High Quality Health Care for the Entire Community

Family Health Center provides high-quality primary health care, dental care, behavioral health, and other specialty services to nearly 30,000 individuals and families in and around Worcester.

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 patient's ability to pay.

Family Health Center is a patient-centered medical home that offers evidence-based family medicine for children and adults. Health center care teams work together 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, pharmacists, and clinical social workers to provide culturally responsive care to our patients.
For Worcester, In Worcester

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

See department hours in the column to the right.

**School Based Health Centers**
Medical and Dental Care in the Worcester Public School System
For locations and contact information, visit: FHCW.org/HealthServices/SchoolHealthCenters

**Worcester Health Care for the Homeless**
**Homeless Outreach & Advocacy Program**
199 Chandler Street
Worcester, MA 01609
(508) 860-1080
Mon-Fri: 8:00 am to 5:00 pm

**WIC Nutrition Program**
5 Locations in Worcester and Millbury
18 Chestnut St, Suite 440
Worcester, MA 01608
(508) 796-7000
Mon: 8:30 am to 7:00 pm
Tues, Wed, Thurs, Fri: 8:30 am to 5:00 pm
Closed the 4th Thursday of the month.

**Health Benefits Advising**
Mon-Fri: 8:00 am to 6:00 pm
Sat: 8:00 am to 3:30 pm
Walk-In Services Available

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**Family Health Center Values**

- **Compassion**
- **Respect**
- **Accountability**
- **Equity**
- **Integrity**
- **Innovation**

**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 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 Health 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.
- 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.
- 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.

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**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, by paying charges, co-payments promptly.
- Treat Family Health Center staff, other patients/visitors, facilities and property with respect and dignity.
- Follow the rules and regulations of Health Center.

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**We Value Your Feedback!**

FHCW.org/about-us
Contact us using the form on our website!