

# Families First

*support for families...health care for all*

## *Welcome to Families First!*

*One-Stop Shopping for Health and Family Services*



### **Located at the Community Campus**

100 Campus Drive, Suite 12  
Portsmouth, NH 03801-5892

(603) 422-8208

Fax: 422-8218 (Health Center) or 422-8219

[info@FamiliesFirstSeacoast.org](mailto:info@FamiliesFirstSeacoast.org)

[www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org)

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✉ For the latest Families First news, including each month's parenting and family programs, visit [www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org) and click on **Upcoming Programs and News**. You can also sign up for our monthly e-newsletter so you'll never miss a thing!

## **Welcome**

Welcome to Families First! Whether you came here originally for medical care, a parenting class, or for any other service, we hope you'll learn about *all* the services we offer, take advantage of any that meet your needs, and tell others.

At Families First, you have access to an entire team of health care and family services professionals, including physicians, nurse practitioners, dentists, a nutritionist, behavioral health specialists, registered nurses (including some certified in management of chronic illnesses), parent educators, home visitors, social workers, and child care providers.

These team members work together to provide you with well-coordinated services to meet many of your needs. At times, Families First staff may share information about you with one another, on a need-to-know basis, to serve you better. (Please see page 12 for more on our privacy and confidentiality policies.)

Please read the next few pages to learn what we offer that can help you be healthier and your family be happier. We hope you will use all the services you need — just ask any Families First staff member how! And please tell your friends about Families First, a place where *all men, women and children are welcome* — infants to seniors, families and single people, insured or uninsured. (Health Care patients must live in NH or Maine.)

We are happy to hear from you with questions, concerns, compliments and suggestions at any time. Again, welcome to Families First. We look forward to serving you.

**Helen B. Taft**, Executive Director

**Terri Burdick**, Medical & Dental Operations Director

**Wanda McDonough**, Family Center Director

## Health Services at Families First

These health services are open to everyone, regardless of ability to pay or insurance status. (See page 11 for insurance plans we accept and options for people who don't have insurance.) Most services have no geographic restrictions. We can also help patients get access to prescription drugs and enroll in benefits programs. Our physicians can admit patients to Portsmouth Regional Hospital.

### Because you can't be healthy if your mouth isn't, we offer **on-site Dental Care**

The Dental Center provides **on-site dental hygiene, restorative and emergency oral health care**, as well as oral health education and care coordination. Families First Dental Center is open to:

- All children and teens living in NH or Maine, with or without insurance, who do not have a dentist.
- Established patients of Families First Health Center.
- Clients of Steppingstones and AIDS Response Seacoast.

**603-422-8208 ext. 1**

Families First also operates **Seacoast Healthy Grins**, a school-based dental education, screening, cleaning and sealant program.

**603-422-8208 ext. 138**

### We'll come to you, with **Mobile Health Care for the Homeless**

Health care teams travel on vans to different places in the Seacoast region, providing medical services, social work services and substance abuse counseling. (For a schedule of sites, call **1-888-922-0005** or visit our web site.) Anyone living in temporary or transitional housing is welcome. Patients pay nothing; insurance will be billed if the patient has it, and we will help with benefits enrollment. **603-422-8208 ext. 129**

## General Medical Care *for everyone*

- Provided by family practice and internal medicine physicians and nurse practitioners, and a pediatric nurse practitioner
- Preventive care, including immunizations for children
- Fast access to appointments when you or your child is sick
- Access to a nutritionist, licensed mental health and drug-and-alcohol counselors, behavioral health specialist, child development specialist, certified diabetes and asthma educators, and home visitors
- Group-visit program for diabetics
- EKG and lung-function testing and drawing of lab samples
- Breast and cervical cancer screenings (free, if eligible)
- Electronic medical records to promote better quality and continuity of care

**603-422-8208 ext. 1**

## Prenatal Care, delivering healthy babies to healthy moms

- Medical care and delivery by physicians and nurse practitioners from Harbour Women's Health
- Nutrition and breastfeeding information
- Support to help you stop using tobacco, alcohol or drugs
- Enrollment in benefits programs and links to other resources
- In-home support and education during pregnancy and through your baby's first year
- Dental screenings and cleanings
- Childbirth classes



**603-422-8208 ext. 142**

## Family Services

All parents and children are welcome to take part in the educational, recreational, social and support programs for parents and families that are described on these two pages. **Stop by anytime** to see the Family Center or to pick up a program calendar.

To learn about or sign up for any of these programs, give us a call or visit [www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org) and click on **Programs and News**. From there, you can also sign up to receive program listings every month by e-mail.

Most programs are held at the **Community Campus** in Portsmouth. Some are also offered in other Rockingham County towns.



### For families experiencing life changes or stressful times, we offer **One-on-One Family Support**

**Someone to talk to** and share your questions about your family, your home visitor will meet you **at home** or wherever is convenient for you, offering support, parenting education and resources such as:

Infant-care support for first time parents	Parenting advice and tips
Help strengthening family relationships	Help if you have a chronically ill child
Medical and educational advocacy	\$\$\$ help, vouchers, gas/grocery cards
Assistance finding child care	Respite care
Home safety checks	Child-development screenings
Transportation assistance	Breastfeeding support

Your home visitor can also help you fill out forms and connect you with resources to get your family's needs met.

**603-422-8208 ext. 125**

[www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org)

(603) 422-8208

Enjoy **adult time**, add to your **parenting toolkit**, and get support at **Parenting Classes and Groups**

**Parenting classes** help parents understand child behavior, have reasonable expectations and learn positive ways to discipline children. Class topics include *Keeping Your Cool*, *Effective Discipline*, *How to Talk So Kids Will Listen*, *Co-Parenting*, *Living With Teens* and many more.

**Parent groups** let parents have some “grownup” time. While we take care of the kids, you’ll relax and share ideas, resources, and strategies for parenting.



Most programs are free and include free child care, with dinner for kids during evening programs. To make sure your child has a spot in **child care**, sign up in advance.

**603-422-8208 ext. 2**

Enjoy your kids at **Family Programs & Playgroups**

**Babytime:** An educational, playful and supportive group for infants and parents. Free.

**Toddler and Preschool**

**Playgroups:** Parents and kids together enjoy circle time, gym, songs, stories, snack, fun activities and first friendships. Small fee; can be waived if needed.

**Family Fun Night:** A fun, relaxing evening out for families under stress. Dinner, child care and family activities. Free.



**603-422-8208 ext. 2**

## **Ways We Make It Easy to Use Our Services**

### **Accessibility**

Families First's building is fully accessible to people with disabilities. If you need a wheelchair or other assistance getting from your car into the building, please call ahead.

### **Free Child Care**

Families First has a nurturing, educational child care program where children play and learn in a beautiful Children's Room adjoining a small playground. Care is provided for children up to age 12 *while their parent or guardian is attending a program or appointment* at Families First or certain other programs at the Community Campus. If you will need child care during an appointment, ask to be scheduled for a time when child care is available (usually Tuesday, Wednesday and Thursday mornings). Then, call the Family Center (422-8208 ext. 2) to reserve a place in child care for your child. Please do not bring your child if he or she is ill.

### **Interpreters/Translation**

If you need translation during your visit to Families First, please tell us at least three days in advance. If possible, we'll provide an interpreter to accompany you or will arrange for translation over a language phone line. To arrange for translation, call (603) 422-8208 ext. 142 (for Health Services) or ext. 125 (for Family Services).

### **Transportation**

Trolley service to the Community Campus is available from many locations in Portsmouth. For route and schedule information, call (603) 743-5777 or visit [www.coastbus.org](http://www.coastbus.org), click on **COAST Trolley**, and then see the **Lafayette Road Trolley Schedule**. The trolley stops at the Community Campus only on the outbound (southbound) portion of the route.

If you do not live on the COAST trolley route but do live in Portsmouth, we may be able to help you to get here. Please call 422-8208 ext. 1 (if you are coming here for Health Services) or ext. 125 (if you are coming for Family Services).

## ***Insurance Accepted & Help for Uninsured***

Families First provides medical and dental care for both insured and uninsured patients.

### **Insurance plans Accepted for *Medical Care***

- Cigna
- Harvard Pilgrim
- Anthem Blue Cross Blue Shield
- NH Medicaid
- Maine Medicaid (not accepted for prenatal care)
- NH Healthy Kids (Gold and Silver)
- Medicare

Families First will bill any medical insurance carrier even if not listed above. However, patients are responsible for verifying with the carrier that Families First is a covered network provider and for covering any out-of-network expenses.

### **Insurance Plans Accepted for *Dental Care***

- Cigna
- Medicaid (New Hampshire and Maine)
- NH Healthy Kids Gold
- Delta Dental
- Anthem Dental

### **If You're Uninsured or Have Insurance with a High Deductible**

If you or your child is eligible for Medicaid or NH Healthy Kids, we will help you apply for coverage.

If you are not eligible for these programs, we encourage you to apply for Families First's sliding fee scale, which has three levels of adjusted fees based on your income. Uninsured or underinsured patients who qualify for the sliding fee scale can receive a discount on medical services and supplies.

If you don't wish to apply for the sliding fee scale, or if your income is too high for you to qualify, you must pay the full fee. Payment plans are available.

[www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org)

(603) 422-8208

## **Other Things You Should Know**

### **Privacy and Confidentiality**

Families First will *never* share personal or medical information about you with anyone who is not on the staff of Families First without your written permission. Families First may contact you by phone, mail or email to invite you to try different Families First programs and services, but will not share your contact information with any outside organization.

Families First complies with the federal Health Information Portability and Accountability Act (HIPAA), including the provision that, “To make sure that your information is protected in a way that does not interfere with your healthcare, your information can be used and shared for your treatment and care coordination.” More information about this law is available at the Health Center.

### **Hours of Operation**

**Family Center office:** Monday through Friday, 8:30 to 4:30\*

**Health Center telephones/front office:** Mon.-Fri., 8:30 to 5:00\*

**Health Center appointments scheduled:** Mon.-Fri., 8:00 to 5:00\*

In addition, parenting and family programs are often offered in the early evening, and occasionally on weekends. Appointments may be available early evenings, as well as some Saturdays (dental only).

*\*Note: Offices are closed on Wednesdays from noon to 1:30 or 2:00.*

### **We Want to Hear Your Opinions!**

Families First staff value your compliments, suggestions and criticisms. You can make your voice heard by dropping a note in one of our comment boxes, or talking with any Families First staff member.

✉ For the latest Families First news, including each month’s parenting and family programs, visit [www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org) and click on **Upcoming Programs and News**. You can also sign up for our monthly e-newsletter so you’ll never miss a thing!

## ***Our Neighbors at the Community Campus***

In addition to Families First, the Community Campus is home to nine other social service agencies. Call or visit to find out more.

**Bonnie CLAC ... (866) 455-2522**  
Car loans and financial counseling.

**Child Advocacy Center ... 422-8240**  
A safe environment for the evaluation of child abuse and exploitation, coordination of services to victims and families, and community education about child abuse.

**Community Child Care Ctr. ... 422-8223**  
Child care for ages 8 weeks to 12 years.

**Head Start ... 422-8231**  
A comprehensive child-development program serving preschool-age children and their families.

**Infolink ... 422-8220**  
Prescription assistance for low-income adults.

**New Heights Adventures for Teens ... 422-8235**  
Summer adventure programs, an after-school Teen Center, school-based outreach, intergenerational and family programs.

**Portsmouth Early Education Program ... 422-8228**  
Services for educationally disabled children ages 3-5 years.

**Portsmouth Adult Basic Education Program ... 422-8233**  
Literacy, GED, and English for Speakers of Other Languages

**SteppingStones ... (603) 430-7668**  
For people living with brain injury.

**... and the LemonWheel, a café, open M-F, 7:30 am to 2 p.m.**



**Refer Friends and Family to Families First**



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**Prenatal Care      Primary Health Care for Kids and Adults**

**Parenting Classes and Family Programs      Dental Care**

**Home Visiting      Mobile Health Care for the Homeless**

Accepting Medicaid, Medicare and most other insurance plans, with a sliding fee scale for the uninsured

At the Community Campus in Portsmouth  
(603) 422-8208 • [www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org)



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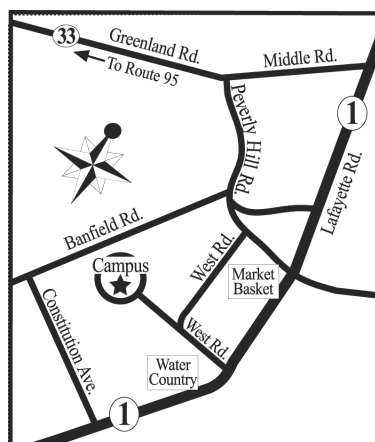
(603) 422-8208

## **Driving Directions** (see page 10 for other transportation info)

Families First is located at the Community Campus in Portsmouth, just north of Water Country, less than half a mile west of Route 1.

### **From Route 16 or I-95:**

- Follow signs to Route 1 South in Portsmouth. They will take you to the Portsmouth Traffic Circle.
- Exit the Traffic Circle onto Route 1 South.
- Follow next set of directions.



### **From the Portsmouth Traffic Circle:**

- Take Route 1 South (a.k.a. Lafayette Road) for about 2.8 miles. On your right, you will pass Market Basket and, later, Service Credit Union.
- Shortly after Service Credit Union, look on the right for a green COMMUNITY CAMPUS sign (may be blocked by trees).
- Turn Right at the sign, onto West Road.
- Follow “From West Road” directions, below.

### **From Route 1, south of Portsmouth:**

- Take Route 1 North into Portsmouth.
- Just after passing Water Country on your left, you will see a green COMMUNITY CAMPUS sign on your left. Turn Left at the sign, onto West Road. Follow next set of directions.

### **From West Road** ←

- Follow West Road. At the STOP sign, go straight. Shortly after the STOP sign, you will come to a small roundabout at the entrance to the Community Campus. Go through the roundabout and follow the drive into the Campus.
- Follow the road around the building, all the way to the end. Park in one of the rear lots. Enter at door next to small playground.

## Useful Numbers

Call **(603) 422-8208** and press the following extensions:

<b>MEDICAL AND DENTAL SERVICES</b>	<b>Ext.</b>
Become a primary care (general medical care) patient	1
Become a prenatal patient	142
Schedule, reschedule, confirm or cancel a <i>medical</i> appointment	1
<ul style="list-style-type: none"> <li>• Ask about your eligibility for using Families First Dental Center</li> <li>• Schedule, reschedule, confirm or cancel a <i>dental</i> appointment</li> </ul>	1 3
Find out whether the Health and Dental Center are open during stormy weather	1
Ask about free breast and cervical cancer screenings	222
Seacoast Healthy Grins (school-based dental program)	138
<b>FAMILY SERVICES &amp; CHILD CARE</b>	
Sign up for a parenting class, parent group or family program	2
Sign up for child care while you are attending a Families First parenting program or a medical or dental appointment	2
Find out whether parenting and family programs are happening during stormy weather	2
<b>OTHER</b>	
Volunteering or making a donation	132
Directions to Families First	4
Directory of staff members by name	5
Info about Families First and outside services and benefits	125
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Subscribe to e-news: <a href="http://www.FamiliesFirstSeacoast.org/enewsletter.html">www.FamiliesFirstSeacoast.org/enewsletter.html</a>	

**After-hours (primary care, prenatal, dental): 603-422-8208 ext. 1**

**Emergencies requiring immediate assistance: 9-1-1**

<b>Families First Programs &amp; Services</b> (Dial 603-422-8208, then extension #)	<b>Who Can Use This Service?</b>
<b>General Medical Care for Children, Teens and Adults</b> (ext. 1) <i>(more on page 5)</i> Preventive and sick care, round-the-clock coverage. Includes Well-Child Program, a series of regular checkups, screenings and immunizations, provided by a pediatric nurse practitioner, nurse and child development specialist; nutrition counseling for parents with feeding concerns.	<b>Everyone</b> — men, women and children; infants to seniors; people with private insurance, Medicaid or Medicare coverage, as well as uninsured and underinsured
<b>Prenatal Care</b> (ext. 1) <i>(more on page 5)</i> OB/GYN care by Harbour Women's Health; social service coordination; education in nutrition, breastfeeding, childbirth, substance and smoking cessation; home visiting; delivery at Ports. Hospital	Pregnant women living in Portsmouth, Newington, New Castle, Rye, Greenland, Hampton, North Hampton or Seabrook
<b>Health Care for the Homeless</b> (ext. 129) <i>(more on page 4)</i> Health care vans visit sites throughout the Seacoast. Recorded schedule at 1-888-922-0005.	Anyone living in temporary or transitional housing
<b>Oral Health Care, Screenings and Education</b> (ext. 1) <i>(more on page 4)</i> <i>Dental Center:</i> Preventive, restorative and emergency dental care <i>Seacoast Healthy Grins:</i> Oral health education, screenings, cleanings, sealants and referrals for followup	<i>Dental Center:</i> Families First Health Center patients; all NH and Maine children and teens; clients of Seacoast Healthy Grins, Health Care for the Homeless van, Steppingstones, and AIDS Response-Seacoast
<b>Behavioral Health Services</b> <b>Behavioral health consultations.</b> Help managing any health condition with a behavioral aspect, from anxiety and depression to diabetes, hypertension, overweight, and substance use reduction. <b>Substance abuse and mental health counseling,</b> provided by licensed social workers, including a licensed alcohol and drug abuse counselor	All five services at left are open to Families First Primary Care, Prenatal Care, Health Care for the Homeless, and Dental Center patients.
<b>Help Managing Chronic Diseases</b> One-on-one education in managing chronic health conditions such as asthma, diabetes, hypertension and psychiatric conditions. Provided by registered nurses, including certified asthma and diabetes educators, and a behavioral health specialist. Group-visit program for diabetics.	In addition, breast and cervical cancer screening clinics for the general public are held occasionally; these are open to women over age 40 who are uninsured or underinsured and meet income-eligibility guidelines, and other women at high risk. For information, call 603-422-8208 ext. 222.
<b>Breast and Cervical Cancer Screenings</b> Pap smears, clinical breast exams and referrals for mammograms. Free.	
<b>Prescription Assistance, Benefits Enrollment</b> Help enrolling in Medicaid, NH Healthy Kids, prescription assistance, etc.	
<b>Medical Interpretation (Translation)</b> (ext. 142) <i>(more on page 10)</i>	
<b>Parenting Classes, Parent Groups, Family Programs</b> (ext. 2) <i>(more on page 7)</i>	<b>All parents and children</b>
<b>Individualized Family Support/Home Visiting</b> (ext. 125) <i>(more on page 6)</i> Support, education, advocacy and connections to other services, often provided in the home	New Hampshire families facing special challenges. Includes Partners in Health for families who have a child with a chronic health condition.
<b>Social Service Coordination</b> (ext. 125) Referrals and assistance obtaining benefits and other resources to meet needs	Clients of any Families First program. Information and referral services also are available to anyone in the Seacoast community.
<b>Child Care (during programs and appointments)</b> (ext. 2) <i>(more on page 10)</i>	Children up to age 12 while parents are at Families First (limited hrs.)
<b>Transportation Assistance</b> (ext. 142) <i>(more on page 10)</i>	Mainly for Portsmouth residents traveling to and from Families First
<b>Child &amp; Family Therapy</b> (ext. 125) Provided on-site by Seacoast Mental Health Center counselors	Children and their families who are referred by Families First staff