

Your New Patient Packet



Community Health Center of the North Country

A Federally Qualified Health Center

Services Available By Location

Canton

Primary Care, Dental Care, Behavioral Health, Physical Therapy, Diabetic Foot Care, Health Insurance Enrollment, Clinical Case Management, Substance Use Care Coordination

Gouverneur

Primary Care, Pediatric Care, Behavioral Health, Health Insurance Enrollment, Clinical Case Management, Substance Use Care Coordination, Diabetic Foot Care

Malone

Primary Care, Pediatric Care, Behavioral Health, Health Insurance Enrollment, Clinical Case Management, Substance Use Care Coordination, Diabetic Foot Care

Ogdensburg

Primary Care, Dental Care, Behavioral Health, Clinical Case Management, Substance Use Care Coordination, Health Insurance Enrollment, Diabetic Foot Care

Watertown

Optometry, Diabetic Foot Care

Other Services Available

Community Based Services for People with Developmental Disabilities
School-Based Dental Sealant Program in St. Lawrence County
Community Friendship Volunteer Program in Franklin County
WIC Programs in both St. Lawrence and Franklin counties

Stay up-to-date on additions to our team, upcoming events, and hours of operation by also following us on social media and by visiting our website at chcnorthcountry.org

Primary Care Pediatrics Behavioral Health Physical Therapy Dental Care Optometry

Thank you for choosing our team for your care

Welcome To Our Practice

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.

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, 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.