



true health™  
REAL CHOICES. REAL CARE.

REAL CHOICES.  
REAL CARE.

# MISSION STATEMENT

WE PROVIDE HIGH QUALITY,  
COMPREHENSIVE HEALTHCARE  
AT A REASONABLE COST  
TO EVERYONE

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# LETTER FROM CEO

Since 2015, I have had the honor to lead True Health as its Chief Executive Officer. My time here has been filled with many rewarding moments, as well as challenges. Having experienced many of the socioeconomic realities that our patients face, I feel it is the utmost importance that our patients remain at the center of every decision.

The True Health brand was created to embody a culture of caring, compassion, and respect for our employees, patients, and community. We developed a strategy that was designed to attract and retain employees who exemplify the essence of our mission. Through this intentional focus on our employees and internal operations, we provide quality healthcare to our patients and have seen sustained growth in all our service lines.

I am truly excited about the future of this organization and the great accomplishments to come. True Health will remain committed to employees, patients, and its mission. **WE ARE TRUE HEALTH!**

Sincerely,



# 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 are also board certified and have experience in caring for the families of our community.

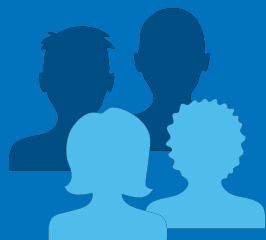
## **WE ARE HEALTHCARE PROVIDERS.**

Our executive leadership team at True Health stay 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 are 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.**





**47,170**  
PATIENTS

**121,295**  
VISITS



## PAYER MIX

**UNINSURED 44%**

**MEDICAID 32%**

**PRIVATE 21%**

**MEDICARE 3%**

DATA REPORTED FROM 2018



**39%**  
MALE



**61%**  
FEMALE



**66%**  
ADULT



**34%**  
PEDIATRIC



### SEMINOLE COUNTY

34,343 VISITS  
5,584 UNINSURED  
3,344 MEDICAID



### ORANGE COUNTY

87,292 VISITS  
14,651 UNINSURED  
13,416 MEDICAID

**2017**

**2018**

<b>22%</b>	FEDERAL GRANT REVENUE	<b>21%</b>
<b>10%</b>	STATE AND LOCAL REVENUE	<b>15%</b>
<b>61%</b>	NET PATIENT REVENUE	<b>58%</b>
<b>5%</b>	IN-KIND REVENUE	<b>5%</b>
<b>2%</b>	OTHER FUNDING	<b>1%</b>



**49.3 MILLION**

ECONOMIC IMPACT OF EIGHT  
SERVICE LOCATIONS



**99%**

OF EVERY DOLLAR  
ARE USED TOWARDS  
HEALTH PROGRAMS  
AND SERVICES

**274** DIRECT TRUE HEALTH POSITIONS  
**177** INDUCED JOBS THROUGH TRUE HEALTH  
**451** TOTAL IMPACT ON EMPLOYMENT  
IN CENTRAL FLORIDA



”  
*He’s  
healthy  
and  
strong*

—Angie, patient’s mom



# 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.



**TRUE HEALTH**

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