



## Online Check In Now Available for Northwestern Urgent Care



Northwestern Urgent Care recently unveiled a new service at their locations in Georgia and on NMC's campus in St. Albans. Patients check online to find out the wait times in either location, and reserve a spot "in line" to come in for care.

This new option uses software called Clockwise.MD to display a wait time clock on the websites of both NMC and Northwestern Urgent Care (NorthwesternUrgentCare.org). Web visitors can compare the wait times for both to learn which location would more convenient to access. Users then fill in a name, email address and phone number to enter a queue for the Urgent Care clinic of choice.

The service then sends reminder text messages and/or emails if the user provides those methods of contact.

"Our patients have been thrilled that they can now wait at home where they are most comfortable, they love this new service," says Northwestern Urgent Care Clinical Coordinator Kim Goss.

The new online service allows people the opportunity to make the most of their time, waiting from home or wherever they are before traveling in for care. It is important to note that this online check in is not an appointment, although the clinics strive to see patients at the selected Clockwise.MD time. But, patients who have more critical needs for care will be triaged ahead of other patients with less serious ailments who are in the queue.

Northwestern Urgent Care in St. Albans is located at 260 Crest Road in the Cobblestone Health Commons and has hours of: 8 a.m. to 8 p.m. Monday through Friday, 9 a.m. to 5 p.m. on Saturdays and 9 a.m. to 3 p.m. on Sundays.

Northwestern Urgent Care in Georgia is located at 927 Ethan Allen Highway (Route 7) and has hours of: 8 a.m. to 7 p.m. Monday through Friday and 8 a.m. to 5 p.m. on Saturday.

For more information about Northwestern Urgent Care, call 802-524-8911.



Because my favorite waiting room is my living room.  
*{and it has the best tea}*

NMC publishes Insights on a bimonthly basis to help our neighbors have a better understanding of their primary care hospital. If you have questions or comments about this publication, please email [insights@nmcinc.org](mailto:insights@nmcinc.org) or call our Community Relations Office at 524-1280.



crest road  
choosing the right care



rising success  
celebrate the little lake monsters



health and wellness programs

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# Choosing the Right Care Setting

NMC offers patients a wide range of care options from proactive primary care to reactive emergency care. It is important to know the options, and to understand what types of issues are most appropriate for each setting. Below is a guide to help you choose the right care at the right time.

## Primary Care

Establish an ongoing relationship with your primary care provider to maintain long-term focus on your health at all stages of your adulthood. Primary Care Providers (PCP) know you and your health history the best and help you establish a schedule of regular, preventive care that meets your needs. If you need a PCP, Contact our Community Relations office at 802-524-1280 and we will help connect you.

## Urgent Care

When your Primary Care Provider is unavailable, you may want to visit North-western Urgent Care for non-emergent needs. Those can include:

- Minor burns or injuries
- Sprains and strains
- Coughs, colds and sore throats
- Ear infections
- Non-life-threatening allergic reactions
- Fever or flu-like symptoms
- Mild asthma
- Animal bites
- Broken bones

## Emergency Care

If you believe you are having a serious issue, stroke, heart attack, severe bleeding, head injury or other major trauma - go straight to the nearest Emergency Department. Don't take a chance with anything life-threatening. The ED is the best place for these and other critical conditions, including:

- Chest pain
- Difficulty breathing
- Severe bleeding or head trauma
- Loss of consciousness
- Sudden loss of vision or blurred vision

Work on NMC's project to build a new Crest Road closer to the Doctors Office Commons complex is nearing completion. The newly paved road is now open for use and the former road is being demolished to create additional parking closer to the main hospital building and the Conference Center.





RoyMercon.com

An impressive display of support for RiseVT from SACS students and staff.

## Rising Success: Swanton Village & St. Albans City School

Two local entities have had great success with the RiseVT program, which seeks to encourage healthy lifestyles by challenging community members and organizations to track their healthy habits.

Swanton Village and St. Albans City School both joined the RiseVT program this spring and both groups have documented remarkable results from their employees, staff and students.

Reg Beliveau is the Swanton Village Manager and said he was eager to get the Village on board with RiseVT because he believes strongly in a healthy workforce, and a healthy community.

“A healthy community is a proud community,” he said. Swanton Village is taking advantage of RiseVT’s onsite health coaching, has added a fruit bowl to encourage healthy snacking, and constructed raised bed gardens for employees onsite. These are just some of the specific examples of how

the municipality is embracing the health challenge, and it is the spirit of willingness that impresses Beliveau.



Swanton Village staff pose with their newly placed raised bed gardens.

“I’m so proud of my employees for embracing this,” he said.

Likewise, St. Albans City School stepped up to the RiseVT challenge in full force. The K-8 school earned gold level status on their RiseVT scorecard this spring for their work on initiatives like Safe Routes to School,

healthy lunchroom choices, and regular school-wide walking challenges.

City School Principal Joan Cavallo said that the tasks necessary to achieve gold level status were important, but so was the sense of togetherness and teamwork that led to the achievement.

“Our students are healthier and happier because of it, but they’re also very proud to be part of something,” said Cavallo.

That pride was evident the day the school marked their success as hundreds of students gathered on the school’s lawn to spell out RiseVT in giant letters and take a celebratory lap around their walking path.

RiseVT is a grant-funded initiative born from a collaborative, grass-roots effort to stand up to a growing trend of sedentary habits. For information about how to get involved with RiseVT, visit [www.risevt.com](http://www.risevt.com) or email Coordinator Dorey Demers at [ddemers@nmcinc.org](mailto:ddemers@nmcinc.org).



## Celebrate the Little Lake Monsters!

Join Northwestern Urgent Care on Friday, August 14th when the Little Lake Monsters team takes the field!

Northwestern Urgent Care has teamed up with the Lake Monsters to encourage healthy behaviors in our youth through this unique community program. Nine local kids will be part of a “dream team” who become Lake Monsters for the day, capped off with introduction to the crowd at the game.

**Little Lake Monsters ceremony: 6 p.m.**

**Game time: 7:05**

**Tickets available online at:**

<http://www.milb.com/index.jsp?sid=t462>



**Northwestern Urgent Care**  
Quality. Convenience. Trust.



Pre-registration is required. Please call 524-1234 (or email [cfhw@nmcinc.org](mailto:cfhw@nmcinc.org)) to pre-register or receive more information on content. Programs are FREE unless otherwise indicated.

## AUGUST & SEPTEMBER 2015 PROGRAMS

### Vermont Quit Network Freshstart (tobacco cessation class)

**Tuesdays, August 6, 13, 20 & 27** 4:00 to 5:00 p.m.

Join others for this 4-session series to help you successfully quit smoking. Sessions include: understanding why you have an addiction and how to quit; mastering the first few days, mastering obstacles; and staying quit and enjoying it forever.

**Location:** NMC, Franklin Room

**Registration Required:** Call Chari at 524-8480.

### Healthier Living with Chronic Pain

**Thursdays, August 13 to September 17** 12:30 to 3:00 p.m.

Learn to feel better by learning how to deal with frustration, fatigue and pain, manage symptoms and medications.

**Location:** NMC, St. Albans Primary Care

**Registration Required:** Call 782-5323 or 524-1031 or email [hmessier@nmcinc.org](mailto:hmessier@nmcinc.org)

### AARP Smart Driver Course

**Monday, August 17** 4:30 to 9:00 p.m.

This 4 hour refresher course is open to all drivers 50 years and older. The curriculum addresses the normal physical changes brought on by the aging process, how these changes can affect driving ability and then offers ways to compensate for those changes.

**Speaker:** Doug Masson, AARP instructor

**Location:** NMC, Green Mountain Room

**Cost:** \$15 for AARP members and \$20 for non-members

**Registration Required:** Call Doug @ 802-644-8310

### Diabetes and You

**Fridays, September 4 to October 2** 1:00 to 3:00 p.m.

This self-management educational program is a five part, ten hour group education program, plus telephone follow-up sessions for people with diabetes and their families.

**Location:** Enosburg Health Center

**Instructor:** Deb Robertson, RN, BSN, CDE, NMC

**Cost:** Call 524-1031 for pricing information

**Registration Required:** Call 524-1031 or email [drobotson@nmcinc.org](mailto:drobotson@nmcinc.org).

### Stronger U

**Mondays & Wednesdays, Sept 14 - Nov 16** 9:00 to 10:00 a.m.

This strength building exercise program helps aging women battle the losses in strength and bone mass, which occur naturally as one ages. Other positive effects, which include increasing tendon and ligament strength, increasing muscle tone, generating greater postural support and helping to increase metabolism. A physician authorization is required, so please sign up by September 1st.

**Location:** NMC, Conference Center

**Cost:** : \$99 for 10 week session

**Registration Required:** Contact Mandy Hill at 524-1227 or [ahill@nmcinc.org](mailto:ahill@nmcinc.org) for more information.

### Breastfeeding and You

**Thursday, August 4** 6:00 to 7:00 p.m.

**Location:** NMC, Family Birth Center Conference Room

**Friday, September 25** Noon to 1:30 p.m.

**Location:** Vermont Department of Health, 27 Federal St., St. Albans  
How your body makes milk, what to expect, tips for getting nursing off to a great start and who to call if you need support or help. Personalize your breastfeeding plan, line up your support, go over the basics, ask questions and get real-life answers.

**Speaker:** Vermont Department of Health staff

**Registration Required:** Call 524-7970

### Living with Alzheimer's Disease for Caregivers: Middle Stages

**Tuesdays, September 8, 15 & 22** 6:00 to 8:00 p.m.

This 3 part program is designed to provide care partners with the knowledge, tools and strategies needed to cope with a diagnosis of Alzheimer's disease or a related dementia.

**Speaker:** Amanda Wilson, Franklin County Home Health

**Location:** NMC, Green Mountain Room

**Registration Required:** Call 524-1234 or email [cfhw@nmcinc.org](mailto:cfhw@nmcinc.org)

### Healthier Living with Chronic Disease

**Thursdays, September 10 to October 15** 12:30 to 3:00 p.m.

Are you or someone you know living with a chronic disease? Then this Healthier Living Workshop is for you! Learn to feel better by learning how to deal with frustration, fatigue and pain, manage symptoms and medications.

**Location:** Richford Health Center

**Registration required:** Call 782-5323 or 524-1031 to register or email [hmessier@nmcinc.org](mailto:hmessier@nmcinc.org)

### YMCA Diabetes Prevention Program

**Wednesdays, starting September 23** 2:00 to 3:00 p.m.

This year long Diabetes Prevention Program helps adults at high risk of developing type 2 diabetes adopt and maintain healthy lifestyles by increasing physical activity, eating healthier, and losing a modest amount of weight.

**Location:** Swanton Senior Apartments

**Registration Required:** Call Heidi @ 782-5323

### Look Good Feel Better

**Monday, October 5** 4:30 to 6:00 p.m.

For women with cancer who are experiencing appearance related side effects due to treatment. Join us to learn how to look good and feel better about the skin and hair changes that cancer treatment can cause.

- Free workshops led by trained, volunteer cosmetologists
- Get help with cosmetics, skin care, and head covering options

**Featuring:** Carol Lumbr, Beautician, Rail City Salon and Bonnie Rainville, Beautician, Elite Body Boutique

**Location:** NMC, Green Mountain Room

**Registration required:** Please RSVP to 524-8479.

