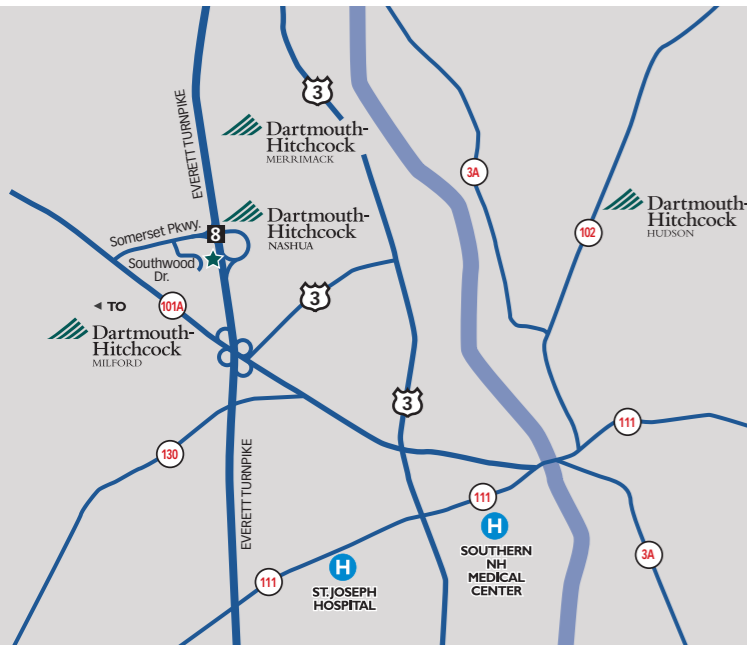


Directions



Dartmouth-Hitchcock Nashua Main Office

2300 Southwood Drive, Nashua, NH 03063
(603) 577-4000

From Route 3 (Everett Turnpike):

Take Exit 8 toward New Hampshire 101AW/Amherst/Milford. Keep left and follow signs for Southwood Park Drive. Turn left onto Southwood Park Drive, then continue onto Southwood Drive.

Dartmouth-Hitchcock Nashua Satellite Offices

Hudson Family Practice

208 Robinson Road, Hudson, NH 03051
(603) 577-3410

Merrimack Family Practice

294 Daniel Webster Hwy, Merrimack, NH 03054
(603) 440-7722

Milford Family Practice

14 Armory Road, Milford, NH 03055
(603) 673-2515

For information on Dartmouth-Hitchcock providers, services, events and more, visit our website at dartmouth-hitchcock.org

myD-H

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, anyplace.

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



Welcome to Dartmouth-Hitchcock Nashua

At Dartmouth-Hitchcock Nashua, you'll find quality and convenient health care services at our main office in Nashua, and our satellite sites in Hudson, Merrimack and Milford. 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 Nashua also has close relationships with Southern New Hampshire Medical Center (SNHMC) and St. Joseph Hospital, where Dartmouth-Hitchcock providers serve 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 Nashua 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 (800) 653-0776.

 **Dartmouth-Hitchcock**
— A CULTURE OF CARING —

Creating a Sustainable Health System

Improving the Lives of the People and Communities
We Serve for Generations to Come

Nashua | Hudson | Merrimack | Milford
dartmouth-hitchcock.org

New Patient

Information

Primary Care Services

Office Hours

Medical Records Release Forms

First Visit

Referral Procedures

Emergency and After-Hours Care

Billing Information

Specialty Services

Directions

 **Dartmouth-Hitchcock**
NASHUA

With community practices in
Nashua, Hudson, Merrimack and Milford

dartmouth-hitchcock.org

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. **To select 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 D-HDocs.org to meet our providers who are accepting new patients.

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.

Internal Medicine577-4200

Pediatrics577-4400

Nashua Family Medicine577-4440

Hudson Family Medicine577-3410

Merrimack Family Medicine440-7722

Milford Family Medicine673-2515

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.

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

Monday-Friday, 9am - 9pm, and Saturday & Sunday, 8am to 4pm

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 Nashua, 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 Nashua. 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 577-4037. All medical record forms, along with an Advance Care Planning Guide, can be downloaded from our website at d-h.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, as well as a record of your immunization history, to us prior to your first visit.

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.

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 for assistance.

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 on weeknights and weekends in our Urgent Appointment Department. Urgent Appointment hours are Monday - Friday, 9am - 9pm, and Saturday & Sunday, 8am - 4pm. Call our main number 603-577-4000 to make an appointment (note: we also offer the convenience of walk-in access until 4pm daily).

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.

Please note, our lab is operated by Dartmouth-Hitchcock Medical Center, Mary Hitchcock Memorial Hospital, and is billed as an outpatient hospital benefit. Certain insurance plans may require that you meet your deductible for lab services, versus 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 d-h.org/financial-assistance or call 800-238-0505 for more information.

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:

Allergy & Clinical Immunology577-4435

Breast Health & Imaging Center577-4070

Cancer Services577-4170
(Norris Cotton Cancer Center)

Cardiology577-4021
(New England Heart institute at St. Joseph Hospital)

Children's Hospital at Dartmouth-Hitchcock (CHaD)
Pediatric Specialties695-2745

Dermatology577-4260

Gastroenterology577-4081

General Surgery577-4141

Infectious Disease/HIV577-3478

Infertility577-4300

Maternal Fetal Medicine577-4300

Neurology & Neurology Sleep Services...695-2940

Obstetrics & Gynecology577-4300
Merrimack440-7722
Milford673-2515

**Occupational & Environmental
Medicine Clinic577-4166**

Orthopaedics577-4340

Podiatry577-4340

Radiology577-4070
Densitometry (DEXA), Mammography,
MRI (open-bore), CT Scan, Digital Mammography,
3-D Breast Tomosynthesis, Ultrasound, X-ray

Rehabilitation Services883-4624
(St. Joseph Hospital)

Reproductive Medicine & Infertility577-4300

Rheumatology695-2550

Urology577-4141
(New England Urology)

Vascular Surgery577-4021

Other Ancillary and Diagnostic Services

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

Colonoscopy, Community Health Education, Diabetes Education, Endoscopy, Genetic Counseling, Infertility Counseling, Laboratory, Pulmonary Function Testing, Skin Cancer Screening, Urogynecological (incontinence) Testing, Wound Care