



Meritus Health Care Caller Orientation

Updated: August 2025



**BROOK
LANE**
Hope • Healing • Recovery

an affiliate of Meritus Health

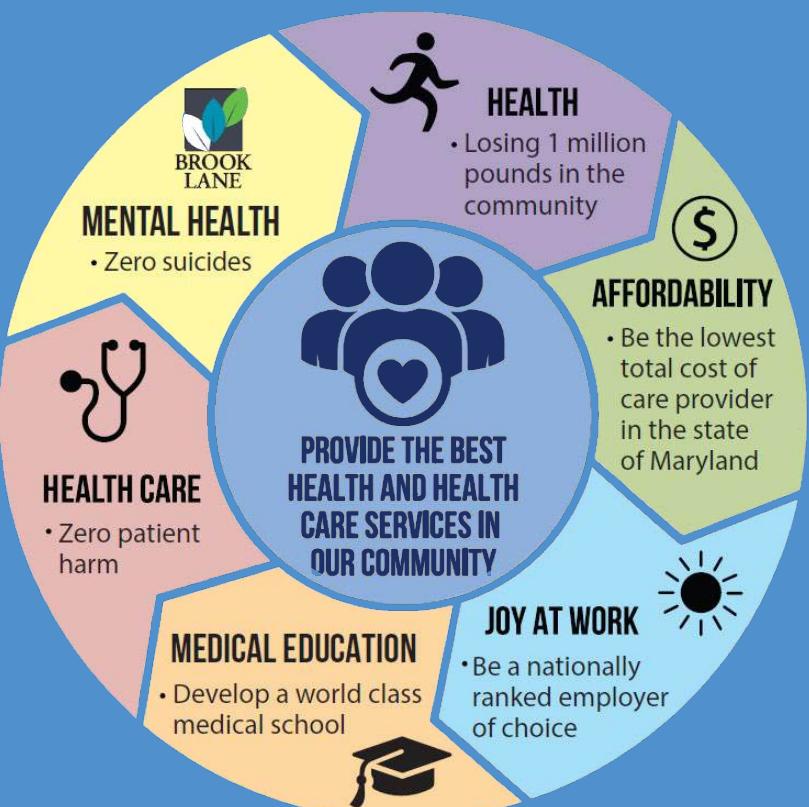




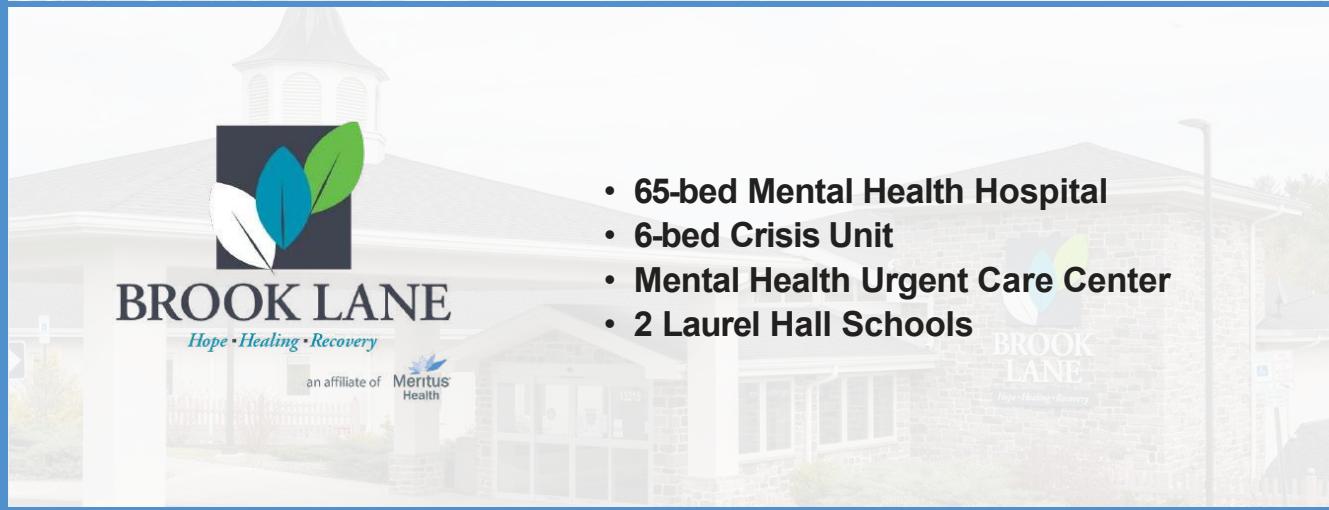
Meritus Mission:

Improve the health of the community by providing the best healthcare, health services and medical education.

- Anchor organization for the region
- Over 4,300 Team Members
- \$750 million in annual revenue
- Serve over 200,000 people



- 327-bed Teaching Hospital
- Level III Trauma Center
- 75,000 Emergency Room visits annually
- 500,000 ambulatory visits annually
- 2,100 deliveries annually
- 250-plus providers in Meritus Medical Group
- Meritus Home Health
- Equipped for Life (Medical Equipment Company)



- First medical school in Maryland in 130 years
- Welcomed inaugural class in Summer of 2022
- Residencies:
 - Family Medicine (6 per year)
 - Psychiatry (5 per year)
- Residencies in Development:
 - General Surgery
 - Internal Medicine
 - Emergency Medicine

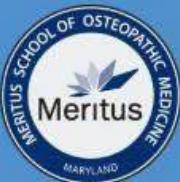
About the Program

Meritus received a grant to help end loneliness. As part of this effort, Meritus joined the Learning and Action Network (LAN), a program supported by Institute for Healthcare Improvement (IHI) and Pfizer. The LAN helps health care organizations include social care in their services to improve health, well-being, and fairness for the people they serve. Even though the grant has ended, Meritus has continued this important work.



Why Loneliness?

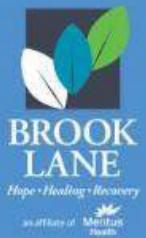
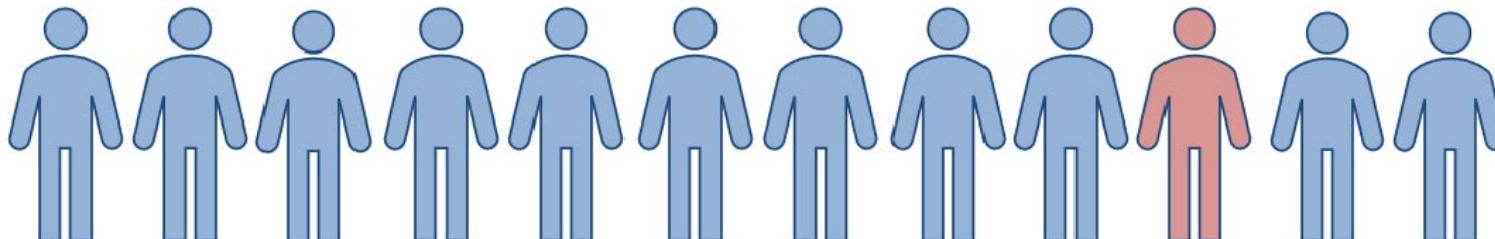
Loneliness was chosen by Meritus based on Social Determinants of Health (SDOH) questionnaires for our patients and is defined as “lack of companionship.”



Meritus Care Caller Program

In 2024, 7.7% of patients that completed SDOH questionnaires indicated that they were lonely which was even higher than food insecurity and transportation issues.

Loneliness and social isolation have been shown to impact life expectancy as much as smoking, obesity, and physical inactivity and also increases the risk of dementia (50%), heart disease (29%), and stroke (32%). (CDC, 2021)



Who are we helping?

Population of focus: Meritus Medical Group (MMG) patients who answer they feel they lack companionship or community members who self-identify as lonely and request to participate in the program.

Goal: 50% of enrollees in the program will report they are less lonely within 4 months of engagement with program intervention.



The Power of Your Work!

What does it feel like to be lonely?

<https://www.youtube.com/watch?v=g9i2V3RrXVo>

https://www.youtube.com/watch?v=V5EsxU84ay4&ab_channel=Channel4News

https://www.youtube.com/watch?v=n3Xv_g3g-mA



Volunteer Opportunities

Requirements / Expectations:

- Must be at least 18 years of age
- Able to communicate positively
- Appreciates helping those who may be homebound, often lonely or wishes to speak with someone about everyday life (not Medical)
- Demonstrates sensitivity and flexibility, and non-judgmental attitude
- Able to work with minimal supervision and exercise sound judgment and discretion when working with others
- Is responsible, reliable and able to commit to 1 call for 15-20 minutes per week
- Able to maintain relationship and ethical boundaries
- Able to maintain confidentiality of the conversation and clients situation(s)
- Bilingual ability is helpful but not required



Volunteer Duties for Care Callers

- Complete training program
- Call assigned participant 1-2 times per week for 10-15 minutes
- During the call, listen and provide social support
- Escalate concerns or needs to carecaller@meritushealth.com
- Report your calls using the “Post Call Form” or send an email to carecaller@meritushealth.com



Data Points to Report from the Call

1. First Name of Client
2. Volunteer Name
3. Date of Call
4. Length of Call

Please send any patient needs or Concerns via a separate email to
carecaller@meritushealth.com



Questions?

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Thank You



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