

Questions about Visits to Other Providers

1. I think I may need to go to a Specialist (e.g. Cardiologist, Neurologist, Orthopedist, Surgeon, etc.) for additional care. What do I need to do?

Start with your HHC Primary Care Provider for all referrals. HHC Providers will identify when patients need to see a Specialist and can generate a referral order during your visit. They can either refer you to a Provider of your choice or recommend one. Your HHC Provider may also know if you will need to complete additional lab work or imaging tests (X-rays, MRI, etc.) before the visit. After your visit, your Specialist will send notes from your visit to your HHC provider.

2. What if I go to the ER or Urgent Care/Walk in Clinic?

For all emergencies call 911 or go to the emergency room. For non-emergencies you may HHC first in order to make the best plan. If you do go to the ER or another walk-in clinic always report your HHC provider as your Primary Care Provider. By doing this, notes from your visit can be sent to HHC to be kept in your medical record.

3. I receive medical care but my Provider recommends that I should see a mental health provider. Does Heritage Health Center offer Behavioral Health care services?

Heritage Health Center has a full-time Licensed Clinical Social Worker who provides behavioral health counseling and case management services for individual patients and their families. Appointments are available during regular health center hours, Monday through Thursday. Services are billed to insurance plans and are available to un-insured patients on the sliding fee scale.