

Welcome to White Mountain Community Health Center

White Mountain Community Health Center looks forward to working with you and your family. Your care and wellness are our primary goals. We are pleased that you have selected us as your healthcare home.

In order to better serve you, we ask that you bring a list of all your medications, insurance cards, completed forms, and other documents you feel are important to your visit. Please plan to arrive 15 minutes prior to your appointment.

If you are unable to easily read or understand the required forms, please bring them with you to your appointment and one of our staff will assist you.

Our Promise to You

- You are the most important member of your healthcare team.
- We are dedicated to providing coordinated, evidence-based care across all of your healthcare systems.
- Coordinating your care works best when patients provide their team with all of their healthcare information.
- We want you to think of White Mountain Community Health Center as your healthcare HOME - where all your care comes together.

If you see other healthcare providers outside of the health center, it is important to share this information with us, as it gives us important information about your overall health and wellness to help us serve you better.

Getting Started as a New Patient at White Mountain Community Health Center

- Please review this important information.
- Complete the record release and return it to our office. We will contact your previous provider(s) for your records. This process can take up to 30 days.
- If you have an urgent or immediate health concern, please let us know and we will do our best to get you in as soon as possible. It is still important for you to also schedule your “establish care” visit with your selected provider.
- If you have any questions or need assistance, please contact the front desk at (603) 447-8900.

Selecting Your Provider/Care Team Lead

It is important for you to feel comfortable with your provider and be able to play an active role in your healthcare planning and goals. Visit our website at www.whitemountainhealth.org and “meet” our providers. Each provider has a profile and bio to help you find the best match for you. If you need help making your choice, we would be happy to assist you.

How Your White Mountain Community Health Center Care Team Works for You

- Our providers work in teams to help meet your needs. This ensures you will have access to a member of your provider's care team, even if he/she is not available.
- You will have access to medical, behavioral health, and dental services to meet all your primary care needs.
- Your Care Team will work with you to connect with any specialists or other providers you see outside of our agency to help in coordinating your care. When you see other healthcare providers outside of the health center, it is important for you to ask them to share your health information from the visit with your primary care provider here.

Important Information for Your First Visit

Bring with you all of the following:

- ☐ Insurance card(s)
- ☐ List of all your medications and supplements or the bottles
- ☐ Complete sliding fee discount program application, if needed and not already submitted
- ☐ Any other documents you feel are important to your visit.

→ Plan to arrive 15 minutes prior to appointment to complete the check-in process ←

Location and Hours

Monday - Friday 8:00 AM - 4:00 PM
298 White Mountain Highway
Conway, NH 03818
Phone: (603) 447-8900
Fax: (833) 972-5530

Appointments

- Simply call our office to schedule your appointment. Same day appointments are often available for acute or urgent health concerns.
- Please arrive 15 minutes prior to your appointment to complete the check-in process, which may include health screening paperwork.
- Bring a list of your current medications and information about any recent healthcare services you have received outside of White Mountain Community Health Center.
- Please notify our office immediately if you need to change or cancel your appointment.
- Your health and safety are our top priority. There could be times when you may be advised to go to the nearest Emergency Department instead of coming to the office.

After-Hours Access

Our patients can access advice by phone for urgent health concerns anytime we aren't open via our nurse triage on-call service. You can access this by calling us at (603) 447-8900.

If you need to reschedule or cancel an appointment

We know life happens! If you are unable to make a scheduled appointment, please be sure to let us know as soon as possible.

- To avoid charges for a late cancelled or missed appointment, please be sure to call and cancel your appointment within 24 hours.
- If you have three or more late cancelled or missed appointments in one year, we may restrict you from scheduling appointments ahead of time.

Prescribing Medications at Your First Visit

In order to ensure you have the correct medications for your conditions and health concerns, before any prescription is filled for a new patient:

- Your medical records must be received from your previously prescribing provider(s) – this sometimes takes up to 60 days from the time of our request and your first appointment. **Please plan accordingly with your previous provider to ensure you do not run out of medication before your appointment.**
- If you have an active prescription and will be in need of refills, it is imperative you tell our staff when you are contacted to schedule an “establish care” visit.
- You MUST be seen for an “establish care” visit, at which the following will occur:
 - Review of existing health conditions, including evaluation and treatment history,
 - Review of your current medications,
 - Physical exam as needed to determine the necessity for the requested medications, and
 - If controlled substances are considered, a review of our policy for prescribing controlled medications and completion of our Controlled Medication Agreement is required.
- Controlled substances require in-person evaluation, will not be prescribed on the first visit, and may require periodic drug screening.
- Your new provider is not obliged to prescribe any previously prescribed medications you may be taking. There are often many options for treatment of chronic conditions and these will be reviewed with you at the visit. Any medications prescribed must be deemed appropriate by your provider for your current condition(s) and based on your medical history.

Patient Portal

Our patient portal gives you 24-hour access to your personal health information and medical records. You can also use it to send secure messages to our staff, request a change to an existing appointment, request a prescription refill, and more. If you provide your email address, we will send you a sign-up link. If you don't get this email or need to reset your password, contact us at (603) 447-8900.

In An Emergency

White Mountain Community Health Center does not provide 24-hour crisis services. In a medical or mental health emergency:

- Call 911 or go to the nearest emergency room.
- Call the NH Rapid Response Access Point at 833-710-6477.
- Call or text the National Suicide Prevention Lifeline at 988.

Services to Ensure Access

Interpretation and Language Services: We will provide an interpreter for our patients as needed at no cost, including ASL. Please let our office know ahead of time so we are able to plan accordingly.

Español Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان

Assistance Completing Forms: If you would like assistance in completing your forms, we are happy to help. Simply call us to schedule a time to meet with a member of our team.

Assistance in Managing the Cost: We offer health insurance enrollment assistance, a sliding fee scale, and other assistance. Please call our office at (603) 447-8900 to learn more.

Assistance with Transportation to Your Visit: If you need assistance with transportation, let us know. Sometimes we are able to help coordinate a ride to and from your appointment or a referral.

We Welcome All People

White Mountain Community Health Center complies with applicable federal civil rights laws and does not discriminate on the basis of color, race, national origin, age, disability, sexual orientation, or gender identity.

Payment Options for Your Care

We accept most insurance carriers serving this region. We know that figuring out your insurance coverage is sometimes confusing. If you have any questions or need help navigating your coverage, call our office at (603) 447-8900.

General Payment Information

- Please let us know if you have any changes to your health insurance so we are able to submit your claim to the appropriate carrier.
- You will be responsible for all outstanding balances not covered by insurance.
- Co-pays are due on the day of your visit.
- Claims will be processed to insurance companies we do not contract with, but unfortunately, we cannot guarantee coverage or payment.
- Our office accepts personal checks, cash, and most major credit cards.

Financial Assistance is Available

If you think you might have trouble paying your medical bills, we offer a sliding fee scale to those who qualify. To learn more or begin the eligibility process, please call our office at (603) 447-8900 and they will gladly assist.

Contact Your Insurer Before Your Visit

- If you have a behavioral health appointment, it is important to contact your health insurance company in advance to receive their approval/authorization to avoid charges that your insurance may not cover. Be sure to ask about copay and deductible amounts, they may be different from your medical visit coverage.
- Insurance coverage for other services may vary as well. Please feel free to contact our billing office if you need help figuring out what your charges will be for any service you are considering.

Summary of Payment and Billing Policies

General

- Please be sure to bring your insurance card(s) with you to each visit.
- White Mountain Community Health Center will request payment of all co-payments and charges not covered by a third party (insurance) at the time of your visit.
- Copayments and sliding fee scale payments are due in-full, at the time of service. Outstanding balances are due within 30 days of your visit.
- No show/late cancels may be charged \$50

Sliding Fee Discount Program

- Sliding fee discounts apply only to services provided by the health center. It is your responsibility to renew your application before it expires.
- The discount is **not insurance** and will not pay for services provided by other doctors, labs or hospitals. You will need to make arrangements with these organizations directly.
- Nordx Laboratory and Memorial Hospital are willing to honor the White Mountain Community Health Center determination of discount for their own discount programs when we refer you.

Unpaid Balances

- You will receive a monthly billing statement from us until your balance is paid in full.
- We reserve the right to charge interest and collection fees.
- Payment plans are available for those unable to make payment in full. If you would like to set up a payment plan, please speak with the cashier or contact our billing department at (603) 447-8900.
- We understand that many patients are in situations that keep them from being able to pay their full bill. Please be in touch if you need extra assistance and explain your situation. We will do all we can to help as long as you stay in contact with us and stay current with the payment plan you've set up. In the event that your account balance remains outstanding for more than 120 days and you have not met these criteria, we may choose to place your account with a collections agent.
- If you don't make any payments for more than 120 days and you haven't been in contact with us about it, we may choose to place your account with a collections agent and suspend your ability to access care at the health center. Please call our billing department us if this happens to you. We can help you get back on track.