for babies includes wiping gums twice a day with a soft, clean cloth in the morning after the first feeding and right before bed to wipe away bacteria and sugars that can cause cavities. And when teeth come in, start brushing twice a day with a soft, small-bristled toothbrush and plain water. Children should brush their teeth twice a day with fluoride toothpaste and drink tap water that contains fluoride.

### DENTISTRY FOR FAMILIES

Meridian Dental -**Family Dentistry offers** a wide array of services to meet you and your children's dental needs.



Dentistry services are offered at two locations:



#### **ANDERSON**

- 1547 Ohio Avenue, Anderson, IN.
- Monday through Friday from 8 a.m. to 5 p.m. with extended hours on Wednesday from 8 a.m. to 8 p.m. Emergency walk-ins are welcome.
- 765-641-7684

#### **ELWOOD**

- 1518 Main Street, Elwood, IN.
- Hours are Monday through Friday from 8 a.m. to 5 p.m.
- 765-552-3488





CURRENT Kids! GRESHAM CENTER

## Meridian Suzanne Gresham Center delivers family-centered services

MERIDIAN HEALTH SERVICES PROVIDES COMPLETE treatment services for East Central Indiana's children and their families at the Suzanne Gresham Center on White River Boulevard in Muncie. Services assist children with emotional or psychological needs, foster care placement, addiction issues, and other behavioral health needs. Gresham Center programs include family centered services, intensive family preservation

and reunification services, and school based services.

"The Suzanne Gresham
Center works with children and
their families when they are
most vulnerable – providing
services that promote healing,
care and stability," said Hank
Milius, Meridian's President and
CEO.

Meridian works closely with other entities in the community including schools, physicians, the juvenile justice system and state agencies. Services range from outpatient individual, family and group therapy to home-based services which are geared to keeping at-risk families together or reunifying them. In addition, Meridian has a System of Care Program that coordinates both natural and agency supports in the community for families so that their children are able to stay at home and thrive.

The Gresham Center also houses its Child Advocacy Center (CAC), where law enforcement personnel interview children who have experienced sexual abuse. The environment is designed with the child's comfort and well-being as top priorities. The CAC allows community law enforcement and legal teams to pursue reports of child abuse more effectively. The percentage of cases prosecuted has grown exponentially since the opening of the center. Most importantly,

the CAC at the Gresham Center is a caring and healing environment for victims of child abuse.

Meridian's Child Advocacy Center has received full national accreditation by the National Children's Alliance. At this time, only nine of Indiana's 25 CAC facilities have met the rigorous standards to receive this accreditation.

Also based at the Gresham Center is FosterHope, Meridian

Health Services' specialized foster care program for Indiana children in need of emotional, behavioral, or mental health support. It is a therapeutic program that recruits, trains, and licenses new foster families within the State of Indiana. FosterHope parents offer special care and support for the child and provide the connection to community health services.

Each summer, the Suzanne Gresham Center hosts Fam Fest, the largest free health festival in the region promoting health, wellness, family fun and safety. Hundreds of children and their families visit the Gresham campus for an afternoon of free outdoor fun including the Ducky Derby, which raises awareness and funds for the CAC.

This premier health fair offers health screenings like blood pressure, vision checks,

pulse oxygen and proper hand sanitizing.

Every weekend in December leading up to Christmas, a drive-thru light exhibit draws thousands of families who take in the visual art. There are lighted displays with more than 100,000 lights and a 60-foot Christmas tree. The philosophy behind the event – that you cannot light another's path without brightening your own. The event is free of charge.



The Listening Tree is a custom-designed tile mural on a wall in the Suzanne Gresham Center. Metal leaves hang from the branches of the tree, each with a child's first name, honoring those who have shared their story of abuse.

'You cannot light another's path without brightening your own.'

# Quality & affordable care New Meridian partnership launches in Bluffton

MERIDIAN HEALTH PEDIATRICS AND INTERNAL MEDICINE are now available in the Bluffton.

Meridian Health Services and Lutheran Health Physicians launched a collaboration in April 2020 creating a new partnership at Bluffton Regional Medical Center's Pediatric and Internal Medicine practices with the number one goal of providing a broader range of quality, affordable healthcare services to the Bluffton and surrounding communities.

These services for children include:

- Pediatrics (routine primary care for children, well-child check-ups, physicals, immunizations and referrals)
- Behavioral Health (ADHD, depression, anxiety, counseling/ therapy)
- Psychiatry (screening, counseling, prescriptions and referrals)
- General x-rays and laboratory testing
- Human Services (case management to assist with non-medical service needs, social health supports for children)
- School, Home and Community-Based Services (staff provides services to patients on-site where needed)
- Connxxions is a specialized program for children with intellectual or developmental disabilities and mental health needs that facilitates the complex care system. Individual therapy, group settings, caregiver training, and crisis assistance are all important aspects of Connxxions.

Meridian's MeridanMD—Internal Medicine is a primary care practice of board-certified physicians and providers specializing in the prevention, diagnosis, and treatment of internal diseases in adults with a focus on "whole-person" health for total wellbeing.

"Meridian MD—Internal Medicine is part of Meridian's medical home," said Beth Clark, Meridian Vice President of

Marketing and Development. "We are comprehensive with our patients and our integrated care treats the whole person. That means we can offer any type of wraparound service to help support a patient's needs, including counseling, resources and medical care."

MeridianMD–Internal Medicine services for adults include:

- Routine medical care
- Treatment of chronic medical conditions
- Illness visits
- Diabetes screening and disease management;
- Wellness assessments including blood pressure, healthy diet and weight management; cholesterol screening

and management; depression screening, education and referral; ADHD screening, education and referral; development assessment and referral; sleep assessment and education; and oral health screening and referral.



Meridian Health Pediatrics' Joyce Fischer, MD with a young patient.

## BLUFFION PASSION FOR PEDIATRICS



Meridian Health Pediatrics and MeridianMD are located at 303 S. Main St., Bluffton, IN.



'I feel a strong commitment to my patients and the residents of our community. My goal is to provide the best care possible.'

CAROL BUTLER, MD
PEDIATRICIAN



'I truly enjoy working with children and their families. It's an honor to get to know the families and watch the children develop and grow.'

JOYCE FISCHER, MD
PEDIATRICIAN



'Keeping children healthy is very important to me. A strong start increases the chances for a successful future.'

SHELLEY DUNN FAMILY NURSE PRACTITIONER

For more information or to make an appointment, call 260-919-3300.





#### ANDERSON PRIMARY CARE

Meridian Health Services offers primary medical and pediatric care at 1547 Ohio Ave., Anderson, IN. To make an appointment, call 765.641.7499.



I tell all my patients to call me
'Dr. Mo.' I love to work with
children and I believe having
fun is the key to developing
a great relationship with
children and families.'

RAMIZ MOHAMMED, MD
PEDIATRICIAN



### Meridian Health Services in Anderson specializes in family and children care

WITH MERIDIAN'S INTEGRATED APPROACH to healthcare, collaboration is key – offering parents convenient and exceptional physical, mental and social healthcare services for children all under one roof.

Meridian Health Services in Anderson is comprised of two primary medical care services: pediatrics for children and primary care for families and adults. Our pediatric services include a pediatrician and licensed behavioral health clinicians specializing in pediatric care. Services for pediatrics include the following:

- · Well-baby and well-child check-ups
- Annual physicals—sports and back-to-school
- Prime-Time Urgent Care
- · Immunizations and vaccines
- Minor injuries
- Illness visits
- · Allergies and asthma
- Strep Throat
- Ear Infections
- Prescriptions
- Child psychiatry
- Behavioral care
- Referrals and collaboration with specialists

Hank A. Milius, President/CEO of Meridian Health Services, has said that Meridian is making a conscious effort to expand "outside of the traditional box" of medical care by integrating healthcare to create a medical home for patients and their families. "We have changed the way we think of ourselves," he said. "And we want to change how others view us. Meridian is so much more than a behavioral health provider. Over the years we have evolved into a regional, community healthcare system."

Primary medical care is also offered in Anderson focusing on "whole-person" health. Board-certified physicians and providers work together for total well-being. Primary care services offered for adults and children include:

- Routine medical care
- Treatment of chronic medical conditions
- Illness visits
- Physicals (including sports and back-to-school)
- · Immunizations and vaccines
- Wellness assessments that include blood pressure, healthy diet and weight management; diabetes screening and disease management; cholesterol screening and management; depression screening, education and referral; ADHD screening, education and referral; development assessment and referral; sleep assessment and education; and oral health screening and referrals.

Meridian Health Services is located at 1547 Ohio Ave., Anderson. Phone: 765.641.4799.

# Virtual visits provide quality healthcare to families anywhere

WITH BUSY SCHEDULES AND A CALENDAR FULL OF obligations, sometimes fitting in an in-person doctor's visit for your child can be a challenge. Meridian Health Services Virtual Visits provide an easy solution, allowing your child to receive medical care without the need for travel, while providing social distancing.

Meridian Health Services' Virtual Visits deliver high-quality healthcare to you and your family virtually anywhere. You and your children can get treated from the comfort of your own home using your phone, tablet or computer. When the COVID-19 pandemic hit, Virtual Visits became a necessity for many of our patients.

"What the pandemic taught us is how valuable Virtual Visits are to allow patients to stay connected with their healthcare providers, and vice versa, whether it was for a routine visit, or a new medical concern," said Hank Milius, Meridian's President/CEO. "We look forward to continuing to offer this service to reach everyone at a time and place convenient for them."

Visits may consist of an online video visit or a phone call



depending upon your needs and preference. You do not have to be a current Meridian patient to schedule a Virtual Visit, as we welcome and are accepting new patients.

Staffed with board-certified Meridian Health physicians, advance practice providers, nurses, therapists and behavioral clinicians — Virtual Visits may potentially eliminate the need for you to be seen in-person at a behavioral clinic, primary care office, pediatric urgent care and/or convenience care clinic.

For children, a virtual visit may work to care for a child with such issues as a cold, cough, allergies, pinkeye, mild vomiting, rashes, bug bites, minor cuts or burns, anxiety or depression.

To request an appointment, call 866.306.2647 or visit: MeridianHS.org



### Meridian School Clinic offers health services for families and the public

ONE OF MERIDIAN'S NEWEST VENTURES is the Meridian School Clinic at Southside Middle School in Muncie. The Clinic offers a way for students and their families to conveniently access the health services they need and deserve to attain physical, mental and social well-being.

Our new school-based health clinics, a collaborative partnership with Meridian and community schools, expands Meridian's mission of "whole-person" health integrating physical, mental, and social well-being all housed in a health center within the school. In addition to services provided to students by the school nurse, this partnership provides primary medical care, behavioral and social healthcare services to students and their families as well as the general public.

"We are expanding beyond the traditional model of medical care and going to where we are needed, and where it is most convenient for our patients," said Naseer Syed, MD, pediatrician at Meridian Health Pediatrics in Muncie. "We are excited to be able to offer our services within a school to help both students, their families and the surrounding community."

Walk-ins are welcome at the clinic. Most insurances are accepted including Medicare and Medicaid. Meridian's sliding fee scale is also available to those who qualify allowing care to

anyone in need. The clinic provides a host of services, including:

- PRIMARY MEDICAL CARE, including health and prevention screenings; illness visits for such issues as allergies, asthma, strep throat and ear infections; immunizations; sports physicals; first aid; dental screenings; nutrition and weight management; and management of chronic health conditions.
- BEHAVIORAL HEALTH CARE, including crisis interventions; individual and group therapy; teen counseling, parent/child conflict; suicide prevention; ADHD and autism diagnosis and treatment; psychiatric consultation; addiction prevention and services; and psycho-social assessments, including ACEs (Adverse Childhood Experiences) management.
- SOCIAL HEALTH CARE, including unintentional injury prevention; drug and alcohol prevention; sexual health, violence and dating violence prevention; nutrition and fitness; suicide prevention; young mother support; decision making; and other personal skills promoting positive social-emotional development.

The in-school clinic will cut down on students and parents missing school or work to go to the doctor. The clinic also serves faculty, staff and other nearby residents.

#### MUNCIE SCHOOL CLINIC

Meridian School Clinic is located at Southside Middle School, 1601 E. 26th St., Muncie, IN. To schedule a visit, call 765.281.3781.



'My favorite thing about being a nurse practitioner is the ability to spend quality, individual time with patients.

KRISTENA BARRY
FAMILY NURSE PRACTITIONER



# DUNKIRK PRIMARY CARE MeridianMD is located at 1150 S. Main St., Dunkirk, IN. 765.768.3188



'Having a positive relationship with parents while providing health care for children increases my ability to educate, diagnose, and treat the child.'

GARY PALICKA, MD

PEDIATRICIAN

#### Dunkirk's MeridianMD adds pediatric care

MERIDIAN MD IN DUNKIRK NOW OFFERS pediatric care, in addition to family primary care. Dr. Gary Palicka, pediatrician, along with family nurse practitioners, are available onsite for primary and pediatric medical care.

"We're here to meet the needs of our families – providing care that works to



achieve a 'whole person' objective," said Dr. Palicka. "Our staff uses a

team approach to treat all patients, from children to seniors."

At the Dunkirk clinic, patients get routine adult and pediatric medical care through the following services:

- Minor injuries
- Treatment of chronic medical conditions
- Illness visits
- Physicals (including sports & back-to-school)
- Immunizations and vaccines
- · Well-baby and well-child check-ups
- Oral health screening & referral

- · Wellness assessments
- Blood pressure, healthy diet and weight management
- Diabetes screening & disease management
- Cholesterol screening & management
- Depression screening, education & referral
- · ADHD screening, education & referral
- · Sleep assessment and education

"Our emphasis on pediatric care throughout the region gives our patients access to not just their immediate needs, but to the system of integrated care that Meridian has become known for," said Vice President of Marketing and Development, Beth Clark. "Treating the whole person versus the body or mind independently gives our patients unique and effective care. It's what makes Meridian their medical home."

"Our guiding principals at Meridian tell us that our family of medical experts help set the stage for how people take care of themselves beyond a single visit," Clark said. "Our community's health is paramount and education of how to do that is where

























### FAM FEST

Health & Fun Fair.



A fun family festival.

Meridian's summer Fam Fest may have taken a pause in 2020, but these photographs from earlier years remind us that better days are ahead.











Meridian physicians, providers and staff received flowers of gratitude for their dedicated service during the pandemic.

# Meridian COVID-19 protocols focus on patient & staff safety

AS COVID-19 ENTERED OUR LIVES, THE DELIVERY of healthcare changed dramatically. In March, we examined how to contain the pandemic. In April, we took measures to help stay connected to and serve our patients. And as the summer months passed, we realized this virus will be here longer than expected and we continue to learn to live and work with it, taking all necessary safety measures to minimize its contagion and live our mission of helping make our communities healthier.

At Meridian we were challenged to provide services to our nearly 40,000 annual patients, including the children we serve, but in ways that may look different than our typical 500,000 face-to-face outpatient visits. We have provided telehealth to our behavioral health patients for five years. Now, with some regulatory restrictions lifted, we have been able to expand telehealth virtual visits to our primary care patients.

In May/June 2019, we provided 1,800 telehealth visits. Just one year later – May/June 2020 – we provided 52,000 telehealth visits. This was an incredible shift by our dedicated and professional providers and staff who continue to meet the demands of this "new normal."

From the beginning, our medical staff and leadership teams have created protocols in order to ensure patient/staff safety. We want to assure you we are doing our part to help keep you and your children safe when you visit one of our facilities.

#### MERIDIAN'S COVID-19 SAFETY PROTOCOLS

- Visitors are asked COVID-19 screening questions at the entrance of Meridian buildings. If anyone answers yes to any of the questions, they are asked to return to their car and are given instruction to call for a virtual visit assessment.
- Every visitor's temperature is taken, hands must be sanitized, and face masks are required when entering Meridian buildings.
- Social distancing of 6 feet is required and signs on the chairs and floors provide friendly reminders.
- At this time we are not allowing any caregivers to accompany patients to appointments. Exceptions are made for those requiring assistance with mobility, speech, hearing or other special needs.
- Limitations are in place regarding the number of people in the lobby and bathrooms.
- All facilities are deep-cleaned daily and patient areas are sanitized after each visit.
- All providers wear medical masks and gloves when providing care.
- All staff at Meridian have received training regarding the COVID-19 safety and precautions.

To request an appointment, call 866-306-2647 or visit: MeridianHS.org





First Merchants was founded on a principle: banks should help their communities thrive.

Over 125 years ago, a group of business owners created First Merchants to ensure our neighbors had a trusted place for their money.

Today, we continue to serve with a dynamic and passionate spirit. For our clients and our communities, we are focused on solutions.

Working together, we create them.

For more information, please call 800.205.3464





# Meridian provides "whole-person" health for people of all ages, in all stages of life. People helping people... because of YOU!

Your generous donations helped Meridian make our communities healthier this past year by:

- Serving nearly 40,000 patients
- Providing in excess of \$20,000 of FREE flu shots throughout 10 communities
- Opening the residential addictions Women's Recovery Home
- Providing COVID-19 testing in Meridian Primary Care locations
- Opening Meridian School Clinics—A school-based health clinic



SCAN TO LEARN
MORE & DONATE















# YOUR "whole-person" HEALTH HOME













