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Christin Barber
Marketing/Communications Coordinator
Riverview Health
317.776.7235
cbarber@riverview.org

Riverview Health Holds Groundbreaking for its New Emergency Room & Urgent Care in West Carmel/ Zionsville

ZIONSVILLE – Riverview Health, along with city officials, community representatives and board members held a groundbreaking on Tuesday, Sept. 24 for its new Emergency Room & Urgent Care located at 10830 N. Michigan Road, Zionsville, Indiana.

“Often times when unplanned medical needs arise, there’s the question of whether or not to go to the emergency room. With the emergency and urgent care combination, patients have a single convenient access point close to home and be treated accordingly with the same high-quality healthcare of our hospitals in Noblesville and Westfield,” said Seth Warren, President CEO of Riverview Health.

This West Carmel/Zionsville location is set to open late summer of 2020 and will be one of four total Riverview Health Emergency Room & Urgent Care facilities. The Fishers location is the first to open in November 2019 with a Carmel location opening in January 2020. The fourth and final will be located in the Nora area in Indianapolis, which has yet to break ground.

These projects are in conjunction with Intuitive Health, an organization located in North Texas that has worked with established health systems throughout the nation to build and manage retail health facilities that specialize in full-service emergency and urgent care services in a licensed hospital outpatient department. Each retail-centric facility will be approximately 10,000 square feet and will be developed under the guidance of commercial real estate firm Equity, E4H Architecture and local construction firm, Meyer Najem.

“Patients want convenience, immediate access to care, better customer service and greater transparency into the billing process,” said Thom Herrmann, CEO of Intuitive Health. “Bringing urgent care and emergency care to the families of West Carmel and Zionsville allows us to meet many of their expectations.”

The ER services will be available 24/7, while the urgent care hours will be 7 a.m. to 10 p.m. every day. An ER physician, regardless of the level of service needed, will see all patients. However, patients will only be billed for the level of care provided.

Riverview Health is comprised of a full-service, 156-bed hospital in Noblesville and a 16-bed hospital in Westfield for a total of 172 beds. Also included are 23 primary, immediate and specialty-care facilities in Hamilton County. Riverview Health provides comprehensive inpatient and outpatient services in more than 35 healthcare specialties and has been frequently recognized for its clinical and service excellence. National achievements include Healthgrades America's 100 Best Hospitals for Orthopedic Surgery award (2019) and Outstanding Patient Experience award (2017-2018). Leapfrog Group awarded Riverview Health an A grade—the highest grade possible—for patient safety in 2017. As one of the largest employers in Hamilton County, Riverview Health recently received the Five-Star AchieveWELL Award through the Wellness Council of Indiana and was honored at the 2017 Indiana Health and Wellness Summit.