

# 2004 ANNUAL REPORT



HealthReach

Community Health Centers

# HealthReach

## Community Health Centers



**1.**  
Belgrade Regional  
Health Center

**2.**  
Bethel Family  
Health Center



**3.**  
Bingham Area  
Health Center

**4.**  
Lovejoy Health  
Center (Albion)



**5.**  
Madison Area  
Health Center

**6.**  
Mt. Abram Regional  
Health Center (Kingfield)



**7.**  
Rangeley Region  
Health Center

**8.**  
Richmond Area  
Health Center



**9.**  
Sheepscot Valley Health  
Center (Coopers Mills)

**10.**  
Strong Area  
Health Center



**11.**  
Western Maine Family  
Health Center (Livermore Falls)

**MAINE**



**12.**  
HRCHC Administrative Office  
Waterville

Dear Friends and Neighbors,

On behalf of HealthReach Community Health Centers (HRCHC), I am pleased to present our first Annual Report. The report covers the fiscal year from July 1, 2003 to June 30, 2004.



We are proud to share with members of our community HRCHC's success story. As a family of eleven federally qualified Health Centers, HRCHC has served as a safety net vital to the health of central and western Maine for nearly 30 years. Located in rural communities where care is needed but scarce, our Health Centers improve access by providing individuals quality, affordable health care, close to home, regardless of their insurance status or ability to pay. With the expansion of MaineCare eligibility over recent years, our Health Centers have become especially important to members of the State program who otherwise are not often able to find another medical home.

Community Health Centers are unique in today's health care environment in a number of ways. We achieve quality health outcomes at low cost and provide preventive care that saves lives and dollars. The majority of our governing Board members are Health Center patients, which keeps the Board in touch with local needs. The organization also benefits from the active involvement of members of our Health Centers' community Boards who volunteer their time and energy to help their Health Centers thrive.

Special thanks to our team of 200 employees whose dedication to the organization and our patients is truly admirable. Thanks also to Joe Irish, whose term as Board Chair was completed at fiscal year-end. We appreciate his genuine concern for the vitality of the organization and for the patients we serve, and we look forward to his continued role as Vice-Chair.

We invite you to read further to learn more about our organization and its mission. Thank you for your interest and support.

*Margaret Bean*  
 Margaret Bean,  
 Chairperson of the Board

**Members of the 2004 HealthReach Community Health Centers Board of Directors:**

Front row, L/R: Roger Shannon, MD; Barbara Covey, MD; Joe Irish, Vice-Chair; Margaret Bean, Chair; Dick Willett, Secretary/Treasurer. Back row, L/R: Dan O'Halloran, Jay Robbins, Robert Card, Nona Boyink, Robert Sullivan, Judy Leadley. Not pictured: Nellie Blagden, Maribeth Canning, Joyce Murphy, Linda Ray.



*HealthReach Community Health Centers is a sustainable system of community-based Health Centers dedicated to high quality, affordable health care. Qualified and caring professionals deliver services in response to the diverse needs of those we serve, in collaboration with local organizations. Respectful care is delivered within a rewarding environment that fosters innovation and creativity. We commit ourselves to the rural and underserved of central and western Maine.*

***Our Health Centers care for people of all ages and socioeconomic backgrounds.***





Dear Friends,

This was a successful year for HealthReach Community Health Centers. Our team of dedicated providers and staff delivered quality, affordable primary and preventive health care services to over 38,000 residents of central and western Maine in 2004 – amounting to over 145,000 visits to our Health Centers.

We are pleased that in the end, despite financial challenges that emerged early in the fiscal year, we achieved a small operating surplus in 2004. The creative problem-solving and flexibility of our employees has also better positioned us for the future. HRCHC takes great pride in our mission to provide care to patients of all ages and backgrounds – regardless of their insurance status or ability to pay. Like many of the residents of central and western Maine whom we serve, our organization is confronted with growing challenges symptomatic of living in a time of economic uncertainty. We operate in an environment in which state and federal budget constraints will always have the potential to impact us. We can take some reassurance, however, in knowing that our core objectives are consistent with and support those of our state's Health Plan and the Dirigo Health Reform Act: to increase access to health care, improve quality, and contain costs. Every day, we help accomplish many of the key objectives that state and federal agencies have identified as critical to success, such as reducing the inappropriate use of hospital emergency departments and developing specific prevention strategies to reduce chronic illnesses. Community Health Centers play a critical role as a primary care safety net for the medically underserved, especially those with financial or geographic barriers to care. We will continue to serve on the front lines as our state and nation confront a growing health care crisis.

As we approach our 30<sup>th</sup> anniversary, which will be celebrated in the fall of 2005, we will also begin our next strategic planning process. We have accomplished much since the objectives of our last plan were identified. We've expanded our services, making dental care available to our patients in the greater Strong and Bingham communities. Our ongoing quality assurance initiatives, such as our focus on chronic disease management, demonstrate our continued commitment to identifying new ways to achieve the best possible health care outcomes for our patients. We have implemented new ways to recruit qualified staff and have streamlined operations to improve efficiency and reduce costs.

Yet there is still much to be done in order to achieve our vision to be the provider, employer and health care partner of choice in each of the communities we serve. We need to invest in our facilities, equipment and information technology to increase efficiency and better manage patient care. We also need to re-double our efforts to recruit and retain, recognize and reward staff. And to accomplish even more for our patients, we need to continue to seek opportunities to collaborate with local organizations who share our commitment to community health.

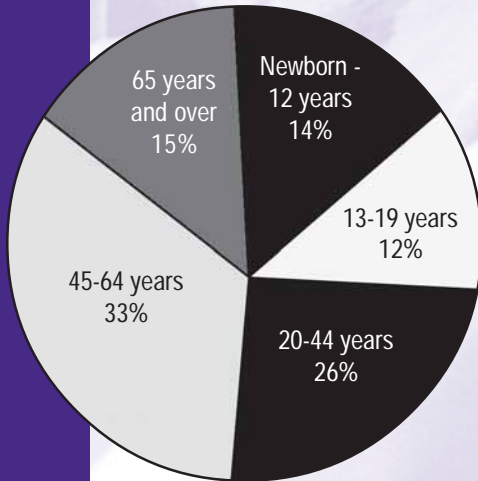
The need is great and opportunities to make a difference in the lives of our families and neighbors abound. Many thanks to our employees, to members of our Health Centers' community Boards and the HRCHC governing Board, and to members of the community-at-large for your continued support of our efforts to improve the health and well-being of the people of central and western Maine.

- Stephen E. Walsh, MHA  
President & CEO

*We strive to  
be the provider,  
employer and  
health care  
partner of  
choice in each  
of the  
communities  
we serve.*

# GREAT FAMILY HEALTH CARE

*HealthReach Community Health Centers (HRCHC) has been a vital part of the health care delivery system of central and western Maine for nearly 30 years. Through our system of 11 federally qualified Health Centers, we provide comprehensive primary care services for the whole family to over 38,000 Maine residents each year – regardless of insurance status or ability to pay.*



## GREAT FAMILY HEALTH CARE

Our health care providers are trained in primary care medicine and are dedicated to meeting the needs of people of all ages living and working in rural communities. HRCHC providers treat the “whole person” – not just physical symptoms, and form partnerships with their patients, encouraging them to take an active role in their care.

## when our Health C

- **1975**
- Bingham Area Health Center established - HRCHC's first Health Center
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- **1978**
- Lovejoy Health Center opens
- 
- 



- **1986**
- Strong Area Health Center opens
- Mt. Abram Regional Health Center joins HRCHC



- **1977**
- Madison Area Health Center opens, becoming the second HRCHC
- Belgrade Regional Health Center opens
- Richmond Area Health Center opens

- **1980**
- Sheepscot Valley Health Center opens
- 
- 



## AFFORDABLE

HRCHC's services are available to everyone, regardless of ability to pay.

We bill all of the major insurance companies, Medicare and MaineCare. We also establish payment plans when needed. Through funding from the U.S. Bureau of Primary Health Care, we also offer a Sliding Fee Program, based on income and family size. In addition, we partner with two hospital-based programs which enable our patients to obtain specialist care, hospital services, and medication assistance on a sliding scale based on income.

Over 11,000 of our patients receive MaineCare. For patients who have Medicare as their primary payor, only a small percentage have secondary insurance. A total of 4,339 patients are enrolled in our Sliding Fee Program.

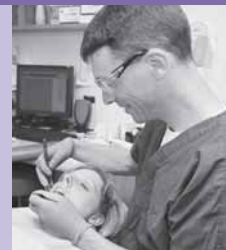


## Centers Joined HRCHC



- **1994**
- Rangeley Region Health Center opens
- 
- 

- **2003**
- Dental Center opens at Strong Area Health Center
- 



- **1987**
- Western Maine Family Health Center joins HRCHC
- 
- 

- **1999**
- Bethel Family Health Center joins HRCHC
- 
- 



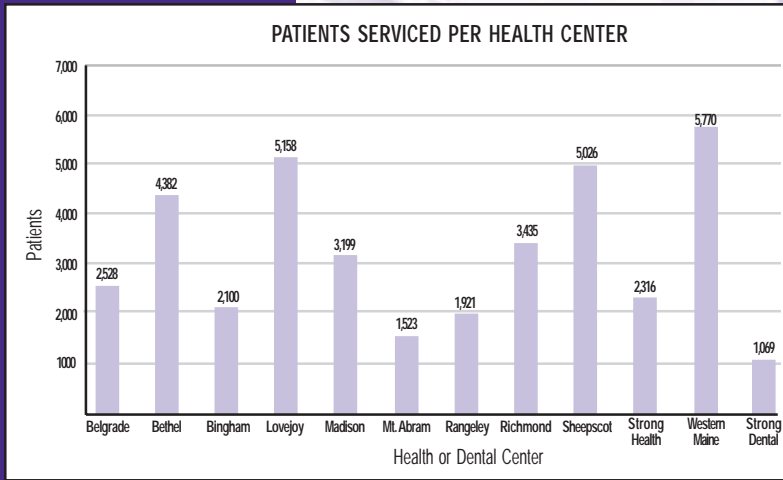
- **2004**
- Dental program begins at Bingham Area Health Center
- 
-

## CLOSE TO HOME

We serve families in over 80 rural communities, primarily in Kennebec, Franklin, Oxford, Somerset, Lincoln, Sagadahoc and Androscoggin counties. Approximately 38,000 people chose us as their primary care provider in 2003, totaling over 145,000 visits.

We work closely with four hospitals located in our service areas: Franklin Memorial Hospital (Farmington), MaineGeneral Medical Center (Augusta and Waterville), Redington-Fairview General Hospital (Skowhegan) and Stephens Memorial Hospital (Norway). We also collaborate with a number of local

organizations, state agencies and individuals who deliver crisis, health, social service, education and other complementary services to area residents.



*Our Health Centers serve families in over 80 rural communities.*

*Over 38,000 patients chose us as their medical home last year, amounting to over 145,000 visits.*

“Returning to my home town to practice medicine has been both enjoyable and rewarding. We have a strong, competent and caring staff and we serve a special community.”

*- Dr. Tasha Hofmann  
Joined Rangeley Region Health Center in 2003*





## SERVICES PROVIDED

HRCHC provides comprehensive primary and preventive care services to children and adults. The core services available to Health Center patients include:

- Care of acute and chronic illnesses
- Checkups for the entire family
- Routine pediatric care
- Immunizations for children and adults
- School and sports physicals
- Well woman exams and routine gynecological care
- Family planning services
- Laboratory services
- Minor surgery
- Referrals to specialty care and community resources
- Behavioral health services
- On-call emergency coverage, 24 hours a day, 7 days a week
- Sliding Fee Program (for those who qualify based on income and family size)

Some Health Centers also offer general internal medicine, osteopathic manipulative therapy, obstetrics/gynecology, podiatry, dental care, social work services, parenting support and/or WIC Nutrition Services.

*Recognizing the importance of dental health to overall health, HRCHC brought dental services to the Strong Area Health Center in 2003, and Bingham Area Health Center in 2004.*



## OUR EMPLOYEES ARE OUR GREATEST ASSET

*HRCHC's qualified, caring medical providers and clinical and administrative staff members work as a team to deliver quality, affordable health care that meets the needs of people living in rural communities. The genuine commitment to our patients that our employees display every day is heartwarming. As health care professionals, they have followed their "calling," and we are grateful for their service.*



"The Health Center is a great place to work in a wonderful community. I enjoy serving people who might not otherwise easily access care."

- Dr. Carol Eckert  
*20-year veteran of Sheepscot Valley Health Center*

"It is a privilege to work with a group of people at the Health Center who do the job they do because they wish to make a positive difference in their communities and the lives of the people they serve. Central Office staff members also show a genuine appreciation and support for what we do and together we embrace our mission."



- Lois Bouchard, Practice Manager  
*20-year veteran of Lovejoy Health Center*

## PATIENT TESTIMONIAL

"I have entrusted the care of my health to Sheepscot Valley Health Center for 10 years. SVHC is a special place to me. As a patient, I appreciate that all aspects of my care and feelings are considered, and that unhurried providers listen to my concerns. Health Center staff are warm, friendly and professional. It is nice to have a Health Center in our community where attentive care is provided from the very moment you first contact the Health Center for help through delivery of whatever care is needed. As a volunteer at the Health Center, I have found that the place is the same on the 'inside' as it appears from the 'outside.' I am truly proud of the Health Center and feel it is a privilege to do whatever I can for an organization that considers kindness a required attribute."

- Evelyn Kittredge, Patient and Volunteer,  
*Sheepscot Valley Health Center*





“The reason I went into nursing was because I love people and medicine. It’s especially rewarding working with everyone here at the Health Center, laughing with patients, and helping them.”

- Faye Nye, RN

*16-year veteran of Belgrade Regional Health Center*

“I like the fact that patients trust me to care for them. This is my home town, and my connection to the community is an important part of my life.”

- Diane Pelletier, Medical Receptionist  
*tenure pre-dates 1987 when*

*Western Maine Family Health Center joined HRCHC*



“The most rewarding aspect of my job is caring for and getting to know multiple generations in the community.”

- Dr. Ann Schwink

*12-year veteran of Strong Area Health Center*



## BOARD MEMBER SPOTLIGHT

“Madison Area Health Center has a strong reputation for providing quality care and has established a special relationship with our community. As a Health Center patient, I appreciate having accessible, quality health care services nearby and value the opportunity to receive medical care from a compassionate, professional team of physicians and staff. I have found serving on the local Health Council for the last decade, as well as on HRCHC’s governing Board for the last five years, personally satisfying. I take pride in contributing to our local Health Center’s ability to thrive and offering advisement related to my area of expertise to the organization.”

- Robert Card, Officer of Skowhegan Savings Bank

*Patient of Madison Area Health Center (MAHC)*

*Vice-President and member of MAHC’s local Health Council since 1994*

*Member of the Board of Directors of HRCHC since 1999*



# DELIVERING QUALITY, COMPASSIONATE CARE

“I enjoy caring for our patients. We see such a variety of people – from infants to senior citizens and all ages in-between. It is rewarding to watch the little ones grow up, and I have always found working with the elderly particularly satisfying.”



*Joyce Bean, LPN  
10-year veteran of Madison Area Health Center*



“As many of us at the Health Centers live and work in small towns, we see familiar faces frequently. It is so satisfying to have a member of the community remark: “Thank you, you are all the best. I don’t know what I would have done without you.””

*- Carolyn Tranten, Practice Manager  
7-year veteran of Mt. Abram Regional Health Center*

“Participation in the growth and change of an organization, which cares compassionately for colleagues as well as patients, is a tremendous honor. Every day our committed team tackles the latest challenges as we strive to provide the highest quality health and dental care to Maine residents and visitors.”



*Katharine Calder, LCSW  
Director of Development & Provider Recruitment  
25-year veteran of HRCHC*



“What I enjoy most about practicing dentistry is the personal interaction with patients. I love what I do, and the community has been very welcoming. It is also a pleasure to work with such a caring and experienced team.”

*- Dr. Katherine Heer, Dentist  
Joined Strong Area Dental  
Center in 2003*



## FOCUS ON QUALITY: MANAGEMENT OF CHRONIC DISEASE

One area in which Community Health Centers excel is in the management of chronic disease. A focus on preventive care and treating the “whole person” and not just symptoms contributes to successful outcomes.

One example of how HRCHC demonstrates our commitment to quality assurance is through participation in health care initiatives that match the clinical needs of our patients. Across our system, diabetes ranks among the most commonly diagnosed conditions. We are pleased that Lovejoy Health Center, under the leadership of Forrest West, MD, has been selected to participate in the U.S. Department of Health and Human Services, Bureau of Primary Health Care’s next Health Disparities Collaborative on Diabetes Care. This national, multi-year initiative will apply an evidence-based model of care aimed at achieving clinical “best practices” in the management of chronic disease.



Forrest West, MD

Similarly, Barbara Moss, DO, is leading Sheepscot Valley Health Center’s participation in a state-level collaborative: the Maine Health Chronic Disease Diabetes Collaborative. We are proud

that HRCHC will have both national and state involvement in Chronic Disease Collaboratives, demonstrating our strong commitment toward improving the way we approach prevention of chronic illnesses and how we treat them once they occur.



Barbara Moss, DO

DELIVERING QUALITY,  
COMPASSIONATE CARE



## THE ROLE OF COMMUNITY HEALTH CENTERS IN OUR PUBLIC HEALTH SYSTEM

*HealthReach Community Health Centers and other federally qualified Community Health Centers (CHCs) across the state and country serve an important role in the U.S. public health system. Dedicated providers deliver compassionate health, dental and mental health care to patients throughout the nation.*

*The Community Health Center movement began in the 1960s when resources were mobilized to fight the War on Poverty. For nearly 40 years, CHCs have been offering high quality, accessible, affordable health care to people in medically underserved areas of the United States. Today, more than 14 million Americans, over 100,000 of whom are Maine residents, call CHCs their family doctor and health care home.*

*For many patients, CHCs may be the only source of health care services available. Health Centers provide care regardless of insurance status or ability to pay. The number of uninsured patients at Health Centers is rapidly growing from over 3.5 million in 1998 to over 5.4 million today. CHCs are highly regarded by patients as well as by our political leaders. Last year, the White House Office of Management and Budget cited the Community Health Center Program as one of the 10 most successful federal programs – and the most successful program administered by the U.S. Department of Health and Human Services.*

*Community Health Centers improve the quality of life of our patients and contribute to the health and well-being of the communities by:*

- **Improving Access to Primary and Preventive Care.** Health Centers provide preventive services to vulnerable populations that would otherwise not have access to certain services, such as immunizations, health education, mammograms, pap smears, and other screenings. Health Centers have also made significant strides in preventing anemia and lead poisoning. Low-income, uninsured Health Center users are also much more likely to have a usual source of care than the uninsured nationally.



- **Delivering High Quality Health Care.** Studies have found that the quality of care provided at Health Centers is equal to or greater than the quality of care provided elsewhere. Moreover, 99 percent of surveyed patients report that they were satisfied with the care that they receive at Health Centers.
- **Effectively Managing Chronic Illness.** Health Centers meet or exceed nationally accepted practice standards for treatment of chronic conditions. In fact, the Institute of Medicine and the General Accounting Office have recognized Health Centers as models for screening, diagnosing, and managing chronic conditions such as diabetes, cardiovascular disease, asthma, depression, cancer and HIV. Health Centers' efforts lead to improved health outcomes for patients, as well as lower costs to treat patients with chronic illness.
- **Providing Cost-Effective Care.** Health Centers provide comprehensive health care for about \$1.25 a day per patient served – about 10 times less than average per capita spending on personal health care. Several studies have found that Health Centers save the Medicaid program at least 30 percent in annual spending for Health Center Medicaid beneficiaries due to reduced specialty care referrals and fewer hospital admissions, thereby saving billions in combined federal and state Medicaid expenditures. (In Maine, this translates to a savings of \$3.24 for every federal \$1.00 invested in Maine's community Health Centers.)
- **Reducing Health Disparities.** Because of their success in removing barriers to care, the Institute of Medicine and General Accounting Office have recognized Health Centers for reducing or even eliminating the health gaps for racial and ethnic minorities, as well as for the poor in the U.S. A recent study found that disparities in health status do not exist among Health Center users, and that this absence of disparities may be related to their culturally sensitive practices and community involvement – features other primary care settings often lack.
- **Creating Jobs and Stimulating Economic Growth.** Health Centers employ over 70,000 people, including many local community residents. They bolster local business and stabilize neighborhoods by stimulating community development and economic growth.

Source of national data: National Association of Community Health Centers

*Over 14 million Americans rely on Community Health Centers across the country for quality, affordable health care.*






*“The 40 Community Health Centers in Maine provide excellent care for patients with chronic diseases such as hypertension, diabetes, depression and cancer, which take a tremendous toll on our citizens and our State. The outstanding primary and preventive care these centers provide to low-income Mainers helps meet our commitment to universal access. Ensuring that all our citizens receive timely and appropriate care, rather than waiting until an emergency room visit and/or hospitalization are required is a smarter use of our resources, and that’s exactly what these Health Centers do. Their quality services are consistent with the goals of Dirigo Health Reform.”*

- Governor John E. Baldacci, on the occasion of National Health Center Week, 2004

## HRCHC's Role in the National Community Health Center Mission

HealthReach Community Health Centers	 <b>NATIONAL</b>
- In 1975, our first Health Center was established in Bingham, Maine.	- The first U.S. CHCs were established 39 years ago.
- The largest system of CHCs in the state, 38,000 Maine residents and visitors use HRCHCs services annually.	- CHCs serve as the medical home to over 14 million Americans.
- 11 HealthReach CHCs cover a 4,500 square mile area in central and western Maine.	- There are 3,500 Health Center sites across the U.S.
- HRCHC provides over 145,000 Health Center visits each year.	- 50 million Health Center encounters take place annually throughout the U.S.
- Approximately 200 providers, clinical and administrative support staff members work at HRCHC.	- 70,000 people work in Community Health Centers across the U.S.



# WORKING TOGETHER TO DO MORE FOR OUR COMMUNITIES

*Across central and western Maine, health care providers are uniting in new ways to tackle the many health care challenges that our citizens face. Providers at HealthReach Community Health Centers are no exception.*

*More than ever before, we are teaming up with organizations whose missions overlap in order to accomplish additional goals, spend limited money wisely and avoid service duplication. Working together to develop new solutions for old problems is not only smart – it also works. By collaborating with our health care partners, we are striving together to make our communities the healthiest in America.*

*Historically, HRCHC has worked closely with homecare, substance abuse and mental health providers, with four local hospitals, and with local organizations, state agencies and individuals who deliver crisis, health, social service, education and other complementary services to area residents.*

*Here are some examples of how the practices of HealthReach Community Health Centers currently participate in statewide and regional initiatives:*

- All of our Health Centers now offer Nicotine Replacement Therapy through partnerships with the Maine Primary Care Association, the Center for Tobacco Independence and a number of local Healthy Maine Partnerships.
- We continue to make mental health and substance abuse programs available to our Health Center patients, in partnership with several local behavioral health providers.
- Many HRCHC practices participate in health access programs (CarePartners and Franklin Health Access Program) to ensure that patients receive Sliding Fee Services for health care needs beyond their individual Health Centers.
- Through our involvement with Maine Dental Access Coalition and Maine Oral Health Program, we have been able to launch dental practices at two of our Health Centers (Strong and Bingham).
- WIC (Women, Infants and Children Nutrition Program) is available on-site at many of our Health Centers. Families obtain education and nutritious foods in their own communities.
- Several of our Health Centers participate in health care Collaboratives to ensure that patients with chronic conditions are more involved in their own treatment and receive increased screening and education.

## COMMUNITY COLLABORATIONS AND PARTNERSHIPS



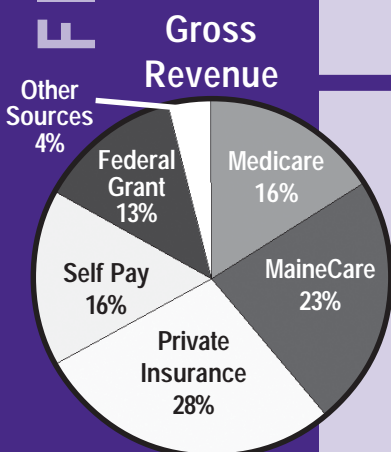
# HealthReach Community Health Centers

## FINANCIAL STATEMENTS

Years Ending June 30, 2004 and 2003

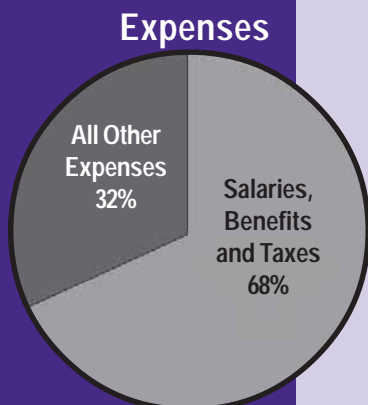
### STATEMENT OF FINANCIAL POSITION

<b>ASSETS</b>	<b>2004</b>	<b>2003</b>
Total current assets	\$1,982,155	\$2,076,661
Total assets limited as to use	547,072	491,105
Other assets	<u>398,830</u>	<u>398,925</u>
<b>Total assets</b>	<b>\$2,928,057</b>	<b>\$2,966,691</b>
<b>LIABILITIES AND NET ASSETS</b>		
Total current liabilities	\$1,303,671	\$1,445,898
Long-term debt	<u>11,417</u>	<u>16,036</u>
Total liabilities	1,315,088	1,461,934
Total net assets/equity	<u>1,612,969</u>	<u>1,504,757</u>
<b>Total liabilities and net assets/equity</b>	<b><u>\$2,928,057</u></b>	<b><u>\$2,966,691</u></b>



### STATEMENT OF ACTIVITIES

	<b>2004</b>	<b>2003</b>
Gross revenues, gains and other support	\$16,326,394	\$16,803,758
Deductions from revenues	<u>2,641,253</u>	<u>2,643,784</u>
Net revenues, gains and other support	\$13,685,141	\$14,159,974
Expenses:		
Salaries, wages, employee benefits	\$ 9,300,060	\$9,784,654
Supplies and other	3,888,247	3,954,425
Provision for bad debts	<u>479,944</u>	<u>445,133</u>
Total expenses	13,668,251	14,184,212
Net operating income	16,890	(24,238)
Nonoperating gains (losses)	55,139	(6,199)
<b>Increase (decrease) in unrestricted net assets</b>	<b><u>\$72,029</u></b>	<b><u>\$ (30,437)</u></b>



## GIVING OPPORTUNITIES AT HEALTHREACH COMMUNITY HEALTH CENTERS

In order to fulfill our mission of providing outstanding but affordable health care to patients and visitors of our communities, HealthReach Community Health Centers relies on many resources. Federal, state and private funding sources, patient fees and individual donations enable our individual Health Centers to fulfill our mission.

All gifts to HRCHC – large or small – are greatly appreciated and help us provide quality primary health care services, close to home. Grants and donations enable us to offer sliding fee services to those who qualify, as well as to launch new services. Parenting programs, dental services, domestic peace initiatives and health education programs are some of the areas for which we have successfully secured new funding.

Giving opportunities for individuals and families at HRCHC include donations of time, money, goods or services to the organization or to an individual Health Center. Our goal is to match donors' interests and values with the needs of individual Health Centers. HRCHC is a 501(c)(3) non-profit organization. All donations to HRCHC are tax deductible under IRS rules.

Your dollars make a difference. With your help, we will continue to push the boundaries of compassionate care – improving the lives of central and western Maine individuals and families. Your generosity is needed now more than ever, as patients' needs continue to grow while insurance and government reimbursements decline. We invite you to:

- Make a financial contribution,
- Give a donation of goods or services,
- Participate in one of our special events, and/or
- Volunteer your time.

Play a meaningful role in ensuring that residents of your community obtain the health care they deserve by becoming involved with HealthReach Community Health Centers. For more information about how you can contribute or to learn about our current priorities and opportunities, you may contact our Development Office at (207) 861-3466 or by e-mail at [HRCHC@HealthReach.org](mailto:HRCHC@HealthReach.org).

*Your generosity  
makes a difference.  
Together, we can  
continue to improve  
the quality of life  
of central and western  
Maine individuals  
and families.*



# Our eleven Health Centers serve residents of over 80 rural communities:

Belgrade Regional Health Center  
Belgrade Lakes, Maine  
(207) 495-3323

Bethel Family Health Center  
Bethel, Maine  
(207) 824-2193

Bingham Area Health Center  
Bingham, Maine  
Health Center: (207) 672-4187  
Dental Program: (207) 672-3519

Lovejoy Health Center  
Albion, Maine  
(207) 437-9388

Madison Area Health Center  
Madison, Maine  
(207) 696-3992

Mt. Abram Regional Health Center  
Kingfield, Maine  
(207) 265-4555

Rangely Region Health Center  
Rangely, Maine  
(207) 864-3303

Richmond Area Health Center  
Richmond, Maine  
(207) 737-4359

Sheepscot Valley Health Center  
Coopers Mills, Maine  
(207) 549-7581

Strong Area Health Center  
Strong, Maine  
Health Center: (207) 684-4010  
Dental Center: (207) 684-3045

Western Maine Family Health Center  
Livermore Falls, Maine  
(207) 897-4345

Administrative Office:  
Waterville, Maine  
(207) 861-3400 or 1-800-427-1127

An Equal Opportunity Organization • [www.HealthReachCHC.org](http://www.HealthReachCHC.org)

**HealthReach**  
Community Health Centers  
P.O. Box 1568  
Waterville, Maine 04903

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WATERVILLE, ME  
PERMIT NO. 19