

COMMUNITY HEALTH CENTER

Information for Our Patients

Introducing the Care Team Approach

The Community Health Center (CHC) at Dartmouth-Hitchcock Medical Center has reorganized to better address your health care needs by using the care team approach.

What is a care team?

A care team is composed of physicians, associate providers (nurse practitioners and physician assistants), medical students, nurses, secretaries and other support staff. There are three care teams at CHC. Your family physician is a member of one of these teams. You can contact your care team whenever you have a health care need, such as an illness, routine appointment, a prescription renewal, etc.

Flexibility

Your family physician will work closely with the other providers on the care team to ensure that you get the most appropriate care whenever you need it. On those occasions when your family physician is not immediately available, you have the option of being cared for by one of the other providers in your care team.

Continuity

Your family physician will be active in your care and will often be available for consultation when you see another member of the care team. Care team members will communicate with each other after your visit to ensure that your needs are met.

Convenience

When you belong to a care team, you will always call the same phone number, and speak with the secretaries and nurses who work closely as members of the care team.

We believe this approach will be beneficial. We welcome any feedback you might have. If you have any questions, please call us using your care team's telephone number.

General Information

Do you need a prescription refill?

If you need a prescription refilled, you should call the CHC prescription refill line. Leave your name, phone number, date of birth and prescription information. Provide us with at least three (business) days (72 hours) notice when requesting a medication renewal. Because this is a voicemail system, do not use it for urgent needs. You may also request refills using Patient Online. Just log on to the Patient Online Web site at www.dhmc.org/patientonline.

Do you need a managed care referral of precertification?

If you want to see a specialist (other than someone at the CHC), and your insurance company requires a referral, call your PCP team secretary (call the number on your health insurance card if you are uncertain about the policy). Our office will notify you if your PCP needs to see you prior to authorizing the referral. Remember that a referral from your CHC physician does not guarantee payment.

Are you ill or injured?

If your illness or injury does not require emergency care, please call your provider's care

team secretary. A nurse may talk with you to determine the most appropriate means for you to receive care. If you are sick and unsure whether you need to be seen, you may ask to speak to a nurse before making an appointment. Our nurses will do their best to assist you over the phone. If you need to discuss a long-term or complicated medical condition, we believe your needs are best served by an office visit rather than attempting to assess it over the phone.

Emergency Care After Hours

If you have a life-threatening emergency, go directly to the DHMC Emergency Department. Managed care patients should contact their insurance company within 24 hours of the emergency department visit.

A doctor is on-call for the CHC at night and on weekends for acute or emergent care. Please call (603) 650-4000.

Directions to the Community Health Center

From 1-89: Take exit 18 onto Route 120 north. Three miles from exit 18 you will pass Jesse's Restaurant on the right; the CHC is 0.3 miles (the first left) past Jesse's. It is located in the Hanover East complex on Buck Road.

From 1-91: Take exit 13 (Hanover/Norwich), follow the sign to Hanover. At the second light, take a right onto Park Street. At the Greensboro Road intersection, bear right and then take the first right onto Buck Road. The CHC is located in the Hanover East complex.

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