



New Bedford Community Health

PATIENT HANDBOOK

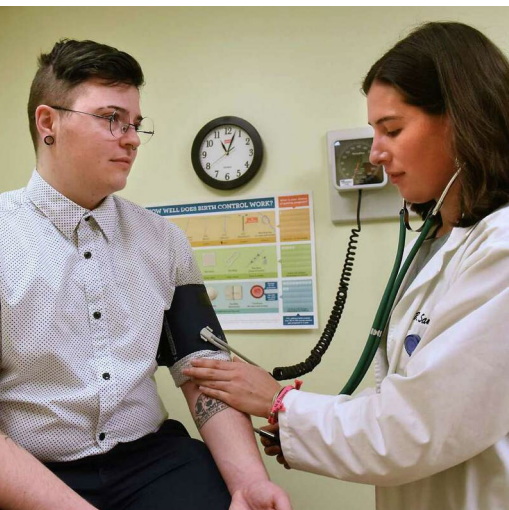




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Address: 874 Purchase Street,
New Bedford, MA, 02740

Phone: (508) 992-6553

For assistance after normal business hours call our **24/7 on-call** service to reach an on-call provider at (508) 992-6553. For emergencies dial 911!

Hours of Operation

Mondays: 8:00AM — 6:00PM

Tuesdays: 8:00AM — 6:00PM
Telehealth starts at 7:40AM

Wednesdays: 8:00AM — 6:00PM
Telehealth starts at 7:40AM

Thursdays: 8:00AM — 6:00PM
Telehealth: 7:40AM - 7:00PM

Fridays: 8:00AM — 5:30PM

Saturdays: 8:00AM — 4:30PM

Sundays: CLOSED



Our Mission

Patients

To serve, educate and inspire our patients to become more knowledgeable and participatory in their total health.

Community

To be a regional resource and leader focused on improving public health in the communities we serve.

Our Vision

To improve the health, well-being and quality of life of each patient, their families and the greater community.

Our Values

P

Patient Centered – A rich diversity of patients is at the heart of what we do. Equitable care means we must empathize with each patient, speak their language and tailor what we do to meet their unique needs.

I

Innovative – Our approach is dynamic, collaborative, and adaptive. Clear communications, coordinated workflow, financial transparency, and emphasis on outcomes bolster the special relationship between patients and care teams.

L

Local Partners – The community of Greater New Bedford is the long-term beneficiary of our work. We are a fully engaged partner and primary care agent for positive change on critical matters of public health and the elimination of health disparities.

O

Obliging & Respectful – Patients and employees alike can count on our Health Center to be accepting, safe, confidential and courteous. Every patient is welcomed, just as every employee is valued. All are treated fairly and with dignity.

T

Team Players – Our team is empowered by its wealth of perspectives and unified in its focus to serve our patients and community. We are deliberate and considerate in lending expertise, sharing accountability, and fostering hope.



Welcome to New Bedford Community Health

For over 40 years, New Bedford Community Health has been providing patient-centered, and community-focused care in southeastern Massachusetts for anyone regardless of their ability to pay. We are honored to partner with you in your journey toward better health and well-being. Whether you are visiting us for the first time or have been with us for years, our dedicated team is here to provide you and your family with the compassionate, high-quality care you deserve.

What We Offer

NBCH provides a wide range of services to support your health, including:

- Primary Care: Comprehensive care for patients of all ages
- Pediatrics
- Women's Health
- Urgent Care
- Dental Care
- Behavioral Health
- Specialty Services: Access to expert care in areas such as infectious disease, office-based addiction treatment (OBAT), psychiatric consults, and more.
- Support Services: Benefits enrollment assistance, nutrition counseling, and other programs to address social determinants of health.
- Women, Infants, and Children (WIC) services

Convenient Care

We understand that life can be busy, which is why we offer:

- Flexible scheduling options, including same-day appointments.
- Early evening and weekend hours to fit your schedule.
- Language services to ensure clear communication.
- Telehealth appointments for added convenience.

New Bedford Community Health offers the kind of personal, neighborhood medical and dental care you and your family need!



Patient-Centered Medical Home

New Bedford Community Health (NBCH) is a Patient-Centered Medical Home (PCMH)

and has achieved the highest level of recognition (Level 3) through the National Committee for Quality Assurance (NCQA). NBCH is also PCMH Prime Certified, which means we apply the same patient centered care to your behavioral health needs.

Our patient-centered medical home provides our patients with relationship-based health care that focuses on the whole person.

Your Health, Your Team

You are at the center of your care. Our multidisciplinary team—including physicians, nurse practitioners, social workers, nurses, and community health workers—works together to ensure you receive the personalized care you need. We are committed to listening, understanding your goals, and empowering you to make informed decisions about your health.

We include the patient and their families while respecting each patient’s needs. Each one of our patients is unique, so their needs are as well. NBCH goes beyond understanding the needs, though. We strive to understand each patient’s values, and preferences as well. We will partner with you as you take charge of your own health. We want you to be involved and use the resources we can provide to be as healthy as you can be.

Quality and Safety Metrics

New Bedford Community Health is committed to providing exceptional healthcare for everyone in our community. We have been accredited from several nationally recognized organizations in order to hold ourselves to providing healthcare at the highest standard. Accreditation involves regular, on-site inspections of our safety environment, and reviews of our patients’ health outcomes and satisfaction metrics. Provider and staff qualifications and training requirements are also reviewed.

To view New Bedford Community Healths quality measures please visit:
<https://data.hrsa.gov/topics/health-centers/chqr/>

What is a Patient-Centered Medical Home (PCMH)?

It’s not a place... It is a partnership with your primary care provider.



PCMH puts **you** at the center of your care, working with your health care **team** to create a **personalized plan** for reaching your goals.



Your **primary care team** is focused on getting to know you and earning your trust. They care about you, while caring for you.



Technology makes it easy to get health care when and how you need it. You can reach your doctor through **email, video chat, or after-hour phone calls**. **Mobile apps** and **electronic resources** help you stay on top of your health and medical history.

As you pursue your health care journey, you may make stops at different places:

Behavioral and Mental Health



Specialists



Primary Care



Community Supports



Hospital



Patient and Family



Pharmacy

Wherever your journey takes you, your **primary care team** will help guide the way and coordinate your care.

A Patient-Centered Medical Home is the right care at the right time. It offers:



Personalized care plans you help design that address your health concerns.



Medication review to help you understand and monitor the prescriptions you’re taking.



Coaching and advice to help you follow your care plan and meet your goals.



Connection to **support and encouragement** from peers in your community who share similar health issues and experiences.



Your Health Care Team

At New Bedford Community Health we are committed to providing you with the care you need. As part of a patient-centered medical home, your care includes many skilled healthcare professionals, all dedicated to providing you with the best possible care.

You can expect your care team to introduce themselves when they enter your room. For your safety, all New Bedford Community Health staff wear identification badges that include the person’s name, photo, and job title.



Physician (MD or DO)

Our Doctors, or Physicians, are key members of our healthcare team. They have years of education and training. They may be primary care Doctors who focus on preventive health care, or specialists who focus on a specific area of knowledge.



Nurse Practitioner (NP)

Our health care team also consists of Nurse Practitioners. NPs can serve as a patient’s primary healthcare provider, or they can also become board-certified in specialty areas, like Women’s Health, Mental Health, or Pediatrics.



Physician Assistant (PA)

Physician Assistants or PAs can diagnose and treat illnesses, prescribe medication, manage treatment plans, and prescribe medications. PAs often act as a patient’s Primary Care Provider (PCP), working with DOs and MDs.



Dentist

Our clinical staff includes dentists who see patients of all ages. All of our talented dentists provide the highest quality of care in accordance with the guidelines and regulations of the American Dental Association and the Commonwealth of Massachusetts.



Nurse (RN/LPN)

Our Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) are crucial members of our care team, playing a key role in health education, disease prevention, and supporting the diverse needs of our patients. They also provide vaccinations, perform health screenings, and more!



Medical Assistant (MA)

Our Medical Assistants (MAs) work alongside physicians, PAs, and NPs to help with both administrative and clinical duties. Clinical duties of an MA could include taking medical histories, administering vaccines, or drawing blood.



Behavioral Health

Our Behavioral Health Team provides integrated care that offers a way to address the greater need for Behavioral Health services among our patients. Licensed Behavioral Health professionals help our patients experiencing depression, stress, grief, chronic pain, & other issues.



Case Management

Case Management services are provided by our dedicated team of healthcare professionals who work with patients to identify barriers preventing you from reaching your healthcare goals.



Community Health Worker (CHW)

Community Health Workers link patients to primary care providers, health information, health screening, financial assistance, or transportation. They work with patients to minimize barriers that keep them from getting the care and services they need.



Interpreter

Interpreters are available to provide interpretation between patients, providers, and family members. They help facilitate language access for Deaf and Hard of Hearing individuals and people whose primary language is not English.



Students

During your visit at NBCH, medical students may be involved in your care. These students, as part of their educational program, may document your medical history, perform examinations, and assist the attending physician.



Other Staff

From Patient Registration to Nutritionists to Public Safety—every NBCH staff member you encounter makes a caring contribution to your health care experience.



Your Rights and Responsibilities

The Rights and Responsibilities of a New Bedford Community Health Patient

New Bedford Community Health recognizes and respects each of our patients’ rights following federal and state laws and our community standards. Below is a summary of your rights and responsibilities as a patient of New Bedford Community Health. Please understand that there may be times where patient rights are restricted for clinical reasons to protect the safety of our patients or the safety of others.

As a patient of New Bedford Community Health, You Have the Right to:

- Choose your provider.
- Get an estimate of charges before your visit.
- Know the names and jobs of the people who take care of you.
- Have your records seen only by your doctor or nurse.
- Get an answer quickly when you ask something.
- Know how we work with other organizations to take care of you.
- Get a copy of our patient rules.
- Know about free and low-cost health care.
- See your records and get a copy of them.
- Say no to having students or other staff help take care of or observe you.
- Say no to being in research or education projects.
- Be alone with your doctor or nurse when they treat you.
- Be treated right away if you might die, even if you don’t have insurance or cannot pay.
- Know the facts about any test or treatment before you say yes to it.

- Get copies of bills we sent to other places that take care of you.
- Know how your provider works with the other places that take care of you – including if he or she is paid by them.
- Get copies of bills to or payments from your insurer or health care program.
- For patients with breast cancer, to be told about all the ways it can be treated.
- Help managing pain
- Establish a Health Care Proxy (Advance Directives). A copy of this will be in your medical record.
- For female rape victims of childbearing age, to be given written information on emergency contraception that is medically and factually accurate.
- If refused treatment due to lack of money, to have prompt and safe transfer to another facility that agrees to receive and treat you.

Under federal and Massachusetts state laws, you have broad and specific rights about your care. You also have the right to privacy of your medical records including your treatment and your communications with us. For more about our values and your rights as a patient, visit our website or go to page 12 for our Notice of Privacy Practices.



Your Responsibilities

New Bedford Community Health’s purpose is to provide high quality health care to our community with compassion and understanding. Our driving force is to remove barriers to healthcare and promote wellness for our entire community.

By taking an active role in your own health care, you can help us better meet your needs. That is why we ask you and your family to share with us certain responsibilities.

As a patient of New Bedford Community Health, it is my responsibility to:

- Participate in my own healthcare and treatment.
- Provide, to the best of my knowledge accurate information about present complaints, past illnesses, hospitalizations, medications, and other matters related to my health.
- Ask questions when I do not understand my care, treatment or services, or what I am expected to do.
- Follow the plan of care, treatment or services, or express my concern about my ability to follow the plan.
- Accept my share of the responsibility for the outcomes or care, treatment or services if I do not follow the care, treatment or services plan.
- Keep all my scheduled appointments. I will give 24 hours notice if I am unable to keep my scheduled appointment. After three repeat missed appointments, a patient may not be allowed to make another appointment at New Bedford Community Health. Decisions are based on individual cases.
- Know and understand my health insurance plan.

- Your insurance carrier will be billed for services. You are responsible for payments and contractual balances. Payment is due at time of services.
- Follow New Bedford Community Health’s policies and procedures.
- Treat the staff at New Bedford Community Health with courtesy and respect.
- Be considerate of New Bedford Community Health’s staff and property, as well as other patients and their property.
- Use respectful language when speaking in the Health Center or while speaking on the phone to NBCH staff.
- Keep appointments when referred to other providers.
- Use a respectful tone of voice when speaking with staff.
- Not use threatening, loud, or otherwise offensive language or hate speech.
- Not carry, use, or display firearms, knives, or weapons of any kind while at New Bedford Community Health.
- Refrain from inappropriate, aggressive, violent, or any unwelcome physical contact.
- Not smoke, vape, or use any tobacco products while at New Bedford Community Health.
- Refrain from using any alcohol, marijuana, or any recreational drugs prior to my appointment or while on the grounds of New Bedford Community Health.
- Not film, photograph, record audio, or otherwise record in the Health Center without prior consent.
- Not share identifying information about patients and staff on social media or elsewhere.



Failure to meet these responsibilities may result in a patient no longer being able to receive services at New Bedford Community Health.

Notice of Privacy Practices

New Bedford Community Health respects the privacy and confidentiality of your health information. This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

What is Protected Health Information (PHI)?

Protected Health Information (PHI) is individually identifiable health information about your past, present, or future physical or mental health condition, health care services you receive, and past, present or future payments for your health care, as well as genetic information. PHI also includes demographic information such as your name, Social Security Number, address, and date of birth. Please note that your individually identifiable health information ceases to be PHI 50 years after your death.

PHI may be in oral, written, or electronic form. Examples of PHI include your medical records, claims records, and communications between you and your health care provider about your care.

This Notice of Privacy Practices applies to New Bedford Community Health, and the following individuals and organizations:

- Any health care professional authorized to enter information into your medical chart
- Any health care provider who is a member of the New Bedford Community Health Medical and Dental Staff
- All New Bedford Community Health workforce members, including employees, staff, volunteers, and other New Bedford Community Health personnel.

Your Rights

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask in writing to get an electronic or paper copy of your medical record and the other health information we have about you. **Reach out to the Medical Records Department to do this.**
- We will provide a copy or summary of your health information, usually within 30 days of your request. We may charge fees as allowed by the state.

Ask us to correct your medical record

- You can ask us in writing to correct health information about you that you think is incorrect or incomplete. **Reach out to the Patient Care Advocate to do this.**
- We will respond to request in writing within 60 days of the request. We may deny the request in some cases.

Request alternate confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us in writing not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request and we may say “no” if it would affect your care. **Reach out to the Medical Records Department to do this.**

How to Contact New Bedford Community Health

Privacy Officer or Patient Care Advocate
New Bedford Community Health
874 Purchase St. New Bedford, MA, 02740
Phone: (508) 992-6553

Medical Records Department
New Bedford Community Health
874 Purchase St. New Bedford, MA, 02740
Phone: (508) 992-6553

Get a list of those with whom we've shared information

- If you pay for a service or health care item out-of-pocket in full, you can ask us in writing not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- You can ask us for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, health care operations, and other disclosures you have requested. We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
- You can ask staff questions about this notice.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure they have this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by **contacting New Bedford Community Health's Privacy Officer or our Patient Care Advocate at (508) 992-6553.**
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Ave SW, Room 509F HHH Bldg. Washington, D.C. 20201, or by visiting <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

Your Choices

For certain health information, you can tell us your choice in what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and the choice to tell us to:

- Share information with your family, close friends, or others involved in your care
 - Share information in a disaster relief situation
- If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

How do we typically use or share your health information?

We typically use or share your health information in the following ways:

Treat you

- We can use or share your health information and share it with other professionals who are treating you.

Example: We use health information about you to manage your treatment and services

Bill for your services

- We can use and share your health information to bill for services we have rendered to you

Example: We use health information about you to prepare statements to send to your health insurance for the care we provide you.

Run our organization

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Business Associates

- We may contract with third parties to perform functions or activities on behalf of our patients. These functions include billing and health care operational activities. Such contracts include provisions which require our business associates to comply with the same HIPAA privacy standards that New Bedford Community Health follows in order to safeguard patient PHI.

Health-Related Services

- We may send you information related to your health care needs, such as appointment reminders, follow-up reminders, educational materials and information about upcoming New Bedford Community Health events. We may use your PHI to tell you about our health-related products or services that may be of interest to you. If you do not want New Bedford Community Health to contact you about these health-related services, please notify the New Bedford Community Health Privacy Officer in writing at 874 Purchase Street, New Bedford, MA 02740.

Demographics

- As a part of our efforts to provide comprehensive and inclusive care, we collect demographic information, including: race, ethnicity, preferred language, disability, gender identity, and sexual orientation. This information helps us better understand and meet the diverse needs of our community as well as tailor services. Demographic information will never be used to discriminate against or stigmatize any individual or group. Access is restricted to authorized personnel only. We will not disclose your demographic information to any third-parties without your explicit consent, except as required by the law.

Identity Verification

- New Bedford Community Health may photograph you for identification purposes and store the photograph in your medical record. This is for your protection and safety, but you may opt out.

Health Information Exchanges

- We may share information electronically that we obtain or create about you with other health care providers or entities for treatment, payment and health care operations through a Health Information Exchange (HIE).

Specific types of PHI

- There are stricter requirements for the use and disclosure of some types of PHI which includes substance use disorder and/or treatment information, HIV tests and results, reproductive health information, and mental health information. However, there are still circumstances in which these types of information may be used or disclosed without your authorization.

Examples: genetic information, mental health, psychiatric, psychotherapy notes, substance use disorder treatment, HIV/AIDS and STI testing, and reproductive health information.

Communications with Family Members and Others Involved in Care or the Payment of Care

- Unless you specifically tell us in advance not to do so, we may disclose medical information to a friend or family member who is involved in your care or who helps pay for care. There may be times when it is necessary to disclose PHI because there is an emergency, you are not present, or you lack the capacity to agree or object. In those instances, we will use our professional judgment to determine if disclosure is in your best interest. If so, we will limit disclosure to the PHI directly relevant to the person’s involvement in your care.

Disaster Relief Organizations

- We may disclose medical information to organizations assisting in a disaster relief effort (such as the Red Cross) so that your family can be notified of your condition, status, and location. We may disclose your name, city of residence, age, gender and general condition to a public or private disaster relief organization to assist with disaster relief efforts, unless you object at the time.

Disclosures to Parents as Personal Representatives of Minors

- In most cases, we may disclose your minor child’s PHI to you. In some situations, however, we are permitted or even required by law to deny your access to your minor child’s PHI. An example is when your child has the right to independently seek medical advice about reproductive health or treatment for sexually transmitted infections.

To Avert a Serious Threat to Health or Safety

- New Bedford Community Health may use and disclose PHI when necessary to prevent a serious threat to your health and safety, the health and safety of the public, or another person. Any disclosure will be to someone able to help prevent harm to the health or safety of you, another person, or the public.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: <https://www.hhs.gov/hipaa/for-individuals/index.html>

Emergencies

- We may use or disclose your PHI if you need emergency treatment or if we are required by law to treat you but are unable to obtain your consent. If this happens, we will try to obtain your consent as soon as we reasonably can after we treat you.

Public Health Activities

- We can share health information about you for certain situations like:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone’s health or safety

Health Oversight Agencies and Public Health Authorities

- We may disclose health information, including treatment records, in response to a written request by any federal or state governmental agency to perform legally-authorized functions, such as management audits, financial audits, program monitoring and evaluation, and facility or individual licensure or certification.

Department of Health and Human Services (DHHS)

- Under the HIPAA privacy standards, we must disclose your health information to DHHS as necessary for them to determine our compliance with those standards.

Food and Drug Administration (FDA)

- We may disclose to the FDA health information relative to adverse effects, events with respect to food, drugs, supplements, product or product defects, product recalls, or post-marketing surveillance.



Research	<ul style="list-style-type: none">We can use and share your health information for research.
Organ, eye, or tissue donation	<ul style="list-style-type: none">We can share health information about you with organ procurement organizations if you are an organ donor.
Work with a coroner, medical examiner or funeral director	<ul style="list-style-type: none">We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
Fundraising	<ul style="list-style-type: none">We may contact you for fundraising efforts, using demographic information, dates of service, department of service, treating physician, and outcome status, but you can tell us not to contact you again. To opt out of fundraising on behalf of New Bedford Community Health, contact the Privacy Officer at (508) 992-6553. We will never condition treatment or payment on your choice to opt out.
Worker’s Compensation	<ul style="list-style-type: none">We may disclose health information to the extent authorized by, and to the extent necessary to comply with, laws relating to worker’s compensation or other similar programs established by law.
Comply with the law	<ul style="list-style-type: none">We will share information about you when required to do so by state, local or federal laws, including disclosures to the U.S. Department of Health and Human Services.
Law Enforcement	<ul style="list-style-type: none">We can share health information about you in response to a court or administrative order, or in response to a subpoena.



Victims of Abuse, Neglect or Domestic Violence	<ul style="list-style-type: none">We may disclose medical information in connection with state mandatory reporting laws, such as those requiring reporting of suspected abuse and neglect of children, the elderly, or disabled adults.
Correctional Institutions	<ul style="list-style-type: none">Should you be an inmate of a correctional institution, we may disclose to the institution or agents there any health information necessary for your health and the health and safety of other individuals, as required by law.
National Security and Intelligence Activities or Protective Services	<ul style="list-style-type: none">We may disclose your PHI to authorized federal officials who are conducting national security and intelligence activities or providing protective services to the President or other important officials.
Military and Veterans	<ul style="list-style-type: none">If you are in the Armed Forces, we may disclose your PHI to appropriate military command authorities for activities they deem necessary to carry out their military mission. We may also release health information about foreign military personnel to the appropriate foreign military authority.
Facility Directory Information	<ul style="list-style-type: none">Unless you notify us that you object, we will use your name, location in the facility, and general condition for directory purposes. This information may be provided to our staff or others to help expedite your treatment or help in health care operations.



Our responsibility to protect your PHI
New Bedford Community Health is required by federal and state law to maintain the privacy of your health information.

By law, New Bedford Community Health must:

- Maintain the privacy of your health information, including implementing reasonable and appropriate physical, administrative, and technical safeguards to protect the information.
- Provide you with this notice as to our legal duties and privacy practices with respect to individually identifiable health information we collect and maintain about you.
- Abide by the terms of this notice. We reserve the right to change the terms of our notice at any time and to make the new notice provisions effective for all PHI we maintain. Revised copies are available upon request.
- Train our staff on privacy and confidentiality.
- Implement a sanction policy to discipline those who breach privacy/confidentiality or our policies with regard thereto.
- Mitigate (lessen the harm of) any breach of privacy/confidentiality.
- This notice will also be listed on-site and our website.

Changes to the Terms of this Notice

New Bedford Community Health has the right to change the terms of this notice at anytime, and the changes will apply to all information we have about you. The new notice will be available upon request, in our facility, and on our website.

The effective date of this notice is dated February 5th, 2025.

How to Contact New Bedford Community Health About This Notice or to Complain About Our Privacy Practices



If you have questions about this Notice, or have a complaint about the privacy practices of New Bedford Community Health, please let us know by mail or phone using the following contact information:

Privacy Officer or Patient Care Advocate
New Bedford Community Health
874 Purchase St.
New Bedford, MA, 02740
Phone: (508) 992-6553



To access or restrict use of your PHI, please contact New Bedford Community Health’s Medical Records Department. To amend or correct your PHI or to request an accounting of the use and disclosure of your PHI, please contact New Bedford Community Health’s Privacy Officer or Patient Care Advocate. To request that we contact you in a certain way please contact your primary care provider’s office or the Patient Care Advocate.

Medical Records Department
New Bedford Community Health
874 Purchase St.
New Bedford, MA, 02740
Phone: (508) 992-6553



You may file a complaint in writing with the U.S. Department of Health and Human Services, Office for Civil Rights.

Centralized Case Management Operations U.S. Department of Health and Human Services
200 Independence Ave SW, Room 509F HHH Bldg.
Washington, D.C. 20201
Phone: 1-800-368-1019
Email: OCRComplaint@hhs.gov
<https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>



You may also file a complaint with Community Care Cooperative (C3).

Community Care Cooperative (C3):
Phone: 1-866-676-9226 (TTY: 711)



Non-Discrimination Policy

New Bedford Community Health complies with applicable federal and state civil rights laws. We do not discriminate on the basis of race, color, national origin, religion, age, disability, sexual orientation, gender identity, or other protected classification.

Concerns and Complaints

All patients have the right to receive quality competent care regardless of their health status, need for healthcare services, race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or any other personal characteristics, including the ability to pay for services. All patients have the right to voice concerns or complaints regarding the care they received, to have those complaints reviewed, and, when possible, resolved. Presenting a complaint will not jeopardize patient care or compromise a patient's future access to care here. New Bedford Community Health's policy is to acknowledge patient complaints within ONE (1) business day of the complaint being filed. Complaints are resolved as soon as possible but no later than 30 calendar days.

New Bedford Community Health

874 Purchase Street, New Bedford, MA, 02740

Phone: (508) 992-6553

Copies may be filed with:

Board of Registration in Medicine

178 Albion Street, Suite 330, Wakefield, MA, 01880

Phone: (781) 876-8200 • Fax: (781) 876-8383

On-line: <https://medboard.mass.gov/public-complaints>

Department of Public Health: Bureau of Health Care Safety and Quality

67 Forest Street, Marlborough, MA 01752

Phone: (617) 753-8000

Disability Access Notice

New Bedford Community Health and all of its programs and activities are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. **Access features include:**

- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, patient treatment areas, including examining rooms.
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, blind, or with other sensory impairments. There is no additional charge for such aids. **Some of these aids include:**
 - *Qualified sign language interpreters for persons who are deaf or hard of hearing.*
 - *A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.*

If you require any of the aids listed above, please let patient registration or your clinical team know.



Preparing for Your Visit

Appointments

You can schedule appointments through our main number (508) 992-6553 or via our patient portal, MyChart. We offer same day appointments for patients in need and walk-ins are welcome at our Urgent Care Department.

How to prepare for your appointment:

- Please arrive 15 minutes prior to your appointment to fill out any necessary paperwork, You may also echeck-in via MyChart before your appointment.
- Please provide 24 hours notice to cancel or reschedule your appointment. If you miss your appointment we will contact you by phone, MyChart, and/or in writing. Patients who miss 3 repeat appointments may not be allowed to make another appointment at New Bedford Community Health. Decisions are based on individual cases.
- Please bring a photo ID (if you have one), proof of insurance (if you have it), any immunization or medical records, medications you are currently taking including over-the-counter medications, vitamins, and herbal supplements, and a list of questions to discuss with your provider.
- Payment is expected at the time of services. We accept Medicare, Medicaid, and most insurance plans. Co-pays or fees are collected at check-in. We offer a Sliding Fee Discount program that reduces cost of care based on household income and family size. No one will be denied services due to the inability to pay.

Parking

Parking is available in the Elm Street Parking Garage on the corner near the rear of our main building at 51 Elm Street, New Bedford MA, 02740. Patients can park in the Elm Street garage for free between 7:00AM and 5:00PM. Please let the parking office know you had an appointment at New Bedford Community Health and you will be let out.

On-street parking is available but may be limited. The disabled can park at meters with their handicap placards for free. Please note the posted City of New Bedford parking restrictions regarding hours, resident parking, street cleaning etc.



Walgreens On-Site Pharmacy

Walgreens Pharmacy at New Bedford Community Health is a full-service pharmacy staffed by licensed pharmacists who offer patients compassionate care, a convenient location, and more including:

- Confidential, one-on-one patient counseling
- Help staying on track with medications
- Acceptance of most insurance plans
- Flexible refill options by phone, in person, on-line, or automatically
- The ability to pick up medications at any of the more than 6,000 Walgreens in the U.S. including Puerto Rico
- Flu and other immunizations administered at the pharmacy

Walgreens On-Site Pharmacy Hours

Mon – Fri: 8:00AM – 6:00PM • Sat: 8:00AM – 1:30PM, 2:00PM – 4:30PM • Sun: CLOSED

Address: 854 Purchase St, New Bedford, MA 02740 • Phone: (508) 992-3209



Radiology and Laboratory Services

Southcoast Health System provides our laboratory and radiology services, which are available during our regular operating hours. Imaging and testing services include mammography, ultrasounds, and X-rays.



Help Paying For Your Care

New Bedford Community Health provides equal access to all patients regardless of their ability to pay or their source of payment. We accept most private insurance plans, plus Medicare and Medicaid.

NBCH’s Patient Benefits Department is here to review your eligibility for any possible insurance programs. Our patient benefits specialists can even help you fill out the paperwork required.

To speak with someone in person about options that are available to you – please contact our benefits specialists who will assist you in applying for a program.

To Apply For Insurance Please Bring The Following:



Proof of Income (Choose One)

- Two pay-stubs from EACH job or a letter from Unemployment
- If you are SELF-EMPLOYED – most recent tax forms including Schedule C
- Proof of rental income
- Proof of Child Support or Alimony



Proof of Identity (Choose One)

- Driver’s License
- Massachusetts State ID
- Military ID
- Passport



Proof of Citizenship or Immigration Status

- Birth Certificate
- Passport
- Certificate of Naturalization or Green Card



Social Security Number (If You Have One)



Massachusetts Residency (Choose One)

- Copy of Rental Agreement, Electric, Gas, or Notarized Letter

Get Payment Assistance with our Sliding Discount Program

At New Bedford Community Health, no one will be denied access to services due to inability to pay. We have a Sliding Fee Discount Program that all patients are welcome to apply for. This program is designed to provide discounts based on their ability to pay.

The program sets a discount on what you pay based on the size of your family and how much money your family makes a year. Discounts are offered depending upon household income and size. A “Family” is one or more persons living in one dwelling place who are related by blood, marriage, or law. Adults and minor children are considered a family. Relatives over 18 (that are not full-time students) are not eligible to be used as dependents for this application process.

Good Faith Estimate

As a New Bedford Community Health patient you have the right to receive a Good Faith Estimate explaining how much your medical care will cost. Under the law, health care providers need to give patients who don’t have insurance or who are not using insurance an estimate of the bill for medical items and services.

- You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services. This includes related costs like medical tests, prescription drugs, and equipment.
- Make sure your health care provider gives you a Good Faith Estimate in writing at least 1 business day before your medical service or item if your appointment is scheduled 3-9 business days in advance. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service.
- If you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill.
- Make sure to save a copy or picture of your Good Faith Estimate.



Preparing for Your Visit

Medical Record Requests

As a patient at New Bedford Community Health, you have a right to inspect and/or obtain a copy of your medical records, or have copies of your medical records sent to another facility.

Requests may be made in writing to:

New Bedford Community Health Medical Records Department

874 Purchase Street, New Bedford, MA 02740

Fax: (508) 992-6553

E-Mail: medicalrecords@gnbchc.org

Phone: (508) 992-6553

Interpreter Services

If you need help understanding, speaking, or reading English, please ask a member of your care team to arrange for a qualified medical interpreter to assist you during your visit with us. Our medical interpreters are here to help you understand the care that you are being provided. Medical interpreter services are available at all times and are provided via in-person, video and audio interpreters. There is no cost for this service.

Assistive Technology

For our patients who may be deaf or hearing impaired, we offer services at no additional costs. Services include TTY/TDD, and Sign Language Interpreters via video interpreters. Please ask your care team for assistance.

How To Communicate With Us

- You can send non-urgent messages or questions through MyChart. <https://mychartepic.c3ctc.org>
- You can also call our main number **(508-992-6553)** during regular business hours for assistance.
- When contacting your Care Team at NBCH, you may be asked to leave a voicemail. Leave your name, date of birth, and the reason for your call. We will return your call as soon as possible.
- We are committed to your care 24/7. For NBCH's on-call provider assistance please dial our main number, **(508-992-6553)**. The answering service will contact our on-call provider who will return your call.
- For medical emergencies, please dial 911, or visit the nearest emergency room.

How We Will Communicate With You

Your Patient-Centered Medical/Dental Home keeps you informed and involved in your healthcare decisions. Your Care Team may send letters, emails, text messages, or call you related to your care. Please let us know if at anytime your contact information changes.

With your consent, and dependent on your communication preferences, you may receive phone calls, text messages, or e-mails about upcoming appointments, labs, prescriptions, etc.

Stay Connected with Your Health Through MyChart Portal

At NBCH, we understand that the most effective health care includes encouraging our patients to be active in their own care. With MyChart, you have a way to be tuned in to your health at your own convenience.

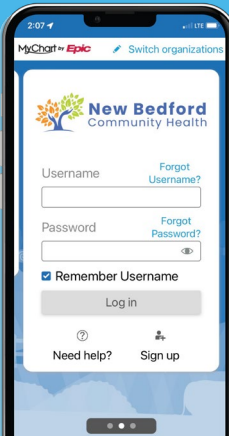
With MyChart® you can:

- Make and manage appointments for you.
- Communicate with your or your children's Care Team.
- Refill prescriptions
- View lab and test results
- eCheck-in On-line
- and more!

Sign up for MyChart® Today!

Scan the QR code, or visit

www.gnbchc.org/MyChart





Care When You Need It Most

Urgent Care

Many sicknesses and minor injuries need immediate attention, but not every case is serious enough to call for a trip to the Emergency Room. New Bedford Community Health’s Urgent Care Center is a convenient alternative when you or a family member are sick and can’t get a timely appointment with your regular provider. NBCH’s Urgent Care Center is available for walk-in appointments that are scheduled on a first-come, first-served basis.

We see adults and children 5 years and older for a wide range of symptoms, including:

- Simple cuts, burns, wounds, or stitches
- Allergies
- Asthma Attack (mild or moderate)
- Minor broken bones
- Cough, cold, flu-like, and COVID-19 symptoms
- Sore throat
- Muscle sprains, strains, bumps, and bruises
- Nausea, vomiting, diarrhea
- Eye, ear, skin, and other infections
- Urinary Tract Infections, Painful Urination
- Infected Wounds, Insect Bites
- Rashes without a fever, poison ivy
- Animal bites or scratches
- Sexually Transmitted Infection testing

Our Urgent Care Center includes early evening and weekend hours for your convenience.



When we are not open, we have medical staff on call 24 hours a day. Please call (508) 992-6553 to be connected with the answering service.

Urgent Care vs. Emergency Room

Do you know where to go? When you or your family is feeling sick or injured, it is important to know where to go to get treated.

Primary Care

Your **first stop** for everyday health issues and routine care. Visit your **NBCH Primary Care Provider** for:

- Regular check ups
- Routine physicals and health screenings
- Immunizations
- Chronic disease management
- Prenatal Care
- Non urgent healthcare needs
- Clearance for concussion protocol
- Sick visits
- Camp or sports physicals

Urgent Care

Quick, convenient care for injuries or illnesses that are **non life-threatening** but need urgent care. Visit **NBCH’s Urgent Care** for:

- Cough, congestion, or sinus problems
- Ear pain or infections
- Simple cuts, burns, wounds, or stitches
- Allergies
- Asthma Attack (mild or moderate)
- Minor broken bones
- Cough, cold, flu-like, and COVID-19 symptoms
- Sore throat
- Muscle sprains, strains, bumps, and bruises
- Nausea, vomiting, diarrhea
- Eye irritation or conjunctivitis
- Skin rashes
- Painful urination
- Sexually Transmitted Infection testing

Emergency Care

Go to your nearest **emergency room** or **call 9-1-1** for serious or life threatening conditions. Seek emergency care for:

- Suspected stroke
- Asthma Attack (severe)
- Severe broken bones or bleeding
- Severe burns or electrical shock
- Severe head, neck spinal cord, back, or eye injuries
- Seizures
- Poisoning
- Drug overdose
- Suspected heart attack
- Coughing or vomiting blood
- Animal, snake, or human bites
- Infants under the age of 2 months with a fever
- Signs of allergic reaction such as hives, swelling of the face, lips, eyes, or tongue, fainting, or trouble breathing

New Bedford Community Health Urgent Care Walk-In Hours

Mon – Thurs: 8:00AM – 6:00PM • Friday: 8:00AM – 5:30PM • Saturday: 8:00AM – 4:30PM



Care For the Whole Family

Primary Care For Everyone

New Bedford Community Health is committed to helping empower adults to lead healthy lives. The Adult Medicine Program at NBCH provides comprehensive primary care to adults aged 18 and older. Whether you need treatment for a minor injury, care for a chronic condition like diabetes, or simply want to establish a relationship with a primary care provider you can trust, we are here to help with all your health needs.

We provide adults with a wide range of affordable primary and preventive medical services, including:

- Annual check-ups
- Complete physicals
- Same-day Sick Visits
- Diabetes education and management
- Vaccines and immunizations
- Blood pressure detection, treatment, and management
- Asthma management
- Cholesterol screening and management
- Cancer ccreenings
- Sexually transmitted infections testing and treatment
- Nutrition counseling
- Referrals to specialists as needed and more!

NBCH’s commitment to clinical excellence and patient-focused care is what sets our primary care providers apart from the rest. Guided by experience and compassion, our providers give you the comfort of knowing that you’re receiving the excellent healthcare you deserve.

Our physicians and nurse practitioners are qualified to meet your medical needs while providing compassionate and personalized care.



Care For Women of All Ages

The Women’s Health Department at New Bedford Community Health provides high-quality, sensitive, confidential care to a vibrant community of female patients from adolescence to advanced age. We are committed to delivering comprehensive healthcare services in a supportive and caring environment. Not only are we there for women when they are ill, but we also focus on wellness and prevention. All women are encouraged to participate fully in their own care.

Our services include:

- Primary care
- Contraception including Nexplanon® and Intrauterine Devices (IUDs)
- Family planning, including walk-in pregnancy testing and emergency contraception
- Pre-and post-menopausal care
- Breastfeeding support
- Postpartum depression screenings and treatment
- Prenatal pregnancy care classes
- Confidential gynecology services for teens
- Cervical cancer screenings
- Other gynecologic services such as infertility care, menstrual concerns, pelvic pain, and more

New Bedford Community Health partners with Southcoast Health for obstetrical services, and on-site mammography, bone scans, and laboratory services. Our Women’s Health Department also provides prenatal pregnancy care including home visits to promote safe births and healthier new babies and will perform hospital visits coordinated with Southcoast Health after your baby is born.



More than medicine.



Care For the Whole Family



Pediatric Medicine

The Pediatric Team at New Bedford Community Health will take care of your children from birth, through their school-age years, and into young adulthood. Your pediatric provider will assess your child’s healthcare needs, provide health education, and offer resources and support as your child grows and develops throughout the years.

Our services include:

- Primary care
- Well-child and sick-child visits
- Nutritional counseling
- immunizations and vaccines
- Integrated behavioral health
- School and camp physicals
- Breastfeeding support
- Adolescent gynecological and reproductive health
- Laboratory and radiology
- Insurance benefits consultation
- Case management
- On-site WIC program

Medical Care for Teens

For teens from ages 13 through 17, we offer confidential, private care including:

- Family planning
- Routine gynecological care
- Testing for sexually transmitted infections (STIs)
- Pregnancy tests
- HIV Prevention Counseling and Testing



Health education is a part of every visit, with an emphasis on illness prevention and risk reduction. Any teen may call on their own for an appointment, and we welcome calls from parents who want our services for their teenagers.

Women, Infants, & Children (WIC)

WIC is a nutrition program that provides nutrition and health information, healthy foods, and other services free of charge to Massachusetts families.

WIC offers families:

- Breastfeeding support
- Nutrition counseling
- Infant formula and baby foods

WIC is for all kinds of families: married, or single parents, working or not working. If you are a parent, legal guardian, or foster parent of a child under 5 years of age you can apply for your child.

You can participate in WIC, if you:

- Live in Massachusetts
- Are pregnant, breastfeeding, or are a child under 5 years of age
- Have a nutritional need
- Have a family income less than the WIC guidelines
- Currently receive TAFDC, Food Stamps, or Mass Health; in these cases, you are automatically eligible for WIC

Parents, legal guardians, or foster parents may apply for WIC for their children at the WIC website: <https://www.mass.gov/wic-information-for-participants> or call 508-997-1500



New Bedford Community Health WIC Hours

Mondays:	8:30AM — 5:00PM
Tuesdays:	8:30AM — 5:00PM
Wednesdays:	8:30AM — 5:00PM
Thursdays:	9:30AM — 6:00PM
Fridays:	8:30AM — 5:00PM
1ST and 3RD Saturdays:	8:00AM — 12:00PM

Contact WIC:

Address:	838 Purchase Street, New Bedford, MA 02740
Phone:	(508) 997-1500
FAX:	(508) 999-1917
E-MAIL:	wic@gnbchc.org



Care For the Whole Family



Infectious Disease Care

New Bedford Community Health is committed to providing HIV/Sexually Transmitted Infection (STI) testing and counseling services to the South Coast area. Anyone in the community can come for risk reduction counseling and testing. Testing for STIs and HIV is an easy and confidential process at NBCH.

We offer STI Testing for:

- Chlamydia
- Gonorrhea
- Syphilis
- Genital herpes
- HIV/AIDS
- Human papillomavirus (HPV)
- Hepatitis B and C
- Tuberculosis (TB) and Latent TB
- Certain vaginal infections like bacterial vaginosis and yeast infections
- Trichomoniasis

What STI Services Do We Provide?

- **STI Testing:** Testing for STIs/HIV is quick and usually only requires a urine or blood sample
- **STI Treatment:** If you test positive for STIs/HIV, treatment is available.
- **STI Prevention:** Preventive resources like condoms are available
- **STI Education:** Our health educators can answer your questions about safe sex practices and STIs/HIV.



Whether you’re experiencing any symptoms or simply want to protect yourself by doing routine STI testing, we can help! Our patient navigators link patients to appropriate providers for treatment, primary care, Pre-Exposure Prophylaxis (PrEP), and Post-Exposure prophylaxis (PEP).

Ryan White HIV/AIDS Program

New Bedford Community Health is a Ryan White funded clinic. Providing compassionate, comprehensive care, and support to people on the South Coast living with HIV is one of our highest priorities. The Ryan White HIV/AIDS program makes this possible.

The Ryan White Program offers patients:

- Primary Care
- Dental Services
- Medication Adherence Support
- Mental Health Services
- Substance Use Treatment
- Nutrition Services
- Health Insurance Premium and Copay Assistance
- Care Management



Our benefits coordinators work to assure patients know about and can use all benefits we have available.

HIV Primary Care

We provide HIV primary care services for patients at our Dr. Laurel Miller Center within our facility. This allows HIV patients to be seen in a primary care office setting alongside other patients seeking care at the location. This provides our patients with anonymity and the comfort of receiving care in a traditional office setting. Our providers treat the whole person and their medical conditions, not just HIV.



Care For the Whole Family



Dental Care for Everyone

Good oral health is linked to overall health and well-being. Tooth decay, tooth pain, and gum disease all have a big impact on the quality of your day to day life. Poor oral health can also lead to diabetes, heart disease, and more. Going to regular cleanings are a really important part of keeping your teeth healthy! At **New Bedford Community Health’s Dental Clinic**, we offer comprehensive general dentistry for the entire family.

We provide **high quality dental care to children and adults**. The dental team at NBCH is an important part of the integrated care team. They work closely with all of our staff to ensure that our patients’ oral health is cared for. Our dental staff are qualified to meet your dental needs while providing compassionate and personalized care. We speak English, Spanish, Portuguese, and Cape Verdean Creole and can schedule Interpreter Services for many other languages.

Our dental services include:

- Emergency Care
- Preventative Care
- Pediatric Dentistry
- Restorative Work (includes fillings, dentures, and partials)
- Periodontal Therapy
- Minor Oral Surgery/Extractions
- Fluoride Varnishes/Sealants



Prevention and Education

NBCH ensures that all patients receive linguistically appropriate education regarding oral hygiene and preventive care. All care is customized to each patient.

Pediatric Dental Care

Good oral hygiene begins with infancy – and with parent education. NBCH is dedicated to providing parent-friendly information about pediatric oral health and ensures quality care for infants and children of all ages, beginning around ages 1 ½ to 2 years old. Our offices are child-friendly, and our professional staff is thoroughly trained in all aspects of pediatric oral health care.

Referrals

If a patient needs dental services that we do not provide in our office, we make referrals to trusted private dentists in the neighborhood. For a dental referral, call (508) 984-7031.

Accepted Insurances

We accept most forms of insurance, including MassHealth plans, Children’s Medical Security plan, Health Safety Net, Senior Care Options (SCO) plans, and most commercial dental insurances. We also offer a sliding fee scale for those who qualify. If you do not have dental coverage, please call us to explore the options available to you.

NBCH’s Dental Clinic Hours of Operation

Mondays:	8:00AM — 6:00PM
Tuesdays:	8:00AM — 6:00PM
Wednesdays:	8:00AM — 6:00PM
Thursdays:	8:00AM — 6:00PM
Fridays:	8:00AM — 6:00PM

Contact NBCH’s Dental Clinic:

Address:	848 Purchase Street, New Bedford, MA, 02740
Phone:	(508) 984-7031
FAX:	(508) 984-7034





Care For the Whole Family



Integrated Behavioral Health

A healthy mind is just as important to a person’s well-being as a healthy body. When you come to New Bedford Community Health, you can trust that your mental and physical health will be cared for together, so you can be your best every time. NBCH offers Integrated Behavioral Health Services for all ages: children, adolescents, and adults on the South Coast.

At NBCH, our patients benefit from having a highly qualified Integrated Behavioral Health team on-site working side-by-side with our medical, dental, and care management departments to ensure a team approach to your wellness. We offer a safe space for care. We will connect you with an interpreter to make sure you receive and can participate in your care in the language you are most comfortable.

Board-certified psychiatrists, psychiatric nurse practitioners, and licensed social workers (LCSWs/LICSWs) offer diagnostic assessments, medication management, and consultations integrated with Primary Care.

Our services include:

- Teletherapy services
- Short-term, targeted treatment during difficult or transitional times in your life
- Individual therapy for both children and adults
- Medication management
- Treatment for patients with substance use disorder

We treat most diagnoses, including but not limited to:

- Depression
- Anxiety
- Trauma
- Bipolar disorder
- Substance use (OBAT)
- Schizophrenia

In order to receive the care that fits you and your life best, you can review all your treatment options.

For more information, speak your primary care provider about a referral to Behavioral Health. You may do this during a visit or by sending a MyChart message; or you can call (508) 992-6553 to request a referral.

Office-Based Addiction Treatment

Addiction is a disease of isolation. Recovery is about connection. We are here to connect you to the resources you need to find your path to recovery. New Bedford Community Health’s office-based addiction treatment (OBAT) program functions like our other primary care practices; a team of trained providers works with patients to manage this chronic condition within the walls of a doctor’s office.

By bridging gaps in care and bringing substance use disorder treatment into the primary care office, we’re working to fight the stigma around addiction, and help patients achieve recovery.

NBCH’s office-based addiction treatment providers are trained in the management of substance use disorder. We work with you to develop a treatment plan to meet your specific needs.

We treat several common Substance Use Disorder conditions, including:

- Alcohol Use Disorder
- Opioid Use Disorder
- Misuse of substances like benzodiazepines, cocaine, and other substances

What treatment options are available with OBAT?

At New Bedford Community Health, our team works with patients and their providers to develop a plan that meets their specific needs.

Treatment may include:

- Screenings for Substance Use Disorder
- Behavioral health referrals
- Referrals to inpatient or outpatient treatment programs
- Medications for Opioid Use disorder such as Suboxone® and Vivitrol®
- Medications for Alcohol Use Disorder such as Vivitrol®
- Substance use counseling
- Peer recovery coaching

Whether you are referred to us by a provider, or you reach out to us directly, our nonjudgmental, compassionate team is ready to help you to build your connection to a healthier future.



Care For the Whole Family



Care Management

Living healthy is a lifelong journey. Care Management is a service that can help you take charge of your health. **New Bedford Community Health offers Care Management if you have complicated health care needs.**

Our care management team will work with you and your healthcare provider. They can help you deal with issues that arise and refer you to programs and services that may make your life easier.

Is Care Management Right For Me?

Care Management is a good option for people of all ages who:

- Have a long-term (chronic) health problem that is not getting better
- Go to the emergency room many times a year
- Have frequent overnight hospital stays
- Have a disability or a special care need
- Have poor adherence to their medical plan of care
- May benefit from additional health education



How Does It Work?

When you enroll, Care Management will begin with a phone call or a visit with your Care Manager. They will talk with you about your social or health concerns, as well as your hopes and needs.

Together, you will create a care plan with your health goals and action steps to take to help you feel better.

This is your plan and can be updated as needed.

Prevention and Treatment of Diabetes and High Blood Pressure

New Bedford Community Health provides comprehensive detection, support, and treatment of high blood pressure and diabetes. Evidence-based and personalized approaches are used to help individuals manage and control their blood pressure and diabetes.

Whether you're looking to lower your blood pressure, better manage your blood glucose, lose weight, or increase your energy and prevent disease, we can help. We will provide advice you can trust and help you and your family with strategies for healthy living.

Nutrition and Weight Management

NBCH has nurses and a registered dietitian on staff to assist you with your nutrition and weight management needs. They provide counseling and support for nutrition and weight loss – as well as a variety of health issues such as cardiovascular disease, diabetes, hypertension, and general wellness.

Nutrition and Wellness Services To Keep You and Your Family Healthy

Good nutrition is about more than consuming fruits and vegetables. Our RDNs can help you understand ingredients, caloric intake, portion sizes, eating habits, and lifestyle modification. You will learn the tools for long-term success.

Some common reasons that patients seek nutritional counseling include:

- General healthy lifestyle information
- Weight loss/gain
- Diabetes management
- Hypertension management
- Gastrointestinal problems
- Picky eating
- Pregnancy



New Bedford Community Health

New Bedford Community Health Hours

Monday: 8:00AM – 6:00AM (*Telehealth starts at 7:40AM*)

Tuesday – Wednesday: 8:00AM – 6:00PM

Thursday: 8:00AM – 6:00PM (*Telehealth: 7:40AM – 7:00PM*) • **Friday:** 8:00AM – 5:30PM

Saturday: 8:00AM – 4:30PM (*Urgent Care*) • **Sunday:** CLOSED

www.gnbchc.org

[f](#) [@](#) [in](#) @NBCommunityHealth

874 Purchase Street, New Bedford, MA 02740 • Phone: (508) 992-6553

To view New Bedford Community Health's quality measures please visit:

<https://data.hrsa.gov/topics/health-centers/chqr1>

This Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. New Bedford Community Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity.