

INFORMATION & RESOURCE GUIDE



MANCHESTER
community
HEALTH CENTER

145 HOLLIS STREET
MANCHESTER, NH 03101
626-9500 • mchc-nh.org

BUSINESS HOURS

Mon, Tues, Wed, Friday.....8AM - 5PM
Thurs8AM - 7PM

626-9500

Medicaid Application Assistance 626-9500 x9530

MCHC's Enrollment Coordinator can assist you with your application to Medicaid.

You will need to provide verification of income for each member in the household. Acceptable forms of proof include; 4 most recent pay stubs, social security benefits statement, child support, pension, welfare, disability.

Please bring the following with you to your visit:

- An original social security card for each applicant
- An original birth certificate for each applicant
- Proof of residence (utility bill, rental lease, vehicle registration)
- Photo ID for any pregnant applicant
- Parental Notice received from the hospital for your newborn
- Immunization Records from the Doctor's office printed on the Doctor's form or letter-head
- High School students must provide a copy of their school badge

MCHC's Discount Card

Financial Assistance - Medical Assistance Card

Call MCHC at 626-9500 and dial extension 9671 to speak with Intake personnel. You will receive an appointment to meet with the staff to review your finances in order to determine if you qualify for financial assistance.

You will be asked to bring proof of income for each family member living in the household. Examples of what may be considered acceptable forms of proof includes; 2 recent pay stubs, a copy of a social security check, a pension check, welfare, and disability benefits statements or checks.

TO REACH US WHEN THE HEALTH CENTER IS CLOSED

For medical emergencies, please dial "911".

(MCHC patients only)

If you need to speak to a doctor because of an urgent medical problem, please call us at **626-9500 and press "0"** to reach our 24-hour answering service.

An operator will assist you in reaching MCHC's Doc-on-Call.

DOC-ON-CALL

MCHC RESOURCES

MCHC's Interpreter Lines 626-9500

English Press 1 .Somali Press 4
 Spanish Press 2 .Portuguese Press 6
 Bosnian Press 3

MCHC Staff/Department Extensions Dept/

REASON FOR YOUR CALL: Ext

· Schedule/Reschedule a regular apptx9286
 · Schedule an urgent appt when you are sickx4987
 · To request/check status of a referralx9537
 · Questions about your bill/accountx4952
 · New Patient Registrationx9516

Medical questions or questions about your treatment or medication, contact your **Team Nurse**.

To request a **medication refill**, please call the **Refill** line associated with your provider's team.

Yellow x4967	Refill	Blue x4966
Green x4969	Lines	Red x4968

To request a copy of your own medical records, please come into the office and fill out a *Records Request Form*. It generally takes 7 to 10 business days to prepare and copy your records.

Lab results: Please **wait**– A staff member will call you or send your results to you within 2 weeks. Results will not be given out on the phone when you call.

If you're still not sure who you should contact, please press 0 and the operator will assist you in directing your call.

COMMUNITY RESOURCES

FOOD

New Horizons 668-1877
 Southern NH Services/WIC 668-8010
 Salvation Army 627-7013

HOUSING

The Way Home 644-0180
 NH Housing Finance Authority 472-8623
 Manchester Housing Authority 624-2100
 Families in Transition 641-9441
 City of Manchester Welfare 624-6484
 Southern NH Services 668-8010
 New Horizons Shelter 668-1877

DOMESTIC VIOLENCE

YWCA 668-2299

COUNSELING

The Mental Health Center 668-4111
 Child & Family Services 668-1920
 Catholic Charities 624-4717

STD/HIV

Manchester Health Department 624-6466
 Greater Manchester AIDS Project 623-0710

SUBSTANCE ABUSE

Farnum Center 622-3020
 Serenity Place 625-6980
 AA Friendship Line (24 hr.) 432-4520
 Alanon 888-425-2666

EMPLOYMENT/EDUCATION

Manchester Community Resource Ctr 647-8967
 Adult Educ. Office of Manchester 624-6490
 NH Employment Program 888-698-8904

OTHER

For referrals to other programs:

Info-Bank 668-8600
 NH Legal Assistance 668-2900
 Child Abuse/Neglect 800-894-5533
 Dental: NH Technical Institute Concord 271-7160
 Batterer/Abuser Helpline: 800-852-3388

Elderly/Adult Services:

Health & Human Services 668-2330 x376

TRANSPORTATION ASSISTANCE

Town & Country Taxi

Provides transportation for MCHC patients who lack the ability to get to and from their health care appointments. The MA or Nurse on your primary care provider's team can assist you with this service.

Step Saver Van 623-8801 and press 4

MTA offers shuttle services for the disabled and elderly.

Elliot Shuttle 663-2180

Transportation is available for qualifying services. Please call Elliot Shuttle service for more information.

Bus Tickets MCHC offers free bus tickets to and from doctor visits. Please see our Receptionist.