

## Directions



### Dartmouth-Hitchcock Manchester

100 Hitchcock Way

#### From I-93 North or South

Take Exit 8 (Wellington Rd/Bridge St.). Turn left onto Wellington Rd. Take a left on Edward J. Roy Dr. Take your first right onto the main entrance to Dartmouth-Hitchcock Manchester.

#### From Downtown Manchester

From Elm Street, take Bridge St. East all the way to the Mammoth Rd. intersection. Go straight through to Wellington Rd. and continue under the I-93 bridge. Take your next left onto Edward J. Roy Dr. Take your first right onto the main entrance to Dartmouth-Hitchcock Manchester.

### Dartmouth-Hitchcock at the Notre Dame Pavilion

87 McGregor Street

#### From Route I-293 North

Take Exit 5 (Granite St. Bridge). Turn left and proceed to the second set of lights. Take a right onto Main St./McGregor St. and follow through to the second set of lights (CMC will be on the left). Take a right onto Foundry St. Park in the garage on the right on level 1 or 2. The Notre Dame Pavilion is the office building attached to the parking garage.

#### From Seacoast and Points East via Route 101 West

After Exit 1, follow signs to I-93 South/101 West - Manchester/Boston. Stay right on I-93 South. Take the exit for I-293/101 West, and stay right on toward Manchester/Concord. Follow directions from I-293 above.

#### From Nashua and Points South

Take I-93 North or Route 3 North to I-293 North. Follow directions from I-293 above.

#### From Milford and Points West via Route 101 East

Take a right at the junction of Routes 101 and 114 and continue on 101 East. Bear right onto I-293 North - Manchester/Concord. Follow directions from I-293 above.

#### North of Manchester via I-93 South

After the Hooksett tolls, bear left at fork onto I-293 to Exit 5-Granite St./W. Manchester. Turn right and proceed to the second set of lights. Take a right onto Main St./McGregor St. and follow through to the second set of lights (CMC will be on the left). Take a right onto Foundry St. Park in the garage on the right on level 1 or 2. The Notre Dame Pavilion is the office building attached to the parking garage.

### Dartmouth-Hitchcock Bedford

25 South River Road

### Dartmouth-Hitchcock Specialty Care at Bedford Medical Park

5 Washington Place, Bedford

*Dartmouth-Hitchcock Bedford and Dartmouth-Hitchcock Specialty Care at Bedford Medical Park are both conveniently located off of South River Road.*

#### North of Manchester via I-93 South

After the Hooksett tolls, bear left at fork onto I-293 to Exit 4. Take a left onto Second St. and follow to the traffic light. Proceed through the light onto South River Road.

For Dartmouth-Hitchcock Bedford, at the first traffic light, turn left into Bedford Square.

For Dartmouth-Hitchcock Specialty Care at Bedford Medical Park, at the second traffic light, turn left into Washington Place.

#### South of Manchester via Everett Turnpike

After the Bedford tolls, take the second exit on the right to Route 101 West. Take the first exit (Kilton Rd.) to Route 3. At the third traffic light turn left onto South River Road.

For Dartmouth-Hitchcock Specialty Care at Bedford Medical Park, at the first traffic light, turn right into Washington Place.

For Dartmouth-Hitchcock Bedford, at the second traffic light, turn right into Bedford Square.

#### From Route 101 East to Route 3

At the junction of Route 114 and Route 101, bear right, then take a right at the Route 3 exit. Turn left onto Meetinghouse Rd. At the traffic light turn left onto South River Road.

For Dartmouth-Hitchcock Specialty Care at Bedford Medical Park, at the third traffic light, turn right into Washington Place.

For Dartmouth-Hitchcock Bedford, at the fourth traffic light, turn right into Bedford Square.

Dartmouth-Hitchcock Bedford – Follow Bedford Square driveway to the end and turn right. Dartmouth-Hitchcock Bedford is on the left.

Dartmouth-Hitchcock Specialty Care at Bedford Medical Park – Follow Washington Place driveway to the end and turn right. Dartmouth-Hitchcock Specialty Care at Bedford Medical Park is on the right.

### Dartmouth-Hitchcock Derry

14 Tsienneto Road

#### South of Derry via I-93 North

Take Exit 4 and turn right onto Route 102 East. Follow for approx. 1 mile. Turn left onto Crystal Ave./Route 28 and follow for .8 mile. Turn right onto Tsienneto Road. Dartmouth-Hitchcock Derry will be on your left.

#### North of Derry via I-93 South

Take Exit 5. Turn left onto Route 28 South/Rockingham Rd. Follow for 3.2 miles. Turn left onto Tsienneto Rd. Dartmouth-Hitchcock Derry will be on your left.

For information on Dartmouth-Hitchcock providers, services, events and more, visit our website at [dartmouth-hitchcock.org](http://dartmouth-hitchcock.org)



Creating a Sustainable Health System

Improving the Lives of the People and Communities

We Serve for Generations to Come

MANCHESTER | BEDFORD | DERRY

[dartmouth-hitchcock.org](http://dartmouth-hitchcock.org)

## Manchester



100 Hitchcock Way



87 McGregor Street

## Bedford



25 South River Road



5 Washington Place

## Derry



14 Tsienneto Road

## Welcome to Dartmouth-Hitchcock Manchester • Bedford • Derry

Dartmouth-Hitchcock's practices in Manchester, Bedford and Derry conveniently offer the quality health care services you rely on – all in your community. Our full-service approach to your health, combined with being part of New Hampshire's only academic medical system, covers your family's health care needs from birth through adulthood. With primary and specialty care services available in locations in the Manchester, Bedford and Derry area, Dartmouth-Hitchcock is your comprehensive resource for injuries, illness and everyday health care.

This New Patient Information Brochure is designed to familiarize both new and existing Dartmouth-Hitchcock patients with some of the procedures, forms and information that will help you begin to take full advantage of all that Dartmouth-Hitchcock has to offer.

**If you need further assistance in transitioning to Dartmouth-Hitchcock, please feel free to contact our Patient Orientation Representative at 695-2504.**

## New Patient

# Information

Primary Care Services

myD-H (free online patient portal)

Office Hours

Medical Records Release Forms

First Visit

Referral Procedures

Emergency and After-Hours Care

Billing Information

Specialty Services

Directions





## Primary Care Services

Our primary care departments aim to serve as your Medical Home. Medical Home is a model of care that promotes close partnerships and coordination of care between you and your health care providers. In this model, your care is administered by a physician-led team that works together to provide for your health needs and coordinates your treatment across the health care system. By placing an emphasis on wellness, prevention, health screenings and other strategies, your Medical Home team takes a proactive approach to your care, allowing you to take greater responsibility for managing your health.

### How to Choose a Provider

At Dartmouth-Hitchcock, we recommend that our patients choose a primary care provider (PCP) to help manage health care needs (many insurance companies may also request a PCP). We encourage you to choose a primary care provider from one of the departments listed below. For help in choosing a provider who is right for you or any member of your family, call our Patient Orientation team at 1-800-653-0776. They can discuss your specific health needs and register you with a primary care provider. You can also visit us at D-HDocs.org to meet our providers who are accepting new patients.

#### Internal Medicine

Dartmouth-Hitchcock Manchester .....695-2600  
Dartmouth-Hitchcock Bedford .....629-1793

#### Pediatrics

Dartmouth-Hitchcock Manchester .....695-2750  
Dartmouth-Hitchcock Bedford.....695-2817

#### Family Medicine

Dartmouth-Hitchcock Manchester .....629-1870  
Dartmouth-Hitchcock Bedford.....695-2572

Once you have selected a provider, an appointment secretary will be available to answer questions, schedule appointments or get messages to your health care provider. Please note, the timeliness of a health care provider returning patient calls may depend on the severity of the issue.

Dartmouth-Hitchcock participates in most insurance plans in New Hampshire. Be sure to list your new Dartmouth-Hitchcock provider as a PCP on your insurance enrollment form.

Manage Your Health Care with

**myD-H** Free, Secure, Powerful,  
Easy-to-Use, Available 24/7

We encourage you to use myD-H—a free and convenient service that lets you manage your health care online, on the go and around the clock. With myD-H, you can manage appointments, renew prescriptions, contact your health care team, check lab results, view your account, access office notes, make payments and much more via a secure website. In addition to accessing myD-H in a web-based format, the myD-H mobile app is available so you can easily and confidentially manage your health from your mobile device anytime, any place.

**Get connected today at myD-H.org  
and download the myD-H mobile app!**

## Hours

**Our regular office hours for routine appointments are Monday through Friday, 8:00am - 5:00pm.**

If you need to see someone right away, we also offer extended hours (by appointment only) on weeknights and weekends in the Urgent Appointment Department.

**Our Urgent Appointment hours are Monday – Friday, 9:00am - 9:00pm, Saturday & Sunday, 8:00am - 6:00pm.**

Individual department hours and office days may vary depending upon surgery schedules, holidays and other considerations.

## Medical Records Release Forms

### New Patient of Dartmouth-Hitchcock

If you are a new patient of Dartmouth-Hitchcock and have not yet had your previous medical records forwarded to our offices, please complete the enclosed form entitled, “Authorization for Incoming Protected Health Information” and send this form to your previous health care provider. They will in turn, forward your medical records to Dartmouth-Hitchcock Manchester, providing your new health care team with all your relevant medical history.

### Current Patient of Dartmouth-Hitchcock

As a patient of Dartmouth-Hitchcock, you have the right to review the information in your medical record and may obtain a copy for a reasonable fee. Requests for release of patient information must be made in writing to our Health Information Department by filling out an “Authorization for Use/Disclosure of Protected Health Information” form. This form should be completed and mailed or faxed to the Health Information Department at Dartmouth-Hitchcock Manchester. For an appointment to review your medical record or for more specific details about obtaining a printed copy, please contact the Health Information Department at 695-2820. All medical record forms, along with an advance care planning guide, can be downloaded from our website at [dartmouth-hitchcock.org/records](http://dartmouth-hitchcock.org/records).

## First Visit

Please arrive 15 minutes earlier than your appointment and go to the nearest registration desk so that we may complete the registration process. In order to assist you in processing your health benefit claims, we ask that you bring your insurance card(s) and complete insurance information. If your insurer requires a referral to see a specialist, please bring a referral from your primary care provider. If your health plan requires a co-payment, it will be collected at the registration desk prior to your appointment.

Please forward any appropriate medical records or X-rays, and a record of your immunization history to us prior to your first visit.

## Requesting a Referral for Specialty Care

Your primary care provider is part of a multi-specialty group practice and works very closely with qualified specialists within Dartmouth-Hitchcock. If you require a referral to a specialist, your primary care provider will most often refer you to a specialist associated with Dartmouth-Hitchcock. This level of coordination not only ensures a high level of care, but also enables the providers to collaborate more efficiently on your behalf.

Since your primary care provider has a broad perspective on your health, he or she will provide the specialist with important information about related conditions, tests or health risks. He or she will also monitor your care if and when you may be hospitalized. This kind of careful coordination results in better, more personalized care for you.

The Referral Services Staff is available to answer questions related to your health benefits and referrals. Please call 1-866-833-4685 or (603) 440-7680.

## Emergencies and After-Hours Care

A member of our health care team is on call 24 hours a day, 7 days a week.

### Life Threatening Emergencies

(e.g., severe bleeding, unconsciousness, chest pain, etc.)

■ Call 911 or go directly to the nearest hospital emergency room for immediate medical attention.

■ Notify Dartmouth-Hitchcock as soon as possible.

### Non-Life Threatening Medical Care

■ If you need to see someone right away, we also offer extended hours (by appointment only) on weeknights and weekends in our Urgent Appointment Department. Our Urgent Appointment hours are Monday through Friday, 9:00am - 9:00pm and Saturday and Sunday 8:00am - 6:00pm. Call your primary care provider to schedule an urgent appointment.

## Billing

Our office will submit your bills directly to most insurance companies. If you have any questions related to your statement or payment arrangement, please call our Business Office at 1-800-238-0505. Patients are responsible for any co-payments at the time of service.

Please note, our lab is operated by Dartmouth-Hitchcock’s Mary Hitchcock Memorial Hospital, and is billed as an outpatient hospital benefit. Certain insurance plans apply your lab services against your deductible versus you paying a clinical co-payment. Please check with your insurance for specifics related to your plan.

For details on the specific terms of your health benefit coverage, we encourage you to call the member services department of your health plan. The phone number can generally be found on the back of your member identification card.

Dartmouth-Hitchcock is a charitable organization and has a financial assistance policy. To apply for financial assistance, download the Financial Assistance Application from our website at [dartmouth-hitchcock.org/assistance](http://dartmouth-hitchcock.org/assistance), or call 695-2797 for more information.

**Payment for services:** All uninsured/self-pay patients will be accountable for the cost of services before their visits occur. New Patients must pay a pre-service payment fee of \$100.00 before their first visit. Established patients are required to pay \$50.00 before each of their visits. Any outstanding balances will be discussed at registration and if you cannot make payment or partial payment you will be required to meet with a financial counselor to identify payment options, including financial assistance. Payment can be made by cash, check or credit card.

## Specialty Services and Other Listings

When needed, your primary care provider may refer you to one of our qualified specialists. All of the following specialties are conveniently located in the Manchester, Bedford and Derry area.

Allergy .....695-2560

Bariatric Surgery .....695-2840

Cancer Services .....629-1828  
(Norris Cotton Cancer Center)

Children’s Hospital at Dartmouth-Hitchcock (CHaD)

Pediatric Specialties .....695-2745

Dermatology/Cosmetic Dermatology .....695-2540

Elliot Health System | Dartmouth-Hitchcock

1-Day Surgery .....663-5900

Endoscopy Center .....629-1800

Endocrinology .....645-6401

Eye Services .....629-1813

Gastroenterology .....695-2840

General and Colorectal Surgery .....695-2840

Infectious Disease/HIV .....629-1752

Reproductive Medicine & Infertility .....695-2900

Maternal Fetal Medicine .....695-2902

Medical Genetics .....629-8355

Mohs Surgery .....629-8088

Neurology .....695-2940

Obstetrics, Gynecology and

Nurse Midwifery .....695-2900

Orthopaedics .....695-2830

Pain Medicine .....629-1890

Palliative Care .....629-8682

Podiatry .....695-2998

Pulmonology .....645-6407

Radiology .....695-2850

Densitometry (DEXA), Fluoroscopy,  
Digital Mammography, 3-D breast Tomosynthesis,  
MRI (open-bore), PET/CT, Ultrasound, X-ray

Rheumatology .....695-2550

Urgent Appointment Department

Call your primary care provider to schedule  
an urgent appointment

### Other Ancillary and Diagnostic Services

As a convenience to you, Dartmouth-Hitchcock provides many services including:

Community Health Education, Diabetes Education,  
Electroence Phalogram (EEG), Electromyography (EMG),  
Genetic Counseling, Laboratory, Nutrition Counseling,  
Pulmonary Function Testing, Skin Cancer Screening