We’re Here to Help You When You Need Care

We’re here, we’re open and we’re ready. So, don’t wait for the care you need. Our region has “flattened the curve” of COVID-19, so Mt. Ascutney Hospital and Health Center in Windsor and Ottauquechee Health Center in Woodstock have resumed a full array of health care services.

Over the past six months we’ve always remained available to serve our communities with urgent and emergency care, but we did temporarily suspend some appointments during the early stages of the pandemic.

With thorough safety precautions in place, we continue to offer routine primary care visits, eye exams, surgeries, and outpatient therapies. Appointments that may have been delayed due to the pandemic have been rescheduled and we are taking new ones, all with close attention to safety. If you need care, contact your provider today.

Primary Care—From physicals to check-ups and urgent visits. See your provider in person or online.

Surgical & Specialty Services—Our expert surgical services are fully prepared for general surgery, podiatry, urology, gastroenterology, pain management surgery, and neurology.

Eye Care—From routine exams to treating ocular conditions such as cataracts, our Ophthalmology team is ready to serve you in Windsor and Hanover.

Outpatient Therapy—Our therapists are prepared to move you forward safely when you need ongoing rehabilitation for an injury, chronic illness, after surgery, or due to aging.

New rules and safety protocols for our facilities are in place so that you get care without concern. We’re screening all visitors before entry and directing all with COVID-19 symptoms to a separate area. We have reconfigured our waiting rooms to ensure six feet of social distance for each person. At the same time, all of our spaces are cleaned frequently to ensure every space is as clean as possible.

We know the past six months have been difficult for everyone. As we all work together to stay safe, neglecting important health care shouldn’t add to your concerns. For more details and updates, go to mtascutneyhospital.org.

Pandemic Update: Impact to-date on MAHHC. Recovery plans going forward.

Uncertainty. We are all facing it during the Covid-19 pandemic, and we will continue to face uncertainty until a widely available vaccine is distributed throughout the United States. As a healthcare leader, I work every day with my colleagues to reduce uncertainty and complexity in a system that has an abundance of both. How do we do that? It takes transparency, communication, commitment to our staff and community, and reassurance to all that we will be there for our patients, employees, and the communities we serve.

Despite the financial uncertainties we have faced since March, we have not laid off or furloughed any employees. We have expanded our clinical service lines with the addition of 2 psychiatrists and a neurologist. We have reached deeper into our communities as we fight food insecurity, opioid misuse, and the economic struggles that many of our patients and their families are facing. We are committing to the critical need for community-wide influenza vaccination efforts, and this will serve as a dry run for when a Covid-19 vaccine is available. We have done all of these things in a way that is safe for our staff and patients. You have noticed this if you’ve received care from MAHHC over the last 5 months.

While these are uncertain times in many ways, we want you to be certain that we are here for you. What we ask in return: wear a mask, wash your hands, maintain social distance, and get a flu shot!!

Joseph Perras, MD
President and CEO, Chief Medical Officer

EXPLORE OUR NEW WEBSITE

Our website, mtascutneyhospital.org recently got a whole new look. With a refreshed design, new colors, and redesigned navigation, it’s easier than ever to use the site and find the information that you are looking for, fast. See all of our health services, from medical departments to support services and community resources. Look at our special programs, from the Rehabilitation Center to our residential care communities. Get quick access to basic information about your visit, log on to your myMAHHC patient portal, find a provider, search for a job, and get COVID-19 updates. Visit now to see for yourself!

...it’s easier than ever to find the information that you are looking for, fast.

From the CEO
Ottauquechee Health Center: More Than You Might Expect

While Ottauquechee Health Center at 32 Pleasant Street in downtown Woodstock takes pride in delivering excellence in primary care, the Health Center’s offerings have been expanding in recent years to include a range of specialized therapies close to home for people who live in Woodstock, Quechee, Bridgewater, Norwich, and Killington. Local residents can turn to OHC for specialized help with:

**Physical therapy:** Physical Therapists Linda Huard and Joann Flynn, with PT assistant Kerry Postler-Herrman, are skilled in geriatrics, neurology, traumatic brain injuries, orthopedics, balance issues, spinal cord injuries, Parkinson’s Disease, MS, and other conditions.

**Psychiatry:** People who are experiencing a range of mental health issues can find expert help here in order to feel and function better. OHC can be reached for appointments and questions at (802) 677-3333. Office hours are Monday through Friday, 8:00 am to 5:00 pm.

**Enhanced Access to Wide Bore MRI**

We’re excited to now offer enhanced wide-bore magnetic resonance imaging (MRI) scanner on our Windsor campus, with same-week scheduling. The mobile unit is on-site every Monday and Thursday. MRI units generate 3D images of the body’s interior without radiation, and is useful in detecting and diagnosing an array of medical conditions. This mobile unit is designed to accommodate larger patients, up to 550 pounds, as well as people who may experience anxiety or claustrophobia with traditional, narrower MRI units. The project is being undertaken in collaboration with Valley Regional Healthcare in Claremont, New Hampshire and Alliance Healthcare. To learn more, speak to your primary care provider or call Mt. Ascutney Hospital at (802) 674-7276.

**S-star Rating for Patient Experience**

Mt. Ascutney Hospital was awarded a 5-star rating for patient experiences by the Centers for Medicare and Medicaid Services (CMS) according to CMS Hospital Consumer Assessment of Healthcare Providers and Systems scores.

**Ratings are based on random Patient Satisfaction Survey of patients of all kinds, who are asked about a range of topics. Only 266 hospitals out of 3,475 surveyed nationwide earned the full 5 stars, including two in Vermont.**

Dr. Joseph Perras, Chief Executive Officer and Chief Medical Officer of MAHHC, says, “This 5-star rating is the result of hard work by everyone involved in patient care. We all play a role in the patient experience and want to thank everyone for their efforts in this arena.”

**Breather Easier with the MAHHC Respiratory Clinic**

If you’ve had an appointment in Mt. Ascutney Hospital’s Primary Care clinic recently, you’ve seen a new level of care, from the moment you arrive thanks to our Respiratory Clinic. Unique to the area, we have established a dedicated Respiratory Clinic (Respiratory) for people with upper respiratory symptoms, and a separate Respiratory Clinic (Green) for occasional respiratory issues, such as colds and coughs. Connected to our main clinic, both branches of the Respiratory Clinic are designed to keep respiratory care separate from our other services, for the safety of all. The Respiratory Clinic is open from 8:30 am until 4:00 pm, Monday through Friday, with separate spaces for pediatrics and adult medicine.

**Introducing Pelvic Floor Therapy**

Health conditions, aging, or the effects of childbirth can sometime lead to urinary or fecal incontinence, difficulty with urination or bowel movements, sexual pain, and psychological problems such as menstrual cramps. Pelvic Floor Therapy at MAHHC can help. We know these conditions can be uncomfortable to talk about, which is why we provide care in a supportive setting that’s free of stigma. So if you know that one in five people will experience one of these conditions at some time in their lives, including half of women over the age of 55 if they affect you, you’re not alone. Our skilled, compassionate therapists can help you train and strengthen your pelvic muscles to reduce your symptoms and live a better life. We work closely with our Urology Department and all of our Hospital resources to provide you with the best outcome possible. To learn more, visit mtascutneyhospital.org/centers-programs/pelvic-floor-rehabilitation.

**RiseVT Grant Helps Us Ensure Bike Safety**

This year we’re proud to be able to encourage healthy and safe activity by distributing free bike helmets to low-income families in our communities. That’s because we’re the recipients of a grant from RiseVT OneCare Vermont’s primary prevention program, whose vision is to make Vermont the healthiest state in the nation.

**Ottauquechee Health Center is recognized by the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home.”

**Patient Centered Medical Home.”**

**MARIÈ CLAUDE BETTENCOURT, MD, FACS, BRINGS UROLOGY EXPERTISE TO MT. ASCUTNEY**

Welcome to Dr. Marie-Claude Bettencourt, who has joined our surgical staff as a Board-certified urologist. Dr. Bettencourt previously served as an attending urologist at Dartmouth-Hitchcock Medical Center and Springfield Urology in Vermont, among others. Prior to that, she was Chief of Urology at Blanchfield Army Community Hospital at Fort Campbell, Kentucky, where she attended the rank of Lt. Colonel. She is also an associate professor at the Geisel School of Medicine at Dartmouth. A graduate of the University of Connecticut School of Medicine, Uniformed Services University, she completed her residency at Walter Reed Army Medical Center. She was active duty in the U.S. Army for 17 years and is currently a member of the NH National Guard. To learn more, speak to your primary care provider or call Mt. Ascutney Hospital at (802) 674-8902.

**MAHHC Earns Energy Star® Designation**

We have once again earned the U.S. Environmental Protection Agency’s (EPA) Energy Star® designation. Our score of 79 means our hospital is more energy efficient than 92% of similar facilities across the nation! Chief Operating Officer Paul Calandra thanks the entire staff for their commitment to conservation, especially our Facilities Department for doing so much of the work to ensure our campus is as efficient as possible, reducing our energy footprint and our costs.” He credited the organization Efficiency Vermont, which once again provided technical assistance to help us achieve certification. Calandra noted, “We are proud in doing our part at Mt. Ascutney Hospital to ensure that our planet remains livable for us, and for future generations.”

**2019 Community Health Benefits Report: Findings**

Our community health care goals are based on direct input from our communities through regular surveys. Working with many community and state partners, we take action based on what we hear, and we track and publish key health data about community health priorities.

Our 2019 Community Health Benefits Report shows that we are making progress in tackling substance misuse, and providing supports to strengthen families who experience the trauma of poverty and violence. We’re also taking ongoing steps to ensure greater access to primary care, dental care, mental health services, nutritious food, and affordable insurance. All of these factors affect individual health and the wellness of the entire community. The full report is now online at mtascutneyhospital.org.

**WEB PORTAL**

For those of you who already have them, we encourage you to continue using your Patient Portal or myMAHHC. You can manage your health care in these uncertain times, that we adapt to the new realities of providing health care. We thank all of you who have made a recent contribution to our Annual Appeal, please accept our heartfelt thanks. If a contribution is still on your “to-do list”, please take the next step and give what you can to support quality health care.

**Find us on social media**

As we work toward our goal of being a Patient Centered Medical Home, we will continue to improve the way we communicate our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our potential to serve and advocate for the Hospital, with a talent for communicating our
Flu season is here, and more than ever, it’s important to protect yourself and our communities from illness with a vaccination. This year, vaccinations are available by Express Appointment only, with no walk-ins, so call to schedule a time.

**MAHHC Flu Clinics:** 289 County Road, Windsor, VT. Express Appointments: (802) 674-7300.

**OHC Flu Clinics:** 32 Pleasant Street, Woodstock, VT. Express Appointments: (802) 457-3030.

The Centers for Disease Control (CDC) recommends everyone 6 months of age and older get vaccinated every flu season. This Influenza vaccine does NOT cause flu. With COVID-19 still circulating, it’s important to protect your respiratory system as much as possible. If fewer people get the flu, there will be more resources available to fight COVID-19.

Visit MtAscutneyHospital.org/flushots for more information.

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**Nursing at MAHHC:** Margaret Worth — Advancing Good Health

Margaret Worth started at Mt. Ascutney Hospital and Health Center on the night shift in 2008 with an Associates Degree in Nursing (ADN). Twelve years later, she is a Registered Nurse, Certified Professional in Healthcare Quality (RN CPHQ) and has been the Hospital’s Infection Preventionist/Quality Specialist since 2013. That advancement was earned with years of education, hard work, and Hospital support. She says, “A great thing about this place is that they invest in their workforce. There’s opportunity here, and if you stick with them, they stick with you.” She loves the close-knit atmosphere, saying “Here, regardless of your role, you can have lunch with the CEO or CFO and talk about family or last night’s sports scores.” She says the small-town closeness is balanced with a serious dedication to quality care, with access to numerous resources as a member of the Dartmouth-Hitchcock Health System.

Away from work, Margaret spends time with family, reading, and hiking local trails. “This area is gorgeous,” she says, and while she now lives a couple of towns away, it’s home. “I grew up here, and it’s nice to take care of the community that took care of you as a kid.”

MAHHC is currently seeking talented nurses to join our team. Apply online at MtAscutneyHospital.org/Careers

“It’s friendly and open here, while being committed to giving people the best, most professional care.”

— Margaret Worth, RN BSN, CPHQ, CIC, LSSGB Infection Preventionist/Quality Specialist