



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.”

What does Halnon appreciate most about Hosted IP Phone Service? She replies, “Hosted IP has cut down on lost calls, and the call routing feature minimizes wait times for our callers. The option to have faxes and voice mail messages come to us via email is also a very handy feature. In addition, our phone greetings can be updated remotely, particularly useful in cases of weather-related closings, and we can easily switch to on-call services after hours.”

Halnon also appreciates the customer service provided by WCVT. “Their technicians are like part of our family, and we can call Nick Sterner, our contact at WCVT, directly with any questions. WCVT gives us wonderful customer service.”

What impressed us about Hosted IP is that WCVT technicians are able to troubleshoot remotely rather than having to make onsite visits.”

— **MARTHA HALNON**, CHIEF EXECUTIVE OFFICER, MOUNTAIN HEALTH CENTER

Facing Challenges and Expanding Care

The family of people working for MHC are a big source of pride for Halnon. She notes, “Our staff and community board of directors have a deep commitment to our mission and to meeting challenges. For example, we’re facing an opioid addiction crisis in this area. Our people think outside the box to generate creative ideas, including ways to partner with other health organizations. It’s a win-win—we all work together to serve our community’s health needs.”

As a response to opioid addiction, Mountain Health Center added Medication-Assisted Treatment in October 2017. This includes on-site counseling, support, and prescription of buprenorphine (Suboxone), naltrexone, or Vivitrol.



Other recent developments at the practice include the addition of two physicians to the MHC team of health care providers. Dr. Brian Bates is a board-certified family practice physician who is providing comprehensive primary care services to children and adults of all ages as well as minor surgical procedures. He is particularly interested in preventive medicine and health promotion. Dr. Kate LaMancuso will be joining MHC in mid-September and is certified by the American Board of Family Medicine. Like Dr. Bates, Dr LaMancuso will provide comprehensive primary care services to patients from babies to adults and is also licensed to prescribe Suboxone for MAT (Medication-Assisted Treatment) patients with opioid and alcohol dependence.

Halnon says, “We’re pleased to have Dr. Bates and Dr. LaMancuso join MHC. They’re both extremely committed to our mission and will round out our primary care team.”



(L to R) Kevin Davis, Business Systems Specialist I; Dan Fuller, Business Systems Project Coordinator; Kris Merchant, Sales Manager; and Nick Sterner, Business Systems Specialist II

MEET OUR HOSTED IP TEAM

When your business uses one of WCVT’s Hosted IP products—such as Hosted IP Phone or Business Class Wi-Fi services—you benefit from an expert team behind the advanced technology.

The WCVT Hosted IP team includes:

- **Dan Fuller**
Business Systems Project Coordinator
- **Kevin Davis**
Business Systems Specialist I
- **Nick Sterner**
Business Systems Specialist II
- **Kris Merchant**
Sales Manager

This team is responsible for the overall coordination of project resources in support of WCVT’s Hosted products as well as wiring installations. They plan and organize all aspects of complex projects from inception to conclusion. This helps to provide excellent customer service by building and maintaining productive working relationships with WCVT’s customers, suppliers, contractors, and vendors.

Sales Manager Kris Merchant notes, “We work together to streamline everything, from helping businesses make the right equipment choices to providing smooth installations and system training for employees. We also offer ongoing service and support.”