

High Quality Health Care



Family Health Center provides high quality primary health care, dental care, behavioral health, social services, and vision services to more than 33,000 individuals and families in the Worcester area.

Family Health Center is a patient-centered medical home that offers evidence-based family medicine for children and adults. We help you coordinate your health care through the “family medicine” model of care. We will help you choose a primary care provider and introduce you to the team of people who will work with you to create a personalized health plan to improve your health.

Family Health Center of Worcester offers training for family medicine physicians, family nurse practitioners, dentists, and clinical social workers to care for culturally diverse populations.

We accept most insurances and can help you enroll in MassHealth or Health Connector Programs.

Comprehensive, Coordinated Health Care for the Entire Family

- Primary health care/family medicine for all ages
- Urgent and primary care walk-in appointments
- Behavioral health/mental health services, family counseling, individual therapy, access to service through primary care
- Dental services for adults and children
- Vision care
- Pharmacy
- Six school-based health centers
- Maternal and child health care including Centering Pregnancy group visits, support for PTSD, and postpartum depression
- WIC Nutrition Program
- Lois B. Green Breast Health Center for digital mammography and breast health education
- X-ray and ultrasound
- Refugee Health Assessment Program
- Immigration physicals
- Comprehensive HIV care
- HIV testing, counseling, and education
- Health education
- Laboratory services
- Teen health services at Webster Square
- ADHD Program
- Sports Medicine
- Health Care for Homeless Families
- Suboxone treatment
- Chronic disease care management
- Reach Out and Read Program
- Complementary and alternative medicine and acupuncture
- Referrals to specialists and hospital care

Need Help After Hours? (508) 860-7700

You can call our 24-hour emergency phone line any time day or night.
A qualified health professional will return your call.

Welcome to Family Health Center!

To register as a new patient at one of Family Health Center's locations, please bring:

- A driver's license, school ID, identification card, or other proof of identity,
- Your insurance card,
- A complete medical history. Your medical history and information about care obtained at other places is very important.

Our Health Benefits Advisors/Navigators located at 26 Queen Street in Worcester and at 32 Orchard Street in Southbridge are available to help you apply for insurance or for the sliding fee scale.

To receive help in applying for any insurance programs for which you may be eligible, please bring:

- Proof of your income (2 pay stubs), social security income, or child support ,
- A driver's license, school ID, identification card, or other proof of identity,
- Proof of U.S. citizenship, such as a birth certificate, U.S. passport, or naturalization certificate, if applicable,
- Immigration documentation, such as a green card or work authorization, if applicable.



Family Health Center of Worcester is funded in part by the Massachusetts Department of Public Health and the US Department of Health and Human Services. Family Health Center does not discriminate on the basis of race, color, age, gender, disability, diagnosis, sexual preference, national origin, religious or political beliefs.
V.06.21.2016

Family Health Center



of Worcester, Inc.



24-hour Information and Help Line:
(508) 860-7700
TTY (508) 860-7750
www.FHCW.org

Convenient Locations

All of our locations are accepting new patients. Call us today to schedule an appointment or to learn more about the services we offer.

Family Health Center of Worcester

**26 Queen Street
Worcester, MA 01610
(508) 860-7700**

Hours of operation listed by department in the column to the right.

Family Health Center - Southbridge

**29 Orchard Street (Family Medicine)
32 Orchard Street (Family Dental Care)
Southbridge, MA 01550
(774) 318-1445**

Mon-Fri: 8:30 a.m. to 5:00 p.m.

Family Health Center at Webster Square

**645 Park Ave.
Worcester, MA 01603
(508) 792-7580**

Mon-Fri: 8:30 a.m. to 5:00 p.m.

WIC Nutrition Program

**199 Chandler Street
Worcester, MA 01610
(508) 796-7000**

Mon and Wed: 8:30 a.m. to 7:30 p.m.
Tues, Thurs, Fri: 8:30 a.m. to 5:00 p.m.
Open 2nd and 4th Sat. of the month:
9:00 a.m. to 1:00 p.m.
Closed the 4th Thursday of the month

Hours of Operation at 26 Queen Street

Primary Care

Mon, Wed, Fri: 8:00 a.m. to 5:00 p.m.
Tues and Thurs: 8:00 a.m. to 7:30 p.m.
Appointment Line: (508) 860-7800

Walk-In/Urgent Care and Lab

Mon-Fri: 8:00 a.m. to 7:30 p.m.
Sat. (and most holidays) 9:00 a.m. to 4:30 p.m.
Appointment Line: (508) 860-7777

Behavioral Health

Mon-Fri: 8:00 a.m. to 5:00 p.m.
Appointment Line: (508) 860-7930

Dental Services

Mon-Thurs: 7:00 a.m. to 6:30 p.m.
Fri: 7:00 a.m. to 6:00 p.m.
Emergency Walk-Ins: 7:00 a.m.
Appointment Line: (508) 860-7910

Vision Services

Mon-Fri: 8:00 a.m. - 5:00 p.m.
Appointment Line: (508) 860-7743

Lois B. Green Breast Health Center

Mon-Fri: 8:00 a.m. - 4:30 p.m.
Appointment Line: (508) 860-7717

Pharmacy

Mon-Fri: 8:00 a.m. to 8:00 p.m.
Sat: 9:00 a.m. to 5:00 p.m.
Direct Line: (508) 860-7790
Prescription Line: (508) 860-7730

Radiology

Mon-Fri: 8:30 a.m. to 5:00 p.m.
Appointment Line: (508) 860-7717

Patient Rights

- Confidential treatment of all information about your care except as required by state law.
- Privacy during any interview, exam, or treatment.
- Refusal to be examined, observed, or treated by students or staff without affecting your access to care.
- Refusal to serve as a research subject.
- Access to your health record as prescribed by law and the Center's policy.
- Privacy respecting the source of payment for care and detailed explanation of all charges.
- Assistance and information about any health center bills or costs for services, or financial assistance and free health care if you are eligible.
- Information about the relationship, if any, between the Center or its providers and any other health care facility or educational institution.
- A friend, relative, or advocate who can act on your behalf during your health center visits.
- Lifesaving treatment, even if you don't have insurance or cannot pay.
- Information about all the ways breast cancer can be treated (if you have breast cancer).
- Assistance and information about emergency contraception (if you are a female rape victim).
- Full information about Health Center services and policies.
- Be treated with respect and dignity.
- Courteous, convenient communication.
- Information about the name and qualifications of the



persons involved with your care.

- Convenient appointment times, prompt attention, and an explanation if you are kept waiting.
- Consultation from another provider, if desired.
- Freedom to choose your provider or facility to the extent we are able to accommodate that choice.
- Ability to take part in all decisions regarding your care, with explanations for examinations and tests.
- Evaluation and effective management of pain, including information about options for pain relief.
- An interpreter at no cost to you.
- Prompt response to any reasonable requests.



Patient Responsibilities

- Provide an accurate and complete health history. Your provider may base many of his/her recommendations on this information.
- Inform Family Health Center if health care instructions provided are not clear or easily understood.
- Bring necessary personal and health coverage information to every visit.
- Help Family Health Center to meet financial obligations by keeping health insurance up to date and by paying charges and co-payments promptly.
- Treat Family Health Center staff, other patients/visitors, facilities and their property with respect and dignity.
- Follow the rules and regulations of the Health Center.

Medical interpretation is available to all patients. Please let us know if you require an interpreter when scheduling your appointment.

**At Family Health Center, we are
your partner in staying healthy.**