“North Valley Hospital is an extraordinary place, with an extraordinary staff that provides extraordinary care. We strive to accomplish one simple mission: to be the center of healing for the communities we serve.”

~ Craig E. Aasved, CEO
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What a Wonderful Year!

2006 was the year of new construction and saw the fulfillment of several years of research and planning for all of our North Valley communities. On March 22, 2007 the new North Valley Hospital will be ready to open its doors with state-of-the-art equipment, new services and a family of caregivers trained in patient-centered care.

We look forward to many exciting changes…a new Medical Office Village, new services, new equipment and technology, and of course our new hospital, which are all located on our new 45-acre healthcare campus.

In the next pages of this report, you will ‘meet’ our physicians and allied healthcare professionals and see a brief overview of finances and contributions. This report may be used as a guide throughout the year for physicians, services, and information about your hospital.

We’ve also included a directory with contact information for your convenience.

As you get acquainted with our new Center of Healing, and say farewell to the old hospital, please remember our Hospital and Foundation Boards of Directors are your volunteer representatives for the communities we serve.

The Year in Review

North Valley Hospital is an example to the nation’s healthcare systems and was recognized as such by several organizations in 2006:

- NVH recognized by AVATAR International Surveys for excellent patient care and satisfaction for the fifth consecutive year.
- NVH staff scored very high in an employee satisfaction survey. “There is a tight correlation between patient satisfaction and employee satisfaction,” said Susan Frampton, PhD, CEO of Planetree, Inc. “These are some of the highest overall scores of staff satisfaction we have ever seen.”
- NVH CEO Craig Aasved advanced to diplomat status in the American College of Healthcare Executives (ACHE), an international professional society of 30,000 healthcare leaders.
- The Montana Immunization Program and Flathead County Health Department presented the Lighthouse Award to CEO Craig Aasved for “outstanding leadership efforts in disease prevention through immunization activities in Montana.”
- NVH purchased Polycom (communication systems equipment,) to be used for state-wide disaster training in 2007 and may also be used for tele-health education, tele-pathology and future telemedicine conferencing.
Message from the CEO

Dear Friends:

For over 100 years, North Valley Hospital and its family of caregivers has been a valuable contributor to our communities, serving patients with an approach to healthcare that is timeless and evolving.

North Valley Hospital is an extraordinary place, with an extraordinary staff that provides extraordinary care. We strive to achieve one simple mission: to be the center of healing for the communities we serve.

At NVH, healthcare plans are designed to treat your body while nurturing your spirit and easing your mind. We have endorsed patient-centered care, known as the Planetree Philosophy, for the past four years. This philosophy is not just what we believe, but what we practice. This seemingly simple foundation of putting the patient – mind, body and spirit – first, is integral in all we do. We know it works for patients and families and it even works for us, by creating a positive workplace. Our holistic philosophy inspires our caring staff while attracting and retaining the best healthcare professionals.

The past year has evoked nearly unprecedented excitement about the future of North Valley Hospital, while also providing a wonderful opportunity to reflect on our past. I hope you will enjoy this report and find it informative. It comes to you at an important juncture in the life of North Valley Hospital, as we get ready to move from our 35 year-old facility that has served us well.

I invite you to look forward with us into our future…not only the future of a brand new hospital, but the future of healthcare for the North Valley communities and our healing approach to patient-centered care.

Craig E. Aasved, CEO
North Valley Hospital Foundation

Established in 1999, as a 501 (c)(3) non-profit organization, the North Valley Hospital Foundation’s mission is to support and enhance the vision, mission and values of North Valley Hospital through the development and management of private support.

The Foundation continues to work tirelessly to develop a strong base of philanthropic support on behalf of the hospital. Its efforts help improve hospital facilities, increase and diversify medical services and provide outstanding patient-centered care.

Recently, the Foundation focused its fundraising efforts on a $6.3 million Capital Campaign to help offset construction costs and the purchase of new equipment for the hospital replacement facility.

Seven years have passed since the North Valley Hospital Foundation was established. Through the combined efforts of its volunteer board of directors and other community members, the Foundation has become a dynamic organization with the strength and resources to impact the health and well-being of residents in a very real and positive way. With the support of the North Valley communities at large, the Foundation will continue to thrive for many years to come.

Gifts are received by the Foundation in many forms—personal or business check, credit card, stock transfers, in-kind donations, and others are gratefully received and placed into funds to serve the needs of the community through the hospital. As always, those who would like to make a gift can select the way that best suits individual or corporate need for charitable giving.

A gift made payable to the North Valley Hospital Foundation is tax deductible. Every dollar you donate stays right here in our community. Together we can make a difference in the level of healthcare we provide.
Community Involvement

The family of caregivers at North Valley Hospital serves our communities in many ways. Many of them volunteer their time as clinical or lay professionals at the Shepherd’s Hand Clinic, attend school sporting events providing athletic training services and first aid, or serve on civic boards.

Many of the 230 employees at NVH contributed to the Capital Campaign to build the new hospital. Many offer donations and volunteer time to other hospital foundation fundraising events.

Community Outreach Clinics are operated in Columbia Falls, Whitefish, Eureka and seasonally on Big Mountain (see page 5).

In 2006, North Valley Hospital provided free meeting rooms to community groups and educational programs for the people of Columbia Falls, Whitefish, Eureka and other areas of the Flathead Valley.

North Valley Hospital contributed over $104,748 in in-kind services and supplies to the Shepherd’s Hand Clinic in 2006. NVH also paid out $2,880 for transportation to and from medical appointments through Agency on Aging/Eagle Transit.

North Valley Hospital supports The Boys Club, Flathead Industries, ALERT, Wings Cancer Support, United Way, Jobs Now, Special Olympics and others.

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<tbody>
<tr>
<td>Emergency Department Visits</td>
<td>8,540</td>
<td>8,120</td>
<td>7,663</td>
<td>7,609</td>
<td>7,428</td>
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<td>Surgical Services</td>
<td>1,458</td>
<td>1,527</td>
<td>1,643</td>
<td>1,655</td>
<td>1,626</td>
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<td>Outpatient Visits</td>
<td>45,937</td>
<td>44,315</td>
<td>42,286</td>
<td>44,025</td>
<td>43,915</td>
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<td>Imaging Procedures</td>
<td>16,984</td>
<td>14,984</td>
<td>13,885</td>
<td>13,350</td>
<td>13,656</td>
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<td>Hospital Admissions</td>
<td>1,548</td>
<td>1,499</td>
<td>1,504</td>
<td>1,535</td>
<td>1,623</td>
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<tr>
<td>Newborn Deliveries</td>
<td>292</td>
<td>238</td>
<td>208</td>
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Revenue Payor Mix

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<tr>
<td>Medicare</td>
<td>37.5%</td>
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<td>Commercial</td>
<td>16.7%</td>
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<tr>
<td>Private Pay</td>
<td>16.7%</td>
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<tr>
<td>Medicaid</td>
<td>7.0%</td>
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<tr>
<td>Worker’s Comp.</td>
<td>7.0%</td>
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<tr>
<td>Other Govt.</td>
<td>15.3%</td>
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Total Annual Payroll - $7,489,175 ($7.5 Million)

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<tr>
<td>Labor</td>
<td>40.8%</td>
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<tr>
<td>Benefits</td>
<td>7.5%</td>
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<tr>
<td>Physicians</td>
<td>7.0%</td>
</tr>
<tr>
<td>Supplies</td>
<td>10.5%</td>
</tr>
<tr>
<td>Purchased Services</td>
<td>6.0%</td>
</tr>
<tr>
<td>Facilities &amp; Equipment</td>
<td>15.3%</td>
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<tr>
<td>Depreciation, Interest &amp; Amortization</td>
<td>7.5%</td>
</tr>
<tr>
<td>Other</td>
<td>4.4%</td>
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Key Services

24-Hour Emergency Department
As our communities continue to grow, bringing new residents and visitors to our area, emergency medical services are increasingly of vital importance to the North Valley. Our Emergency Department is staffed 24-hours a day with physicians whose specialty is Emergency Medicine and nurses trained in trauma and patient-centered care. We have over 100 physicians and medical specialists who are ready to care for you and your loved ones. Should your doctor request an X-ray or other procedure, our technicians are available for laboratory or imaging services. Physicians in the Emergency Department diagnose and treat trauma, cardiac pain, sports related injuries, and more. If your child is hurt or injured or becomes suddenly ill during the night, North Valley Hospital's physicians are on-call 24-hours a day.

24-Hour Imaging Services
Not all Imaging Services are available 24-hours a day at North Valley Hospital, but those needed for diagnoses of emergency medical services are. A Radiologist is available to consult with the attending physician and the Imaging Services Department is staffed with trained professionals who will care for you. Diagnostic services include MRI, Spiral CT Scan, Ultrasound and X-ray. Patient images are digitally stored in our state-of-the-art PACS (Picture Archiving Computer System), and can be transmitted directly to our Emergency or Surgery Departments, as well as other hospitals and clinics.

Surgical Services
At North Valley Hospital, our Surgery Department is equipped with state-of-the-art imaging devices, internally linked to the PACS. Surgeons can view clear images on high definition monitors which are mounted securely to the ceiling of the surgery rooms. Same-Day Surgery Services include a detailed pre-admission process. The patient may relax with a comforting massage when they arrive at the hospital for their procedure. Reconstructive and cosmetic surgeries are offered at North Valley Hospital. As well as general surgeries, orthopedic, gynecological, urological, colon, ear/nose/throat (ENT) and others. Talk with your doctor about scheduling your next elective surgery at North Valley Hospital.

The Birth Center
Soft music, low lighting and soothing colors give a feeling of comfort and a “home-like” atmosphere in The Birth Center at North Valley Hospital. Large rooms, some equipped with double beds, provide for a close family experience. Babies will be born in rooms located away from the general care areas and expecting mothers (and their loved ones) may enter The Birth Center through a private entrance on the south end of the hospital.

At The Birth Center, an optional AquaDoula tub is available to help moms experience a more gentle labor. The optional water birth for mom and baby may be discussed with your doctor, midwife or nurse. All moms are offered a healing massage prior to leaving the hospital and baby is given a handmade gift basket to commemorate the birth. Contact The Birth Center to schedule a tour (hospital telephone directory, page 12).

Outreach

Columbia Falls
Physical Therapy and Rehabilitation
NVH Community Center
892.2777

North Valley Hospital Lab and Radiology Services
The Professional Center
892.1298

Whitefish
Dexascan and Ultrasound Services
Glacier Medical Associates
862.2151

NVH Day Lodge Clinic
on Big Mountain
Urgent Care for visitors and employees of Big Mountain (winter season only)
862.1717

Eureka
North Country Medical Clinic
Internal Medicine, Family Practice, Urgent Care Ultrasound Services
(406).297.2438
Physicians – Active Medical Staff

Anesthesiology
Donald Decker, 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

Cardiology
N. Patrick Madigan, MD
Glacier Cardiovascular Consultants
711 East 13th Street
Whitefish, 863.5355

Emergency Medicine
James Dusing, MD
MontAlaska Physicians Group
North Valley Hospital
Whitefish, 863.3500

Betty Kuffel, MD
North Valley Hospital
Whitefish, 863.3500

Kenneth McCadden, MD
MontAlaska Physicians Group
North Valley Hospital
Whitefish, 863.3500

Kerry Thorne, MD
Emergency Medicine
North Valley Hospital
Whitefish, 863.3500

Jon Torgerson, MD
MontAlaska Physicians Group
North Valley Hospital
Whitefish, 863.3500

Rod Vaught, MD
MontAlaska Physicians Group
North Valley Hospital
Whitefish, 863.3500

Family Practice
Mary Ann Carlson, MD
The Professional Center
2165 9th St. W. (Hwy 2)
Columbia Falls, 892.3208

Jennie Eckstrom, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jay Erickson, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Derek Gedlaman, DO
Alpine Family Medicine
734 9th Street West
Columbia Falls, 892.1011

Chris Holdhusen, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

John Kalbfleisch, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Joan Miller, MD
The Professional Center
2165 9th St. W. (Hwy 2)
Columbia Falls, 892.3208

Jon Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Ronald Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Daniel Munzing, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jennifer Neff, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Kathryn Neff, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

John Treper, MD
The Professional Center
2165 9th St. W. (Hwy 2)
Columbia Falls, 892.3208

General Surgery
Ryan Gunlikson, MD
North Valley Surgical Services
711 East 13th Street
Whitefish, 862.5575

Internal Medicine
Suzanne Daniell, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Elizabeth White, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jon Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Obstetrics/Gynecology
Randall Beach, MD
Alpine Women’s Center
542 Central Avenue
Whitefish, 862.6436

Mirna Bowden, MD
Alpine Women’s Center
542 Central Avenue
Whitefish, 862.6436

Oncology
Karen Hunt, MD
Kalsipell Medical Oncology
350 Heritage Way, Ste. 1100
Kalispell, 752.8900

Oral Surgery
Bernadette Wilson, DDS, MD
Glacier Oral and Maxillofacial Surgery
711 East 13th Street
Whitefish, 862.5656

Radiology
Richard Friedman, MD
Northwest Imaging
320 Sunnyview Lane
Kalispell, 752.7073

Orthopedic Surgery
Matt Bailey, MD
Peak Orthopedics and Sports Medicine
1111 Baker Avenue
Whitefish, 863.9340

Michael Righetti, MD
Glacier Orthopedics and Sports Medicine
711 East 13th Street
Whitefish, 862.8862

David Sobba, MD
Peak Orthopedics and Sports Medicine
1111 Baker Avenue
Whitefish, 863.9340

Pediatrics
Mary Ann Carlson, MD
The Professional Center
2165 9th St. W. (Hwy 2)
Columbia Falls, 892.3208

Kristin Veneman, DO
Bear Paw Pediatrics
711 East 13th Street
Whitefish, 863.2363

Plastic Surgery
Sarah Nargi, MD
Whitefish Plastic Surgery
5850 Hwy 93 S.
Whitefish, 862.6808

Urology
Amy McKerrow, MD
Urology Associates
350 Heritage Way, Ste. 2300
Kalispell, 752.8456

Jonathan Mercer, MD
Urology Associates
350 Heritage Way, Ste. 2300
Kalispell, 752.8456
Physicians – Courtesy Medical Staff

**Physician**

Jeffrey Bartels, MD
Roger Barth, MD
Rob Bates, MD
William Benedetto, MD
Perry Birky, MD
William Boehme, MD
Roch Boyer, MD
Rodney D. Brandt, MD
David Bruce, DPM
Patrick Burns, DO
Thomas Caughlan, MD
Hugh Cecil, MD
C. Parker Chamberlin, MD
Charles Charman, MD
Savita Chaudhry, MD
Jack Davis, MD
Gary Dieter, MD
Bennett Dykstra, MD
Anders Engdahl, MD
Donald Erickson, MD
David Fortenberry, MD
Thoms George, MD
B. Frank Gray III, MD
Gregory Harrah, MD
Robin Harrison, MD
Michael Henson, MD
David Ingram, MD
Lawrence Iversen, MD
Jon Johnson, MD
Marise Johnson, MD
Bert Jones, MD
Bret Lindsay, MD
Stanley Makman, MD
Patrick McDonnell, MD

**Specialty**

Stephen Milheim, MD
David Murdock, MD
Timothy Obermiller, MD
Stephen Ochs, MD
Karl Oehrman, MD
Brad Olson, MD
Albert Olzewski, MD
Brent Pistoress, MD
K. Erik Ploot, DPM
Mark Remington, MD
Robert Rogers, MD
David Roth, MD
Ronald Schnier, MD
James Schumacher, MD
John Schvanenelt, MD
Drew Smith, MD
John Stephens, MD
Donald Stone, MD
Bernadette VanBelois, MD
C. Read Vaughn, MD
John Ward, MD
Steve Weber, MD
Mike Wickersham, MD
Alan Williams, MD
Ned Wilson, MD

**General Surgery**

**Dermatology**

**Pulmonary/Internal Medicine**

**Anesthesiology**

**Otolaryngology**

**Anesthesiology**

**Orthopedics**

**Podiatry**

**Ophthalmology**

**OB/GYN**

**Cardiology/Internal Medicine**

**Neurology**

**General Surgery**

**Radiology**

**Orthopedics**

**Cardiology**

**Internal Medicine/ Cardiology**

**Anesthesiology**

**General Surgery**

**Radiology**

**Orthopedics**

**Cardiology**

**Internal Medicine/Rehabilitation**

**Neurology**

**General Surgery**

**Radiology**

**Orthopedics**

**Cardiology**

**Internal Medicine/Family Practice**

**Orthopedics**

**Neurology**

**Orthopedics**

**Radiology**

**Consulting Staff**

**Physician**

John Andenoro, MD
Michael Goodman, MD
Michael Newman, MD
Robert Seim, MD
Clark Taylor, MD, DDS
J. David Walker, MD

**Specialty**

**Urology**

**Oncology**

**Psychiatry**

**Orthopedics**

**Oral/Maxillo Facial Surgery**

**Pathology**

North Country Medical Clinic Physicians

**Physician**

Raluca Ionescu, MD
Serban Ionescu, MD

**Specialty**

Internal Medicine

Allied Health Professionals

Michele Anderson, RN
John Atchinson, DDS
Robert Babbit, PA-C
Rayne Beach, ARNP
Andrew Brown, RN
Joseph Chopyak, PA-C
Jacqueline Clemens, ARNP
Paul Coats, FNP
Mark Colonna, DDS
Greg Danielson, PA-C
Patricia Dobis, RNFA
Jeffrey Dukeman, PA-C

Richard Fields, FNP
Julie Lyon, RN
Kathleen Maurer, FNP
Tracy Rogers, PA-C
Julie Sherrick, CNM
Angela St. John, FNP
Jeanne Tremper, CNM
Steven Trimble, PA-C
Marsha Voermans, RN
Sarah Walker, PA-C
Margie Wyatt-Smith, RN

Active Staff – Permitted to admit patients; may vote on matters/issues presented at meetings of the Medical Staff; may hold office at any level of the Medical Staff Organization and sit on or be chairman of any committee.

Courtesy Staff – Permitted to admit patients; no voting rights; not eligible to hold office.

Consulting Staff - Consults and/or participates in the care of patients of the hospital; patients must be admitted by Active or Courtesy staff; no voting rights; not eligible to hold office.

Allied Health Professionals - Include Nurse Practitioners, Physician Assistants, Certified Nurse Midwife, RN First Assistant, Doctor of Dentistry, and PICC Line Nurses. AHP’s are not member of the Medical Staff, but are granted specific clinical privileges in the hospital commensurate with the scope of their licensure, training and experience.
**Planeteer**

In 2002, North Valley Hospital partnered with Planeteer, Inc. a non-profit organization that helps hospitals become more patient-centered in their care practices. The entire clinical staff, supporting staff, hospital administration and all volunteers who work at the hospital are trained in the Planeteer Core Components to contribute to patient care that emphasizes the importance of:

**Human Interactions**
Listening to patients and their families, supporting their need to be involved in their own care with a staff that respects and cares for each other.

**Architectural and Interior Design**
A building filled with natural light and excellent medical care, offered to our patients in surroundings meant to set people at ease with warm colors, textures and art.

**Nutritional and Nurturing Aspects of Food**
Delicious, healthy cuisine available via Cuisine on Call room service. The Valley Café is open to the public and special *Family Nourishment Areas* are provided in the Medical/Surgical/Pediatric Department.

**Information and Education for the Patient**
The hospital’s Community Health Library collection has over 400 books on healthcare to lend. A room service cart is provided.

**Family, Friends and Social Support**
Open visitation is so important to patients and their visitors. A window seat daybed can be made up for the night so a loved one can rest in comfort. Volunteers are trained to also be of social support for patients at North Valley Hospital.

**Spirituality**
The Clergy of our communities is on-call 24-hours a day, seven days a week. The staff at the hospital will assist you in contacting the spiritual advisor of your choice. Our Meditation Room is centrally located and provides a quiet place to contemplate and relax.

**Healing Arts**
A Harpist comes to the hospital to play for patients (the staff enjoys it too!). At times, there are other musical offerings. Quilts are made by volunteers and displays by local artists adorn the walls. Fine art, juried by our healing design committee is also displayed, as well as a rotating art gallery of photos and paintings.

**Complimentary Therapies**
Certified Massage Therapists are on staff. You may request a massage in your room. A complimentary massage is offered to new mothers and to patients prior to surgery. Some patients experience healing with our Journaling Program. A visit from one of the certified dogs from our Dog Visitation Program is another healing element offered at North Valley Hospital.

**Healthy Communities**
Our physicians present Community Education Classes regularly in an up-close and personal format with time allotted for your questions. CPR and First Aid certification classes, Safe Sitter and a cancer support group are facilitated by medical personnel from North Valley Hospital. The hospital also supports the community through its involvement and contributions to the Shepherd’s Hand Clinic, and staff and volunteers contribute to Thanksgiving baskets each year as well as many other non-hospital related community events.
The New Center of Healing

The new North Valley Hospital is a showcase for the best and the brightest of medical care and services. The many new state-of-the-art improvements are just too numerous to list, but some of them cannot go unnoticed!

Our approach to patient-centered care is provided by trained healthcare professionals in a new Center of Healing, with an atmosphere of caring and community. Evident in the design of the building itself, the polished cherry stained hardwood floors in our new larger, private and semi-private patient rooms are surrounded by quiet, carpeted hallways. Throughout the patient care areas, warm colors have been painted onto the walls and beautiful original fine art is hung to enhance the curved architectural elements and homelike experience. Both natural and indirect lighting contribute to the soothing, healing atmosphere and the high windows with vaulted ceilings frame mountain views to the east in our new Medical/Surgical/Pediatric Department. The same amenities are present in the Special Care Unit, and a state-of-the-art cardiac monitoring system is new for critical monitoring. The SCU is located at the northeast end of the building, adjacent to the Medical/Surgical/Pediatric Department.

Designed with the patient’s needs first, the private rooms are grouped together with nearby nursing stations, rather than just one central station. A patient or loved one may request a comfortable in-room window seat be made up into a single bed to stay the night, and a hot meal can be ordered from our room service menu, Cuisine on Call.

At certain hours during the day, patients may request a massage by a certified therapist trained in the Planetree model of patient-centered care to help reduce pain or anxiety. The therapist will come into the room and provide a healing touch and sometimes patients will drift off to sleep. Physicians and members of staff may also take a break and relax with a healing massage when time permits.

At The Birth Center, babies will be born in rooms located away from general care areas. A private entrance on the south end of the hospital building takes new families into The Birth Center, where much larger rooms with double beds are available for a close family experience. Soft music, low lighting and soothing colors were selected to warm the 60% larger care area with a feeling of comfort. An AquaDoula tub is designed to help moms experience a more gentle labor. The optional water birth for mom and baby may be discussed with your doctor, midwife or nurse. You may schedule a tour in The Birth Center or attend a Talk ‘n Tour class before your due date to meet our caring nurses and design your own birth experience, tailored to your needs. Kind, experienced nurses will answer questions and help you with those all-important decisions. State-of-the-art fetal monitoring systems and optional full anesthesia services are also important elements you may consider with your caregivers and family.

North Valley Hospital’s Emergency Department is there when you need it! Expanded to 75% larger than it was before, our Emergency Department opens directly into the triage area from a separate entrance. Two covered ambulance bays and the helicopter landing pad are conveniently located adjacent to the Emergency Department. The open nurses’ station is much larger and centrally located. There are small windows in the larger, private treatment rooms and high-tech emergency medical equipment which is linked to other areas of the hospital. Walk-in emergency room patients will still enter through the main entrance, but those who are seriously injured will be escorted into a new “wounded” waiting room for additional privacy. The Emergency Department has specialized treatment rooms for casting and other procedures and consultation rooms are built with privacy, efficiency and patient-centered care in mind. The new Imaging Services Department (formerly Radiology) features a new
larger in-house MRI with a 1.5 Tesla magnet, making images clearer and therefore better for diagnostic purposes. The “bed” of the unit is much larger, so patients feel less constrained. The Picture Archiving Computer System (PACS) in the North Valley Hospital Imaging Services Department allows physicians who view diagnostic images at the hospital to consult with others in their offices, clinics or other hospitals. The new system also allows technicians to send an MRI, CT scan, Ultrasound or X-ray directly to our new Surgery Services Department. Doctors and nurses will see the images on new high definition image monitors which are securely mounted into the ceilings above the surgical areas.

Rooms in the Surgical Services Department are spacious and interchangeable. Scheduling will be much easier and more convenient for everyone. The department is 2000 square feet larger with room to expand outward as the communities grow. The entrance is on the south end of the hospital with separate waiting areas and is conveniently located near designated parking spaces. The detailed pre-admission process is completed before the day of surgery and patients are offered a relaxing complimentary massage before surgery (with physician approval). Plastic, reconstructive and cosmetic surgeries are offered at North Valley Hospital, as well as general, orthopedic, gynecological, urological, ear, nose and throat (ENT) and others (see www.nvhosp.org for a more complete listing of services).

Talk with your doctor about scheduling your next elective surgery at the new North Valley Hospital, where the patient comes first and all services are state-of-the-art!

Patients coming to the hospital to have a baby or for Same Day Surgery will enter the hospital through the south entrance. Those patients coming for other services will enter through the main entrance to the north. Automatic double doors help keep the indoor air temperature controlled throughout the seasons and the main “mall” corridor of the hospital is designed with ease of way-finding in mind. Walking along the main mall from either entrance is striking and grand; the expanses seem quite large with rows of high windows to let in natural light from along the length of the mall. Peaked ceilings in patient rooms echo the natural beauty of our Montana surroundings.

In the center of the hospital, a beautiful water feature cascades over a wall falling gently into a reflecting pool. The nearby Meditation Room has a quiet atmosphere, where patients who are able may sit quietly with clergy or family to pray or meditate. There are many inspirational books and other optional spiritual items provided for patients and visitors to enjoy. The door to the Meditation Room is fitted with a large custom-designed stained glass window offering depth and color to the area.

The Planetree Community Health Library, located near the Meditation Room, includes over 400 books on healthcare related subjects. A trained volunteer will greet you and provide assistance when accessing our physician-reviewed medical websites.

New Medical Office Village
At the library, you may take a moment to sit by the fireplace in a comfortable chair. The library was recognized as Best in State in 2006 by the U.S. National Commission on Libraries and Information Science (NCLIS) Health Information Award. Videos and children’s books from the library are distributed to patients via the Care Cart or by the Patient Information Request Form. The Community Health Library is open to the public.

Once the North Valley Hospital family moves into its new hospital, that is only the beginning! A Medical Office Village is already being constructed near Hwy 40 at the south end of the medical campus. Seven buildings, gathered around landscaped gardens and walking paths, are ringed in additional parking and will be convenient for doctors and their patients. Dr. Dale Bax, a dentist and member of the Hospital Foundation Board of Directors, is already building his Dental Clinic. Other North Valley Hospital physicians and medical professionals building in the Medical Office Village complex are Scott Ruta, Physical Therapy; Dr. Righetti, MD, Orthopedics; Drs. Beach and Bowden, OB/GYN; Dr. Gunlikson, General Surgery. North Valley Hospital will have two buildings, one dedicated to education space and the Sleep Study Center. The other building will be used for future programs and services.

A 1.5 mile paved walking path meanders throughout the hospital campus. There is ample parking, an open area and tremendous views to enjoy. The hospital is located near the intersection of Montana Hwy 40 and Interstate Hwy 93 in Whitefish. Hundreds of people working together in stewardship of resources with open communication and a shared vision made the new hospital possible for our communities and visitors to our area. The North Valley Hospital Community of Caregivers will say goodbye to over 30 years of healthcare in our current facility and move forward…into the future of healthcare!

North Valley Hospital…the center of healing for the communities we serve.
Distinctive Programs & Services

24-hour Emergency Department
24-hour Laboratory Services
24-hour Imaging Services
Community Education Programs
CPR and First Aid Certification
Diabetic Consultation
Food and Nutrition Services
Gift Shop
Health Information Management
Home Oxygen Delivery Services
Linus Quilt Program
Medical/Surgical/Pediatric Department

Planetree Services
  Artist and Artisan Displays
  Certified Dog Visitation
  Community Health Library
  Clergy-on-Call
  Cuisine-on-Call
  Massage Therapy
  Therapeutic Music

Physical, Occupational and Speech Therapies
Respiratory Services
Sleep Study Center
Surgical Services
The Birth Center

Telephone Directory

Information: 863.3500
Toll-Free in Montana: 1.888.815.3528
Administration: 863.3552
Admissions/Pre-Admissions: 863.3566
Discharge Planning: 863.3541
Foundation: 863.3630
Community Relations: 863.3632
Gift Shop: 863.3310
Human Resources: 863.3551
Imaging Services: 863.3576
Laboratory: 863.3577
Maintenance: 863.3561
Materials Management: 863.3697
Medical Records (H.I.M.): 863.3547
Medical Staff Coordinator: 863.3526
NVH Medical Equipment, Inc. & Home Oxygen Service: 863.3570

Patient Accounts:
  Business Office: 1.877.304.1299
  Private Pay: 863.3562
  Financial Assistance: 863.3571
  Financial Assistance: 863.3567
  Insurance Billing: 863.3562
  Medicaid: 863.3560
  Medicare (Last Name: A-K): 863.3564
  Medicare (Last Name: L-Z): 863.3563

Pharmacy: 863.3510
Physical/Occupational/Speech Therapies - Columbia Falls: 892.2777
Planetree Office: 863.3667
Sleep Study Center: 863.2130
Special Care Unit: 863.3580
Surgical Services: 863.3574
The Birth Center: 863.3535

Members of our North Valley Hospital family of caregivers.