

## Directions



### Dartmouth-Hitchcock Concord

253 Pleasant Street / Concord, NH 03301 / 603-226-2200

#### From I-93 North or South

Take I-89 to Exit 2 (Clinton Street). At the end of the exit ramp go right onto Clinton Street. Follow Clinton Street and take a left onto the Langley Parkway. About 1/2 mile on the right, there is a exit ramp into our side parking lot. Patient parking is located in the front and side of the building.

### Dartmouth-Hitchcock Concord Primary Care at Pillsbury Street

2 Pillsbury Street, Suite 401 / Concord, NH 03301 / 603-224-7575

#### From I-93 North

Take Exit 12N for New Hampshire 3A N/South Main Street. Merge onto New Hampshire 3A N/South Main Street. Follow South Main Street and take a left onto Pillsbury Street. The parking lot will be on your right.

#### From I-93 South

Take Exit 13 for US-3 N toward Downtown. Turn right onto US-3 N/Water Street and turn left onto South Main Street. Follow South Main street and turn right onto Pillsbury Street. The parking lot will be on your right.

## myD-H

### Manage Your Health Care with myD-H: Free, Secure, Powerful, Easy-to-Use

As an added convenience, we encourage you to use myD-H – a free service that makes taking care of your health, that much easier. With myD-H, you can request and reschedule appointments, request prescription renewals, send your healthcare team secure messages, view your account and make payments online, and much more via a secure website.

**Visit [myD-H.org](http://myD-H.org) to sign up today.**

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



### Welcome to Dartmouth-Hitchcock Concord

Dartmouth-Hitchcock Concord, conveniently offers the quality health care services you rely on. In a single location you can see your primary care provider, get your lab work done and X-rays taken, and schedule an appointment with a specialist. Dartmouth-Hitchcock Concord also has a close working relationship with Concord Hospital with many of our physicians serving on the medical staff. Our full-service approach to your health, combined with our affiliation with Dartmouth-Hitchcock Medical Center, the state's only teaching and specialty care hospital, makes Dartmouth-Hitchcock Concord 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 contact our Patient Services Team at 229-5180.**

### New Patient

## Information

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**Dartmouth-Hitchcock**  
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[Dartmouth-Hitchcock.org](http://Dartmouth-Hitchcock.org)



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## 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 them manage their 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. If you need further assistance in transitioning to Dartmouth-Hitchcock, please feel free to contact our Patient Services Team at 229-5180.

#### Dartmouth-Hitchcock Concord Primary Care

Internal and Family Medicine .....226-6108  
Pediatrics .....226-6100

#### Dartmouth-Hitchcock Concord Primary Care at Pillsbury Street

Family Medicine .....224-7575

Once you have selected a provider, an appointment secretary will be available to answer questions, schedule appointments or get messages to your healthcare provider. Please note, the timeliness of a healthcare 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.

## Hours

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

**Urgent Appointments:** If you need to see someone right away, we also offer extended hours (by appointment only) on weeknights and weekends. 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 healthcare provider. They will in turn, forward your medical records to Dartmouth-Hitchcock Concord, providing your new healthcare 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 Concord. 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 229-5145. 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 stop at the main registration desk in the front lobby 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, as well as 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 staff in the Referral Services Office is available to answer questions related to your health benefits and referrals. Please call 1-866-833-4685 for assistance.

## Emergencies and After-Hours Care

A member of our healthcare 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

- Call your primary care department so we can access the most appropriate course of action.

## 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 time of service.

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 1-800-238-0505 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 many qualified specialists from the following departments:

<b>Allergy and Immunology</b> .....	228-4548
<b>Bariatric Surgery</b> .....	226-6122
<b>Cardiology</b> .....	224-6070 (Cardiac Associates of NH)
<b>Children's Hospital at Dartmouth (CHaD)</b>	
Pediatric Allergy.....	228-4548
Pediatric Cardiology.....	224-6070
Pediatric Psychiatry.....	226-6100
<b>Chiropractics</b> .....	224-5522
<b>Dermatology</b> .....	226-6119
<b>Endocrinology and Metabolism</b> .....	229-5230
<b>Gastroenterology</b> .....	228-1763 (GI Associates of NH)
<b>General and Vascular Surgery</b> .....	226-6122
<b>Infertility</b> .....	226-6117
<b>Nutrition</b> .....	227-7101 (Managed by Concord Hospital)
<b>Obstetrics/Gynecology and Nurse Midwifery</b> .....	226-6117
<b>Orthopaedics/Orthopaedic Surgery</b> .....	224-5522
<b>Podiatry</b> .....	224-5522
<b>Radiology</b> .....	229-5060 (Managed by Concord Hospital)
<b>Sports Medicine</b> .....	224-5522

### Other Ancillary and Diagnostic Services

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

- Colonoscopy
- Coumadin Clinic
- Electrocardiograms (EKG)
- Electromyography (EMG)
- Endoscopy
- Holter Monitor
- King of Hearts (Pacer Checks)
- Laboratory (Managed by Concord Hospital)
- Mammography (Managed by Concord Hospital)
- Nurse Support Center
- Pediatric Psychiatry
- Pulmonary Function Testing
- Sigmoidoscopy
- Skin Cancer Screening
- Stress testing
- Ultrasound (Managed by Concord Hospital)
- Urogynecological (incontinence) Testing
- Vascular Diagnostics