Directions

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 onto the right to Route 101 West. Take the first exit (I-293) to Route 3. At the third traffic light turn right 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.

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 first traffic light, turn right into Washington Place.

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

Dartmouth-Hitchcock Manchester
50 Hitchcock Way

From I-93 North or South
Take Exit 5 (Granite St./Bridge St.). Turn left onto Washington 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 St.). 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. 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

From Nashua and Points South
Take Exit 5 (Granite St./Bridge St.). 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. 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 Milford and Points West via Route 101 East
Take a left at the junction of Routes 101 and 114 and continue on 114 East. Bear right onto I-293 North - Manchester/Concord. Follow directions from I-293 South.

North of Manchester via I-93 South
After the Hooksett tolls, bear left at fork onto I-293 to Exit 3. Take a right onto Main St./McGregor St. and follow through to the second set of lights. 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.

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.

For information on Dartmouth-Hitchcock’s providers, services, events and more, visit our website at 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. 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.

Hours
Our regular office hours for routine appointments are Monday through Friday, 8:00 am - 5:00 pm. 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, 9:00 am – 9:00 pm, Saturday & Sunday, 8:00 am - 6:00 pm. 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 In-coming Protected Health Information” and send this form to your previous health care provider. They will then 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 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.

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 qualified specialist affiliated 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 on-call staff 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, 9:00 am - 9:00 pm and Saturday and Sunday 8:00 am - 6:00 pm. 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 lab services against your deductible unless you pay a co-insurance. 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 contact the customer service 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, or call 695-2997 for more information.

Payment for services: All uninsured/self-pay patients will be accountable for the cost of services before their first visit. Established patients are required to pay $50.00 before each of their visits. Any outstanding balances will be due at registration and you cannot make payment or partial payment without an appointment. Current patients must meet with a financial counselor to identify 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.............629-1826
- Norris Cotton Cancer Center
- Children’s Hospital at Dartmouth-Hitchcock (CHaD).............695-2745
- Dermatology/Cosmetic Dermatology.............695-2540
- Elliot Health System | Dartmouth-Hitchcock
- 1-Day Surgery.............663-5190
- Endoscopy Center.............629-1880
- Endocrinology.............645-6401
- Eye Services.............629-1873
- Gastroenterology.............695-2840
- General and Colorectal Surgery.............695-2840
- Infectious Disease/HIV.............695-1752
- Reproductive Medicine & Infertility.............695-2980
- Maternal Fetal Medicine.............695-2982
- Medical Genetics.............629-8355
- Mohs Surgery.............629-8088
- Neurology.............695-2940
- Obstetrics, Gynecology and Nurse Midwifery.............695-2990
- Orthopaedics.............695-2830
- Pain Medicine.............629-1890
- Palliative Care.............629-8482
- Podiatry.............695-2998
- Pulmonology.............645-6407
- Radiology.............695-2850
- Department of DKMAI, 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
For your 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