

*A Note from our
Medical Director*

As an internal medicine physician in northern Coos County for more than twenty years, I am proud to be associated with Indian Stream Health Center (ISHC) and consider it a privilege to care for residents in our service area. ISHC staff strives to provide our patients with compassionate, caring and comprehensive, patient centered care. While we are here to care for you when you are ill, we also want to help you maintain your well being. We provide a wide array of health care services that includes primary care, mental health and substance abuse counseling, family planning, preventive care, chronic disease management, health education, and screening programs.

Our care teams, led by physicians, include physician assistants, nurses, medical assistants, and administrative support staff. Our care management and outreach staff help patients access specialty care, low cost or free medications, vision care, oral health services, and transportation assistance. We offer a fee discount program for low-income, uninsured, or underinsured patients.

We pledge to be a medical home where you can receive affordable, high-quality care close to home that is focused on you and your needs.

*"MAXIMIZING THE QUALITY OF
LIFE OF AREA RESIDENTS"*

Our mission is to provide excellent preventive, acute, and wellness-focused healthcare to residents within the organization's service area regardless of a patient's ability to pay.

We will focus our resources to maximize the quality of life of area residents in a cost effective and efficient manner.



Our Hours

Monday - Friday 8:00 am to 7:00 pm

Saturday 9:00 am to 12:00 pm

We offer 24-Hour On Call Provider Access

Call Us For Additional Information



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Phone: (603) 237-8336

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www.indianstream.org

JULY 2011



COMMUNITY-BASED
DEPENDABLE ACCESSIBLE

*"MAXIMIZING THE QUALITY
OF LIFE OF AREA RESIDENTS"*

COMPREHENSIVE CARE
AFFORDABLE
QUALITY COMPASSION
INTEGRITY

"MAXIMIZING THE QUALITY OF LIFE OF AREA RESIDENTS"



WHAT OUR PATIENTS HAVE TO SAY ABOUT US:



"Thanks for the great service and care."

"I couldn't find a better staff to help me!"

"Rose and Nancy are wonderful... Service with a smile."



"I would like to give all my thanks to the staff at ISHC that has helped me through a tough time. I am grateful for all the help. Thank you."

Indian Stream Health Center (ISHC) is a Federally Qualified Health Center (FQHC) serving the needs of Coos County, New Hampshire, and surrounding areas in Maine, Vermont, and Canada.



Located on a medical campus along with Upper Connecticut Valley Hospital, ISHC is committed to providing quality primary health care to the community regardless of a patient's ability to pay.



ISHC uses the health care team model which consists of a medical doctor, physician assistants, nurse practitioners, and nursing staff who are all genuinely committed to providing you with excellent health care.

SERVICES

- Internal and Family Practice
- Community Outreach and Prevention
- Referral Services
- Oral Health Screenings
- Family Planning Services
- Diabetes Education
- Care Management Services
- Discount Pharmacy Program
- Vision Referral Program
- Prenatal Education and Screening
- Flu Clinic
- Application Assistance Programs
 - NH Healthy Kids
 - NH Medicaid, Social Security Disability
 - ISHC Household Assessment/Sliding Fee Scale



The Patient-Centered Medical Home (PCMH) Model of Primary Care provides improved quality of care and outcomes for health center patients, increasing access and providing care in a cost-effective manner. The patient's care is coordinated by a care team to ensure that wellness and chronic disease care are prioritized and that patients have the tools and education required for self-care management. ISHC is working toward receiving National Recognition as a Patient-Centered Medical Home. We



already have many of the components in place. Care Management, Outreach Services, and integration of Behavioral Health into primary care are just a few services leading our way.

SERVICES ARE PROVIDED REGARDLESS OF A PATIENT'S ABILITY TO PAY.