#### P U B L I C H E A L T H

Public health news and information for the Marion County Community

Fall 2010

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# The New Wishard Project on Time, Under Budget

A t City Market on September 8, Mayor Greg Ballard joined hospital leaders to announce The New Wishard Report to Our Community, a new informational campaign for Wishard to report the efficient progress of the new hospital project.

"With this project, Wishard is creating and supporting thousands of jobs and improving the sustainability of our community," said Mayor Ballard. "Wishard is a great steward of public support and a resource for health and safety that our community should really be proud of."

City-County Councilor Barbara Malone and Wishard CEO and Medical Director Dr. Lisa Harris joined Mayor Ballard and Health and Hospital Corporation CEO Matthew Gutwein in speaking at the event.

The New Wishard, opening at the end of 2013, will feature a 327-bed inpatient hospital. Wishard project leaders registered the 1.2-million-sq.-ft. campus to achieve United States Green Building

**SEE WISHARD, PAGE 7** 

INSIDE THIS ISSUE

Students Against Violence Everywhere, Poster Contest Cyberbullying: What Parents, Guardians should know Dr. Caine Receives Practitioner of the Year Award Judge Certo Assigned to Environmental Court

#### **Anti-Violence Poster Contest, SAVE Awards**

ighteen students representing five different schools have received more than \$1,300 in prizes from the 2010 Marion County Public Health Department Anti-Violence Poster Contest.

Sponsored by the health department's violence prevention program, the awards event was established to challenge local students to create innovative posters with compelling messages to influence their peers.

In addition, the health department also recognized outstanding members of the Students Against Violence Everywhere (SAVE) group. SAVE is a student-initiated program that promotes nonviolence within schools and communities.

The Marion County SAVE Chapter award winners included:

 Tyrese Magee — Warren Central High School

- Meagan Hagerman Stonybrook Middle School
- Samantha Hamilton Warren Central High School
- Karmen Johnson Westlane Middle School
- Kristen Johnson Crooked Creek Middle School
- Andrew Price Stonybrook Middle School

Awards were also presented to six members of the Stonybrook Middle School SAVE Chapter and included:

- Chelsea Horton
- Andrea Doloso
- Ellie Honious
- Gissell Ontiveros
- Jasmine Quinn
- Carrie Wilcox



MARION COUNTY S.A.V.E. CHAPTER AWARD WINNERS.



STONYBROOK MIDDLE SCHOOL SAVE CHAPTER AWARD WINNERS.

#### **Program Offers Free Trigger Locks**

The Marion County Public Health Department, through its violence prevention program, offers trigger locks to the public at no charge.

This program promotes safe and responsible storage of guns by providing free trigger locks to individuals. The locks are distributed at health fairs and other special events and/or to individuals on a walk-in basis. Each lock is a simple, sturdy device with a center

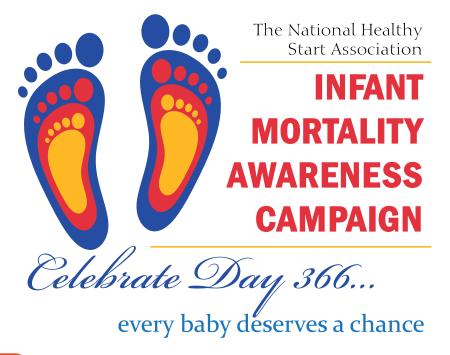
post that prevents movement of the trigger when it is properly attached. The locks will easily attach to most handguns, shotguns and rifles.

The health department also offers gun safety and violence prevention educational materials and programs. This outreach effort emphasizes various principles of gun safety.

In addition to basic gun safety tips, chil-

dren and teenagers learn alternatives to violence, alternatives to gun possession for personal safety and what to do if they find a gun. Adult education promotes both the safe storage and the responsible use of guns.

For more information about the free trigger locks and related gun safety information, contact the Marion County Public Health Department at (317) 221-2085.



#### INCREASE YOUR CHANCES OF HAVING A HEALTHY BABY:

- Sign up for programs that provide nurse, social worker and community health worker visits. These FREE visits are an excellent way to support a healthy mom and baby!
- Get help when you need it. Call the Mother Baby Healthline at 221-BABY. They can connect you with other available resources.
- Sign up for childbirth education classes and free parenting classes.

Call the Marion County Public Health Department at 221-2312 for more information.



#### 10th Year Celebration of

## BACK TO SCHOOL Family Day 2010

#### Attendance Record Shattered!

ore than 25,000 people, many standing in line for more than two hours, helped shatter the attendance record at the 10th Annual Covering Kids Family Fun Day in the parking lot behind the Marion County Public Health Department. The event featured free school supplies, school-required immunizations, sports physicals, dental screenings and health information from more than 70 participating community agencies.

The event is the largest of its kind in the city. There were approximately 4,000 backpacks distributed. Every child received a backpack. The Indianapolis Fire Department returned this year with their Fire Safety Festival.

"Without the generous financial contributions of our sponsors, we would not be able to serve as many children and families," said Pam Humes, program director, Covering Kids & Families. "Kudos to our sponsors."

Matthew Gutwein, President and CEO, Health and Hospital Corporation of Marion County, welcomed the crowd along with Mayor Greg Ballard. More than 16,000 people attended the 2009 event, which set an attendance record from the previous year.



Traci's Urban Jam Dance Group drew quite a crowd at Back to School Family Day.



the Indianapolis Fire Department and their Fire Safety Festival. IFD partnered with Covering Kids & Families' Back to School event for the second year in a row. For more information, contact Pam Humes at 221-3117 or phumes@hhcorp.org.

#### 2010 NUMBERS AT A GLANCE:

Attendance: 25,249

**Backpacks Distributed:** 

4,000

Kits for Kids Distributed:

1,500

**Dental Screenings: 166** 

**Dental Encounters: 2,870** 

**Hoosier Healthwise Applications:** 7

Sports Physicals: 44

Lead Screenings: 21

Vision Screenings: 200

**Immunizations:** 314

Kids IDs: 134

**Birth Certificates: 8** 

**Booster Seats: 40** 

**Community Agencies Participating:** 70

Children's Books: 2,000

**Bottles of Water:** 

8.000

**Sponsorship Dollars:** \$60,000

Volunteers: 56

#### Save the date for next year's event: July 30, 2011 from 9 a.m. - 1 p.m.

#### Thank You to Our Sponsors:

























#### **CYBERBULLYING**

#### Educate Yourself, Your Child

ocial bullying is not new, and unfortunately as technology has advanced so have the ways children can tease, torment and provoke one another—virtually 24-hours a day. In the last few years, cyberbullying has emerged, taking place primarily online and through other electronic communications such as text messaging. At a time when youth are trying to discover the kind of people they want to be in life—which requires some quiet and solitude—they are being deluged by constant communication. Educating yourself as a parent, guardian or mentor and educating youth on how to stay safe online as well as what to do if they become the victim of a cyberbullying attack is crucial.

Cyberbullying can be difficult for adults to monitor since it's online and not on the playground. During adolescence, children are still trying to mature emotionally and often keep their feelings inside rather than talk about what may be upsetting them. By the time many parents realize their child is being bullied, the psychological trauma they've sustained is overwhelming.

"Youth can empower themselves by talking to a trusted adult about the bullying," said Clinical Coordinator Taiyan Richmond of the Marion County Public Health Department's Social Services department. "At the ACTION Health Center, counselor's are available to assist in building confidence and can help youth learn how to deal with bullying. It is better for a youth to seek help than try to defend themselves online."

Cyberbullying has lead to the suicides of numerous teens across the country. The deaths may have been prevented had the victims spoken out about their abuse. Youth should not feel embarrassed or ashamed about reporting cyberbullying, says Richmond. Most often the bullying is the reflection of a child (the bully) who is dealing with their own unhealthy behaviors. Learning how to respond instead of react to the bullying is what counselors can assist youth with at the ACTION Health Center. The real change needs to happen at an individual level. Take time out of your day to connect with your child.

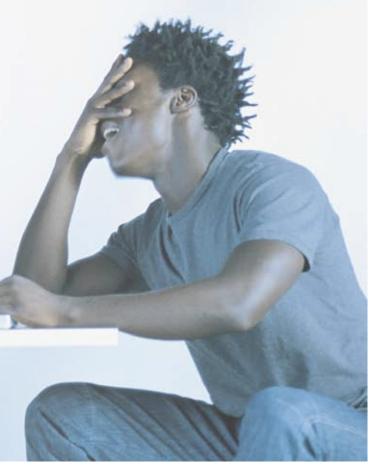
"If you are unsure of how to talk to your child about cyberbullying or suspect your child is being bullied, you can call the ACTION Health Center at 221-8950 and we will help you," said Richmond. "There's no one out there who's the only one."

Text messaging and social media trends in youth worry physicians and psychologists who say it is leading to anxiety, distraction in school, falling grades, repetitive stress injury and sleep deprivation, reported the *New York Times*. To help you protect your kids online, keep your family computer in a common room of the home so you are able to monitor how long your child is online (1-2 hours is the most commonly recommended period of time kids should spend online). Parents can also keep phone chargers in their bedroom and set a mandatory time that children must turn off their phones and place them on the chargers. This way, kids are not interrupted while they are sleeping and are not tempted to stay up late texting.

For more information, contact the ACTION Health Center at 221-3400. The Center, 2868 N. Pennsylvania Ave., offers complete low-cost medical social services and health education to children, adolescents and young adults up to the age of 25. Uninsured patients are accepted. All services are confidential. An individual counseling session is \$10, and no one will be turned away.

#### 5 Things Your Kids Should Know

- 1. WHAT YOU SAY ONLINE IS ESSENTIALLY PUBLIC
- YOUR ONLINE REPUTATION CAN STAY WITH YOU FOR A LONG TIME —
   The things your children do or say online today could haunt them for years from now when applying for college admission or for a job and someone searches the internet for their name.
- 3. SEXTING ISN'T JUST BAD FOR YOUR REPUTATION; IT MAY ALSO BE A CRIME "Sexting," or sharing sexually explicit images via text message or other electronic communications, has become a popular activity among teens. Messages meant to be shared with one other person can spread throughout the school in hours. This causes severe emotional and psychological damage for the child in the picture. Sending sexts of people under 18 years of age is illegal. Beyond reputation, teens who send sexually explicit photos can be convicted of child pornography charges and have their names permanently placed on registered sex offenders lists. Even forwarding these photos can land your child in jail.
- 4. YOU DON'T HAVE TO BE A CYBERBULLYING VICTIM If your child is a victim of cyberbullying he/she needs to feel comfortable telling someone about it. Cyberbullying is difficult for schools to monitor since it happens online, not on the playground. Children should feel comfortable reporting the abuse, rather than trying to defend themselves online.
- 5. YOUR ONLINE ACTIONS CAN HURT YOUR FAMILY Every decision made on the Web has consequences. For example, if your child writes online that he/ she doesn't want to hate work as much as his/her dad does and dad's employer or coworkers happen to see that, then he may be in trouble.
  \*(Source: www.reputationdefender.com)



#### Dr. Caine 'Practitioner of the Year'

Recently, the National Medical Association (NMA) held its 108th Annual Convention and Scientific Assembly in Orlando, Florida, and Virginia A. Caine, M.D., director, Marion County Public Health Department, received the Practitioner of the Year award. The prestigious award signifies peer recognition for demonstrated service and characteristics that exemplify the highest standards of professionalism and sense of community.

The NMA recognized Dr. Caine for what her community already sees: "that she is an innovative, inspiring leader who has devoted her life to improving the health of all communities."

Dr. Caine has worked tirelessly to promote and advance public health nationally. She demonstrated strong leadership and direction in coordinating the Indianapolis/Marion County's emergency response to the H1N1 virus, joining Memphis as one of the first two cities in the U.S. to receive the nasal mist for H1N1. Her efforts have allowed thousands of citizens to receive the H1N1 vaccination very efficiently.

Premier Dr. Ewart Brown, First Lady Michelle Obama and the U.S. Surgeon General were among the honorees.

Each year the NMA Opening Award Ceremony recognizes those who exemplify visionary leadership, service and extraordinary achievement in healthcare for people of color. Founded in 1895, a time when black medical professionals were barred from other medical associations, the NMA worked through the civil rights movement to facilitate the desegregation of hospitals and equal rights for all patients and medical providers. The NMA presently represents the interests of in excess of 30,000 black doctors under the leadership of former U.S. Congressman Kweisi Mfume.

#### **DR. CAINE'S NOTED ACCOMPLISHMENTS:**

- Led a collaborative effort among hospitals and the Regenstrief Institute, Inc. to sign onto the nationally-recognized Indiana Health Information Exchange.
- In 2000, when Indianapolis had the highest rate of syphilis in the nation, Dr. Caine led an intensive, coordinated effort of over 100 organizations to contain the outbreak and help Indianapolis achieve the lowest syphilis inci-



VIRGINIA A. CAINE, M.D., DIRECTOR, MARION COUNTY PUBLIC HEALTH DEPARTMENT, WITH REGINA M. BENJAMIN, M.D., M.B.A., THE 18TH SURGEON GENERAL OF THE UNITED STATES PUBLIC HEALTH SERVICE. DR. CAINE RECEIVED THE PRACTITIONER OF THE YEAR AWARD FROM THE NATIONAL MEDICAL ASSOCIATION AT ITS 2010 ANNUAL CONVENTION & SCIENTIFIC ASSEMBLY IN ORLANDO, FL ON SATURDAY, JULY 31.

- dence among large U.S. cities.
- Set up the first countywide HIV/AIDS integrated healthcare delivery system involving major hospitals, community health centers, social service agencies and the first HIV dental clinic.
- Instrumental in setting up the first nationwide physician education program regarding AIDS for the National Medical Association, which was later duplicated by the American Medical Association.

#### **Emergency Preparedness Program Purchases Message Signs**

The Marion County Public Health Department's Emergency Preparedness Program has purchased two changeable message signs utilizing all-LED technology. The health department will utilize the signs in emergency situations such as drive-through PODS, to assist with traffic flow, site recognition and detailed instructions. The first of their kind in Marion County, the signs are trailer mounted, provide for solar recharging of the primary power supply batteries and may be operated remotely. The signs are capable of displaying one, two or three line alphanumeric messages in nine font sizes.

"We can customize the message to suit our needs," said Roger Routh, program manager, Public Health Emergency Preparedness. "There are 300 pre-programmed messages as well."

The Emergency Preparedness program hopes to purchase a radio broadcast channel to augment the sign usage. The mobile radio

broadcasting station would operate in an 8-10 mile radius. For example, the message on the sign could read, "Tune your radio to..." and the emergency information and updates could be provided on that station while people are waiting in line at a drive through POD location.

"Nothing in the county now can do that. There is not currently a way for messaging to go live without the media," Routh said. The message signs are available to Health and Hospital Corporation and MCPHD employees upon request for promotional or event use. To request a message sign, please contact Routh at rrouth@hhcorp.org or 221-3133.



#### Housing Staff Key to Neighborhood Quality of Life

t was a predictable Indiana summer morning; a mix of heat, humidity and the threat of severe thunderstorms. Against this backdrop, a group of Marion County Public Health Department Environmental Health Specialists, commonly called housing inspectors, arrived at the Heart's Landing apartment complex where they were doing re-inspections. A month earlier, these same inspectors were at the complex as part of a multiagency sweep with Indianapolis Metropolitan Police, Indianapolis Code Enforcement officers and officers from the Department of Housing and Urban Development, At that time, more than 120 code violations had been documented.

On this day, the reports were positive; most of the violations had been fixed.

The 43 inspectors within the Housing and Neighborhood Health epitomize the professionalism and dedication seen throughout the Marion County Public Health Department. The workload is demanding. Property owners who do not comply can be taken to court where fines and other action can take place. Inspectors must take pictures of code violations for court documentation.

Neighbors living next to or in the vicinity of problematic properties grow impatient when neglect impacts the safety, security and value of the neighborhood.

"I'm just proud of what we do day in and day out, because I honestly believe what we do does make a difference," said Marsha Branson, administrator for the housing program.

To better understand the role played by housing inspectors, consider these nearly unimaginable statistics from 2009:

- 19,521 trash inspections
- 8,002 boarding notices
- 5,565 housing inspections
- 3,129 repair notices for vacant buildings
- 1,942 abandoned/junk vehicle inspections
- 1,123 demolition notices.

### Judge David Certo Assigned to Environmental Court

n August, the Marion County Superior Court Executive Committee assigned Judge David Certo to the Marion Superior Court, Environmental Division.

The Environmental Division has jurisdiction over code enforcement civil actions filed by the Health and Hospital Corporation of Marion County, Division of Public Health.

The Environmental Court provides the venue for enforcement of housing, sanitation, indoor air, septic, lead, vacant building, and food safety code violations cited by Environmental Health Specialists. The Corporation files an average of 2,800 civil actions a year in the Environmental Court.

The cases are prepared for court action by paralegals Mandy Steinbrook and Patricia Shelton and litigated by attorneys Amy Jones and Greg Ullrich.

The Environmental Court approves agreed entries, issues judgments and injunctions, fines offenders, and grants inspection, vacate, abatement, demolition and board orders for the Corporation.

The Environmental Court hears Corporation cases in court sessions on Tuesdays and Thursdays at 9 a.m. and 1 p.m. and is housed at the Community Justice Center, 902 Virginia Avenue.

"The environmental court provides a convenient and specialized forum for the adjudication of code enforcement cases," said Greg Ullrich, attorney for the Corporation.

Judge Certo is a graduate of the University of Notre Dame and the Indiana

University School of Law at Indianapolis. Prior to taking the bench, Judge Certo served as counsel to the director of the Indiana Department of Natural Resources and as policy staff member with the Indiana Department of Environmental Management.

Governor Mitch Daniels appointed Judge Certo to the Marion Superior Court in August 2007. First assigned to Criminal Court 21, Judge Certo heard civil protection order cases which were filed to prevent domestic or family violence and criminal cases filed when those orders were violated. Judge Certo completed three years in Court 21. He also serves as supervising judge for the Marion County Probation Department and sits on the Indianapolis Domestic Violence Fatality Review Team.

In 2000, Judge Certo received an award from the Protective Order Pro Bono Project for his advocacy for victims of domestic violence and most recently was given the Latino Advocacy Award presented by the Indiana Latino Coalition Against Domestic and Sexual Violence.

The Marion County Superior Court Executive Committee reassigned former Environmental Court Michael Keele to Marion Superior Court, Civil Division 7.

Marion County created the Environmental Court in 1978 allowing a single court to handle the special problems of enforcing housing and sanitation code violations.

#### HEALTH DEPARTMENT EMPLOYEES MARK STORM DRAINS

arion County Public Health Department (MCPHD) employees in Water Quality and Hazardous Materials Management, Lead Safe and Healthy Homes and Housing mark storm drains as part of the City of Indianapolis DPW Clean Streams-Healthy Neighborhoods initiative.

Neighborhood storm drains are each marked with "No Dumping- Drains to

Stream" discs. Volunteers leave door hangers at each house explaining the discs and why it is not environmentally friendly to dump old paint, motor oil, bug spray, pet waste, lawn debris or trash into the storm drains.

Most storm drains in Indianapolis drain untreated rainwater to a retention pond, stream or river. Using the storm drains as a

disposal method can create algae blooms, lower the oxygen in the water, change the pH and cause fish to die. There are many ways residents can dispose of unwanted waste. Residents can take household hazardous waste and electronic waste to one of three sites around the city. Call 327-4TOX for information on locations and acceptable waste.

#### **BACK TO SCHOOL IMMUNIZATIONS**



THE HEALTH DEPARTMENT ESTIMATES MORE THAN 30,000 MARION COUNTY STUDENTS STILL DO NOT MEET BACK TO SCHOOL VACCINATION REQUIREMENTS. FOR CLINIC HOURS VISIT WWW.MCHD.COM.

#### **Asthma Friendly Schools Initiative**

The American Lung Association was funded by the Centers for Disease Control and Prevention Division of Adolescent and School Health (CDC DASH) to build the capacity of local schools and school districts to implement a comprehensive asthma management program.

There were two recipients in Indiana: Asthma Alliance of Indianapolis administered by the Marion County Public Health Department and the Evansville-Vanderburgh School Corporation.

The American Lung Association's Asthma Friendly Schools Initiative supports a goal of all schools: Educating children by keeping them healthy and in school and ready to learn. This four-year grant presented a framework and tools for the Asthma Alliance of Indianapolis (AAI) to assist schools

in assessing their needs, current capabilities, and opportunities to strengthen themselves as "asthma friendly schools."

AAI has worked on this project for 4 years to develop a structure that would sustain itself at the end of the grant in 2010. This was a collaborative effort of many community partners including American Lung Association of Indiana, Anthem Blue Cross and Blue Shield, St. Francis Hospital Indianapolis, Indiana Kids Environment, Knozone Program and MSD of Perry Township. The four key components to effective school asthma management include attention to the following principles:

- 1. Health & Mental Health Services
- 2. Asthma Education
- 3. Healthy Environments
- 4. Physical Education & Activity

#### **WISHARD: From Page 1**

Council (USGBC) Leadership in Energy and Environmental Design (LEED®) Silver certification that will make it the first newly built hospital in Indiana and 1 of 10 in America certified LEED® Silver or higher.

"We are proud of The New Wishard, which we've designed, with the input of our physicians, our nurses and our patients," said Dr. Harris.

"We are under budget. We achieved an excellent rate on our bonds," said Gutwein. "We are contracting with minority-, women-, and veteran-owned businesses, and we are contracting with predominantly local businesses. We are proud to report this progress to the community and to the many individuals and organizations that supported a new Wishard one year ago."

Wishard's Report to Our Community will continue through the fall. Wishard supplements the campaign with a 16-page report as well as a revamped website at **TheNewWishard.org.** 



# Wishard Volunteer Advocates Program IN NEED OF VOLUNTEERS

ishard is proud to introduce the Wishard Volunteer Advocates Program!

The unique Wishard program, part of Wishard's Legal Department, provides court-appointed advocates for inpatients who are over 18 and unable to make decisions about their care with no family immediately available. Volunteer advocates will assist in facilitating appropriate access to health care and social services.

Training for the volunteer advocates will consist of ten workshops and a swearing-in ceremony over a month's time span. Topics covered in the workshops include information about Medicaid and estate planning, social security, cultural competency, the aging process, hospice resources, etc.

Duties of volunteer advocates include gathering information about the patient's health, welfare and financial status, authorizing health care and social services, completing financial assistance applications, and advocating for the patient's rights.

While Wishard employees are not eligible to become advocates with the program due to conflict of interest, they are asked refer community members who have an interest in serving as a volunteer advocate. If you have a community group you think would be interested in hearing a presentation aimed to recruit volunteer advocates, please contact Robin Bandy, program director, at 630-6254. Volunteers must be over 21 years old; committed to the care of older, disabled or mentally-ill adults; without criminal, violent or reckless driving histories; and able to complete the training program and annual education.

The first training took place in September. For more information about the program, please contact Bandy at 630-6254 or Robin.Bandy@Wishard.edu. You can also visit the program's website at www.Wishard.edu/VolunteerAdvocates.

# MARION COUNTY HEALTH DEPARTMENT SERVICES

ACTION Health Center Clinic	.221-3400	٨
ACTION Health Center Education and Social Services	221-8950	ı
Animal Bite Surveillance	221-2222	1
Asthma Screening and Education	221-2094	ľ
B.A.B.E. (Beds and Britches, Etc.)	221-3050	I
Birth and Death Registry	221-2400	١
Birth and Death Registry TTY for Hearing Impaired	221-2410	1
Certificates of Birth Correction Info	221-2397	١
Cancer Detection and Control	221-2101	(
Cardiovascular Health	221-2097	
Child Abuse/Neglect Detection and Prevention	221-2366	
Childhood Lead Poisoning Prevention Program	221-2155	ŀ
Children's Special Health Care Services Program	221-2103	9
Chronic Disease	221-2094	
Communicable Disease Control	221-2117	
Community-Based Care (CBC)	221-2366	
Community Nutrition Services	221-7403	
Dental Health	221-2329	
Diabetes Education	221-2104	
Environmental Control	221-7588	
Food Safety	221-2222	9
Foreign Born Health	221-2114	9
Hazardous Materials	.221-2266	9
Health Education, Promotion and Training	.221-2092	
Healthy Babies Consortium	221-2313	5
HIV/AIDS Prevention Information	221-3101	2
HIV/AIDS Outreach Project	221-4618	9
Bell Flower Clinic	221-8307	1
Housing and Neighborhood Health	221-2150	1
Immunization Program	221-2122	
Indoor Air Quality	221-2266	1
Indianapolis Birthing Project/SisterFriend	.221-7419	١
Injury Prevention	221-3145	١
Institutional Inspection	221 2266	١

Mortgage Loan Inspections	221-2145
Laboratory (Public Health)	221-4670
Maternal and Child Health	221-2312
Mosquito Control	221-7440
Mother Baby Healthline	221-BABY (2229)
Mother Baby Healthline TTY For Hearing Impaired	221-2354
Newborn Screening	221-2331
Occupational Health	221-2266
Older Adult Health	221-2087
Rodent Control	221-7588
School-Based Health Centers	
Arlington High School	226-2992
Crispus Attucks Medical Magnet High School	226-2791
John Marshall Community School	226-4622
Manual High School	226-2000
School Health Promotion	221-2052
School Health Services	221-2366
Sewage Regulation (Septic Systems)	221-2147
Sexually Transmitted Disease Control	221-8300
Smoke Free Indiana	221-2084
Social Services	221-2364
Streams, Groundwater and Solid Waste	221-2266
Swimming Facilities Regulation (Public)	221-2270
Tobacco Free Youth Initiative	221-3100
Tuberculosis Control	221-2106
Violence Prevention	221-2085
Wellfield Protection	221-2266
Wells and Drinking Water Safety	221-2145
WIC (Special Supplemental Nutrition Program for Women, Infants and Children)	221-7401





3838 North Rural Street Indianapolis, Indiana 46205 317-221-2000