

Supporting HOMETOWN Health Center's New Facility in Palmyra

When HOMETOWN Health Center planned its new Palmyra facility, technology was central to their vision for care delivery. With nearly a dozen vendors and a tight timeline, they turned to ProInfoNet to coordinate the process and make sure every system worked together from the start.

HOMETOWN Health Center Overview

HOMETOWN Health Center is a Federally Qualified Health Center serving over 5,253 patients across 20+ rural communities in Maine. With three locations and a fourth under construction in Palmyra, HOMETOWN Health Center provides medical, dental, behavioral health, telehealth, and community-based services. Committed to serving patients regardless of ability to pay, HOMETOWN Health Center delivers more than 18,520 visits annually, improving access to care in underserved regions.

Background

HOMETOWN Health Center has been a long-time member of the **New England Telehealth Consortium (NETC)**, managed by ProInfoNet. After years of collaboration on network connectivity and subsidy support, HOMETOWN Health Center asked ProInfoNet to help guide the IT planning for its new Medical and Wellness Facility in Palmyra. This expanded our partnership from NETC support to **trusted advisor**.

Specific Challenges

- Vendor Coordination:**
HOMETOWN Health Center faced the challenge of managing nearly a dozen vendors across construction, security, telecommunications, and medical equipment, creating a risk of disconnected or overlapping systems without centralized IT oversight.
- Complex Healthcare IT Requirements:**
Designing IT for a multi-use healthcare facility required integrating clinical systems, telehealth, wellness spaces, a daycare, and community areas while maintaining compliance and supporting patient-centered care.
- Finishing On Time and On Budget:**
With multiple vendors and tight deadlines, HOMETOWN Health Center needed to complete construction efficiently to avoid delays and costly technology reworks.

Our Approach

ProInfoNet led a phased approach that began with a rapid IT assessment to identify key needs and align infrastructure with facility design. We then coordinated vendors to ensure systems worked together seamlessly and supported long-term growth goals.

Results

-  **Streamlined IT Planning:**
Early collaboration and a clear IT roadmap kept construction organized, minimized confusion, and reduced costly rework.
-  **Integrated Infrastructure that Supports Patient Care:**
The new technology framework connects clinical, telehealth, and community systems to fully support patient-centered care.
-  **Opening Day and Beyond:**
With coordinated planning, the Palmyra facility successfully opened in March 2026.