



# Mountain Health Center

*All kinds of health care without all kinds of barriers*

Located at 74 Munsill Avenue, Suite 100 in Bristol, Mountain Health Center (MHC) provides broad-based preventative, dental, mental, and primary care to people of all ages in Addison County, regardless of insurance status or ability to pay. The practice averages more than 10,000 patient visits per year.

**Its health care services include:**

- Family planning and birth control
- Physical examinations for all age groups
- Pediatric care from infants to teens
- Adult and geriatric medicine
- Laboratory services
- Nursing home care
- Minor surgery including skin biopsies and excisions
- Nutritional and dietary counseling
- Behavioral health
- Medication-Assisted Treatment for opioid and alcohol dependence
- Alternative therapies such as acupuncture for pain and anxiety
- Dental care and dental programs for schools

MHC also makes referrals to specialists and works with home health services to provide in-home support to patients when needed. Comprehensive care plans which include patient-generated goals and coordination of care are integral to the practice, which describes itself as “a medical home.”

**New Name, Same Communications Provider**

In 2013, MHC took over the existing practice of Five Town Health Alliance, which was already a WCVT customer. Martha Halnon, Chief Executive Officer of MHC, recalls, “I talked to the employees there, and they wanted to keep using WCVT phone service since everything was working well. We also wanted to use a local provider, so staying with WCVT was an easy decision to make.”

WCVT now provides Hosted IP Phone Service to MHC. This powerful, business-class system offers many advantages including a lower Total Cost of Ownership and easy self-management capabilities.

**Strengths of Hosted IP and WCVT’s Customer Service**

Notes Halnon, “Before we switched from the previous phone system to Hosted IP Phone Service, I checked with our IT staff and other employees. What impressed us about Hosted IP is that WCVT technicians are able to troubleshoot remotely rather than having to make onsite visits. Also, when changes to our phone service need to be made, WCVT can also handle those remotely rather than someone at MHC having to go to all the phones and make changes.”