

LAMPREY HEALTH CARE

Frequently Asked Questions

1. What are your hours at the Newmarket Center?

Lamprey Health Care – Newmarket Center is open Monday through Thursday from 8:00am to 7:00pm, Friday from 8:00am to 5:00pm and Saturday from 8:30am to 12:00pm.

2. What are your hours at the Nashua Center?

The Nashua Area Health Center is open Monday through Thursday from 8:00am to 6:00pm and Friday from 8:00am to 5:00pm.

3. What are your hours at the Raymond Center?

Lamprey Health Care – Raymond Center is open Monday through Thursday from 8:00am to 7:00pm, Friday from 8:00am to 5:00pm and Saturday from 9:00am to 12:00pm.

4. What do I do if I need medical assistance when the Center is closed?

If you need non-emergency medical assistance after-hours, please call your Center at the number listed below and you will be transferred to an on-call nurse who will assist you. If you're experiencing an emergency, please call 9-1-1 for immediate assistance.

Newmarket Center: 603.659.3106 **Raymond Center:** 603.895.3351 **Nashua Center:** 603.883.1626

5. What if I don't have any health insurance?

All patients are welcome at Lamprey Health Care – whether you have health insurance or not. We have a variety of options to make sure you get the health care you & your family needs, including payment plans and a sliding fee discount program.

Self-Pay Patients

For those patients who don't have insurance, payment for services is expected at the time of your visit. Please be sure to bring cash, check or a credit card with you. A minimum payment is due prior to the visit. If you are unable to pay for services at the time of your visit, you will be sent a bill for any unpaid balance.

Sliding Fee Program

Financial assistance is available to individuals who qualify based on their current income. To determine your eligibility we will need the following from you: a completed financial assistance application; 4 weeks of recent pay stubs for each member of the household who is working; and proof of any other income or benefits received by each family member in your household, such as Social Security, disability, worker's compensation, alimony, child support, TANF, etc. If you are self-employed, you will need to file your most recent tax return (Schedule C) with your financial assistance application.

Until the Financial Assistance application is processed and approved, you will be expected to pay in full for any services received by Lamprey Health Care. Once approved, a discount up to 100% will be applied to all charges incurred for your visits, and a minimum payment will be expected. The Sliding Fee Program at LHC covers only our services and is not applied to labs, ultrasounds, diagnostic services or other medical services provided by other facilities.

6. How do I find out if there are other options to help my family pay for healthcare?

Your Lamprey Health Care Patient Advocate can meet with you to determine if you & your family are eligible for financial assistance through our Sliding Fee Program, NH Healthy Kids, or other social services that are available to you. NH Healthy Kids offers health & dental insurance for children – sometimes at no cost to you. Call your Patient Advocate to discuss your options (see phone numbers below).

7. Can I get financial assistance for my prescriptions too?

Prescription assistance programs are available to assist eligible patients who need long-term medication but do not have insurance to cover the cost. If you are eligible, program staff will help you access free prescription medication programs through the pharmaceutical companies.

8. Is Lamprey Health Care a walk in health center?

No, we are not a walk in center, you must call first to make an appointment, however we do make same day appointments for emergencies. To better serve you, we ask that you select a primary care provider for regular health visits, preventive care, and management of chronic conditions - having a primary care provider who knows you and with whom you are familiar will improve your quality of care.

9. What is the BCCP program and how do I enroll?

BCCP stands for the Breast and Cervical Cancer Screening Program for women funded by the State of NH. It is a program to provide **free** breast and cervical cancer screenings for women who meet certain requirements and income guidelines. Lamprey Health Care participates in the state-wide BCCP Program and is a screening site.

The program is for women ages 18-64 that have no health insurance, or have insurance that does not pay for screening tests. Cervical cancer screenings are available for women who have never had a Pap Smear or have not had one in over 5 years. Mammography screenings are available for women ages 40-64.

8. How do I get my prescription refilled?

To request refills of your current medications, please call your provider’s team extension at least 1 week before the prescription runs out - anticipating your medication refill needs will prevent an interruption in your medication program. New prescription requests must be made through an appointment with your Lamprey Health Care provider.

Newmarket Center 603.659-3106
Gold Team: ext.7605 Rose Team: ext. 7606

Raymond Center 603.895.3351
Blue Team: ext.7616 Green Team: ext. 7615 Lilac Team: ext. 7617

Nashua Center 603.883.1626
Prescription refills: ext. 7190 (ENG) ext. 7188 (PORT) ext. 7189 (SPAN)

9. How do I get copies of my Medical Records?

Please contact the Medical Records Department at your Lamprey Health Care Center. You will need to sign a medical records release form.

Newmarket Center 603.659.3106, x. 7253 **Raymond Center 603.895.3351, x. 7307** **Nashua Center 603.883.1626, x. 7185**

10. If I have questions about filling out forms/ who to call / how to get an answer to a question, who do I ask?

Your Lamprey Health Care Patient Advocate can help you navigate the system and answer all of your questions.

Newmarket Center Kathy McGloughlin 603.659.3106, x. 7279 **Raymond Center Marie Bannon 603.895.3351, x. 7380** **Nashua Center Rossy Lopez 603.883.1626, x. 7165**

11. How can I find out about Lamprey Health Care events & updates, such as available flu shots?

You can visit our website at www.lampreyhealth.org for more information about the services we provide, directions to the centers or information on upcoming events.