

SUMMER - 2026

Our mission – To increase access to quality, comprehensive and respectful care for our patients and community



CEO Message

National Health Center Week, Best Places to Work, and An Evening to Celebrate

by Gina McFarlane-El, CEO

Every August, community health centers across the country pause to mark **National Health Center Week**. This week is a time set aside to recognize the role we play in the lives of the patients and families we serve. This year carries special weight, as we celebrate 60 years of progress in delivering compassionate, accessible, high-quality care to millions of Americans.

For Five Rivers Health Centers, this week feels especially meaningful. We are proud to have been a part of this story for 15 of those 60 years, and we are just as excited today about the work ahead as when we started. This milestone is a reminder of the work we do every day, the appointments kept, the barriers removed and the doors held open for patients regardless of their ability to pay. Our work is part of something much larger than any one of us.

And this year, we have even more reason to celebrate.

We are proud to share that Five Rivers Health Centers has been recognized as a **Best Place to Work** by the Dayton Business Journal. This honor belongs first and foremost to our team - the providers, nurses, front desk staff, and everyone in between who show up every day with skill and with heart. You cannot build a place that truly cares for the community without first building a place where people feel valued and supported. This recognition tells us we are on the right path. To our staff: thank you. This is yours.

To our community: we hope you will join us on August 6th for **An Evening With Five Rivers Health Centers**, right in the middle of National Health Center Week. It is a chance to see the mission up close, meet some of the people behind it, and celebrate together what 60 years of community health has made possible.

We believe in creating a partnership with our patients and working together to help you reach your health and wellness goals. If you have questions or concerns about the care you receive at Five Rivers Health Centers, we encourage you to contact our Patient Liaison, Angie, at (937) 281-7113 or help@frhc.org



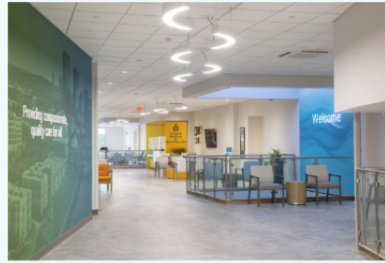
Feeling Sick Today? Schedule a Just-in-Time Appointment Via Our Website

by Alejandra Barajas
First Impressions Director

Schedule your acute/sick appointment here!



Edgemont Pediatrics

[Find a Time](#)

Adult Primary Care

[Find a Time](#)

This screenshot shows you just one of the ways you can access our Just-in-Time self-scheduling feature on our website - fiverivershealthcenters.org.

We have wonderful news for our established pediatric and adult primary care patients.

You are now able to schedule a "Just-in-Time" (sometimes the same day!) appointment with a provider to be seen for an acute visit.

These appointments are for established patients only and are not intended to take the place of your regularly scheduled annual exam, well-visit or specialty care appointments.

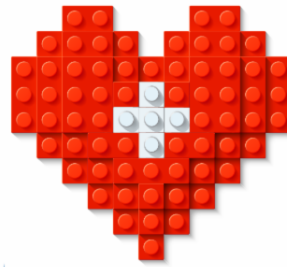
Acute visit types include cough/cold, flu, rash, UTI, sore throat, sprains, minor burns, allergies and ear infections.

Our website provides a link to the actual open appointments (click on the Existing Patients tab at the top right of the homepage) and you don't need to have MyChart access to schedule one of the provided open appointment slots.

Keep this information handy for the next time you or your child needs to see us as soon as possible. If you have questions or concerns about our Just-in-Time services, please call us at (937) 281-6800.

Click here to make a pediatrics or adult acute care/sick appointment

Building Innovative Care
Where It Matters Most.



Every August, the National Association of Community Health Centers sponsors National Health Center Week (NHCW) to celebrate and increase awareness of America's 1,512 Community Health Centers (CHCs). NHCW is an opportunity to highlight the commitment and passion of CHC patients, staff, board members, and supporters who make it possible to provide quality, comprehensive healthcare services to 52 million patients across more than 17,000 communities.

At Five Rivers Health Centers, we are looking forward to this week of celebration which includes our "Evening with Five Rivers Health Centers" fundraiser on August 6th.

We are also planning special patient recognition activities and staff appreciation events, in addition to hosting elected officials and legislators to visit our health centers to learn more about our mission.

**We look forward to celebrating YOU, our staff, and the incredible impact
Five Rivers Health Centers has in our community.**

OPEN TO ALL!

FREE Community Meal

**Families, seniors,
patients,
neighbors -
everyone is
welcome!**



**Five Rivers
Health Centers**

**Wednesday, July 22nd
11:30 - 1:00 p.m.**

Location:

Five Rivers Health Centers ~ Edgemont Campus
721 Miami Chapel Road

Provided By:



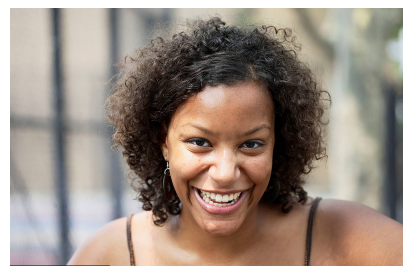
To collectively work towards the
betterment of the greater
Dayton community.



Food For The Journey Project is a mobile
response to hunger serving free
nutritious meals to hungry families
throughout the Dayton community.

How Do We Measure Up?

At FRHC, we are committed to providing high-quality care for every patient we serve. Each year, Federally-Qualified Health Centers report a standard set of measures that track patient care and health outcomes. These measures help us



see how we are doing in important areas such as cancer screenings, blood pressure and diabetes management, and maternal and child health.

How did we measure up in 2025?

- FRHC met or exceeded statewide averages on 8 measures.
- More women started prenatal care early, supporting healthier pregnancies from the start.
- FRHC performed especially well in cervical and breast cancer screening, ranking among the top five clinics statewide.

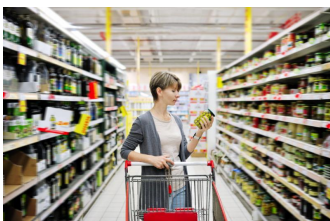
What's next?

We review our results each year so we can continue improving care and closing health gaps. One way we will support you is by sending reminders when it is time for your annual wellness exam.

You also play an important role. Each time you complete a cancer screening, check your blood pressure, or manage your blood sugar, you help improve your own health and strengthen the health of our community.

Together, we are building a healthier future for all.

Want to Support Five Rivers Health Centers? Two Easy Ways to Give



Community support helps us serve 27,000 people of all ages across Montgomery County and Greene County. Every gift strengthens our ability to meet patients where they are and reminds them they are never alone on their journey to wellness.

Each of us can help in just a small way. Please consider helping Five Rivers Health Centers during your next grocery shopping trip.

Visit our Website "Support Us" Page

Kroger

The Kroger Community Rewards program allows shoppers with a Kroger Rewards card the opportunity to support their favorite charity each time they are purchasing items at

Kroger. Simply click on the link below and sign-up to have Kroger donate a small percentage of your purchase to Five Rivers Health Centers each time you shop. Purchases only count if you are registered and use your community rewards card.



[Click here to give to FRHC via Kroger Rewards](#)

Dorothy Lane Market

Register to be a part of Dorothy Lane Market's Good Neighbor program and help raise much-needed funds for Five Rivers Health Centers. The more you shop at DLM and use your Club Card, the more money will be donated to our community health center. Just stop by the service desk at any Dorothy Lane Market location and fill out a form that will link your club card to Five Rivers Health Centers. Then, be sure to renew at the beginning of each new year.



[Click here to learn more about giving when you shop at DLM](#)

Stay Connected to Five Rivers Health Centers

Follow and engage with us via social media to learn about free community events, special programs for patients and new services and resources available to you and your family!

Follow Us on Social Media

Let's Get Connected for Our Latest News & Updates



● www.fiverivershealthcenters.org ● (937) 281-6800

It's HOT Out There

Staying Healthy in the Summer Heat

An extreme heat event is a series of hot days, much hotter than average, for a particular time and place. Extreme heat is deadly and kills more people than any other weather event. Take action. Prepare and protect yourself and your loved ones.



Remember to:

- Acclimate your body to the higher temperatures
- Wear light, loose-fitting, breathable clothing
- Drink plenty of cool water even if not thirsty
- Take more frequent breaks when working outside in the heat
- Know the signs and symptoms of heat-related illnesses
- Keep a close eye on your coworkers and look out for warning signs
-

Signs of Heat Exhaustion can include:

- Heavy sweating
- Dizziness or headache
- Nausea or vomiting
- Muscle cramps
- Excessive sweating
- Tiredness or weakness

Drink water and move to a cooler place. If you're throwing up, your symptoms get worse or your symptoms last longer than one hour, seek medical attention.

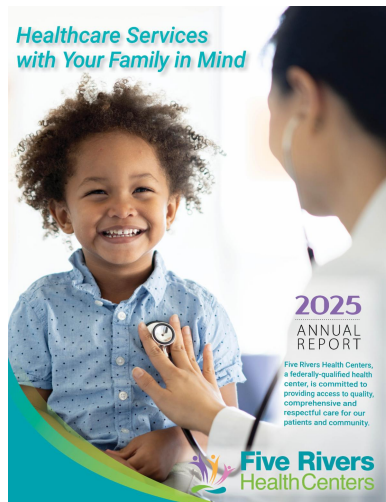
Signs of Heat Stroke can include:

- High body temperature (103° F)
- Fast, strong pulse
- Hot and red skin, no sweating
- Dizziness or Headache
- Nausea
- Confusion or loss of consciousness

You should call 911 right away if you or someone you know is experiencing symptoms of heat stroke.

Check your local news, social media and area non-profit agencies to learn about the current cooling stations and assistance centers open to the community.

[Click here to learn more from the American Red Cross](#)



2025 was a great year for
your community health
center!
Read more about all that we
accomplished in our 2025
Annual Report.

(Click on the cover page to the left.)

Your Voice, Your Care

How Patient Feedback is Shaping Five Rivers Health Centers

by Tracy Effah, Quality Intern

At Five Rivers Health Centers, we are committed to patient-centered care and using patient feedback is crucial to our services and the care we provide. Each year, we ask patients to share their experiences through our **Patient Experience Survey** so we can better understand what we are doing well and what we can work on.

What Patients Told Us

Last year, over 2,300 patients completed the survey and shared valuable information about appointment access, wait times, communication with

providers/staff, and overall care experience.

What We're Proud Of

In 2025, 96% of patients said they would recommend our services to family and friends. Patients also reported high satisfaction with provider communication, with 97% saying they felt listened to, received information they could understand, and had their questions answered. Our registration, check-in, and rooming staff also received high marks from patients, earning satisfaction ratings of 97% and 98%.

Opportunities For Improvement

- Better access to after-hours medical advice
- Easier access to same-day and urgent appointments
- Seeing the same provider whenever possible
- Better communication when provider changes occur
- Shorter wait times in the lobby and exam room
- More efficient check-in process
- Clearer treatment plans and next steps
- Improved appointment follow-up
- Easier access to specific departments by phone
- Timely updates about appointment changes

What We Plan to Do

- Expand availability of urgent dental care and same-day appointments
- Improve scheduling flexibility for medical appointments, including just-in-time visits
- Improve phone access and response times
- Increase awareness of after-hours medical advice services
- Ensure patients' questions are answered before the end of each visit
- Improve communication about appointment and treatment plans

Thank you to everyone who participated in our most recent survey. Your responses helped us identify opportunities for improvement, celebrate our successes, and ensure patient voices are heard.

If you have any questions, please contact our office at 937-281-6800 or speak with a staff member at your next visit.

Keep an eye out for future Patient Experience Surveys...
We want to hear from you!

Six Five Rivers Health Centers locations to serve you

- Dayton Public School-Based Health Center - 1923 W. Third Street
- Edgemont Campus - 721 Miami Chapel Road

- Family Health Center - 2261 Philadelphia Drive
- Samaritan Health Center - 921 S. Edwin C. Moses
- Samaritan Center for Women & Children (St. Vincent) - 120 W. Apple Street
- Xenia Campus - 34 S. Allison Street, Xenia

(937) 281-6800

fiverivershealthcenters.org

Visit our website



We want to hear from you!

Do you have an idea or something we should include in a future newsletter? Or do you have a question about Five Rivers that you would like answered? Please contact me...

Kim Bramlage, Marketing & Communications Manager

Phone: 937-281-5948

Email: kim.bramlage@frhc.org

Five Rivers Health Centers | 721 Miami Chapel Road | Dayton, OH 45417 US

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