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The scope of North Valley Hospital’s impact on the communities we serve is larger than many of us realize. Our impact is often characterized by the number of patients we serve, the amount of charity care we provide, or, on a personal level for many families, the care we provide in a time of need.

We recently concluded a detailed process for identifying the health needs of our community, culminating in a report that provides an action plan for how to address those needs and the amount of resources that should be allocated to meeting those needs. The impact of improving health status in our community is a primary function of North Valley Hospital. By improving health status in areas like reducing obesity or smoking, or conducting cancer screenings and immunizations, we may not only impact an individual’s life in a meaningful way, but we also will positively impact the economics of our community as well. Promoting wellness will save employers money due to lowering healthcare costs, reducing lost work time and improving productivity.

North Valley Hospital as an employer has an impact on our communities, too. The wages and benefits for North Valley Hospital are approximately $16 million dollars annually, but according to a recent study by Montana Department of Labor and Industry, the other jobs created in the community because of North Valley Hospital’s presence create an additional $8.5 million in annual wages and benefits in Flathead County. North Valley Hospital has been one of the few employers in the North Valley that has added jobs throughout the economic downturn of the past few years.

The employees of North Valley Hospital are proud of their long history of impacting the communities we serve, not just the patients and families we personally impact, but also the community that we live in and support.

We are honored to care for you and your families and look forward to a continued relationship as we provide some of the safest and highest quality medical services in the country.

Regards,

Jason A. Spring, FACHE
Chief Executive Officer
Community Involvement

As a community-based hospital, North Valley Hospital believes in supporting and partnering with area non-profits to help strengthen the health and well-being of those we have the honor of serving. Complementing our mission, To be the center of healing for the communities we serve, we gave over $287,000 in tangible and in-kind support during FY 2011 to a wide variety of organizations and causes including an athletic trainer in the Whitefish school district, Relay for Life, Save a Sister Initiative, Flathead Industries and Special Olympics, among many others. Helping patients with transportation to get needed medical care, we support ALERT Helicopter, Wings Cancer Support Group, For the Children and the Flathead County Agency on Aging/Eagle Transit program.

North Valley Hospital “grew up” with the community of Whitefish. Now it serves a widening area from the Canadian border throughout the Flathead Valley and beyond. We believe in being a good community partner, a model of wellness and a leader in responding to community needs. Our staff is encouraged to participate themselves, and donate time and resources that make our community a better place to live. Some of their endeavors include volunteering as clinical or lay professionals at the Shepherd’s Hand Clinic, contributing to Thanksgiving baskets and food drives for local families, providing first aid at school sporting events, offering medical and educational services to local schools and businesses, or serving on civic boards.

“We believe in being a good community partner, a model of wellness and a leader in responding to community needs.”
Healthy Communities and Educational Outreach

Many times, the first experience with a hospital is when someone needs medical treatment. North Valley believes that keeping our community healthy and educating on health and wellness topics is just as important as providing acute care. That is why we take our expertise and prevention programs to the public. For example, youth who participated in a children’s play through Alpine Theatre were offered exercise programs and nutritious snacks at their rehearsals to demonstrate the fun of movement and tastiness of healthy food. In addition, North Valley Hospital presents numerous informative talks to businesses and civic organizations.

Utilizing the wealth of knowledge that our physicians and staff can offer, North Valley Hospital provides a forum for free community classes and events such as sibling classes, a weekly mom-baby support group, a cancer support group, community education presentations and more. Local physicians offer free monthly community education programs in an up-close and personal format, with time allotted for your questions. In addition to AARP driver safety courses, North Valley Hospital registered nurses instruct CPR, First Aid, and Safe Sitter for a nominal fee, as well as free birthing classes.

North Valley Hospital also has positioned itself as a leader in preventative behaviors by offering employees an interactive wellness program solidified with education, counseling, challenges and tracking to encourage long-term healthier living. Soon, we will be offering this same program to other valley businesses to boost a cultural shift to mindful wellbeing.

In an effort to better understand the needs of our community, we conducted a Community Needs Assessment in 2011 which uncovered some areas that North Valley Hospital is currently working to address. These include behavioral health and community wellness programs to impact awareness, education and preventative care. To further our responsibility to serve our community, we are partnering with Northwest Healthcare and Flathead City/County Health Department to conduct a joint needs assessment in the summer of 2012.

Volunteers

We greatly value the time investment of the North Valley Hospital's volunteers. Some may donate one or two hours a month, others a few hours a week. Many opportunities are available to donate time, learn new skills, meet great people and give to the community. As a matter of fact, our volunteers invested 7,053 hours in the 2010 calendar year, which is almost 3.5 full-time equivalent employees. The current national rate used to compute volunteer time is $19.51 per hour, which equates to $137,600. Now that’s making a difference!

Our volunteers assist with many North Valley Hospital programs. And, because of their generosity, we are able to offer our patients baked goods, cooked right in patient areas for the savory smell of home; certified dog visitations that put a smile on our patients’ faces; and musicians who warm the hospital with beautiful, healing music. Talents of our volunteers are used throughout every hospital department, in addition to the library, information desk, gift shop, pastoral care and board positions.
Uncompensated Hospital Care and Community Benefits by Fiscal Year

What is uncompensated care?
Uncompensated care is an overall measure of hospital care provided to the patient that has been deemed as uncollectible, meaning no payment was received from the patient or insured. Uncompensated care is the total of bad debt and charity care.

Why is uncompensated care important?
Uncompensated care is an indicator of the need for care among people who are unable or unwilling to pay, and the capacity of healthcare providers to absorb the impacts of making such care available. Trends for uncompensated care often reflect uninsured or under-insured trends in the community.

What is charity care?
Charity care consists of healthcare services provided to people who are deemed unable to pay for the cost of the services they receive. Hospitals typically determine a patient’s inability to pay by examining a variety of factors, such as individual and family income, assets, employment status, family size and availability of alternative payment sources. A hospital may establish inability to pay at the time care is provided, or through later efforts once adequate financial information has been obtained to make an eligibility determination.

What is bad debt?
Bad debt is the unpaid obligation for care provided to patients who may be unable to pay and do not apply for charity, or are deemed able to pay but have not done so. For insured patients, this can be amounts that are considered the patients’ responsibility, such as deductibles and coinsurance not paid by the insured.

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</thead>
<tbody>
<tr>
<td>Emergency Department Visits</td>
<td>7,012</td>
<td>7,858</td>
<td>8,613</td>
<td>9,156</td>
<td>9,071</td>
</tr>
<tr>
<td>Surgical Services</td>
<td>1,911</td>
<td>1,673</td>
<td>1,631</td>
<td>1,552</td>
<td>1,359</td>
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<tr>
<td>Outpatient Visits</td>
<td>44,622</td>
<td>44,491</td>
<td>43,200</td>
<td>44,026</td>
<td>44,383</td>
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<td>Radiology, CT, MRI</td>
<td>11,375</td>
<td>11,332</td>
<td>11,677</td>
<td>12,050</td>
<td>11,731</td>
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<tr>
<td>Hospital Admissions</td>
<td>1,514</td>
<td>1,587</td>
<td>1,791</td>
<td>1,855</td>
<td>1,651</td>
</tr>
<tr>
<td>Newborn Deliveries</td>
<td>463</td>
<td>505</td>
<td>423</td>
<td>470</td>
<td>353</td>
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Revenue Payor Mix

- Commercial - 37.7%
- Medicare - 32.1%
- Private Pay - 14.7%
- Medicaid - 11.8%
- Worker’s Comp - 1.5%
- Other Govt. - 2.2%

Total Annual Expenses

- Labor - 32.5%
- Depr., Intrst. and Amort. - 14.0%
- Other - 12.4%
- Supplies - 12.2%
- Purchased Services - 7.7%
- Physicians - 8.7%
- Benefits - 8.1%
- Facilities and Equip. - 4.4%
**What is a Contractual Discount?**
A contractual discount is the difference between actual billed charges and reimbursement received from Medicare, Medicaid, insurance companies and other contractual agreements, based on negotiated or mandated payment rates where the provider has agreed not to bill the patient the difference. This simply means that the insured is only responsible for their deductible or co-insurance, and not the difference between actual billed charges and the negotiated payment.

**North Valley Hospital Loan Program**
North Valley Hospital has implemented an easy-to-use loan program to help ease the financial strain of our patients. Our patients may take advantage of affordable monthly payment plans at below-market interest rates to fit your monthly budget. When taking advantage of the program, acceptance is automatic regardless of credit history. You may begin participating after your insurance has paid, or immediately if you don’t have insurance. Initially, four percent of the unpaid balance or $20 is due. You then may combine several existing accounts and add future medical expenses from North Valley Hospital.

*For questions or interest in participating in the program, contact Patient Financial Services at 863-3571 or 863-3567.*

**Community Impact**
North Valley Hospital contributed more than $19MM last year to the health of the community through its charity care; other uncompensated healthcare; contractual discounts; and community healthcare education, support and funding. The hospital and its outreach clinics are also the largest full-time employer in the Whitefish area with 339 employees. According to the Montana Department of Labor and Industry, for every job at North Valley Hospital, another .63 jobs are supported in the county. Additionally, for every dollar in wages and benefits paid to hospital employees, another $0.54 in wages and benefits are created in other local jobs. Therefore, our employee base with a $15.6MM payroll, supports 214 other jobs in the Flathead County, worth $8.5MM in local wages and benefits.

**Total Dollar Figures Based on Full Established Charges by Fiscal Year**

<table>
<thead>
<tr>
<th></th>
<th>Charity Care</th>
<th>Bad Debt</th>
<th>Contractual Discounts</th>
<th>Total Unpaid Services</th>
<th>Gross Patient Revenue</th>
</tr>
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<tbody>
<tr>
<td>2009</td>
<td>$1,392,843</td>
<td>$2,886,855</td>
<td>$11,282,977</td>
<td>$15,562,675</td>
<td>$44,084,556</td>
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<tr>
<td>2010</td>
<td>$1,435,555</td>
<td>$2,744,957</td>
<td>$12,602,316</td>
<td>$16,782,828</td>
<td>$47,081,539</td>
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**Benefit to the Community FY 2011**

- Charity Care $1.59 MM
- Community Involvement & Funding $88 K
- Community Healthcare Education & Support $199 K
- Bad Debt $3.01 MM
- Contractual Discounts $14.6 MM
The North Valley Hospital Foundation – A Legacy of Caring
There are so many compelling reasons to give back to your community, and we at North Valley Hospital Foundation know that all of our current and future donors have many opportunities to support a variety of different charitable causes. Please allow me to take this opportunity to personally THANK YOU for making a difference in people's lives here at North Valley Hospital.

Remember, there are a variety of ways to give to NVH through planned giving vehicles in our Legacy of Caring campaign. We would like to discuss your estate plans with you, to build our endowment for North Valley Hospital's future generations. We look forward to working with all of our current and future donors and volunteers in 2012 as we embark on new and exciting fundraising priorities.

Volunteers give time and talent
In addition to the financial support you have so generously given, I would like to honor the many volunteers who make NVH a part of their lives every day by giving of their time and talent in the various areas of the hospital. The Foundation greatly benefits from the endless hours of our volunteers in the gift shop, board of directors, ad hoc committees for events, planned giving, fundraising, investment; the list goes on.

Every non-profit relies on its board of directors—for vision, direction and helping hands. North Valley Hospital Foundation is no different. Our 15-member board of directors comes from all corners of our community, generously giving their time and talents toward better healthcare for all of us.

But why?
“Growing up, I saw the impact that North Valley had on our community—both for improving health and stimulating our economy,” says Dee Brown, Board Member. “The Foundation has opened my eyes to the needs of everyone in our community—especially those without the means to pay for needed medical care.”

Dr. Dale Bax, Board Chair, is serving his third term on the Foundation Board. “I believe in the North Valley Hospital Foundation’s mission and thought this was a good way to contribute back to the greater community,” he says, “The Foundation impacts the community in more ways than is publicly known—beyond the millions raised toward the capital campaign for North Valley Hospital. It supports continuing education and training for our caregivers, ongoing capital equipment upgrades for the hospital and other financial support of community health services.”

Marcus Duffey, Board Treasurer agrees. “The Foundation’s financial support of the hospital’s mission makes a marked difference in the health of those who live here. Without your health, not much else matters.”

North Valley Hospital is a place of excellence—greatly due to the community support we receive through a variety of different ways to help us achieve our mission and vision.

Kind regards,
Karin J. Olsen, M.A., CFRE
Executive Director
“Resources for education of healthcare professionals has never been more important and is a key reason we have entrusted North Valley Hospital with a bequest.”
~Dorothy and Luther Campbell

Foundation Board of Directors

Chair
Dale Bax, DDS
Alpenglow Dental
Whitefish

Vice Chair
Catherine Witmer
Owner
Exchange Services, Inc.
Whitefish

Treasurer
Marcus Duffey
Co-Owner
Great Northern Brewery Co.
Whitefish

Josh Akey
Investment Advisor
Raymond James
Financial Services
Whitefish

Dee Brown
Owner, Canyon RV & Campground
Hungry Horse

Luther Campbell
Retired Executive Price Waterhouse Cooper
Whitefish

Mike Cuffe
State Representative
House District No. 2
Eureka

Lance Fahrney
General Manager
Flathead Beacon
Lakeside

Dee Brown
Owner, Canyon RV & Campground
Hungry Horse

Patty Kogutek, Ed.D.
Retired Educator
Whitefish

Doug Shank
General Manager
Western Building Center
Kalispell

Nick Polumbus
Director of Sales & Marketing
Whitefish Mountain Resort
Whitefish

Alan Warrick
Retired Managing Director
AEGON USA
Whitefish

Jake Heckathorn
Retired Attorney
Whitefish

Jim Kenyon
President/CEO
Whitefish Credit Union
Whitefish

Patty Kogutek, Ed.D.
Retired Educator
Whitefish

Debbie Melby
Accountant
Melby Home Interiors
Columbia Falls

Josh Akey
Investment Advisor
Raymond James
Financial Services
Whitefish

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Retired Managing Director
AEGON USA
Whitefish

“Resources for education of healthcare professionals has never been more important and is a key reason we have entrusted North Valley Hospital with a bequest.”
~Dorothy and Luther Campbell
North Valley Hospital Foundation Honor Roll of Giving to November 22, 2011

Visionaries ($500,000+)
- David J. and Sheryl L. Lesar
- The Shaw Family
- Health Resources & Services Administration
- The Shaw Family
- David J. and Sheryl L. Lesar

Believers ($100,000 – 499,999)
- Anonymous (2)
- Rick and Alicia Blake Family
- - Hayes Foundation
- Rebecca* and Jerome Broussard
- Christensen Family
- Federal Grant – Conrad Burns
- Michael L. Goguen
- Connie and Jake Heckathorn
- Suzanne and Herbert* Kameon
- M.J. Murdock Charitable Trust
- Connie and Jake Heckathorn
- Martha and Jeffrey Hamilton
- Judy and David Williams
- Whitefish Credit Union
- Myrt Webb

Nurturers ($10,000 – 24,999)
- Kathy and Craig Aasved
- American Bank
- Linda Ardell
- Jim and JoAnn Armstrong
- Mari Askew
- Dr. Randy and Rayne Beach
- Dee and Jim Beightol
- Bonnie and Richard Billuni
- Sonia and John Breslow
- - Breslow Foundation
- Burlington Northern Santa Fe Foundation
- Janice and James Case
- Donald, Rebecca, Chase and Kyle Decker
- Nancé and Felix DuPuy
- Don and Beth Farris
- First Interstate BancSystem, Inc.
- First Interstate Bank – Whitefish
- Flathead Electric Cooperative – Roundup for Safety
- Janie and Ron Frazier
- Freedom Bank
- Susan and Martin Gilman
- Glacier Bank – Columbia Falls
- Richard Gordon and Cheryl Watkins
- Grouse Mountain Lodge
- Dr. and Mrs. Ryan Gunlikson
- Shannon and Brian Haycox
- Mark and Jennifer Johnson
- Beth and Bill Kendrick
- Roger and Joanne Kessinger
- Maureen and John King
- Dorothy and David Kennington
- Jeanie and Dennis Konopatzke
- Meadow Lake Development
- Dr. Ken and Karen McFadden
- Margery and Burt Meldman
- Dr. Ronald and Jeanie Miller
- Susan Moffitt and Christopher Ridder
- Joseph V. and Cora Belle Montalban
- Thomas and Teresa Quinn
- Schellinger Construction
- Semitool
- Dr. David Sobba
- Cynthia and Kenneth Stein
- Strickler Family Fund – Whitefish Community Foundation
- Vucurevich Foundation
- Gayle and Daniel Weinberg
- Whitefish Community Foundation
- Whitefish Mountain Resort Fund – Whitefish Community Foundation
- Dr. and Mrs. M.R. Yokan
- Alison Young

Sustainers ($5,000 – 9,999)
- Catherine and Stephen Aaberg
- Gub and Kitsie Akey and Family
- Lin Akey – Raymond James Financial Services
- Richard and Carol Atkinson
- Burlington Northern Santa Fe Foundation
- Lynn Bauer
- Rita and Bob Bishop
- Carol and Wayne Blake
- Mary Ann Carlson, MD
- Penny and Paul Carpenter
- Elspeth and Robert Chambers
- Karen Citron-Hanson
- Columbia Falls Aluminum Company
- Carolyn and Buzz Crutcher
- Suzanne Daniell, MD and Richard Hildner
- D.A. Davidson – Terry Judd, Ron Matelich and Sarah Fitzgerald
- Decker Family Foundation
- DePratu Family
- Carol and Neil Dodge
- Richard Firestone
- Barbara and Michael Jenson
- Paul and Ann Jeremiassen
- Nancy Gordley

Encouragers ($1,000 – 4,999)
- Anonymous
- Caty and Doug Adams
- Jay Adams
- Rob and Kim Akey
- Ina Albert
- American Health Facilities Dev. AHFD
- Detra and Andy Anderson
- Artisans Doors of Montana
- Elizabeth Askew
- Aurora Borealis Foundation
- Dan and Laurie, Sean and Brian Averill Family
- Stephen and Charlene Barasch

Darlene and Tim Grattan
- William and Mary Haase
- Jayne and Gary Hall
- Marie and Skip Hanson
- Pam and Dick Hughes
- JICA
- Carol and Brian Kennedy
- Bonnie and Tom* Kenny
- Kiwanis of Whitefish
- Patty and Joe Kogutek
- John Kramer
- Cindy and Tom LaChance
- Edith and John Leonis
- John H. Lunday, Jr.
- Joyce and Tim Murphy
- Master Plumbing
- MFP Resources, Inc. – Marilyn Hays
- Montana Office of Rural Health
- Mr. and Mrs. H. Montague Osteen, Jr.
- MontAlaska Physicians Group, LLC
- Helga Pate
- Lynn and Bob Pearce
- Maureen and Joe Rheemann
- Susan and Hank Ricklefes
- Bradley and Susan Seaman
- Glenda and Robert Smith
- Jason Spring
- Martha Stadler
- Richard Steiner
- Sterling Title Services
- Jon and Sara Torgerson
- Dr. Rod and Lynn Vaught
- Paul Wells
- Western Building Center
- Catherine Witmer

$25,000 – 99,999
- Anonymous
- Dr. Robert H.* and Shelly Arbuckle
- Denise and Jim Archer
- Nan and Turner Askew
- Shelliie and Tee Baur
- Linda and Terry L. Bell
- William and Mary Ann Bindley
- Brishka Family
- Dorothy and Luther Campbell
- Barbara and John Conners
- Bill and Roberta Campbell
- Albert R. Danna and Jennifer Kobren
- Blake and Nora Dunlop and Family
- Chuck Eble
- Crowly Fleck PLLP
- Glacier Bank – Whitefish
- Judy Ethell and Bob Glatz
- Martha and Jeffrey Hamilton
- Sue and Ron Holliday
- Knife River Corporation
- Margaret McCaul

$10,000 – 24,999
- Dr. Randall and Rayne Beach
- Dee and Jim Beightol
- Bonnie and Richard Billuni
- Sonia and John Breslow
- - Breslow Foundation
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- Margery and Burt Meldman
- Dr. Ronald and Jeanie Miller
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- Thomas and Teresa Quinn
- Schellinger Construction
- Semitool
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- Whitefish Community Foundation
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- Alison Young

$5,000 – 9,999
- Catherine and Stephen Aaberg
- Gub and Kitsie Akey and Family
- Lin Akey – Raymond James Financial Services
- Richard and Carol Atkinson
- Burlington Northern Santa Fe Foundation
- Lynn Bauer
- Rita and Bob Bishop
- Carol and Wayne Blake
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- Penny and Paul Carpenter
- Elspeth and Robert Chambers
- Karen Citron-Hanson
- Columbia Falls Aluminum Company
- Carolyn and Buzz Crutcher
- Suzanne Daniell, MD and Richard Hildner
- D.A. Davidson – Terry Judd, Ron Matelich and Sarah Fitzgerald
- Decker Family Foundation
- DePratu Family
- Carol and Neil Dodge
- Richard Firestone
- Barbara and Michael Jenson
- Paul and Ann Jeremiassen
- Nancy Gordley

$1,000 – 4,999
- Anonymous
- Caty and Doug Adams
- Jay Adams
- Rob and Kim Akey
- Ina Albert
- American Health Facilities Dev. AHFD
- Detra and Andy Anderson
- Artisans Doors of Montana
- Elizabeth Askew
- Aurora Borealis Foundation
- Dan and Laurie, Sean and Brian Averill Family
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- Glenda and Robert Smith
- Jason Spring
- Martha Stadler
- Richard Steiner
- Sterling Title Services
- Jon and Sara Torgerson
- Dr. Rod and Lynn Vaught
- Paul Wells
- Western Building Center
- Catherine Witmer
Back Room/Nite Owl Restaurant
LuAnn and Joe Basirico
Donna and Charles Bauer
Gayle and Dale Bax
Barbra and Don Bennett
Bet Harim, Inc.
Big Book Group
Big Sky IV Care
Alicia Blake
Rick and Alicia Blake
Pamela and John Blakely
Dawn and Hugh Bohné
Mira Bowden, MD
Lorraine G. Bronson
Barbara and Curtis Brown
Betty Fay Brown
Nancy and Harry Brown
David Burke
Caplan and Earnest LLC
Nikki and Don Carlson
Susan Catt
Century Link
Robert and Elspeth Chambers
Hud and Joan Chapin
Ann Clark
Colla Enterprises
Dr. and Mrs. Mark Colonna
Mr. & Mrs. John L. Collins
John and Sue Conners
Margaret Clack Cooper and Robert F. Cooper, Jr.
John and Juanita Cushing
D.A. Davidson Companies
D.A. Davidson – Tim Schnee
Sarah and Bill Dakin
Tammy Jo Dewhurst
Dominick Family
Dream Weaver Studio – Karla Kiser
Clem Dumett
Chuck Eble
EBMS, Inc.
Dr. and Mrs. Jay Erickson
Beverly and Gary Elliott
Jill Evans
Sandy and Jim Faucher
Donald Feldman
Doris and Richard Field
Maura and Edwin Fields
Marlene Fifield
First Citizens Bank

Flatchead County/City Health Department
Sean and Diana Frampton
Greg Fletcher
Jane and John Frey
Kathryn and Marshall Friedman
Dr. Raymond and Diane Garth
- Great Sky Chiropractic
Glacier Maternity and Women's Clinic
Glacier Medical Associates
Megan Gordley
Denise and Joe Grabowski
Colleen and Peter Grant
C. Richard Gulick, MD
Mary and Bill Haase
Gary and Jayne Hall
Susan Haverfield
Edith Herskind
Connie Hess
Lisa and Doug Hickok
Marilyn Higgins
Myrtie Hofacker
Chris Holdhusen, MD and Karl Neff, MD
Donna and Randy Holland
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Priscilla and Joel Jobst
Dr. and Mrs. Bert Jones
Sarah and Fred Jones
Dr. and Mrs. Jon Johnson
Dr. and Mrs. John Kalbfleisch
Kalispell Electric
Yvonne and Glen Kartheiser
Kissler Family Foundation
Kiwanis of Columbia Falls
Joanne and Roger Kessinger
Rem and Sara Kohrt
Betty Kuffel, MD
Pat LaTourelle
Brian and Mary Lauterbach
Bob and Connie Lockman
Jeannie Luckey
Lynette and Jon Ludviksen
Jo and Dud Mahler
Malquist Construction
Janet and Jim Malone
Malki M. and Steve Marquesen

McCall Memorial Hospital
Meadow Lake Golf Resort
Rhona and Jerry Meilsik
Christopher and Abbie Milisci
Dr. Joan and Rodney Miller
Dr. Jon and Tami Miller
Gert Moeller
Montana Logging Association
Montana Public Health Laboratory
Betty and Harold Monzingo
William and Joan Morrison
Mountain West Bank
Murphy Oil Corporation
Peggy and Roger Newman
Doug Newmaster
Dorothy and Charles Newton
Jo and Roland Newton
NorthWestern Energy
Northwest Healthcare
Gerlinde Oliver
Diane and Darrel Olson
John T. Olson, Ph.D.
Claudette Olstad
John Osborne and Joanie Cummings
Our365
John Owen and Jill Evans
David and Amanda Pape
Patient Financial Services
Karen and Bud Paul
Ann and Cloyd Petersen
Judy and Lyle Phillips
Laurie and Paul Pierce
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Larry Rich
Dr. and Mrs. F.M. Ricker
Michael Righetti, MD
Sue and Jim Risher
Dr. and Mrs. Hugh Rogers
Jeanie and Ernest Roo
Karen and Ron Rosenberg
Dr. & Mrs. Ernest T. Rouse
Safeco Insurance
Employee Giving Program
The Sanderson Family

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William R. and Darline I. Schultz
Walter Serwatka and Constance Holcomb
J.B. Sherrick and J.M. Tremper, CNMs
Paul and Teresa Silverman
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State of Montana
Velinda Stevens
Pam Stewart-Landis
Allyce Street
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Rev. C.W. Strom
Marian and Robert Strong
Thomas Memorial Foundation
RJ Trundle
Sylvia and John Trundle
Arlene and John Wallace
Noel and Tom Watkins
Traci and Mark Waugh
JoAnn Welles
Mike White and Family
Sherry and John Wulf
Whitefish Lake Restaurant – Doug Reed
Women's Cancer Care Foundation
BJ) and Bobbie J. Worth
Karen Wright
Andrew Zimet, MD

*Deceased

Every effort has been made to include all cumulative donors during this timeframe.

If a correction needs to be made, please contact us at (406) 863-3630.
“North Valley Hospital’s emergency room is as comfortable as we can make it for you and your family.”

Key Services

24/7 Emergency Department
The continued growth of North Valley has made our Emergency Medical Services vitally important to our community. From the shorter than average total visit time to the patient-centered experience we are known for, North Valley Hospital’s emergency room is as comfortable as we can make it for you and your family.

Our Emergency Department is staffed 24-hours a day, 7-days a week, with physicians and nurses trained in trauma and patient-centered care. As a state-designated Community Trauma Hospital, more than 100 physicians and medical specialists are ready to care for you and those you care about. When having a stroke, every second counts. That’s why North Valley Hospital partnered with other Montana and Washington hospitals to include TeleMedicine. This equipment enables our physicians and stroke patients to meet with neurologists via webcam on a moment’s notice so treatment can begin quickly.

24-Hour Imaging Services
North Valley Hospital’s trained Imaging technicians and professionals provide gentle patient care, and our Radiologists are available to consult with attending physicians 24-hours a day. Diagnostic services include: MRI, 64-slice CT Scan, Ultrasound, X-Ray and digital mammography. Patient safety is in the forefront of everything we do, leading us to invest in new hardware and software to reduce the CT Scan radiation exposure by up to 40%.

To provide efficient service to our patients, images are digitally stored in our state-of-the-art Picture Archiving Computer System (PACS) and can be transmitted directly to other departments, as well as other hospitals and clinics.

In an expansion of our imaging services, we began offering Mobile Nuclear Medicine at the hospital in July 2011. Providing yet another convenience for our patients to receive world-class healthcare close to home, it complements our other imaging technology which examines the structure of organs, while Nuclear Medicine offers the benefit of evaluating the function of organs.

Center for Minimally Invasive Surgery
At North Valley Hospital, we know that leading-edge technology delivered with a personal touch leads to better healing. Here, you’ll receive the personalized attention of a small hospital combined with advanced technology normally found only in much larger facilities. In the last two years, we have invested in new medical equipment such as a da Vinci® Robot for minimally invasive surgeries and Stryker® Computer Navigation for precision orthopedics. More is on the way for 2012 and beyond.

The da Vinci® Robot provides advanced laparoscopic surgeries for gynecological, urological and general surgery procedures. Patients typically feel less pain, experience less blood loss, have shorter hospital stays and significantly faster recovery times.

North Valley Hospital has the only surgery center in Montana to offer the Transoral Incisionless Fundoplication (TIF) for Gastroesophageal Reflux Disease (GERD). This procedure treats
the underlying anatomical cause of GERD-related issues with no visible scar and reduces dependency on medication.

Another minimally invasive option recently added at North Valley Hospital is **Single Incision Laparoscopic Surgery (SILS)**. This innovative technique incorporates one small incision made through the belly button for a variety of procedures including gall bladder removal, appendectomy, hernia repairs and colon resections.

The **Stryker Computer Navigation System for total hip and knee surgeries** aids the surgeon in making precise adjustments for the best possible implant fit, fewer complications and improved joint stability. In addition to hip and knee surgery, North Valley Hospital offers spine, hand, shoulder, ACL reconstruction, fracture care and other orthopedic procedures.

Complementing the Computer Navigation System, 2012 brings another state-of-the-art technology in the area of joint reconstruction, offering customized knee replacements for increased range of motion and a better anatomical fit for a wider spectrum of patients.

Ask your physician to choose North Valley Hospital for your next surgery. We offer general, orthopedic, gynecological, urological, colon, ear/nose/throat, reconstructive, cosmetic surgeries and more.

**The Birth Center**

Expectant mothers and their families come from far and wide to have the birth experience of their dreams in the Birth Center at North Valley Hospital. The Birth Center works hard every day to maintain an extremely high approval rating, 96% breastfeeding success rate and a C-section rate that is well below the national average. The Birth Center also offers the option of an AquaDoula® birthing tub, which is known to provide a more gentle labor experience.

Mothers find comfort in our 1-on-1 nursing attention during labor. The large post-partum rooms with Sealy PosturePedic® queen-size beds provide comfort and a home-like experience. Prior to leaving the hospital, all moms are offered a healing massage and baby is given a gift basket to commemorate the birth.

The Birth Center offers a wide variety of free classes, including: Childbirth Education; Waterbirth Education; Sibling Classes; Talk and Tour; Infant Massage; and Mom and Baby Support Group. We welcome you to contact us for a class schedule, or to schedule a tour of the Center by calling 863-3535.

North Valley Hospital has partnered with Lot22 Photography offering a free, professional photo session at The Birth Center. A free photo is our new parents’ “birth” day gift from us.

“Prior to leaving the hospital, all moms are offered a healing massage.”
Special Services

Hospitalist Program
When admitted to North Valley Hospital’s inpatient care, patients are visited by our hospitalist physicians whose single focus is inpatient medicine. Created to provide the highest quality hospital experience for our patients, the North Valley Hospital hospitalist program offers coordinated care between our hospitalists and the patient’s primary care provider and specialists. Board Certified in Internal Medicine, hospitalists see patients on a daily basis, modify medications if necessary and order appropriate tests or procedures. They also will arrange any necessary consultation with another specialist.

The North Valley Hospital hospitalists regularly update patients’ primary care physicians with their health status. And, to assure a coordinated care plan following discharge, the hospitalist will send the primary care physician a full summary of the patient’s hospital stay, including post-discharge plans and medications.

The Sleep Medicine Center
The Sleep Medicine Center at North Valley Hospital is nationally accredited with the American Academy of Sleep Medicine. Director Dr. Patrick J. Burns gathers information during a sleep study that allows him to see whether or not a sleep disorder exists. Sleep studies are effective for identifying a variety of disorders, including: Obstructive Sleep Apnea, Periodic Limb Movements, REM Behavior Disorder, Restless Leg Syndrome, Narcolepsy, Insomnia, Shift Work Issues and Jet Lag. If you suffer from one of these conditions or have symptoms such as excessive daytime sleepiness, snoring, spells of no breathing during sleep or similar problems, Dr. Burns and his staff are available by calling 862-2229. The Center is located in the Cornerstone building in the Medical Office Village at North Valley Hospital.

Acupuncture
Combining Western Medicine with Oriental Medicine, North Valley Hospital offers an Acupuncture program to patients with a doctor’s request. Experienced and licensed acupuncturists can treat headache; low back pain; migraine; osteoarthritis; post-operative (including C-Section) pain, nausea and vomiting; related pain while giving birth; tennis elbow; chemotherapy-induced nausea and vomiting; chronic menstrual cramps; and fibromyalgia. Acupuncturists are available by appointment and billed separately from the hospital.
North Valley Hospital's dedication to providing world-class patient care and serving our community is evidenced by the awards and recognitions we continue to proudly earn.

**Avatar International Awards**

One of our proudest accomplishments is being one of 20 hospitals nationally that have been recognized by Avatar International with consistently high standards of patient care across multiple services lines. Avatar International is an industry leader in healthcare quality improvement services; this acknowledgment is recognition of its top performing hospital partners in 2010. The Overall Best Performer Award is a distinguishing honor that is based on our patient surveys and exemplifies the staff's dynamic efforts to provide the best possible care.

Since 2002, North Valley Hospital has used the Avatar patient satisfaction system to obtain detailed information about the care provided to patients at the hospital. North Valley Hospital has been a recipient of the Exceeding Patient Expectations award for each of those years and for the last three years has achieved the highest honor with the Overall Best Performer award, which represents the top ten percent in Avatar's National Database. Patient feedback is vital in helping North Valley Hospital achieve and maintain outstanding customer service. Comments assist the continued efforts to evolve and improve the hospital’s stellar quality and care.

**HCAHPS**

North Valley Hospital's success in consistently providing exceptional quality medical care that focuses on the patient's mind, body and spirit has resulted in high national rankings for patient satisfaction. According to the 2010 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), North Valley Hospital ranks in the upper 10% of hospitals nationwide for how patients rate the hospital overall, and for patients saying they would “definitely recommend” the hospital to others.

**College of American Pathologists (CAP)**

The CAP program is recognized by the federal government as being equal to or more stringent than the government's own inspection program. The North Valley Hospital Laboratory was awarded accreditation by the Accreditation Committee of CAP and has been for 12 years. North Valley Hospital was congratulated for the “excellence of the services being provided.”

**American College of Radiology (ACR)**

Since 1995, North Valley Hospital’s Imaging Services has earned the ACR accreditation through exceptional quality and care in Digital Mammography. Only the highest quality care facilities receive ACR accreditation, instilling confidence for patients, referring physicians and managed care organizations. In addition to digital mammography, the leading edge imaging equipment at North Valley Hospital includes: 64-slice CT, MRI, X-ray and Ultrasound.
Even before North Valley Hospital was a Planetree affiliate, the staff worked as a unit to provide a holistic approach to medical care. Becoming an affiliate has allowed us to network with like-minded medical facilities around the world, to grow and develop richer ways to support our family-centered care philosophy that supports a healing environment. By providing patient-centered care, North Valley Hospital strives to demystify, humanize and personalize the healthcare experience for our patients, visitors and staff members. Our dedication to implementing Planetree’s Core Components is apparent in every department at North Valley Hospital. The hospital staff, volunteers and care providers are trained in the Planetree Model of Care, which emphasizes patient-centered care.

**Human Interactions**
This begins with nurturing and supporting staff to respect and care for one another, which freely flows to our patients. North Valley Hospital emphasizes how important it is for staff to listen to patients and their families and partner with patients to be active participants in their care.

**Architectural and Interior Design**
The award-winning architecture incorporates natural lighting which highlights the warm earthly colors and design to support an environment of relaxation and comfort. Combining a water feature, original art pieces, healing garden areas and a fish aquarium with high-quality healthcare undoubtedly adds to the healing environment.

**Nutritional and Nurturing Aspects of Food**
One thing is for certain, North Valley Hospital does not serve typical hospital food. Patients and visitors select from seasonal, made-from-scratch menus. Delicious, healthy cuisine is available to our patients and their families via Cuisine-on-Call room service. Special Family Nourishment Areas are provided in The Birth Center and Medical/Surgical/Pediatric departments. To allow our patients to focus on healing and rejoicing rather than cooking, a complimentary meal for our new parents and outpatient surgery patients is provided upon discharge.

The Valley Café serves affordable and healthy breakfast, lunch and dinner from 6 am to 7 pm, Monday through Friday, and is located just inside the north entrance of the hospital. The Café offers quality dining, healthy eating alternatives, an espresso bar and breathtaking views of Glacier National Park and Big Mountain. The weekly menus are posted on North Valley Hospital's website at www.nvhosp.org.

**Providing Health Information & Education**
The hospital’s Community Health Library offers more than 500 books on health-related subjects. Internet access is available for our patients, their families and the public. Our library also can be used for a quiet space to relax in front of the fireplace. It is free and open to the public 8 am to 9 pm, 7 days a week. Patients and their guests have 24-hour access. An individualized Health Information Packet is available to patients upon request.

**Family, Friends and Social Support**
Studies have shown that being with loved ones when you’re not well is a tremendous support to the healing process. That’s why North Valley...
Hospital has an open visitation policy that offers visiting hours 24-hours a day, 7 days a week. In addition, each patient room has a window-seat daybed that may be made for the night so a loved one may rest in comfort.

**Spirituality**
The stained glass door to our Meditation Room welcomes you to a quiet space for reflection and prayer. Our staff clergy makes daily rounds, Monday through Friday. A network of local clergy accommodating most faiths is available to our patients on an on-call basis. Or, the hospital staff can assist you in contacting the spiritual advisor of your choice. A prayer journal is available for reflection upon request.

**Healing Arts**
The arts at North Valley Hospital contribute immensely to the healing environment. Locally and internationally renowned guitarists and a harpist play for patients. A keyboard is available on the Medical/Surgical/Pediatrics unit for patients and volunteers to play. Fine original art, photographs, sculptures, prints and handmade quilts adorn the walls throughout the hospital. Rotating art displays by area artists can be viewed at the north end of the main corridor.

**Complementary Therapies**
To help make your stay with us as comfortable as possible, we offer a relaxing and comforting massage free of charge to all of our in-patients. For patients who would like to begin journaling during their hospital stay, we offer the book “Write Yourself Well” by local author Ina Albert. Dogs and their handlers, certified through the Delta Society Therapy Dogs & Therapy Dog, Inc., round through patient care areas offering a friendly canine visit to patients, visitors and staff. And a baking program offers fresh baked cookies on a regular basis.

**Recycling**
Maintaining a healthy environment is important to healthy bodies and being a good community partner. The hospital-wide program to reduce, reuse and recycle has prompted many internal initiatives. We continue to make strides in reducing Styrofoam usage with the BYOM (Bring Your Own Mug) program and reducing paper consumption by eliminating automatic printouts.

Our in-house sterile processing has kept almost 1,000 lbs of waste out of our landfills without having to use fossils fuels for transportation. Also, North Valley Hospital has committed to the Department of Transportation Highway Cleanup program and is responsible for a large portion of Hwy 40. Each year, during the week of Earth Day, we work with various other community-minded organizations and promote an Eco Week celebration consisting of planting trees, cleaning up our campus and providing education on reducing, reusing and recycling.

**Walking Path**
Take it easy while staying active with the 1.3-mile walking path surrounding the hospital and Medical Office Village. Seize the opportunity to take in some sunshine during an afternoon stroll on paved paths that meander through tree growth, tall grass and open fields. Or, relax in a serene environment on benches that were donated thru the Jo Welles Memorials. Take the time to connect with others in our community while giving yourself the gift of health.
Physicians – Active Medical Staff

Anesthesiology
Jonathan Amick, DO
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North Valley Hospital
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Christopher McEwen, MD
North Valley Hospital
Whitefish, 863.3500

David Nichols, MD
North Valley Hospital
Whitefish, 863.3500

Andrew Zimet, MD
North Valley Hospital
Whitefish, 863.3500

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Kalispell, 257.8992

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John Lewison, MD
North Valley Hospital
Whitefish, 863.3500

Rachelle Losey, MD
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Whitefish, 863.3500

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Whitefish, 862.6436

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Alpine Women’s Center
2002 Hospital Way
Whitefish, 862.6436

Kathleen Lewison, MD
Alpine Women’s Center
2002 Hospital Way
Whitefish, 862.6436

Oncology
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Northwest Oncology and Hematology
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Kalispell, 752.1789

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711 East 13th Street
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David Sobba, MD
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Kalispell, 752.8456

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Kalispell, 756.1433

Plastic Surgery
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Urology
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Urology Associates
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Kalispell, 752.8456

Amy McKerrow, MD
Urology Associates
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Kalispell, 752.8456
We Value — Patients and their families as partners in healthcare who require our professionalism, confidentiality and attention to individual needs; Caring behaviors that exhibit integrity, respect and commitment to creating a life-enhancing and healing environment; Teamwork with open communication and participation dedicated to furthering a shared vision; Leadership from our Hospital and Foundation Boards, medical and hospital staff, patients and communities that exemplifies flexibility, innovation and support.

Physicians – Courtesy Medical Staff

Physician
T. Brice Addison, MD
Aaron Alme, MD
Esther Barnes, DPM
Brian Barstad, MD
Roger Barth, MD
William Benedetto, MD
James Blasingame, MD
Roch Boyer, MD
Rodney D. Brandt, MD
Patrick Burns, DO
Nick Cantrell, MD
Hugh Cecil, MD
Michael Daugherty, MD
Timothy DuMontier, MD
Bennett Dykstra, MD
Anders Engdahl, MD
Donald Ericksen, MD
David Fortenberry, MD
Justine Gavagan, MD
Thomas George, MD
B. Frank Gray III, MD
Gregory Harrah, MD
Craig Harrison, MD
Robin Harrison, MD
Michael Henson, MD
Tyler Hoppes, MD

Specialty
Internal Medicine
Ophthalmology
Podiatry
Family Medicine
Ophthalmology
Radiology
Orthopedics
General Surgery
Orthopedics
Neurology
Radiology
Radiology
General Surgery
Orthopedics
General Surgery
Radiology
Orthopedics
General Surgery
General Surgery
Dermatology
Radiology
Emergency Medicine
Gastroenterology
General Surgery
Radiology
Emergency Medicine

Physician
Melissa Hulvat, MD
Lawrence Iwersen, MD
Scott Jahnke, DO
Jon Johnson, MD
Marise Johnson, MD
Bert Jones, MD
Bret Lindsay, MD
N. Patrick Madigan, MD
Stanley Makman, MD
Patrick McDonnell, MD
Robert Nitschelm, MD
Karen Oehrtman, MD
Karen Perser, MD
Dennis Peterson, MD
Benjamin Pomerantz, MD
Douglas Reagan, MD
Mark Remington, MD
Steven Rizzolo, MD
Ronald Schnier, MD
D. James Schumacher, MD
John Schwanefeldt, MD
David Sheldon, MD
John Stephens, MD

Specialty
Oncology/Breast
Surgery
Orthopedics
Physical Med/Rehab
Cardiology
Internal Medicine
Orthopedics
Neurology
Cardiology
Orthopedics
Radiology
Family Medicine
Otolaryngology
Orthopedics
Internal Medicine
Radiology
Orthopedics
Ophthalmology
Orthopedics/Spine
General Surgery
Family Medicine/
Sports Medicine
Radiology
Otolaryngology
General Surgery
Physical Med/Rehab

Physician
Kim Stimpson, MD
Donald Stone, MD
P. Kurt Thorderson, MD
Keri Thorn, MD
Howard Tice, MD
Bernadette Van Belois, MD
C. Read Vaughn, MD
Debra Wade, MD
Alan Williams, MD
Ned Wilson, MD

Specialty
Orthopedics
Neurology
Orthopedics
Emergency Medicine
Gastroenterology
Rheumatology
Radiology
Radiology
Cardiology
Orthopedics
Consulting Staff

Physician
Scot Born, MD
Michael Goodman, MD
Tobin Hoppes, MD
Kurt Lindsay, MD
David Murdock, MD
Michael Newman, MD
David Roth, MD
Robert Yacavone, MD

Affiliate

Physician
John Atchinson, DDS
Chris Holdhusen, MD
Michelle Thompson, MD

Physician Specialty
Scot Born, MD Nephrology/Int Med
Michael Goodman, MD Oncology/Int Med
Tobin Hoppes, MD Nephrology/Int Med
Kurt Lindsay, MD Neurology
David Murdock, MD Dermatology
Michael Newman, MD Psychiatry
David Roth, MD Cardiology/Int Med
Robert Yacavone, MD Gastroenterology

Affiliate Specialty
John Atchinson, DDS Dentistry
Chris Holdhusen, MD  Family Medicine
Michelle Thompson, MD  Internal Medicine & Pediatrics

Allied Health Professionals

Rayne Beach, FNP
Erin Boedeker, L.Ac.
Tomi Briggeman, CFA
Andrew Brown, RN
Jesse Brown, PA-C
Brittany Coburn, NP-C
Kelly Coloff, APRN
Greg Danielson, PA-C
Timothy DeVries, PA-C
Patricia Dobis, CRNFA
Jeffrey Dukeman, PA-C
Kristy Ehrmantraut, PA-C
Edward Eve, PA-C
Richard Fields, FNP
Ann Ingram, FNP
Rene Iverson, FNP
Nancy Knaff, FNP
Catherine Love, FNP
Julie Lyon, RN
Miles Miller, PA-C
Dawn Murray, FNP
Melissa Pfannenstiel, L.Ac.
C. Kelley Price, PA-C
Michael (Tim) Seymour, PA-C
Judith Smith, FNP
Jeanne Tremper, CNM
Steven Trimble, PA-C
Kathleen Wilson, PA-C
Margie Wyatt-Smith, RN

Active and Courtesy Staff
Admit patients to the hospital.

Consulting Staff
Consult on patients in the hospital.

Affiliate Staff
May visit patients, review medical records, and write social notes.

Allied Health Professionals
Are not members of the Medical Staff but are granted specific clinical privileges in the hospital.
Bringing World-Class Healthcare Closer to Home

The caliber of staff at North Valley Hospital is not something many would expect in a rural community. Many of our physicians have practiced for part of their careers at high-profile medical facilities in large metropolises, but nonetheless choose to base their current practices around North Valley Hospital. Our nursing staff consistently gets rave reviews from patients who appreciate their knowledge and caring approach. Many have specialized training, such as our Certified Orthopedic Nurse Coordinators, who understand the special needs of orthopedic patients and personally guide them through their treatment process from beginning to end.

In order to better service outlying communities with primary and specialty healthcare, North Valley Hospital is bringing our patient-centered approach to an expanding area.

Glacier Maternity and Women’s Center
Providing safe, supportive, woman-to-woman care is what the Certified Nurse Midwives at Glacier Maternity know how to do. They offer obstetrics and a full spectrum of women’s gynecological health needs at four locations.

Columbia Falls: 734 Hwy 2 West, Ste. 12
Hours: 9 a.m. – Noon, Tuesday

Eureka: 450 Osloski Rd
Hours: 9 a.m. – Noon, Friday

Kalispell: 195 Commons Loop Rd, Ste. D
Hours: 9 a.m. to 5 p.m., Mon. – Thurs.

Whitefish: 2002 Hospital Way
Hours: 9 a.m. – Noon, Thursday
406.752.8180

North Valley Embrace Health
A structured outpatient program for senior adults, focusing on individualized treatment for those 55 years and older who suffer from emotional, behavioral or mental health disorders.

North Valley Professional Office Building
711 East 13th Street, Whitefish
Hours: 8:30 a.m. – 4:30 p.m., Mon. – Fri.
406.862.4763

North Valley Internal Medicine Clinic
Specialized services for our growing adult population is offered by Dr. Beth White, Board-Certified Internist and her staff.

North Valley Professional Office Building
711 East 13th Street, Whitefish
Hours: 1 p.m. – 5 p.m., Tuesday
8 a.m. – 5 p.m., Wed. – Fri.
406.862.5071

North Valley Physical Therapy and Rehabilitation
North Valley Hospital’s outpatient physical therapy is a comprehensive practice specializing in women’s health, functional orthopedic exercise programs and manual therapy. Therapists provide each patient with one-on-one guidance to increase their well-being.

235 Nucleus Ave, Columbia Falls
(Behind the Teakettle Community Center)
Hours: 7:30 a.m. – 5 p.m., Mon. – Fri.
406.892.2777
North Valley Professional Center
A comprehensive Family Practice providing family medicine, obstetrics, pediatrics, geriatrics and much more. Available at the clinic are the North Valley Hospital lab and x-ray. Ultrasound services are available by appointment on Tuesdays.

2165 9th St. West (Hwy 2), Columbia Falls
Hours: 8 a.m. to 5 p.m., Mon. – Fri.
Extended hours to 7 p.m. on Wednesdays
Clinic: 406.892.3208
Imaging & Lab Hours: 8:30 a.m. to 5 p.m.
(closed from 12 p.m. – 1 p.m.), Mon. – Fri.
Lab: 406.892.1298 · X-ray: 406.892.1297

North Country Medical Clinic
A comprehensive Family Practice that includes internal medicine, pediatrics urgent care, ultrasound services, digital X-ray, Coumadin clinic and laboratory. Specialists in gynecology, general surgery, orthopedics, urology, cardiology and spine services visit monthly.

1342 Hwy 93, Eureka
Hours: 8 a.m. – 5 p.m., Mon. – Fri.
406.297.2438

Seasonal Clinics
Residents and visitors alike can take advantage of North Valley Hospital’s seasonal urgent care clinics. Staffed with board certified nurse practitioners and physician assistants, patients are given prompt attention for minor illnesses and injuries including cold and flu symptoms; infections and burns; sprains and fractures; and minor cuts requiring stitches. A digital x-ray is available for prompt treatment of sprains and fractures.

Base Lodge Clinic:
Whitefish Mountain Resort
1045 Glades Drive
(at the bottom of Chair “Easy Rider”)
Open during the Resort’s winter season
Hours: Daily, 10 a.m. – 5 p.m.
406.862.1717

West Glacier Clinic:
West Glacier Fire Hall
100 Rea Road
Open early June to mid-Sept.
Hours: Daily, 9 a.m. – 4 p.m.
406.888.9924

Other Support Services
Dexscan and Ultrasound
Available by appointment through Glacier Medical Associates.
1111 Baker Ave, Whitefish
Dexscan Hours: 10 a.m. – 3 p.m., Mon. – Fri.
Ultrasound Hours: 8 a.m. – 4 p.m., Tues. & Wed.
406.862.1717

Orthopedics Urgent Care and Surgery
In an area where outdoor activities are predominant in most households, having an orthopedic team of doctors who are skilled surgeons is a necessity. That’s why North Valley Hospital has combined resources with Flathead Orthopedics to offer an exceptional menu of services close to home, as well as 24-hour Emergency Department coverage. The surgical team offers total joint replacement (hip and knee), sports medicine, shoulder, hand reconstruction and spine surgery for a variety of debilitating conditions.
Mission — Our mission is to be the center of healing for the communities we serve.

Vision — Our vision is to collectively serve as a catalyst for healing of the mind, body and spirit in a patient-centered environment...and to commit to stewardship of healthcare resources in order to continually improve the health of the communities we serve.

Telephone Directory

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>863.3500</td>
</tr>
<tr>
<td>Toll-Free in Montana</td>
<td>1.888.815.5528</td>
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<tr>
<td>Administration</td>
<td>863.3552</td>
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<tr>
<td>Admissions/Pre-Admissions</td>
<td>863.3566</td>
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<tr>
<td>Medical/Surgical/Pediatric Dept.</td>
<td>863.3541</td>
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<tr>
<td>Foundation</td>
<td>863.3560</td>
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<tr>
<td>North Valley Physical Therapy - Columbia Falls</td>
<td>892.2777</td>
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<tr>
<td>Community Relations</td>
<td>863.3632</td>
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<tr>
<td>Glacier Maternity</td>
<td>752.8180</td>
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<tr>
<td>Human Resources</td>
<td>863.3551</td>
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<td>Imaging Services</td>
<td>863.3576</td>
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<td>Laboratory</td>
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<tr>
<td>Maintenance</td>
<td>863.3561</td>
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<tr>
<td>Marketing</td>
<td>863.3631</td>
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<tr>
<td>Materials Management</td>
<td>863.3697</td>
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<tr>
<td>Medical Records (H.I.M.)</td>
<td>863.3547</td>
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<tr>
<td>Medical Staff Coordinator</td>
<td>863.3526</td>
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<tr>
<td>North Country Medical Clinic</td>
<td>297.2438</td>
</tr>
<tr>
<td>North Valley Embrace Health</td>
<td>862.4763</td>
</tr>
<tr>
<td>North Valley Internal Medicine</td>
<td>862.5071</td>
</tr>
<tr>
<td>North Valley Professional Center</td>
<td>892.3208</td>
</tr>
</tbody>
</table>

Patient Billing/Assistance:
- Insurance Billing: 863.3562
- Medicare/Medicaid (A-K): 863.3564
- Medicare/Medicaid (L-Z): 863.3563
- Private Pay - NVH: 863.3571
- Private Pay - Mountain West Bank: 1.888.334.4022
- Pharmacy: 863.3510
- Planetree Office: 863.3511
- Sleep Medicine Center: 862.2229
- Special Care Unit: 863.3580
- Surgical Services: 863.3574
- The Birth Center: 863.3535
- The Gift Shop: 863.3500
- The Valley Café: 863.3591

Senior Leadership Team

- Mike Barnes
  - Chief Information Officer
  - Outpatient Services

- Margaret Bumgarner
  - Director
  - Compliance

- Susan Catt
  - Director
  - Human Resources

- Maura Fields
  - Chief Clinical Officer

- Randy Nightengale
  - Chief Financial Officer

- Mary Sterhan
  - Director
  - Planetree and Quality Performance Improvement

- Catherine Todd
  - Director
  - Marketing & Community Relations

- Traci E. Waugh, RHIA
  - Director
  - Compliance

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