



true
health
REAL CHOICES. REAL CARE.

2020 Annual Report



Mission

To provide high quality, comprehensive healthcare at a reasonable cost to everyone

Vision

Healthy communities through life-changing care

Letter From the Chairman of the Board

On behalf of the True Health Board of Directors, I am so proud of the hard work and enormous impact that True Health has made in the community. This past year was devastating for all, however, True Health employees selflessly remained on the front lines dedicated to serve at a time when information was ever changing and there was so much uncertainty.

We truly believe in making decisions that drive us towards our vision of “healthy communities through life-changing care”. As unmet needs within our community were identified, True Health pivoted operations to ensure that everyone had access to healthcare. We still have more to accomplish in the coming years. Your partnership and support are valuable to our success. Together, we can achieve our vision!

Sincerely,



Eugene Provan



Letter From Our CEO

Dear Friends and Partners:

2020 will forever be remembered by all. Together, we faced the challenges of a global pandemic, racial and health inequity, and civil unrest. As a nation, we have witnessed apparent socioeconomic disparities and its negative impacts. To “do our part”, True Health shifted its focus to respond to the growing needs of the Central Florida community. Thankfully, we did not do it alone. Partnering with business, agencies, and local governments enabled our ability to ensure that healthcare was accessible for all. Thank you to our community and government partners for your overwhelming support which allowed us to increase our pandemic response and sustain operations.

As a safety net provider, we are responsible for ensuring accessibility and affordability to primary healthcare, medications, and wraparound services. The driving force of the mission and vision of True Health is service to our patients and community. We have an intentional focus on providing high quality, comprehensive healthcare at a reasonable cost to everyone. Healthcare is a basic need. Unfortunately, many of our patients are forced to choose between their health and food or household expenses.

I am truly excited about the future of True Health and its value to our community. Please join us in being a part of the solution to our community’s healthcare problem!

Sincerely,



Janelle Dunn



We Are True Health

The most important part of True Health is our patients. They are why we exist. We are committed to doing everything in our power to ensure that they get the care they need and the quality they deserve at a price they can afford. **WE ARE PATIENTS.**

We take care of the entire family from generation to generation; from pediatrics to geriatrics and everyone in between. We know that healthcare is a family affair. **WE ARE FAMILY.**

Our True Health providers are second to none. They share a passion for caring and they understand what it takes to make you feel better. In addition to being warm and compassionate professionals they have experience in caring for the families of our community. **WE ARE HEALTHCARE PROVIDERS.**

Our executive leadership team at True Health stays committed to the mission. We are not just seeking to provide care to friends and neighbors, we are working to transform the health of our community, one patient at a time. **WE ARE LEADERS.**

Our support staff at True Health is a resource to both our patients and healthcare providers. They coordinate care that is seamless to ensure a high level of service is delivered at all times. **WE ARE SUPPORT STAFF.**



Heroes Work Here

The COVID-19 pandemic has impacted lives across the globe. The economic impact, social disruption, and loss of life is immeasurable. The pandemic has also affected the fundamental way many live; from employment, access to health care, mental health to basic human interactions. Challenges faced by True Health and other healthcare organizations have been extensive. We had to quickly pivot the methods in which services were provided. True Health, like many organizations, expanded medical and behavioral health via telehealth to safely treat patients.

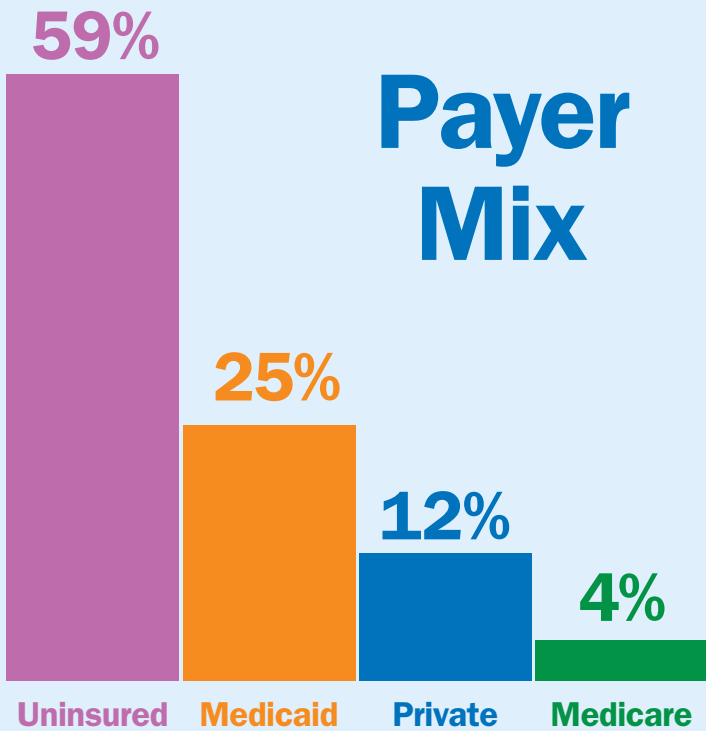
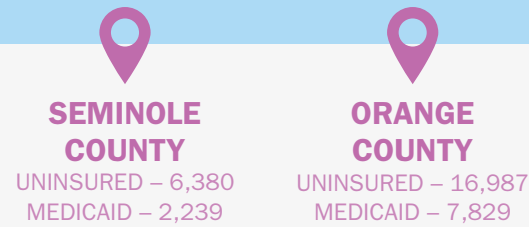
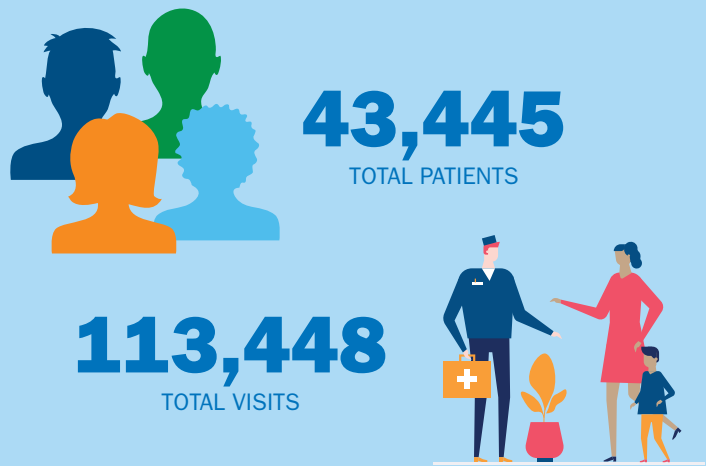
True Health was one of the FIRST health organizations providing FREE COVID-19 testing regardless of age or symptoms being present. We not only provided testing at all seven locations but demonstrated our commitment to flattening the curve by going into communities considered “hot spots” to provide drive-through and walk-up testing. This was pivotal for individuals in which transportation was a barrier. As of December 2020, True Health provided 18,600 free tests and serves as a COVID-19 vaccination site.

As the global fight against the pandemic continues, we operate the only outpatient COVID-19 Infusion Center in Seminole County. This service is free for uninsured patients. We will continue to pivot as necessary to ensure we live our vision: Healthy communities through life-changing care.

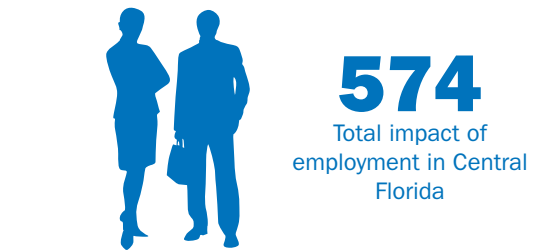
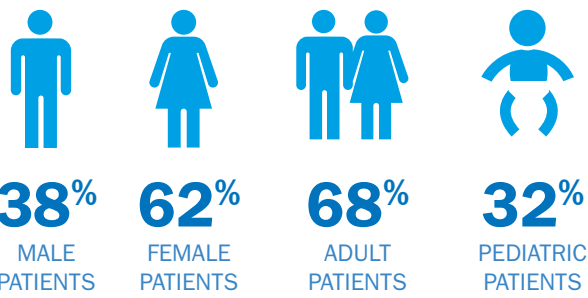


True Impact

Economic impact of True Health in 2020 was \$58.2 million.



Data Reported from 2020 UDS



Community Day

Community Day is a bi-annual event that was created two years ago to meet the needs of our patients. We know that transportation can be a barrier for care, but the inability to miss work is a unique obstacle we do not often consider. We serve a patient population that does not have the ability nor can afford to miss a single day of work. Community Day allows patients who are unable to manage their health needs during a normal work week to come on a Saturday and receive comprehensive medical

services. This event is open to new and existing patients and is a great opportunity for individuals who do not have a medical home to become a patient. We invite community partners to participate in the event to share their services and information. Our partners support our ability to provide free mammograms to patients in need of this life-saving screening. If you would like to support our Community Day efforts do not hesitate to contact us. We welcome your collaboration.



Back To School

Parents are excited to send their children back to school every year. However, it can also be a stressful time of year. The cost of school physicals and supplies can be a financial strain for many families. We have been proud to provide thirty-dollar (\$30) school physicals to the community. Through the support of generous donors, and community partners we have been able to provide backpacks filled with school supplies for every child that receives a school physical during the event.



Services

PRIMARY CARE

True quality care for you and your entire family. Our primary care physicians are able to diagnose and treat common illnesses and identify minor health problems before they become life threatening.

PODIATRY

Your feet take you down many paths; we will be there with you every step of the way. Foot care is essential for our diabetic patients to reduce complications. Regular exams by our doctors are the best way to ensure your feet remain healthy.

DENTAL CARE

Dental care for smiles that warm our hearts. Good oral hygiene is important to maintaining a healthy mouth, teeth, and gums. With regular visits, our dentists are able to help you avoid potential health problems.

BEHAVIORAL HEALTH

Behavioral Health is a collaborative process between you and your counselor. Our goal is to assist in improving communication and coping skills, strengthening self-esteem, and promote a healthy and happy life.

PHARMACY

Oftentimes, it takes more than an apple a day to keep the doctor away. Our fast and friendly pharmacists will assist with prescription management and monitor your progress to optimize results from medication therapy.

X-RAY

When you're experiencing pain or discomfort in an area, an x-ray may be important for your doctor to provide an accurate diagnosis. Our on-site x-ray services provide convenient and affordable diagnostic care for our patients.

LABORATORY

Our on-site laboratories help to ensure our patients maintain an active role in their healthcare. Regular lab testing is one of the keys to early detection and management of chronic illnesses and vital to improving healthcare quality and containing long-term costs.

OBSTETRICS AND GYNECOLOGY

From the first heartbeat to the first kick to the first cry; we will be there with you throughout your happy journey. Our providers are able to give your baby a healthy start to life.

OPTOMETRY

Your vision allows you to see the direction you are moving. Eye care is essential for everyone especially our diabetic patients to reduce complications. Our onsite services provide convenient and affordable care.

TELEHEALTH

If you cannot come into the office, this service is just for you. Telehealth expands access beyond our walls and allows you to visit with your medical provider from wherever you are.

Our Locations



MAIN SITE Sanford

Our Sanford location is home to our administrative offices as well as a site providing clinical services. True Health covers most of your healthcare needs. From the treatment of chronic illnesses and nutrition consultations to disease prevention, X-rays, and OB-GYN, we are not only a great first point of entry into the health care system but offer a comprehensive list of services. We are here to guide you toward a healthier lifestyle through health education and disease prevention services. Together we can work to create a better, healthier you!

Services Offered

- Adults
- Pediatrics
- OB/GYN
- Podiatry
- Behavioral Health
- Pharmacy
- Lab
- X-Ray
- Eligibility

407-322-8645

4930 East Lake Mary Blvd.,
Sanford, FL 32771

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Virtual Extended Hours
Friday: 12 PM – 5 PM
Saturday: 9 AM – 3 PM

Our Locations



ALAFAYA

Services Offered

- Adults
- Pediatrics
- Dental
- Behavioral Health
- Lab
- Eligibility

407-322-8645

11881-A East Colonial Drive,
Orlando, FL 32826

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM



AIRPORT

Services Offered

- Adults
- Pediatrics
- Behavioral Health
- Lab
- Eligibility

407-322-8645

400 West Airport Blvd,
Sanford, FL 32773

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Our Locations



LAKE UNDERHILL

Services Offered

Adults
Pediatrics
Dental
Behavioral Health
Pharmacy
Lab
Eligibility
Express
Optometry

407-322-8645

5730 Lake Underhill Road,
Orlando, FL 32807

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM



HOFFNER

Services Offered

Adults
Pediatrics
OB/GYN
Podiatry
Behavioral Health
Pharmacy
Lab
Eligibility

407-322-8645

5449 S. Semoran Blvd Suite #14,
Orlando, FL 32822

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM



SOUTHSIDE

Services Offered

Adults
Pediatrics
Behavioral Health
Pharmacy
Lab
Eligibility
Express

407-322-8645

6101 Lake Ellenor Drive Suite #105,
Orlando, FL 32809

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM



CASSELBERRY

Services Offered

Adults
Pediatrics
Dental
Behavioral Health
Lab
Eligibility
Express

407-322-8645

1120 State Road 436, Suite 1600,
Casselberry, FL 32707

Office Hours
Monday – Thursday: 8:00 AM – 6:00 PM
Friday: 8:00 AM – 12:00 PM

Board of Directors

- Eugene D. Provan, Board Chair
- Monique Simmons McIntyre, Vice Chair
- Debbie Lenzen, Board Secretary
- Ajeem Evans, Board Treasurer
- Berthenia Bobb
- Dulce Rodriguez
- Cynthia Aguero
- Linda Cappadona
- Chadia Calo-Maldonado
- Rose Carrion

Executive Team & Directors

- Janelle Dunn, Chief Executive Officer**
Karena Senors, MD., Chief Medical Officer
Deana Montella, Chief Nursing Officer
Glenn Pelkey, Chief Financial Officer
- Anthony Diaz, Director of Risk & Compliance
Ashley Baker, Director of Business Development
Darryl Henry, Director of Facilities
Jafet Rios, Associate Director of Operations
Jami Thomas, Director of Human Resources
Joseph Lebert, Director of Nursing
Larry Owens, Provider Relations Liaison
Luisa Mena, MD., Medical Director
Michelle Mangum, Director of Government Relations
Nick Rosella, Director of Information Technology
Nurez Madhany, Director of Quality
Sabrina Mussari, Director of Pharmacy
Sheyla Almedina, Director of Operations
Jennifer Simpkins, MD., Director of OB/GYN
Serese Brooks, D.D.S., Director of Dental
Jeanette Andriola-Carr, Director of Billing and Credentialing



PATIENT LETTER

Everything in this clinic is great. Doctors and staff are very polite and helpful. Even with no health insurance they help you a lot. I recommend this place.”



Donors & Community Partners

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|----------------------------|-------------------------------------|--------------------------------------|
| 5/3 Bank | Janelle Dunn | Seacoast Bank |
| AdventHealth | Janice Robinson | Seminole County Emergency Management |
| Alyssa Faber | Jaquie Dua | Seminole County Government |
| American Cancer Society | Kendra Feola | Seminole County Health Department |
| Amy Mercado | Kerline Docteur | Senator Randolph Bracy |
| Brian Brookins | Krispy Kreme | Senator Victor Torres |
| Casselberry Rotary Club | LabCorp | Shannon McClain |
| Cynthia Aguero | Lisa Burroughs | Simply Healthcare |
| Disney | Marchina Jones | Sullivan Benefits |
| Dr. Luisa Mena | Marie Florent-Carre | Sylvia Braswell |
| Dr. Rosario Martinez-Angel | McCree | Telehealth Access for Seniors |
| Dr. Venkata Pothuraju | Michelle Mangum | Total Wine |
| Erika McMullen | Nick Rosella | Universal Orlando |
| Esterine Cosby | Nova Southeastern University | University of Central Florida |
| Eugene Provan | Orange Blossom Family Health Center | USF Athletic Department |
| Faye Manigault | Orange County Emergency Management | V Group |
| Feed America | Orange County Government | Valencia College |
| Gail Pressley | Orange County Health Department | Walmart |
| Glenn Pelkey | Patrick James | WaWa |
| Harris Civil Engineers | Quest Diagnostics | Ziesha Williams-Gatlin |
| Hebni Nutrition | Sabrina Mussari | |
| IBERIABANK | Sanford Alumnae Chapter of | |
| Jane Maciejewski | Delta Sigma Theta Sorority, Inc. | |



TRUE HEALTH

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SANFORD, FL 32771
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