

Quality Care You Can Count On

When making an appointment, you may request a Primary Care Provider of your choice. If you do not have a preference, we will give you an appointment with the next available Medical Provider and assign this Provider as your "Primary Care Provider." To provide consistent, high-quality clinical care we encourage patients to schedule appointments with their assigned Primary Care Provider as much as possible.



Dr. Annette O'Neil
Medical Director,
Norristown Regional
Health Center

Our Services

- Adult & Family Medicine
- Behavioral Health
- Care Coordination
- Dental
- Health Education
- Health Insurance Enrollment
- HIV/AIDS Testing & Treatment
- Medication Dispensary
- Optometry (Eye Care)
- Pediatrics
- Social Services

Referrals

Please call us at **610-278-7787** or come in and complete a Referral Request Form. Referrals take 3-5 business days to complete.

Test Results

If your Provider needs to see you about a test result, you will be notified by letter or phone call. If you receive a letter or message, please contact the health center immediately to schedule an appointment. Results cannot be shared over the phone.

Prescriptions & Refills

For a new prescription, schedule an appointment with your Provider. For refills, contact our Medication Dispensary at **610-278-7369** or your pharmacy. Please allow 24-48 hours for refills to be processed.

Delaware Valley Community Health, Inc.

Other Health Center Locations

Fairmount Primary Care Center

1412 Fairmount Avenue
Philadelphia, PA 19130
215-236-9600 (phone)
215-684-5360 (fax)

Fairmount Primary Care Center at Girard Medical Center

801 W. Girard Avenue
Philadelphia, PA 19122
215.827.8010 (phone)
215.232.1037 (fax)

Fairmount Primary Care Center at Horizon House

120 S. 30th Street
Philadelphia, PA 19104
215.222.2466 (phone)
215.222.2462 (fax)

Fairmount Primary Care Center at Sharon Hill

800 Chester Pike
Sharon Hill, PA 19079
610.278.7381 (phone)
610.237.7428 (fax)

Maria de los Santos Health Center

401 W. Allegheny Avenue
Philadelphia, PA 19133
215.291.2500 (phone)
215.291.2587 (fax)

Maria de los Santos Women's Health Center

400 W. Allegheny Avenue, Unit 5
Philadelphia, PA 19133
215.291.2500 (phone)
215.291.2587 (fax)

Parkview Health Center

841 E. Hunting Park Avenue
Philadelphia, PA 19133
215.537.7695 (phone)
215.537.7001 (fax)

www.DVCH.org

Welcome to Norristown Regional Health Center



Patient Information Brochure

1401 DeKalb Street
Norristown, PA 19401
610-278-7787 (phone)
610-278-7386 (fax)

Dental
484.322.2449 (phone)
484.322.2448 (fax)

www.DVCH.org

Delaware Valley
Community Health, Inc.

Norristown Regional Health Center (NRHC) is a community health center of Delaware Valley Community Health, Inc. (DVCH). DVCH is a community focused, nonprofit health care organization that has provided affordable and accessible primary Medical, Behavioral Health, Dental, and Social Services in Philadelphia and Montgomery counties since 1969.

Conveniently Located

NRHC is easily accessible by the Manayunk/Norristown Regional Rail and Bus Routes: 90, 96, 98 and 131. Free on-site parking is available.

Hours of Operation

Mondays, Tuesdays

7:30 a.m.-6:00 p.m.

Wednesdays, Thursdays, Fridays

7:30 a.m.-5:00 p.m.

Dental Hours of Operation

Mondays, Tuesdays

8:00 a.m.-6:00 p.m.

Wednesdays

8:00 a.m.-5:00 p.m.

Thursdays

7:30 a.m.-4:00 p.m.

Every Other Friday

8:00 a.m.-4 p.m.

Optometry Hours of Operation

Mondays, Wednesdays, Thursday

8:30 a.m.-5:00 p.m.

Tuesdays

9:30 a.m.-6:00 p.m.

Fridays: Closed

Call us at **610.278.7787** to schedule an appointment. To schedule a dental appointment, call **484.322.2449**.

If you are unable to keep your appointment, please call us as soon as possible so we can offer your appointment to someone else in need.

After Hours & Urgent Care

If you have a life threatening emergency, please dial 911 or go to the nearest Emergency Room.

If you have a medical issue after hours, please call us at **610.278.7787**. You will be connected to our answering service to reach the Medical Provider on call.

If you have a medical concern that cannot wait until your next scheduled appointment, you may walk-in or call for a same day appointment.

Paying for Your Visit

We accept Medicaid, Medicare, CHIP and most other forms of health insurance. We also accept private insurance such as Blue Cross. If you need health insurance our Health Insurance Enrollment Staff can help you apply for Medicaid, CHIP and private health insurance through the Health Insurance Marketplace. For a complete list of all accepted insurances, please visit our website at www.DVCH.org.

Access for Everyone

NRHC is not a free clinic, we are a comprehensive health center providing high quality medical services to all patients, regardless of their ability to pay for them at the time of service. If you do not qualify for health insurance, you will be directed to our Patient Accounts Counselor, who will walk you through our Sliding Fee Scale. We accept all insurances and patients will be eligible for DVCH's sliding fee discount Scale (SFDS), according to their income and family size. The SFDS PROGRAM is intended to minimize financial barriers to care for patients at or below 200 percent of the Federal Poverty Guidelines (FPG). Estimate your costs on our website at www.DVCH.org/ Patients & Families/Fees and Accepted Insurance.

Updating & Requesting Your Medical Record

During your visit you will be asked questions about your medical history, please answer to the best of your ability so we can better treat you.

Bring in any Medication bottles, Emergency Room or Hospital Discharge Papers, or Reports from tests you've had since your last visit. Ask Specialists to send reports to your Primary Care Provider.

Update your mailing address, contact phone number and email address, if there are any changes.

Please call us at **610.278.7787**, download & print a copy from our website (www.DVCH.org/Patient & Families/Patient Forms), or come in to sign a Release of Information form if you would like a copy of your medical records. Please allow 5-7 business days to complete your request.

Our Medical Providers & Staff Leadership

Adult & Family Medicine Providers

Dr. Annette *O'Neil*, Medical Director

Dr. Margaret *Ciavarelli*

Dr. Johanna *Owings*

Tosha *Lee*, Nurse Practitioner

Brent *Maczuga*, Physician Assistant

Daniel *McCarthy-Prefontaine*, Physician Assistant

Pediatric Providers

Dr. Mana *Golzari*

Milagros *Manzano*, Physician Assistant

Dental Providers

Dr. Varsha *Gogate-Bhuyan*, Dental Director

Dr. Elsie *Casimir*

Amy *Saunders*, Dental Hygienist

Christina *Terreforte*, Dental Practice Coordinator

Optometry Providers

Dr. Luis *Trujillo*

Behavioral Health, Health Education, Care Coordination & Insurance Eligibility

Michelle *Schweitzer*, Behavioral Health Consultant

Carmen *Quiles*, Outreach & Enrollment Counselor

Evelyn *Deleon*, Care Coordinator

Health Center Manager

Lourdes *Vadel*

Find your Medical Provider on our website at

www.DVCH.org