

CARING • QUALITY • EXCELLENCE • PROFESSIONALISM • EQUITY



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ISHC'S VISION, MISSION, AND VALUES PROVIDE MEANING AND DRIVE OUR WORK ACTIVITIES:

- VISION:** ISHC provides high quality healthcare, promotes wellness, and reduces barriers to care.
- MISSION:** Optimizing health and wellbeing within the communities we serve.
- VALUES:**
- **Caring:** We provide a caring and supportive environment for our patients and their families while treating all with dignity and respect.
 - **Equity:** We provide services equitably to all.
 - **Excellence:** We strive for excellence and integrity in the provision of our services.
 - **Professionalism:** We promote a professional work environment and honor our commitments.
 - **Quality:** We deliver high quality, whole-person, patient-centered care comprised of both prevention and treatment.

LETTER FROM OUR CEO



Jonathan Brown, CEO

Hello friends,

Welcome to *Be Well*, the newsletter of Indian Stream Health Center. Designed for our patients and the community, *Be Well* will provide news and information about our practice as well as information and ideas on how to achieve and maintain a healthy life style. In these pages, you'll also "meet" the Indian Stream Health Center team, a dedicated group of providers, caregivers, professional staff and volunteers, all of whom have a singular mission – to ensure the highest quality of health care and services to those who live in and work in our community.

In addition to providing a broad range of services to area residents of New Hampshire, Maine, Vermont and Canada via our health centers in Colebrook and Canaan, we are proud to offer a range of community wellness programs and health screenings as well as nursing support to schools throughout the North Country. Indian Stream Health Center is far more than a clinic, we are a "Medical Home" embracing our patients and their families with care that is connected and compassionate.

Health care is constantly changing and we work hard to meet the evolving needs of our patients and their families. Recently we expanded our hours and are now offering same day appointments. In the coming months, we'll be introducing new tools and programs aimed at giving our patients the resources and information they need to achieve and maintain a happy, healthy lifestyle.

A healthy and vibrant community is also important to us. That's why you'll see members of our team volunteering for local projects or participating in area wellness events. Earlier this summer, we were pleased to serve as a major sponsor for the NH-VT Covered Bridge Half Marathon and Relay/Healthy Kids Marathon and happy to share that a number of our employees and family members took part in the event. On page four, you'll see a listing of just some of the upcoming events we're pleased to part of.

To our current patients- thank you for putting your good health in our hands and if you are new to Indian Stream Health Center – welcome. Your good health is our primary concern!

Sincerely,

Jonathan Brown, CEO

Indian Stream Health Center offers extended office hours and same day appointments



As part of its continuing mission to provide health care services to North Country residents and visitors, Indian Stream Health Center (ISHC) is expanding hours in both its Colebrook, NH and Canaan, VT locations and is now offering same day appointments.

"The need for health care services is not confined to the '9-5' business day so we felt it was important to extend our hours to support busy individuals and families," Jonathan Brown, ISHC CEO. "We're also pleased to provide the option of same day appointments — even for those new to our practices."

The new office hours are as follows:

COLEBROOK, NH LOCATION • (603) 237-8336

Monday – Friday: 7:00 a.m. – 7:00 p.m. and Saturday: 8:00 a.m. – 12:00 p.m.

CANAAN, VT LOCATION • (802) 266-3340 • Monday – Thursday: 8:00 a.m. – 5:00 p.m.

Adding same day appointments meets a community need for quality, cost-effective care. Far too often, those needing to see a medical provider outside of regular office hours wind up in a local hospital emergency department, even if their condition is not life-threatening. By offering same day appointments, ISHC provides people with the option of lower cost care without the potentially longer wait of an emergency department.

For a life-threatening issue, emergency or trauma care, the emergency department is the best place to treat severe conditions. But if your issue is a sprain or strain, cold or flu, a child with an ear ache or other minor issues, a same day appointment can have you treated sooner and with a smaller co-pay.

WELCOME NEW PROVIDERS



Mackenzie Dufour, Physician Assistant



Linne Humbargar, Physician Assistant



Yoomi Lee, Advanced Practice Registered Nurse

New Faces of Health Care in the North Country *Indian Stream Health Center Bolsters Clinical Team*

To continue to meet local health care needs and expand access, Indian Stream Health Center (ISHC) is pleased to announce three additions to its clinical team. They are: Mackenzie Dufour- Physician Assistant (PA), Linne Humbargar – Physician Assistant (PA) and Yoomi Lee, Advanced Practice Registered Nurse (APRN).

“We’re excited to bring Mackenzie, Linne and Yoomi on board,” said Peter Moran, MD, Medical Director at ISHC. “Each brings solid experience and skills and will add important depth to our team.” Dr. Moran went on to explain that physician assistants and advanced practice registered nurses work in partnership with ISHC physicians to provide a wide range of high quality medical services and care for patients of the practice.

Ms. Dufour holds a Master of Physician Assistant Studies from the Massachusetts College of Pharmacy and Health Sciences in Manchester, NH and a Bachelor of Arts Degree in Biology and Chemistry from St. Joseph’s College of Maine in Standish, ME. Her clinical work experience includes assignments at St. Joseph’s Hospital in Bangor, ME, Keady Family Practice in Charlestown, NH, and Child Health Services in Manchester, NH. She holds a professional license in New Hampshire.

Ms. Humbargar comes to ISHC from North County Primary Care (NCPC) in Littleton, NH. Prior to joining NCPC, she worked at Evans Army Hospital in family practice, and in the urgent care setting at Indian Health Services in Winnebago, NE,

Penrose Community Urgent Care in Colorado Springs, CO, and Thomas Moore Hospital Emergency Department in Canon City, CO. She holds a Master of Medical Science Degree from St. Francis University in Loretto, PA and a Bachelor of Science Degree in Business Administration and Marketing from Colorado State University in Fort Collins, CO. Ms. Humbargar has been recognized for Excellence in Medicine from Evans Army Hospital in Ft Carson, CO. She holds professional licenses in New Hampshire, Colorado, and California.

Ms. Lee joins ISHC from Educerus Health in New York where she worked as a Nurse Practitioner. Prior to coming to Educerus, she worked as a Charge Nurse at Bryan Medical Center in Lincoln, NE and served as a Clinical Assistant at Brigham and Women’s Hospital in Boston, MA. She holds a Master of Science Degree in Nursing from the University of Nebraska in Omaha, NE, a Bachelor of Science Degree in Nursing from the Massachusetts College of Pharmacy and Health Sciences in Boston, MA and a Bachelor of Arts Degree in History from Northeastern University in Boston, MA. She holds professional licenses in New Hampshire, Vermont, Massachusetts and New York.

“This is an exciting period of growth for our practice,” noted Dr. Moran. “As we expand our office hours, offer same day appointments and add new services and providers, we continue to seek to meet the primary health care needs of those who live in and work in our community.”

IN CELEBRATION OF CARING

Indian Stream Health Center Honors Selena Lambert



In recognition of exceptional patient service, Indian Stream Health Center (ISHC) is proud to recognize Selena Lambert with the annual Nancy Rouleau Exceptional Service Award.

"Selena is a wonderful example of our caring and responsive culture," said Jonathan Brown, CEO, ISHC. "She's a vital member of our behavioral health team and focuses daily on providing outstanding, compassionate care for those we serve." Named in honor of retired employee Nancy Rouleau, the annual award is given to Indian Stream staff who go above and beyond in support of the Center's mission. Mr. Brown noted that the award was first given out in 2009.

Ms. Lambert is a Case Worker and has been with Indian Stream Health Center since 2015.

"Selena provides a vital link between our services and the community," noted Laurie Connors, LICSW, Director of Behavioral Health Services at ISHC. "ISHC works to treat the whole patient by integrating behavioral health services with clinical care," said Ms. Connors. "Selena tirelessly embodies this effort, working with providers at our practice, state and local agencies and others to ensure the highest level of care and support for our patients."

Ms. Lambert received the award during Indian Stream Health Center's annual staff retreat.

Left: Laurie Connors, ISHC Director of Behavioral Health,
Right: Selena Lambert-ISHC Case-Worker, Recipient—
2017 Nancy Rouleau Exceptional Service Award

ISHC IN THE COMMUNITY

ISHC Celebrates National Health Center Week

August 13-19 • Please check our Facebook for details

ISHC proud to be part of Pittsburg Old Home Day

Saturday, August 19

ISHC presents the 2017 Moose Festival

August 25-26

ISHC hosts North Country Chamber Business After Hours

Thursday, September 21

ISHC serves as event sponsor for 41st Annual Dixville Half Marathon

Saturday, September 23



COLEBROOK, NH LOCATION: 141 Corliss Lane • Colebrook, NH 03576
PHONE: (603) 237-8336 • **HOURS:** Mon–Fri: 7am–7pm • Sat: 8am–12 noon
PHARMACY: (603) 237-4170 • **HOURS:** Mon–Fri: 8:30am–12:30pm & 1pm–5pm
Soon to be offering expanded hours!

CANAAN, VT LOCATION: 253 Gale Street • Canaan, VT 05903
PHONE: (802) 266-3340 • **HOURS:** Mon–Thurs: 8am–5pm

www.IndianStream.org • Find us on Facebook at: www.facebook.com/IndianStreamHealthCenter

- SAME DAY APPOINTMENTS
- NOW ACCEPTING NEW PATIENTS
- Full Service Pharmacy on Site
- 24 Hour On Call Provider Access
- We offer a sliding fee scale and accept all patients, regardless of ability to pay*
- We accept all major insurances as well as Medicare and Medicaid

*As a Federally Qualified Health Center (FQHC), ISHC receives grant funding to be able to provide care for our patients regardless of the ability to pay. The sliding fee scale is available to all patients that fill out a household assessment and are determined eligible based on patient's household size and income.