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For Immediate Release

WCHS Completes Phone System Roll Out

Winnebago, NE – Winnebago Comprehensive Healthcare System (WCHS) announces direct phone numbers for all WCHS locations including Domestic Violence Program, Land of Wellness, Recovery Program, Senior Citizens Center, Whirling Thunder Wellness Center, WIC Program, Winnebago Health Foundation, and Urban Indian Connections.

In January of 2024, WCHS upgraded their phone system as part of a Network Cutover. During the Network Cutover, the Health System rebuilt their entire network infrastructure from scratch to become independent from the Indian Health Services D1 network and allow the organization to grow, improve, and better function for longevity. The new phone system allows the organization to manage all numbers, control where they are directed to ensure coverage, prevent outages in our patient experience and collect data to monitor and set goals for customer service. Since the network cutover, there have been no phone outages, a feat WCHS's and its patients could not go 30-days without experiencing prior.

For the past 9 months, the organization has and will continue to have trainings, strategic conversations, and testing alternative solutions to improve customer service provided to each caller across departments. In July, the Health System was able to upgrade their pharmacy software to create an automated refill line 402-745-3952 and RefillPro application allowing patients to request prescriptions 24/7.

“These upgrades allow us the data to identify issues and resolve them quickly ensuring a quality experience for those we serve”. says Sharon Frenchman, Chief Administrative Officer. “We are not perfect, but we are committed to continuing to monitor and improve. I am proud of our Operator and Patient Access Representative teams for their willingness to adapt, collaborate, and continue efforts to make it better.”

In August, all WCHS locations were trained to receive and manage their calls within this new system. Having direct phone numbers for other locations will finally enable all WCHS departments to be on the same system, allowing seamless transfers and a more streamlined communication model designed for longevity.



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“This new set up and direct numbers will be a significant improvement in communications throughout the organization.” says Monti Molzen, Director of IT. “It is designed to make our services even more accessible and provide a more consistent experience for our internal team and everyone we serve.”

WCHS would like to request you update the new numbers in your contacts to make this transition with them. For now, all old numbers will continue to be forwarded to the new directory of numbers. Throughout the transition, there are magnets, social graphics, posters, and other communication tools available on request - please email marketing@wchs.health.

WCHS Directory

Main Phone: 402-745-3950

Toll Free Phone: 1-800-575-9244

Emergency: 402-745-3951

Pharmacy Refill Line: 402-745-3952

Other Locations:

Domestic Violence Office & Shelter: 402-745-3959

Land of Wellness Facility: 402-745-3955

Recovery Program: 402-745-3961

Senior Citizens Center: 402-745-3957

Urban Indian Connections- Sioux City: 712-560-4750

Winnebago Health Foundation: 402-745-3956

Whirling Thunder Wellness Facility: 402-745-3955

Women, Infant, & Children Program: 402-745-3958

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The Winnebago Comprehensive Healthcare System (WCHS) is dedicated to creating and sustaining a healthy community in Winnebago and all the populations we serve. Our organization provides an integrated approach to medicine by offering care services that are compassionate, innovative, and culturally-centered. Our goal is to lead the nation in health for indigenous people by challenging the culture of healthcare for the 10,000 Native Americans who live on the Winnebago Reservation and in the surrounding region. The rural healthcare services we provide include renowned acute care hospital services, a robust primary care clinic, and impressive prevention programs designed to educate, encourage, and support the mental, environmental, social, and physical wellness needs of the Winnebago community. Visit www.wchs.health to learn more.