



How Can We Help You?

<u>Prescription Refills</u>	Refill requests typically take 3-5 business days . Medications requiring a prior authorization, may take up to 14 business days from the time MCHC receive the request from the pharmacy. To help ensure you don't run out of your medication, we request that you give us a call or email us through the MCHC patient portal before your prescription runs out. When you call, you will be given an opportunity to speak to a Call Center Representative or you can leave a voicemail request. Our voicemail option is available 24 hours a day, 7 days a week.
<u>Call Center</u>	All incoming calls to MCHC are answered by our highly trained Call Center Representatives dedicated to assisting you as quickly as possible. They will ask a series of questions to be sure we have the right information and forward this information to the staff that can best help you. All routine calls are answered in the order they are received. While you may sometimes experience a brief delay in speaking to a representative, please know that our staff is dedicated to providing exceptional customer service and look forward to extending the same courtesy to you when we answer your call.
<u>Reception</u>	Our Front Office staff is available to assist our patients with schedule appointment check-in, updating patient demographics and provide assistance with form requests or information release requests.
<u>Late Arrival</u>	If you arrive after your scheduled appointment time, we may have to offer you another appointment depending on your provider's appointment schedule. To avoid the potential need to reschedule your appointment, we ask that you arrive 15 minutes before your scheduled appointment.
<u>Transportation</u>	<p>Many health insurance organizations offer transportation services to and from appointments for their members. They may have guideline (i.e. the request must be received 4 days prior to the appointment), so please check with your insurance carrier for transportation guidelines.</p> <p>If you do not have health insurance, please ask a MCHC staff member for information on our transportation services to see if you qualify for other transportation options.</p> <ul style="list-style-type: none"> • Manchester Transit Authority (MTA) or "City Bus" tickets are available for current patients that have a schedule appointment. • Step Saver is a program offered by MTA and provides transportation to those who are limited in their ability to access the fixed route bus service (typically the disabled and the elderly). Service is provided through advanced reservation arrangements by calling (603) 623-8801.
<u>Form Requests</u>	<p>All requests will be processed as quickly as possible. Please note that time is needed for your provider to review the requested information, complete and sign the forms. Below are the standard time frames needed for processing:</p> <ol style="list-style-type: none"> a. <u>Immunization report</u>: We can generally provide this upon request. b. <u>Physical Examination Forms</u>: 3-5 business days c. <u>Return to Work/School Letters</u>: 3-5 business days d. <u>FMLA Forms</u>: 5-7 business days e. <u>Prenatal FMLA Forms</u>: These are completed during a scheduled visit with a provider f. <u>Release of Records for Transfer of Care</u>: 7-10 business days g. <u>Referrals</u>: 7-10 business days
<u>Release of Information</u>	A signed Release of Information form must be obtained from the patient, parent or duly authorized legal guardian, any time a request is made to disclose protected health information. This form can be obtained at reception, on the MCHC website under patient documents , or by calling 603-626-9500.
<u>Patient Portal</u>	Your health is important to you, and so is having access to your medical information. The MCHC patient portal makes it easier for you to communicate with us, schedule appointments, request medication refills, get basic medical information from our chart, and more. All information contained within the patient portal is confidential and can only be accessed by you using a confidential login username and password. Passwords must be requested in person at any of our convenient locations of care.
<u>After Office Hours</u>	Our on-call doctor is available after business hours and can be reached through our answering service. Please call our main number 603-626-9500 and listen to the prompts to reach our answering service. The answering services will contact our on-call physician who will return your call.