



Joanna Flynn, PT



## 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](https://mtascutneyhospital.org).

Christopher Snow, PA-C



## Pandemic Update:

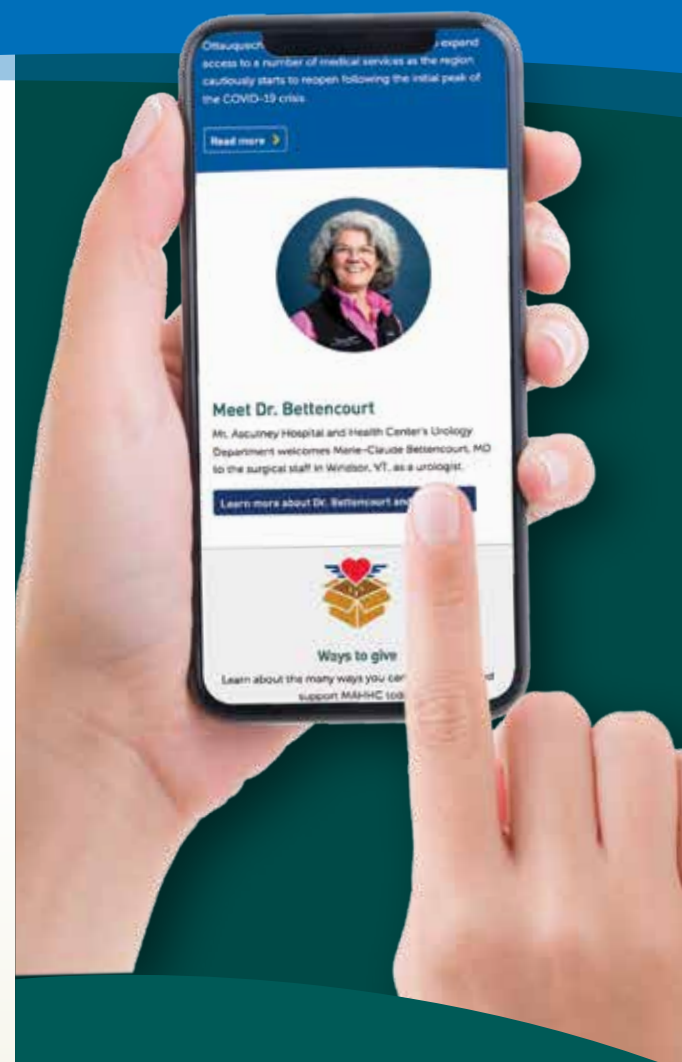
### Impact to-date on MAHHC. Recovery plans going forward.

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!!



## EXPLORE OUR NEW WEBSITE

Our website, [mtascutneyhospital.org](https://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

**Joseph Perras, MD**  
President and CEO, Chief Medical Officer



IN SUPPORT OF GOOD HEALTH

Mt. Ascutney Hospital relies on the support of the communities it serves. As we adapt to the new realities of providing health care in these uncertain times, that help is more essential than ever. If you've 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.

Visit [mtascutneyhospital.org/donate](https://mtascutneyhospital.org/donate).

Thank you for your generosity.

INTRODUCING  
HARMANPREET TIWANA, MD

Welcome to Dr. Harmanpreet Tiwana, who has joined the Hospital staff as a Neurologist. Currently accepting new patients by referral, Dr. Tiwana consults with patient care teams on treating disorders of the brain, spinal cord, peripheral nerves, muscles, and involuntary nervous system which controls the heartbeat, breathing, and other functions. She addresses a range of conditions including stroke, epilepsy, headaches and migraines, brain aneurysms, peripheral neuropathy, sleep disorders, neurodegenerative diseases such as Parkinson's disease and Alzheimer's disease, neuromuscular diseases such as myasthenia gravis, multiple sclerosis (MS), and amyotrophic lateral sclerosis (ALS), infections of the nervous system such as encephalitis and meningitis, and HIV.

A graduate of Gian Sagar Medical College and Hospital in Punjab, India, she completed an internship in Internal Medicine and residency in Adult Neurology at Penn State Hershey Medical Center in Hershey, Pennsylvania, and a Fellowship in Clinical Neurophysiology at Dartmouth-Hitchcock Medical Center. Dr. Tiwana is active in research, with numerous abstracts and publications, and she has given lectures to medical students on a variety of neurological subjects. Dr. Joseph Perras, President, CEO, and Chief Medical Officer at MAHHC, says that "We are thrilled to add Neurology Services to MAHHC. Dr. Tiwana brings a critical skillset to our region and will support our rehabilitation mission." For more information call (802) 674-6711.

Dr. Tiwana brings a critical skillset to our region and will support our rehabilitation mission."

~ Dr. Joseph Perras, CEO



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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 Hazard and Joanna Flynn, with PT assistant Kerry Postler-Hermann, 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) 457-3030. Office hours are Monday through Friday, 8:00 am to 5:00 pm.

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



Kerry Postler-Hermann, PT Assistant



Remembering  
Charles Clement

The Mt. Ascutney Hospital and Health Center family mourns the loss of our own Charles Clement, who passed away unexpectedly on February 1, 2020. After joining us in 2014, he was named Director of Development in 2017. Charlie was a tireless advocate for the Hospital, with a talent for communicating our potential to serve the community, and a passion for making change happen. He was a role model for his fellow employees with exceptional professionalism displayed at every turn. He was an avid sportsman, a devoted husband, and a good friend. We miss him dearly, and will remember him always.

5-star Rating for Patient Experience

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

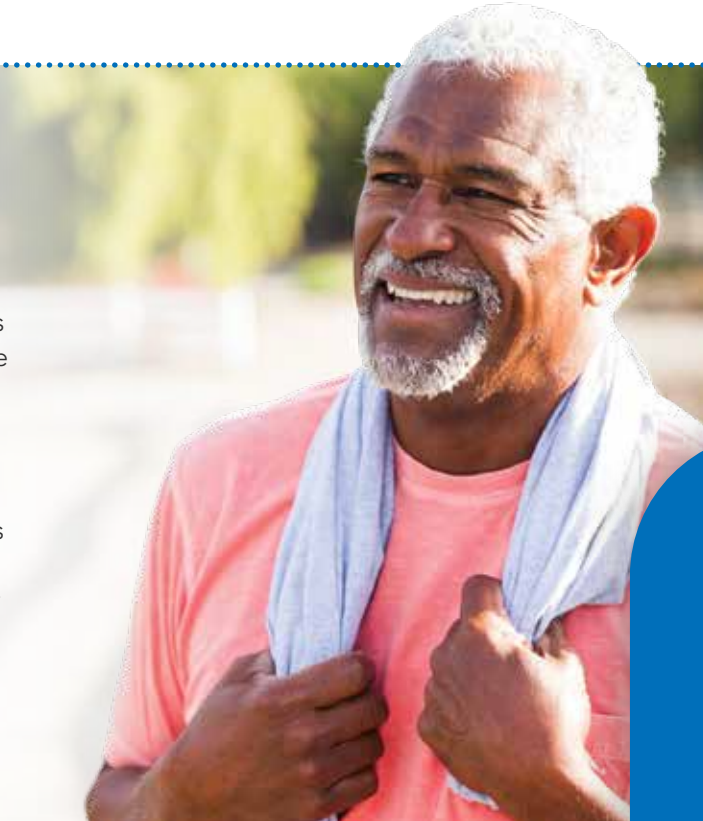
Ratings are based on random Patient Satisfaction Surveys of patients of all kinds, who are asked about a range of topics. **Only 266 hospitals out**

**of 3,478 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 I 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 (Red) for people with upper respiratory symptoms, and a separate Respiratory Clinic (Green) for occasional health or travel-related, asymptomatic COVID-19 testing. 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.



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 wide-bore 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.



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, OneCareVermont's primary prevention program, whose vision is to make Vermont the healthiest state in the nation.

Rest Easier with Home  
Sleep Testing

Not getting enough sleep? Lack of regular rest can make it hard to function during the day and harm your overall health. Our Sleep Study Program can help. We work with you to treat insomnia, narcolepsy, sleep apnea, snoring, and other conditions that can impair your sleep. Go to [mtascutneyhospital.org/health-services/sleep-study-program](https://mtascutneyhospital.org/health-services/sleep-study-program) to learn more.

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, constipation, chronic pelvic pain, painful intercourse, and more. 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. Did 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](https://mtascutneyhospital.org/centers-programs/pelvic-floor-rehabilitation).

MAHHC Earns Energy Star® Designation

We have once again earned the U.S. Environmental Protection Agency's (EPA) Energy Star designation. Our score of 92 means our hospital is more energy efficient than 92% of similar facilities across the nation! Chief Operating Officer Paul Calandrella thanked 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. Calandrella 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're making progress in tackling substance misuse, and providing supports to strengthen families who experience the traumas 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](https://mtascutneyhospital.org).



ONLINE HEALTH & WELLNESS PROGRAMS: OCTOBER – DECEMBER.

**Chronic Disease Management**  
Weekly on Thursdays  
Oct. 22 – Dec. 10  
11 AM - 1:30 PM

**Diabetes Management**  
Weekly on Wednesdays  
Oct. 21 – Dec. 9  
5:30 PM - 8:00 PM

**Diabetes Prevention Program**  
Weekly on Mondays  
Nov. 16 – Mar. 1, 2021  
10:00 AM - 11:00 AM

**FREE TO ALL!**  
Register with Sarah Doyle  
at (802) 289-0045 or  
[sara.doyle@mahhc.org](mailto:sara.doyle@mahhc.org)

myMAHHC Patient Portal

More access and more convenience are at the heart of Mt. Ascutney Hospital's "myMAHHC Patient Portal." With myMAHHC Patient Portal, you will find all your health care information in one place, and have 24/7 access through your personal, easy-to-use online web portal.



Log into myMAHHC



Stay up to date on the latest news and developments at Mt. Ascutney Hospital and Health Center by following our social media channels.



Look for MAHHC on Facebook, YouTube, and Twitter.

MARIE-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 attained the rank of Lt. Colonel. She is also an associate professor at the Geisel School of Medicine at Dartmouth. A 1990 graduate of the F. Edward Hebert 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.





# Peak Health

## Fall 2020

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](https://MtAscutneyHospital.org/flushots) for more information.

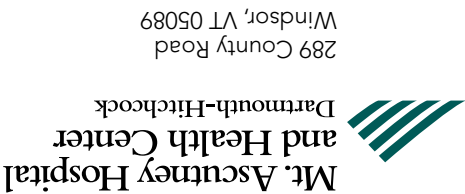
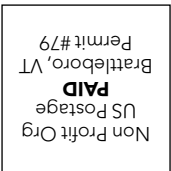


**Mt. Ascutney Hospital and Health Center**  
289 County Road, Windsor, VT 05089  
(802) 674-6711 | [MtAscutneyHospital.org](https://MtAscutneyHospital.org)

**Ottauquechee Health Center**  
32 Pleasant Street, Woodstock, VT 05091  
(802) 457-3030

**MAHHC Ophthalmology**  
80 S. Main Street Top Floor, Hanover, NH 03755  
(603) 643-1919

**Historic Homes of Runnemed**  
40 Maxwell Perkins Lane, Windsor, VT 05089  
(802) 674-6733 | [HHRliving.org](https://HHRliving.org)



### 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](https://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

