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 Nashua

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

From Route 3 (Everett Turnpike):
Take Exit 8 toward New Hampshire 101 AW/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

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, anywhere.

Get connected today at myD-H.org and download the myD-H mobile app!
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-H.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 Medicine ........................................577-4200
Pediatrics ...................................................577-4400
Nashua Family Medicine ..............................577-4440
Hudson Family Medicine .................................577-3410
Merrimack Family Medicine ..........................440-7722
Milford Family Medicine .................................673-2515

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. Please bring a copy of 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.

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 Incurring Service”. Send this form to your previous health care provider. They will then 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 obtain a copy for a reasonable fee. Requests for release of patient information must be made in writing to the Health Information Department by filling out an “Authorization for Use/Release of Protected Health Information” form. This form should be completed and mailed or faxed to 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 $50.00 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 check, cash or credit card.

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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 make the referral 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 1-866-820-4685 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

If you see someone right away, you may also offer extended hours on weekends and evenings in our Urgent Appointment Department. Urgent Appointment hours are Monday - Friday, 9 am - 5 pm, and Saturday & Sunday, 8 am - 4 pm. Call our main number 603-577-4000 to make an appointment (note: we also offer the convenience of walk-in access until 4 pm daily).

Non-Life Threatening Medical Care

If you need to see someone right away, we also offer extended hours on weekends and evenings in our Urgent Appointment Department. Urgent Appointment hours are Monday - Friday, 8 am - 5 pm, and Saturday & Sunday, 8 am - 4 pm. Call our main number 603-577-4000 to make an appointment (note: we also offer the convenience of walk-in access until 4 pm 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. To request a copy of your laboratory results, please call 800-238-0505 for more information.

Specialty Services and Other Listings

When needed, your primary care provider may refer you to the many qualified specialists from the following departments:

Allergy & Clinical Immunology .......................577-4435
Breast Health & Imaging Center .......................577-4070
Cancer Services ...........................................577-4170
Cardiology ..............................................577-4021
(Norris Cotton Cancer Center)
Cardiology ..............................................577-4021
(New England Heart Institute at St. Joseph Hospital)
Children’s Hospital at Dartmouth-Hitchcock (Chad) Pediatric Specialties .......................695-2745
Dermatology ..............................................577-4260
Gastroenterology .........................................577-4081
General Surgery .........................................577-4141
Infectious Disease/HIV ...................................577-3478
Infertility ......................................................577-4380
Materntity Medicine .......................................577-4380
Neurology & Sleep Services .........................695-2940
Obstetrics & Gynecology ...............................577-4380
Merrimack ..................................................440-7722
Milford .......................................................673-2515
Occupational & Environmental Medicine Clinic ...................................................577-4166
Orthopaedics ..............................................577-4340
Podiatry ......................................................577-4340
Radiology ....................................................577-4070
Dentistry (Dental), Mammography ...................................................883-4624
Milk-screen, CT Scan, Digital Mammography ...................................................883-4624
Skin Cancer Screen destroyed, Ultrasound, X-ray ...................................................883-4624
Rehabilitation Services ..................................577-4380
Scans .....................................................577-4380
Reproductive Medicine & infertility .................577-4380
Rheumatology ...............................................695-2580
Urology ..........................................................577-4141
(Eastern and Western) Urology ...................................................577-4141
Vascular Surgery ............................................577-4021

Other Ancillary and Diagnostic Services

As a convenience to you, Dartmouth-Hitchcock Nashua provides many services including: Colonics/Community Health Education, Diabetes Education, Endoscopy, Genetic Counseling, Interventional Radiology, Ultrasound, Pulmonary Function Testing, Skin Cancer Screening, Urogenital (incontinence) Testing, Vascular Care...