

# 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.



FHCW Brochure Revision #0523

# Comprehensive Care for the Entire Family

- Primary Care/Family Medicine for All Ages
- Same Day Walk-in Appointments
- Dental Services for Adults and Children
- Behavioral Health/Mental Health Services
- Low Cost Pharmacy On-Site and Delivery
- Health Care for Homeless Families and Individuals
- Office-Based Addiction Treatment (OBAT)
- Whole Person Perinatal and Child Health Care
- Comprehensive HIV/Aids Care
- Confidential HIV, HCV, STI, and TB Testing, Counseling, Education, and Treatment
- School Based Health Centers
- Refugee and Global Health Program
- Gender Affirming Care
- On-Site Lab Services
- WIC Nutrition Program
- Chronic Disease Care Management
- Pain Management Program
- Teen Health Services
- Sports Medicine
- Complementary and Alternative Medicine
- Referrals to Specialists and Hospital Care

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

Call our 24-hour phone line day or night

# Welcome to Family Health Center of Worcester!

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

- A driver's license, identification card, passport, green card, student card, work authorization card, or birth certificate.
- Your insurance card, (if you have one)
- A complete medical history. Your medical history and information about care obtained at other places is very important.

Family Health Center accepts most insurances and can help you enroll in MassHealth or Health Connector programs.

Our Health Benefits Advisors/Navigators are here to help you apply for insurance and for the sliding fee discount program. Through our sliding fee 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, tax file, or any other proof of income.
- Proof of address in Massachusetts.
- 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 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.



## Family Health Center of Worcester



Getting *Better* Together

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

# 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](http://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.*  
2nd Saturday of the month: 9:00 am to 1:00 pm.  
For WIC locations and contact information, visit:  
[FHCW.org/HealthServices/WIC](http://FHCW.org/HealthServices/WIC)

## Hours of Operation at Family Health Center

**FHCW Main Phone Line: (508) 860-7700**

**Primary Care**  
Tues and Thurs: 8:00 am to 8:00 pm  
Mon, Wed, and Fri: 8:00 am to 5:00 pm

**Walk-In Center**  
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



**Dental Services**  
Mon-Fri: 8:00 am to 6:30 pm

**Pharmacy**  
Mon-Fri: 8:00 am to 8:00 pm  
Sat: 9:00 am to 5:00 pm

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

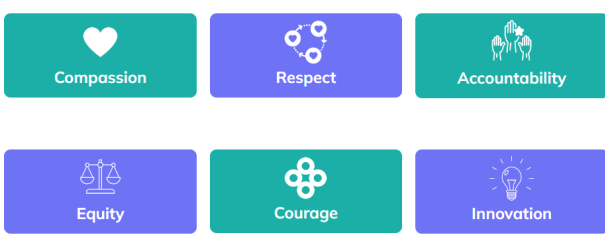
### We Value Your Feedback!

---

## FHCW.org/about-us

Contact us using the form on our website!

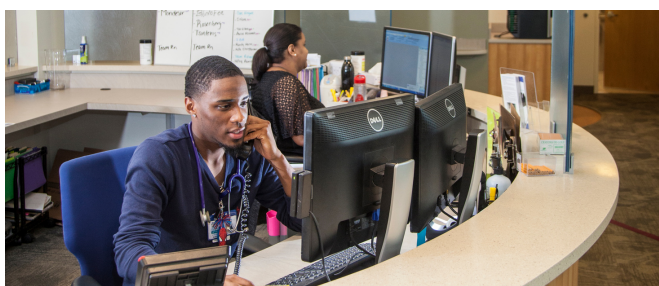
## Family Health Center Values



## 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.
- 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, 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.