

## 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 35,000 individuals and families in Worcester and South Worcester County.

The mission of Family Health Center is to improve the health and well-being of all residents in the Greater Worcester area, especially culturally diverse populations, by providing access to affordable, high quality, integrated, comprehensive, and respectful primary health care and social services, regardless of patients' ability to pay.

Family Health Center is a patient-centered medical home that offers evidence-based family medicine for children and adults. Health center doctors, nurses, and other providers work as a team to provide comprehensive, coordinated, and continuous primary and preventive health care services centered on individual patient needs.

We are a teaching health center that trains family medicine physicians, family nurse practitioners, dentists, optometrists, psychologists, and clinical social workers to care for culturally diverse populations.

Family Health Center accepts 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, Early Childhood Behavioral Health, with Access to Services Through Primary Care
- Office-Based Addiction Treatment and Recovery Support
- Dental Services for Adults and Children
- Vision Care Services and Optical Shop
- Pharmacy
- School Health Centers
- Maternal and Child Health Care Including OB, Centering Pregnancy Group Visits, Labor and Delivery, Support for PTSD and Postpartum Depression, and Baby Café Breastfeeding Support Groups
- WIC Nutrition Program
- Lois B. Green Breast Health Center for Digital Mammography and Breast Health Education
- Digital X-ray
- Refugee Health/Global Health Program
- Immigration Physicals
- Comprehensive HIV Care
- Confidential HIV, HCV, STI, and TB Testing, Counseling, Education, and Treatment
- Health Education
- Teen Health Services
- ADHD Program
- Sports Medicine
- Health Care for Homeless Families and Individuals
- Pain Management Program
- Chronic Disease Care Management
- Reach Out and Read Program
- Complementary and Alternative Medicine
- Referrals to Specialists and Hospital Care

**Need Help After Hours?  
(508) 860-7700**

You can call our 24-Hour phone line day or night.

## 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 are located at 26 Queen Street in Worcester and 32 Orchard Street in Southbridge. Our Navigators are available to help you apply for insurance and for the sliding fee discount program. Through our sliding fee discount program, patients pay for services based on income and no one is denied care based on insurance status or ability to pay.

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, as 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, ability, diagnosis, language, housing status, sex, gender identity, sexual orientation, gender expression, national origin, and religious or political beliefs.

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

**For deaf and hard of hearing:  
TTY (508) 860-7750**

## Convenient Locations

Call us today to schedule an appointment or to learn about the services we offer. Medical interpretation is available to all patients free of charge. Please let us know if you require an interpreter when scheduling your appointment.

### Family Health Center of Worcester

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

Mon-Fri 8:00 am to 8:00 pm, Sat 9:00 am to 5:00 pm  
See individual department hours  
in the column to the right.

### Family Health Center – Southbridge

29 Orchard Street (Family Medicine)  
Southbridge, MA 01550  
(774) 318-1445

Mon-Fri: 8:00 am to 5:00 pm

32 Orchard Street (Family Dental Care)  
Southbridge, MA 01550  
(774) 318-1484

Mon-Fri: 8:30 am to 5:00 pm

### School Health Centers

Medical and Dental Care in the Worcester Public  
Schools and Dental Care in the Webster Public Schools

For locations and contact information, visit:  
[www.FHCW.org/HealthServices/SchoolHealthCenters](http://www.FHCW.org/HealthServices/SchoolHealthCenters)

### Family Health Center - HOAP Homeless Outreach & Advocacy Program

162 Chandler Street  
Worcester, MA 01609  
(508) 860-1080

Mon-Fri: 8:30 am to 5:00 pm

### WIC Nutrition Program 5 Locations in Worcester and Millbury

199 Chandler Street (Main Site)  
Worcester, MA 01609  
(508) 796-7000

Mon and Wed: 8:30 am to 7:30 pm  
Tues, Thurs, Fri: 8:30 am to 5:00 pm  
Open 2nd and 4th Sat. of the month:  
9:00 am to 1:00 pm

Closed the 4th Thursday of the month

For satellite locations and contact information, visit:  
[www.FHCW.org/HealthServices/WIC](http://www.FHCW.org/HealthServices/WIC)

## Hours of Operation By Department At 26 Queen Street

### Primary Care

Tues, Wed and Thurs: 8:00 am to 8:00 pm  
Mon and Fri: 8:00 am to 5:00 pm  
Appointment Line:(508) 860-7800

### Walk-In Center/Urgent Care and Lab

Mon-Fri: 8:00 am to 8:00 pm  
Sat. (and most holidays) 9:00 am to 5:00 pm

### Social Services/Behavioral Health

Mon-Fri: 8:00 am to 5:00 pm  
Appointment Line:(508) 860-7930

### Dental Services

Mon-Thu: 7:00 am to 6:30 pm  
Fri: 7:00 am to 6:00 pm  
Appointment Line: (508) 860-7910

### Vision Services

Mon-Fri: 8:00 am - 5:00 pm  
Appointment Line: (508) 860-7743

### Optical Shop

Mon, Tues, Wed, Fri: 9:00 am to 5:00 pm  
Thurs: 9:00 am to 6:00 pm

### Pharmacy

Mon-Fri: 8:00 am to 8:00 pm  
Sat: 9:00 am to 5:00 pm  
Direct Line: (508) 860-7790  
Prescription Line: (508) 860-7730

### Lois B. Green Breast Health Center/Radiology

Mon-Fri: 8:00 am - 5:00 pm  
Appointment Line: (508) 860-7717

### Health Benefits Advising

Mon-Fri: 8:00 am to 6:00 pm  
Sat: 8:00 am to 3:00 pm  
Walk-In Services Available

## Patients Have a Right To:

- Confidential treatment of all information about your care except as required by state law.
- Privacy during any interview, exam, or treatment.
- Refuse to be examined, observed, or treated by students or staff without affecting your access to care.
- Refuse to serve as a research subject.
- Access to your health record as prescribed by law and the Health Center's policy.
- Privacy respecting the source of payment for care and a detailed explanation of all charges.
- Information about any health center bills or costs for services. Financial assistance and discounted health care are available for eligible patients.
- 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.
- Respectful treatment.
- 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 with another provider, if desired.
- Choose your provider or facility to the extent we are able to accommodate that choice.
- 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 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 property with respect and dignity.
- Follow the rules and regulations of the Health Center.

