



KATAHDIN VALLEY HEALTH CENTER

PO BOX 500
30 HOULTON STREET
PATTEN, ME 04765

PHONE: 207-528-2285 FAX: 207-528-2880
E-mail: kvhc@kvhc.org

NEWS RELEASE

SOURCE:

Durward Humphrey, Executive Director

For additional information, please contact:

Gaile Nicholson
Director, Communications
207-528-2285, Ext. 301
gnicholson@kvhc.org

KVHC OFFERS NEW PRESCRIPTION REFILL CENTER

PATTEN, MAINE, July 17, 2007 – Katahdin Valley Health Center (KVHC) has a new AccessCenter to assist patients with prescription refills.

According to Durward Humphrey, KVHC executive director, “Our Prescription Refill AccessCenter provides KVHC patients with a simple and convenient way to get their prescriptions refilled within 48 hours – with one convenient telephone call. To renew prescriptions, patients simply call our AccessCenter 24 hours a day, seven days a week, every day of the year and follow the instructions.

“This new system is designed to improve communications with our patients and facilitate patients’ prescription refill requests.

“KVHC’s prescription refill automated telephone line will be fully operational on August 1, 2007. Each KVHC Center -- at Millinocket Medical, Millinocket Dental, Island Falls, Patten and Houlton -- has a dedicated telephone line devoted solely so our patients can call to leave a message for their prescription refill requests. Our nursing staff at each Center retrieves patient messages twice daily, at noon and at the end of each work day, and processes the request with the attending

provider. All requests will be processed within 24 hours during normal business days, Monday through Friday. Weekends and holidays do not apply,” said Humphrey.

KVHC’s new direct Prescription Refill AccessCenter telephone number is 207-528-8008. Those who wish to use KVHC’s toll-free line should call 1-866-366-5842 and ask for Extension 1855 to access the Prescription Refill Center.

Katahdin Valley Health Center (KVHC) is a provider of high quality, cost effective primary health, dental, substance abuse and mental health care to the people in the Greater Katahdin Region. A Federally Qualified Health Center, KVHC is a nonprofit business governed by a board of directors, comprised of area volunteers, funded by a federal grant under Section 330 of the Public Health Service Act of the U.S. Department of Health and Human Services. KVHC employs 60 people at its facilities in Houlton, Island Falls, Millinocket and Patten. Katahdin Valley Health Center is a proud member of the National Association of Community Health Centers (NACHC). To learn more about health centers, please visit KVHC’s web site at www.kvhc.org or www.nachc.com.

-7/17/07-