



Rockingham Health Center Frequently Asked Questions

Who is North Star Health? You may remember us by our legal name, Springfield Medical Care Systems. Our mission is to connect with and care for our community so all may enjoy health and wellness. ***We are an independent nonprofit organization employing over 200 employees across Vermont and New Hampshire. We do not profit from the services we provide.*** In fact, we lose about \$27 per visit on average due to rising costs of delivering care and inadequate reimbursement from insurance companies. This gap must be made up by support from the government, private foundations, and individual donors. We are governed by an all-volunteer Board of Directors where a high percentage of members are required to be patients who receive services from our health centers.

What is happening with Rockingham Health Center? As of January 1, 2025, North Star Health will no longer provide services in the Rockingham Health Center at 1 Hospital Court in Bellows Falls. This includes our Primary Care, Walk-in Services, and Behavioral Health. ***Services and employees will be relocated to Springfield Health Center or Charlestown Health Center (in New Hampshire).*** Other services in the building that are not operated by North Star Health will remain as far as we are aware.

Why Rockingham Health Center? Rockingham Health Center is the most costly facility in our organization to operate. Due to staffing shortages, decreased patient volume, and building disrepair, it costs more to run than it generates in revenue. To ensure we continue providing the highest quality of care, we have made the difficult decision to reduce our footprint.

Where are the addresses of the health centers where services will now be located?

Charlestown Health Center: 250 Ceda Rd. Charlestown, NH 03603, (603) 826-5771

Springfield Health Center: 100 River Street, Springfield, VT 05156, (802) 886-8900

Where is my provider going? Please see page 2 of this document for the list of providers and their new office locations.

I don't have a way to get to this new office. What do I do? North Star is committed to helping our patients access the care that they need. We understand that transportation needs are individualized. ***Our Community Health Team is prepared to connect you with transportation resources.*** Please contact our Community Health Team at (802) 886-8998 for assistance.

My provider is...	Their new office will be
Ashley Barnes, PA	Charlestown Health Center
Anna Blanc, PA-C	Charlestown Health Center
Dr. Gary Clay, MD	Springfield Health Center, 2nd Floor
Dr. Eliot Hall, MD	Springfield Health Center Pediatrics 3rd Floor
Lauren Lavoie, PA	Springfield Health Center, 3rd Floor
Michael Mello, PA	Springfield Health Center, 3rd Floor
Dr. Robert Schwartz, MD	Springfield Health Center, 2nd Floor
Sandra Cotter, LMHC, LADC	Springfield Health Center, 3rd Floor Telehealth
Nancy Granger, LICSW	Springfield Health Center, 3rd Floor
Andrew Meyer, RN, MSN, BA, PMHNP-BC, APHN-BC	Springfield Health Center and Charlestown Health Center
Dr. Theodore Miller, MD	Telehealth Only
Jim Walsh, PMHNP-BC	Telehealth Only