



Clark Fork Valley Hospital and Family Medicine Network Takes Control of Its Communication and Cybersecurity by Partnering with Granite



OVERVIEW

Clark Fork Valley Hospital (CFVH) and Family Medicine Network, a rural healthcare provider serving the Plains, Montana community and surrounding area has partnered with Granite Technology Solutions to replace their existing telephone system due to a network change with their previous service provider. The hospital was referred to Granite by another client hospital. After reviewing multiple vendor options, the CFVH administration decided to partner with Granite on the telephone project.

PHONE SYSTEM UPGRADE

The UNIFI360 Hosted Phone system provided Clark Fork Valley Hospital and Family Medicine Network—which serves approximately 250 employees and handled close to 400 admissions in 2024—with a modern, internally manageable phone system. The IT Team at CFVH can make changes on their own without having to call on a provider.

CYBERSECURITY TRAINING

Granite's cybersecurity training platform - PII Protect - has provided the hospital and clinics with a user friendly platform and insightful phishing simulations to keep staff aware of cyber threats.

<https://granite.tech/>

SERVICES PROVIDED



UNIFI360 HOSTED
PHONE SYSTEM



ADMIN CONTROL PANEL



CALL TRACKING &
REPORTING



PII SECURITY TRAINING
PROGRAM FOR STAFF

“THE NICEST THING ABOUT THIS SYSTEM VERSUS WHAT WE HAD BEFORE IS THAT WE HAVE CONTROL.”

*Skeeter Johnston,
Information Systems Technician,
CFVH and Family Medicine Network*

**"THE SERVICE WE RECEIVE
FROM GRANITE IS
OUTSTANDING."**

*Tina Dockter,
Controller/IT Manager,
CFVH and Family Medicine Network*



Clark Fork Valley Hospital
& Family Medicine Network



GRANITE
TECHNOLOGY SOLUTIONS

CHALLENGE

External management of previous phone system required contacting a Missoula company for every change

High costs for routine system changes with previous vendor

Previous security training program was difficult to manage and time-consuming

SOLUTION

Implementation of UNIFI360 Hosted Phone System with local administrative controls

Flat-rate hosted system with included support and administrative capabilities

Implemented user-friendly PII security portal with streamlined phishing tests and trainings

CONCLUSION

The partnership between Granite Technology Solutions and Clark Fork Valley Hospital and Family Medicine Network exemplifies how strategic technology implementation can transform healthcare communication systems from cost centers into operational assets. By replacing an inflexible, externally managed system with a robust, internally controllable solution, and an intuitive cybersecurity training platform the hospital and clinics has gained both immediate operational efficiencies and long-term cost savings.

Most importantly, this technology upgrade directly supports Clark Fork Valley Hospital and Family Medicine Network's primary mission: providing timely, effective healthcare services to rural Montana communities.