

A GUIDE TO PROGRAMS AND SERVICES



Primary Care
Specialty Care
Chronic Disease Care
Behavioral Health
Preventive Care
Social Services and Support
Services for Uninsured Patients



Manchester Community Health Center
145 Hollis St., Manchester, NH



Tarrytown Road Location
184 Tarrytown Rd., Manchester, NH



Child Health Services at MCHC
1245 Elm St., Manchester, NH



West Side Neighborhood Health Center
88 McGregor St., Manchester, NH



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Primary Care

Patient-Centered Medical Home (PCMH):

MCHC provides comprehensive, team-based primary care focused on quality and safety. PCMH is a model for achieving primary care excellence by providing care in partnership with patients and their families to ensure decisions respect patients' wants, needs and preferences and that patients have the education and support they need to make decisions and participate in their own care.



Center of Excellence for Culturally Effective Care:

The goals of the Center of Excellence are to scale to the next level of providing culturally effective care and improvement efforts that address health disparities. The project involves a community health worker model, workforce development, social determinants of health, cultural effectiveness training, collection/analysis of data, and policies/procedures.

Gynecology Services:

MCHC offers routine gynecologic care including pap smears, breast exams, STD testing and treatment, and pregnancy testing at all locations. MCHC offers colposcopy and LEEP (Loop Electrosurgical Excision Procedures) at our Hollis Street locations.



Pediatric Care:

Pediatric care is offered at all four of MCHC's sites. Pediatric care is focused on patients ranging from newborns to patients who are 20 years old. There is a great deal of focus based on wellness care, immunizations, anticipatory guidance and making sure the patients develop both physically and emotionally.

Adolescent Care:

Adolescent care is offered at all four of MCHC's sites. It is focused on the unique health situations for patients between 12 and 20 years old including screenings for depression and anxiety, substance abuse screenings, information and guidance about appropriate diet and exercise as well as ensuring that immunizations are up to date.

Prenatal and New Parent Care

Prenatal Care:

Prenatal care is provided at Hollis Street and Tarrytown Road locations. Prenatal care refers to the care of pregnant women both during the pregnancy as well as for the first six weeks after a patient has delivered her baby. Prenatal care at MCHC involves a team made up of family practice physicians, a nurse-midwife, social workers, counselors, nutritionists, and prenatal nurses. For higher-risk pregnancies, MCHC providers consult with obstetricians from the Bedford Commons OB/GYN group on the Tarrytown campus. Consultations may be obtained for patients who are considered high-risk for a variety of obstetrical reasons. There is availability of bedside ultrasound and fetal monitoring on-site. We also have easy access to the staff at Elliot Hospital's Maternal Fetal Medicine (MFM) program for additional consultation and imaging.

Breastfeeding Education:

Breastfeeding education is offered to prenatal patients in their third trimester the month before they deliver.

The education is currently provided at individual appointments. A lactation counselor reviews health benefits of breastfeeding, address myths associated with breastfeeding, characteristics of breast milk vs. formula, feeding cues, positioning, supply and demand, barriers to breastfeeding, what to expect in the first two weeks of breastfeeding, how to increase milk supply, how to determine if a baby is getting enough milk, diet of a breastfeeding woman, pumping and storing. We provide electric breast pump referrals based on whether the patient receives Medicaid.



Healthy Start Nurse Home Visiting Program:

Pregnant patients at MCHC can receive home visits from a registered nurse during their pregnancies and after their babies are born. Participants receive "healthy baby" rewards. The rewards will include items like a "healthy start" diaper bag and a \$50 www.diapers.com gift card.



Specialty Care

Special Medical Programs:

Special Medical Programs use a team approach to help families obtain specialty health care services for their eligible children as well as health information and support services for themselves.

- Health Care Coordination - to promote effective use of medical, educational, and community resources to maximize each child's health potential.
- Child Development Clinic - comprehensive diagnostic evaluations including home visits for children birth through age six with developmental or behavioral differences.
- Neuromotor Clinic - comprehensive evaluations, ongoing consultations, and care coordination for children and youth with neuromotor disabilities such as cerebral palsy, low tone, and genetic conditions.
- Nutrition, Feeding, and Swallowing - a statewide network of pediatric nutritionists and feeding and swallowing specialists offers in-home and community-based consultation.



Podiatry Services:

MCHC employs a podiatrist to provide foot care to any MCHC patient. The podiatrist performs regular services such as diabetic foot care as well as management of common podiatry problems such as referrals for patients with ingrown toenails, bunions, callouses, infections, and other issues.



Dental Services:

MCHC has a limited amount of funding to offer dental services through referrals for patients with pain, infection, bleeding, or trauma. Catholic Medical Center's Poisson Dental Facility offers limited dental services, including monthly sessions with a doctor and with hygienists, to children 0 to 5.

Chronic Disease Care

Diabetes Education:

MCHC provides office visits for prediabetes and diabetes education with a Certified Diabetic Educator.

Diabetic Eye Care:

MCHC offers diabetic patients with annual appointments to see an optometrist on-site at Hollis Street for the dilated retinal exam (diabetic eye screening) regardless of insurance coverage.

Better Choices, Better Health:

This is a chronic disease self-management workshop based on a Stanford curriculum. Community Health Workers facilitate the 2-1/2 hour group meetings, which cover topics like:

- Eating right
- Exercise to stay strong and flexible
- Ways to deal with tiredness, pain, frustration and isolation
- Understanding new treatment options



Million Hearts Hypertension (High Blood Pressure) Program:

MCHC partnered with several organizations in 2014-2015 to initiate the Million Hearts program at MCHC. The program involves several components, including staff training and a standardized algorithm for medication management with hypertensive patients (patients with high blood pressure).

We have partnered with several agencies to develop the various components, including:

1. YMCA reduced fee memberships: Any patient at any MCHC location with hypertension can be referred to the YMCA with a special form to receive a reduced fee membership (\$10/month) to improve their health through exercise,
2. Any patient can go to any Catholic Medical Center Parish Nurse or Manchester Health Department site during their open hours for a free blood pressure check,
3. During the months of July and August, ORIS (Office for Refugee and Immigrant Success) runs a farmer's market on-site at Hollis Street on Mondays to encourage patients (and staff) to buy fresh vegetables,
4. MCHC has wallet cards available in English and Spanish for patients who are pre-hypertensive (prevention) and with hypertension (management).



Behavioral Health

Behavioral Health Consultants:

MCHC provides brief behavioral health intervention services for our patients. These interventions target mental health, substance misuse, and crisis-related issues through the use of a Behavioral Health Consultant (BHC). The BHCs are available during clinic hours for immediate brief 15-20 minute targeted interventions.



Mental Health Therapy (traditional):

MCHC provides 40- to 60-minute mental health therapy sessions, usually ongoing on a weekly or bi-weekly basis for our patients who are struggling and want to make changes in their life. Patients who struggle with severe and persistent mental health issues may need to be referred to a higher level of care. Our mental health providers have the expertise to make that determination when needed.

Psychiatric Nurse Practitioner:

MCHC employs a psychiatric nurse practitioner to provide psychiatric medication assistance to any MCHC patient deemed appropriate for this service at a primary medical care office. Common mental health issues treated here include anxiety, depression, and mood disorders. Once patients are stabilized on their medication regime they are then transferred back to their primary care provider. Patients who struggle with severe and persistent mental health issues may need to be referred to a higher level of care.

Substance Misuse Counseling:

MCHC provides substance misuse assessment and counseling sessions, usually ongoing on a weekly or bi-weekly basis for our patients who are struggling with substance misuse issues and want to make changes in their life. Patients who struggle with severe substance misuse issues may need to be referred to a higher level of care.

Medication Assisted Therapy:

MCHC provides a medication assistance treatment program for our patients who are struggling with opioid abuse issues and want to make changes in their life. A medical provider prescribes Suboxone or Subutex. MCHC uses a team approach for this program including the substance abuse providers, nursing, and medical assistant staff. Patients must agree to the requirements of the program to be eligible for this. Patients who struggle with severe substance abuse issues may need to be referred to a higher level of care. Patients deemed appropriate for the program, wanting to enroll when the maximum for the program is reached, will be put on a waiting list.

Preventive Care

Lifestyle Changes for Healthy Families Program:

MCHC offers a four-week program focusing on healthy eating, preparing meals on a budget, food safety, and exercise. The goal is to reduce the incidence of childhood obesity through a family-based nutrition and wellness initiative.

Nutrition Programs:

Nutrition counseling services are offered for obesity and weight loss support, diabetes care, hypertension and hyperlipidemia (high level of fats in the blood), prenatal nutrition services, Women Infants Children (WIC) enrollment services, and prenatal and post-partum lactation services. Preventive and proactive nutrition approaches are taken in efforts to help patients improve their overall health, and nutrition and follow-up care is provided.

Cooking Classes:

MCHC offers cooking classes for children and adults.

- Preschool cooking class for ages three to five are designed to help kids identify, try, and enjoy fruits, vegetables, whole grains, low-fat dairy and healthy fats.
- Adult cooking classes are for any parents of MCHC patients. The lessons are designed to teach a low-cost, healthy dinner recipe that can be replicated at home.

Preventive Cancer Screening Programs (Breast Cancer, Cervical Cancer, Colorectal Cancer):

MCHC has a full-time community health worker (CHW) who works with patients who are due to receive preventive cancer screenings (cervical, breast and colorectal cancer). The CHW will assist patients who are unsure about being screened or patients who are experiencing barriers to care such as difficulties with transportation, interpretation, or costs of services. MCHC is also a Breast and Cervical Cancer screening site for the State of NH. We have a nurse who assists patients who may be eligible to receive free breast and cervical cancer screening if they are uninsured. She provides education, support, and assistance with navigating programs. The funding for these two staff members come from NH's Dept. of Health and Human Services BCCP Program (Breast and Cervical Cancer Screening Program) and Dartmouth's NHCCSP (NH Colorectal Cancer Screening Program).

Social Services and Support-Services

Family Support and Case Management:

Case managers at MCHC work on teams with medical providers to provide family support services.

- Case managers meet with all new families with children at registration to assess their needs and provide resources.
- Case managers provide crisis services to families and individuals who might need help due to domestic violence, homelessness, etc.
- Case managers help with basic needs if a family is struggling with food instability or needs help applying for Fuel Assistance, TANF, or other assistance programs.
- Case managers provide ongoing case management to some families with more complicated needs.
- Case managers help families find enrichment opportunities for their kids including summer camp, tickets to community events, access to sports or music classes, and more.

Community Health Workers:

Community health workers (CHWs) work directly with patients who experience a higher prevalence of health disparities in four chronic disease states: diabetes, hypertension, pediatric obesity, and high risk (any of the three listed above and coexistence of mental health diagnoses).

CHWs are members and representatives of the patient populations they serve (such as Hispanic, Nepali, or Arabic-speaking). They act as care coordinators.



Transportation Assistance:

MCHC offers bus tickets for Manchester Transit Authority and transportation services with Amoskeag Black Car for patients with limited access to transportation.



Language Interpretation and Translation:

MCHC believes that everyone has the right to communicate in their own language and we pride ourselves on embracing language diversity and breaking down communication barriers across cultures. MCHC will continue to evolve and strive for excellence in language services, so that we can best facilitate the conversation between staff members and the patients that we serve.



MCHC provides high-quality, professional language assistance to our patients and members in several ways. Professionally trained interpreters do face-to-face interpretation. We do this through our staff and through contracted vendor agencies. Staff interpreters are available in the following languages: Spanish, Portuguese, Nepali, Arabic, Bosnian, Vietnamese, MaayMaay/Somali, Mandarin, French, French Creole, Swahili, Lingala, Kirundi, and Kinyarwanda. We contract with selected agencies to provide face-to-face interpreter services in locations where we do not have staff interpreters and to serve patients when staff members are not available. In addition, the Language Line provides interpreter services over the phone.

Food Pantry:

A food pantry at Child Health Services at MCHC provides groceries to families in need.



Social Services and Support-Programs

Project LAUNCH (Linking Actions for Unmet Needs in Children's Health):

Project LAUNCH, a federal initiative funded by SAMHSA (the Substance Abuse and Mental Health Services Administration), is pioneering new ways to promote young child wellness. Project LAUNCH NH is working to ensure Manchester's agencies work together to provide children and families with a great start. We're building strong partnerships that will lead to the replication of successful practices we've tried in Manchester and sustainable systems improvements that will last beyond the life of the project.



Project LAUNCH's direct service prevention and promotion strategies include:

- Community-based collaboration
- Increasing developmental screening
- Integrating behavioral health into primary care
- Behavioral support coaching
- Enhancing home visitation
- Family strengthening and parent education
- Trauma-informed responses to adverse childhood experiences

Manchester Community Schools Project:

Two family success coordinators and four bilingual community health workers work with schools to:

- coordinate community care with families,
- address absenteeism, work to increase the attendance of K-2 students,
- offer health education/health promotion with neighborhood residents with chronic disease,
- conduct Healthy Homes work in the neighborhood.



Adverse Childhood Experiences Response Team (ACERT):

A partnership in Manchester has put together a response team that can be deployed to serve children who have been exposed to violence. The ACERT is made up of a police officer, a crisis services advocate, and a behavioral health professional. The team has been trained to respond to incidents as soon as the scenes have been secured by the police. The team will assess the situation and determine next steps that could be taken for the child such as support groups, mental health counseling, early childhood education, or child-parent psychotherapy.

Teen Clinic:

Based at Child Health Services at MCHC, the Teen Clinic offers a full range of primary care services to teens from 14-20 years old. The Teen Clinic provides confidential reproductive health services including pregnancy testing, and testing and treatment for sexually transmitted infections (STIs).



Social Services and Support-Programs

PREP/SHINE (Personal Responsibility Education Program):

A federally-funded evidence-based curriculum called “Reducing the Risk” delivered by trained health educators to teen girls and boys in school, health care and community settings in Greater Manchester. Eligible teens are age 14 and up.



Adolescent Preventive Services (APS):

MCHC, working collaboratively with the Manchester School District, has been providing preventive health services to at-risk adolescents in Manchester’s middle and high schools since 2001. The Adolescent Preventive Service program provides an opportunity to increase the protective factors in adolescents’ lives while at the same time reducing some of the barriers to their success. The adolescent health case managers meet with referred students on a weekly basis, providing case management, brief counseling, and ongoing mentoring to a diverse student population. Students who commence the program in the 6th grade have the opportunity to be followed, grade-by-grade, up through high school until graduation. The long-term nature of the program allows for continuity and the development of a strong mentoring relationship, and optimizes the chances of connecting youth with the resources they need to succeed academically and to improve their overall mental and physical well-being.

E³ Fatherhood Program:

The E³ Fatherhood Program (Education, Employment, and Empowerment) provides a holistic approach to empowering families that include expectant or parenting teens. The program helps teen fathers connect with their children in a healthy and productive manner. The program will operate on several levels to provide wraparound services to build teen father resiliency in both the short and the long term.

Family Literacy Night/Reach Out and Read:

MCHC provides adults with a stress-free environment in which to improve their English, study for the GED, or prepare for the US citizenship test. Child care is provided during class and children can work on their homework with help or play educational games. MCHC also strives to get books to our pediatric patients by partnering with Reach Out and Read, a nonprofit organization that gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together.

NH Medical-Legal Partnership:

A collaborative program of MCHC and NH Legal Assistance provides integrated legal and medical services for patients at the health center who need legal assistance. Focus is on:

- Public benefits (TANF, food stamps, Medicaid, unemployment, Social Security)
- Public housing/Section 8
- Conditions issues in rental housing (including private housing)
- Housing Discrimination
- School discipline/Special education



Women Infant Children (WIC) Enrollment:

MCHC assists eligible families with enrollment in the WIC Program which provides nutrition education, healthy foods, breastfeeding support and referrals to other community programs.



Services for Uninsured Patients

New Patient Access:

New patients can register for primary healthcare services via phone (603-626-9500), by filling out a form on our website (www.mchc-nh.org), or in person at our Hollis Street location to schedule new patient evaluation appointments.

Medicaid Assistance – Children and Prenatal:

MCHC offers assistance with applications for Medicaid benefits for children and prenatal patients and consumers.



Marketplace Enrollment Assistance:

MCHC offers Marketplace health insurance application assistance appointments for eligible patients and consumers. Our goal is to assist all eligible patients and consumers to apply for Marketplace through **Healthcare.gov** and receive medical insurance with possible subsidies and tax credits available, if eligible.

Sliding Fee Scale – MCHC Discount Assistance:

MCHC offers services on a sliding fee scale that has six levels of adjusted fees based on patient household size and income. Uninsured or underinsured patients who qualify for the sliding fee scale will be issued a Medical Assistance Card to receive a discount for charges incurred at all MCHC locations.

Patient Navigator Assistance:

A Patient Navigator Representative provides outreach for patients and community residents who lack access to health insurance, and offers assistance with Marketplace and Medicaid enrollment. The Patient Navigator also assists with application for NH Health Protection Program (NHHPP) and Marketplace insurance coverage and can help with a grievance or question regarding a health plan, coverage, or a determination under such plan or coverage.

Our goal is to assist patients and consumers with health care education about the Affordable Care Act (ACA), and to apply for Marketplace and NHHPP coverage to receive medical insurance with possible subsidies and tax credits available, if eligible.

Medication Assistance:

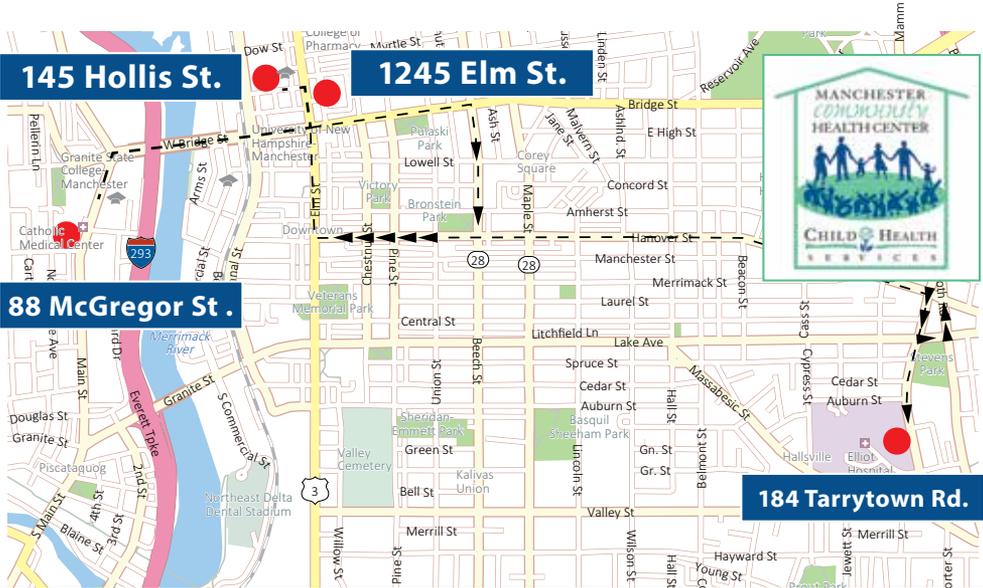
MCHC has a number of programs to assist patients getting their medication:

1. NH Med Bank: The program provides medications to patients with no insurance coverage for prescriptions who are waiting to receive their medication from an MAP program (see below), and supplies the patient with up to two months of medication during their waiting period. Medications are mailed to the patient.
2. MAP (Medication Assistance Program) MCHC has a full-time medication refill coordinator who manages refills of patient medication and also enrolls patients who have no prescription coverage/insurance into MAP programs.
3. MCHC \$4 Formulary: This program is available at the three Walgreens locations in Manchester and Hooksett. Patients must have an MCHC discount card that is not expired that they can show to the pharmacist to confirm they are eligible for the MCHC \$4 Formulary. This program is limited to the medications listed on the formulary.

Breast and Cervical Cancer Program:

MCHC provides office visits for clinical breast exams, pap smears, and referrals for mammograms for uninsured patients.





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603-626-9500 www.mchc-nh.org

Main Office - Mailing Address

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