

# Welcome To Our Practice

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Community Health Center of the North Country (CHCNC) is honored you have chosen our team.

We realize you have choices when it comes to your healthcare, and we appreciate you entrusting us with your care. We are proud to have received NCQA Level 3 Patient-Centered Medical Home (PCMH) recognition, and take that trust very seriously. PCMH recognition raises the bar in defining high quality care by emphasizing access, health information technology, and coordinated care focused on patients. Recognition shows CHCNC has the tools, systems, and resources to provide you with the right care, at the right time. Updates on PCMH are always available by visiting [chcnorthcountry.org](http://chcnorthcountry.org)

As a Federally Qualified Health Center, we believe everyone deserves access to quality healthcare, and we promise to provide you with the most patient centered approach possible. Appointments are preferred, but walk-ins are welcome, and after hours emergency consultation is also available.

Services vary by location, but we see patients for **primary care, pediatrics, behavioral health, telehealth, substance use disorders, physical therapy, dental care, and optometry.**

## Our healthcare center locations are:

### **Canton**

4 Commerce Lane  
(315) 386-8191

### **Gouverneur**

77 West Barney Street  
(315) 287-4440

### **Malone**

380 Creighton Road  
(518) 483-0109

### **Ogdensburg**

102 Ford Street  
(315) 713-9350

### **Watertown (Optometry Only)**

146 L Arsenal Street  
(315) 786-0983

- Across all locations, for all services, transfer of your care between providers at the **same** location is highly discouraged.
- In order to ensure you are receiving the highest quality services possible, care given by a single provider over time is best.
- All services use a team approach to care which means you may be seen by another provider in case your primary provider is unavailable (same day, walk in or emergency appointments).

Our services are available regardless of insurance status or ability to pay. We accept private insurance, military insurance, Medicaid, Managed Medicaid, Managed Medicare and Medicare. For those without insurance, or are underinsured, we offer a **Sliding Fee Discount** based upon income eligibility.

Our team welcomes patients with disabilities, has translation and interpretation services available for those who do not speak English, and provides assistance for those who have trouble reading, writing, or understanding medical forms.

Once again, thank you for choosing Community Health Center of the North Country. Customer service is very important to us. If there is anything we can do better, please let a member of our team know, and we will respond to any reasonable request promptly.