

About Your Health Network

Care for a Lifetime

We believe that you should have a health care provider who knows you well and can help you get all of the care you need. We offer the following care services within our network:

- Behavioral Health Care
- Care Management
- Dentistry
- Diabetes Education and Nutrition Counseling
- Family and Internal Medicine: preventive care, screenings and immunizations, and same-day sick visits
- Home and Nursing Home Visits
- Imaging: DEXA bone density scan, diabetes eye exam, echocardiograph, mammogram, ultrasound, X-ray
- Lab Services: blood work and more
- Minor Surgery
- Palliative Care
- Pediatric and Adolescent Medicine: preventive care, same-day sick visits, screenings and immunizations
- Select Specialties: Cardiology, Nephrology, Neuropsychiatry, Podiatry, Rheumatology, Sports Medicine
- Telehealth Visits and Online Scheduling
- Urgent Care (in Warrensburg and Glens Falls)
- Women's Health, Obstetrics and Gynecology

Specialty Care

Visit HHN.org to see which specialties—such as podiatry, sports medicine or cardiology—are available at which health centers. Your Hudson Headwaters primary care provider can coordinate referrals to specialists in our network and beyond.

Need to Change Your Appointment?

If you need to cancel or reschedule an appointment, please call at least 24 hours in advance or you may be charged a \$25 fee.

HHN.org



Hudson Headwaters Health Network is a 501(c)(3) nonprofit and Federally Qualified Health Center (FQHC) funded in part through a grant from the U.S. Department of Health and Human Services and generous community support. Hudson Headwaters Health Network is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). Hudson Headwaters Health Network is granted medical malpractice liability protection through the Federal Tort Claims Act (FTCA) and are considered Federal employees with the Federal government acting as their primary insurer.

09/20



Providing the best health care, and access to that care, for everyone in our communities



Who We Are

Hudson Headwaters Health Network has been providing care to residents and visitors of the North Country and Glens Falls for more than 40 years. We are a network of nonprofit, community health centers dedicated to making health care more available and convenient in our communities. When you visit us, you can expect compassion, respect and confidentiality.

Your Health Care Team

Your primary care provider, nurses, support staff and all of the health care professionals on your care team are working together to help you make the most of your health. We function as a “patient-centered medical home,” which means that your whole care team coordinates to meet your specific needs. We follow evidence-based guidelines to provide the best health care for you—and we help you gain the skills to better manage your own health.

Coordinating Your Care

Please call your local health center during regular business hours to make an appointment. If you aren't feeling well, your provider may be able to see you the same day.

If you experience a life-threatening emergency, go to the nearest hospital or call 911.

After-Hours

If you are sick or have a non-life-threatening injury after hours or away from home, you can:

- Call your health center to reach an on-call provider
- Visit our urgent care centers in Warrensburg or Glens Falls

Manage Your Care From Anywhere

Most of your personal health information is available for your review on our secure online health portal. You can also make routine and telehealth appointments online and check test results. If you're a legally recognized family caregiver, you can use the portal to coordinate care for your loved ones.

Prescription Renewals

Call your pharmacy to request nonurgent medication refills. If you need provider approval, call your health center Monday through Friday to request a renewal. These requests are processed within three business days. You may also request a renewal through the patient portal.



Payment

We care for everyone in our communities, regardless of financial or insurance status. We participate with most major insurers, including Medicare and Medicaid. Please bring your insurance card to every visit. You are responsible for payment in full at the time of your visit for noncovered services, copayments, unmet deductibles or other charges if we do not participate with your insurance plan. We can help you set up a budget plan to cover these costs. If you have questions, please call our Patient Support team at 518-761-0300 ext. 31400 or 518-623-2094 between 8:00 a.m. and 4:30 p.m.

Financial Assistance

You may be eligible for discounts on the cost of your medical, dental, lab and imaging visits. Our Sliding Fee program sets your costs for care and prescriptions based on your income and household size. If you are eligible, you may also receive discounts through our pharmacy assistance program. For more information or assistance, please call 518-824-8640 or email SFPRxAssist@hhhn.org.

VISIT US ONLINE: [HHN.ORG](https://www.hhhn.org)