

Your Guide to Free and Low Cost Healthcare in Alamance County



Second Edition, March 2018

the
NETWORK
Alamance Network for Inclusive HealthCare

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Primary Care

What is it?

Primary care is a patient's first point of contact into the health care system. A primary care provider, which can be a physician, nurse practitioner, or a physician assistant, focuses on a patient's overall health needs. They make sure patients get recommended health screenings, blood tests, and risk assessments, and help patients navigate through medical specialists. Primary care providers also provide patient education, counseling, and diagnosis and treatment of acute and chronic illnesses (e.g., asthma, diabetes, high blood pressure, etc).

These providers offer the day-to-day healthcare needs that every patient requires and are a patient's primary partner in health.



1908 S Mebane St., Burlington, NC 27215
Phone: 336-350-1642

Hours:

First and Third Saturdays of each Month, 9 a.m. – 1 p.m.

Eligibility:

- Must be uninsured (not eligible for Medicaid)
- Household income can be no more than 200% of the poverty level
- Cannot be treated if you are pregnant or think you are pregnant

Services:

- Acute care (for illness and injury)
- Treatment of chronic diseases (diabetes, high blood pressure, etc.)
- Lab and Imaging Services
- Specialists include: Orthopedic, Pulmonologist, Cardiologist, Pediatrician, Nephrologist, Rheumatologist, Hematologist, and General Surgeon
- Interpreters (Arabic, Spanish, Hindi/Urdu)



319 N Graham-Hopedale Rd., Suite E, Burlington, NC 27217
Phone: 336-570-9800

Hours:

Tuesday, 4 p.m. – 8 p.m.

Thursday, 1 p.m. – 8 p.m.

Wednesday, 9 a.m. – Noon

Call for an appointment.

Eligibility:

- Must be uninsured (not eligible for Medicaid)
- Must earn less than \$18,000 in one year or \$1,500 gross monthly
- Must have an acute condition (respiratory, ear, sinus infections, etc.) or chronic health condition (COPD, asthma, diabetes, high blood pressure, etc.)

Services:

- Free primary care
- Eye Clinic
- Specialty Referrals
- Mental health evaluations and counseling
- Chiropractor
- Gynecologist
- Orthopedic Evaluations
- Endocrinology Clinic
- Urology Clinic
- Lab and imaging services available.
- Spanish and other interpreter services available
- Medications and medical supplies



Burlington Community Health Center

1214 Vaughn Road, Burlington, NC 27217

Phone: 336-506-5840

Pharmacy Phone Number: 336-506-5845

Dental Phone Number: 336-506-5878

ACA Insurance Help: 336-260-2720

Medical Hours:

Monday, 8 a.m. – 8 p.m.

Tuesday – Thursday, 8 a.m. – 5 p.m.

Friday, 8 a.m. – 1 p.m.

Dental Hours:

Monday – Thursday, 8 a.m. – 6 p.m.

Eligibility:

- Private insurance (most plans accepted)
- Medicaid
- Medicare
- Uninsured (with sliding-fees up to 200% of the poverty level according to income)

Services:

- Primary care for all ages (including prenatal care, family planning, and chronic and acute illness care)
- Infectious disease specialist
- 24-hour access to medical advice
- Integrated behavioral health care consultant
- Dental care for individuals of all ages
- On-site laboratory services
- On-site affordable pharmacy and medication counseling
- Nutrition counseling
- Care management

Charles Drew Community Health Center

221 N Graham-Hopedale Rd., Burlington, NC 27217

Phone: 336-570-3739

Pharmacy Phone Number: 336-532-0414

ACA Insurance Help: 336-260-2720

Hours:

Monday & Thursday, 8 a.m. – 5 p.m.

Tuesday & Wednesday, 8 a.m. – 8 p.m.

Friday & Saturday, 8 a.m. – 1 p.m.

Eligibility:

- Private insurance (most plans accepted)
- Medicaid
- Medicare
- Uninsured (with sliding-fees up to 200% of the poverty level according to income)

Services:

- Primary care for all ages (including prenatal care, family planning, and chronic and acute illness care)
- 24-hour access to medical advice
- Integrated behavioral health care consultant
- On-site laboratory services
- On-site affordable pharmacy and medication counseling
- Nutrition counseling
- Care management

Scott Community Health Center

5270 Union Ridge Rd., Burlington, NC 27217

Phone: 336-421-3247

Pharmacy Phone Number: 336-506-0598

ACA Insurance Help: 336-639-0427

Hours:

Monday, Wednesday, & Thursday, 8 a.m. – 5 p.m.

Tuesday, 8 a.m. – 8 p.m.

Friday, 8 a.m. – 1 p.m.

Eligibility:

- Private insurance (most plans accepted)

- Medicaid
- Medicare
- Uninsured (with sliding-fees up to 200% of the poverty level according to income)

Services:

- Primary care for all ages (including prenatal care, family planning, and chronic and acute illness care)
- 24-hour access to medical advice
- Integrated behavioral health care consultant
- On-site laboratory services
- On-site affordable pharmacy and medication counseling
- Care management

Sylvan Community Health Center

7718 Sylvan Rd., Snow Camp, NC 27349

Phone: 336-506-0631

ACA Insurance Help: 919-357-8216

Hours:

Monday – Thursday, 8 a.m. – 7:30 p.m.

Friday, 8 a.m. – 2 p.m.

Eligibility:

- Private insurance (most plans accepted)
- Medicaid
- Medicare
- Uninsured (with sliding-fees up to 200% of the poverty level according to income)

Services:

- Well/preventive and chronic and acute medical care for all ages located at the Sylvan Elementary School campus
- 24-hour access to medical advice
- Integrated behavioral health care consultant
- On-site laboratory services
- Affordable pharmacy on referral to other nearby Piedmont Health community health center locations
- Care management

Children's Health Services



Children's Health Clinic

319 N Graham Hopedale Rd., Burlington, NC 27217

Phone: 336-227-0101

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- Under 21 years old

Services:

- Well child physicals
- Limited screenings
- Vaccinations and immunizations

Care Coordination for Children

319 N Graham Hopedale Rd., Burlington, NC 27217

Phone: 336-227-0101

(Ask to speak with CC4C coordinator)

Hours:

By appointment only

Eligibility:

- Child less than 3 years old
- Have certain risk factors

Services:

- Care management services
- Connect family with medical services
- Provide support to parent

Children's Dental Health Clinic
1914 McKinney St., Burlington, NC 27217
Phone: 336-570-6415

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- Under 21 years old

Services:

- Pediatric Dental Services

Women's Health Services



Maternity Care Clinic

319 N Graham Hopedale Rd., Burlington, NC 27217

Phone:

Last name A-K: 336-570-6384

Last name L-Z: 336-570-6466

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- Currently pregnant or planning to become pregnant

Services:

- Prenatal care and nutrition counseling
- Centering Pregnancy
- Volunteer Doula program

Women's Health and Family Planning
319 N Graham Hopedale Rd., Burlington, NC 27217
Phone: 336-570-6459

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- Cost for service depends on income

Services:

- Pregnancy testing
- Birth control
- LARC insertion
- Physical Exams
- Pap smears
- Vaccinations



Breast and Cervical Cancer Control Program (BCCCP)

1240 Huffman Mill Rd., Burlington, NC 27215

Phone: 336-538-7599

Hours:

Monday – Thursday, 8 a.m. – 5 p.m.

Friday, 8 a.m. – 3 p.m.

Eligibility:

- Women only
- Uninsured or underinsured
- Within 250% of the poverty level

Services:

- Free pap smear and/or mammogram

Specialty Health Services

What are they?

Specialists are providers that offer services not typically offered at a primary care facility. These more specific services can range from mental health, physical therapy, to pharmaceutical needs. Often, a primary care provider will refer patients to specialists to receive further assessment and/or treatment, but individuals can also go to certain specialists without a referral.



Alamance Cares

Preventing the spread of HIV and other STIs

3025 S. Church St., Burlington, NC 27215

Phone: 336-538-8111

Hours:

Tuesday, 10 a.m. – 2 p.m. (*walk-ins*)

By appointment.

Eligibility:

- Free services

Services:

- HIV, Syphilis, and Hepatitis C Testing
- STD counseling and education



ALAMANCE COUNTY

HEALTH

DEPARTMENT

319 N Graham Hopedale Rd., Burlington, NC 27217

Phone: 336-227-0101

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- If uninsured, fee for service based on income
- Medicaid
- Private insurance

Services:

- STD testing
- Flu vaccines
- TB clinic
- Children's health and dental clinics
- Women's health clinic
- Maternity care
- Mental health counseling



3019 S. Church St., Burlington, NC 27215
Phone: 336-538-8080

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- Free services for seniors and caregivers

Services:

- Needs assessment
- Resources referral
- Case management
- Ongoing support for seniors and caregivers



3025 S. Church St., Burlington, NC 27215
Phone for Adult Services: 336-538-8557
Phone for Child Services: 336-538-8618

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- Medicaid
- Private insurance
- Adults who require in-home assistance
- Medically fragile children

Services:

- In-home aides
- Nursing Services
- Community Alternatives Program for Children
- HIV Services



762 E Haggard Ave., Elon, NC 27244
Phone: 336-278-6399

Hours:

Tuesday, 6 p.m. – 8 p.m.

Eligibility:

- Uninsured or underinsured
- Free services

Services:

- Physical therapy



914 Chapel Hill Rd., Burlington, NC 27215

Phone: 336-532-0100

- Our mission is to care for those with serious illnesses or conditions, and their families, to help them live as fully and comfortably as possible
- Please ask for us by name for outstanding home care and hospice services
- We're non-profit, nationally accredited, and locally governed
- We provide care in Alamance, Orange, Caswell, eastern Guilford, and immediately contiguous areas

Hours:

24 Hour Referral and Admissions line

Eligibility:

- Medical necessities for each program
- Sliding scale for uninsured and underinsured

Services:

- Hospice Services
- Consultants for Palliative Medicine
- LifePath Home Health
- KidsPath Medical Program and Counseling
- Grief Support & Counseling for Adults and Children
- Dementia Support Services
- Advance Health Care Planning



1225 Huffman Mill Rd., Burlington, NC 27215
Phone: 336-538-8436

Hours:

Monday – Friday, 8:30 a.m. – 4:30 p.m.
(Closed daily 12:30 a.m. -1:30 p.m.)

Eligibility:

- Income below 250% of federal poverty level

Services:

- Free medication assistance
- Medication therapy counseling
- Disease management counseling



1214 Vaughn Rd., Burlington, NC 27217
Phone: 336-532-0000

Hours:

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Eligibility:

- Age 55 years or older
- Resident of Alamance, Caswell, Chatham, Lee, and Orange counties
- Nursing-home eligible
- Able to live safely in the community at the time of enrollment with the provision of PACE services
- Private insurance (most plans accepted)
- Medicaid

- Medicare
- Uninsured (with sliding-fees up to 200% of the poverty level according to income)

Services:

- Complete health care program for seniors
- Comprehensive long-term health, social, medical, and dietary care

Behavioral Health Services

What are they?

Behavioral health includes the emotional, psychological, and social well-being of an individual. It affects how someone thinks, feels, and acts. Behavioral health is important at every stage of life, from childhood and adolescence through adulthood. Behavioral health providers can be psychiatrists, psychologists, physician assistants, licensed clinical social workers, and licensed professional counselors. These providers can offer assessment, diagnosis, treatment, or counseling to those experiencing symptoms of a mental illness or who have already been diagnosed with a mental illness. Behavioral health professionals also provide treatment during mental health crises.



2929 Crouse Ln., Suite B, Burlington, NC 27215

Phone: 336-513-4222

Crisis Number: 1-800-939-5911

Hours:

24 Hour crisis number

Appointment times vary.

Eligibility:

- Crisis call services free for all
- Varying depending on insurance status
- Available services for uninsured and Medicaid patients

Services:

- Mental Health
- Intellectual and developmental disability
- Substance use/addiction



2260 S Church St., Suite 303, Burlington, NC 27215

Phone: 336-538-6990

Emergency Mobile Crisis Number: 336-538-1220

After-Hours Emergency Number: 336-269-1772

Hours:

24 Hour crisis number

Monday – Friday, 8 a.m. – 8 p.m.

Weekends and Holidays, 8 a.m. – 4 p.m.

Eligibility:

- Crisis call services free for all
- Available services for uninsured and Medicaid patients
- Private insurance

Services:

- Mobile crisis management
- Community Support Network
- Psychiatric management
- Substance abuse services
- Coordination of primary care
- Family education, support, and consultation



2732 Anne Elizabeth Dr., Burlington, NC 27215

Phone: 336-229-5905

Crisis Number: 336-513-4200

Hours:

Walk-in Clinic: Monday, Wednesday, and Friday, 8 a.m. – 3:30 p.m.

Advanced Access Crisis unit: Monday – Friday, 8 a.m. – 8 p.m.

Outpatient and Medication Management: Monday – Friday, 8 a.m. – 5 p.m.

Eligibility:

- Medicaid and Medicare
- Blue Cross Blue Shield
- Uninsured/self-pay on a sliding scale according to income

Services:

- Comprehensive Clinical Assessments
- Adult and Child Outpatient
- Substance Abuse Outpatient
- Advance Access Crisis
- Peers Support
- Intensive In-Home
- Community Support Team
- Medication Management



Residential Treatment Services of Alamance

136 Hall Ave., Burlington, NC 27217

Phone: 336-227-7417

Hours:

Monday – Friday, 8 a.m. – 5 p.m.

(24 Hour services for patients)

Eligibility:

- Available services for uninsured and Medicaid patients
- North Carolina residents with priority to Alamance and Caswell county residents
- Cannot treat those who are pregnant

Services:

- Non-hospital detoxification
- Facility-based crisis services
- Residential services to alcoholics and addicts
- Residential services to individuals with mental illness



Trinity Behavioral Health Services
2716 Troxler Rd., Burlington, NC 27215
Phone: 336-570-0104

Hours:

Walk-in Clinic: Monday – Friday, 9 a.m. – 4 p.m.
Business Office: Monday – Friday, 9 a.m. – 6 p.m.

Eligibility:

- Available services for uninsured and Medicaid patients
- Medicare with secondary insurance

Services:

- Comprehensive clinical assessment
- Intensive in-home services
- Outpatient therapy services for adults and children
- Psychosocial rehabilitation
- Psychiatric evaluations and assessments/medication management monitoring

Additional Resources

This booklet is not an all-inclusive resource for healthcare in Alamance County. For additional healthcare or other needs services, please see the resources provided in this section. If you have health insurance and are in need of a doctor, check with your insurance company for which doctors are covered under your policy.

Some additional websites that might be helpful to you:

- Transportation Services in Alamance County:
 - www.linktransit.org
 - www.acta-nc.com
 - www.partnc.org
- Housing and Food Assistance:
 - www.alliedchurches.org
 - www.burlingtonha.org
 - www.alamanceservices.org
 - www.grahamhanc.com
- Health Insurance:
 - www.healthcare.gov
 - www.nchealthconnect.org
 - www.cms.gov
- Healthcare:
 - www.conehealth.com
- Family Services:
 - www.alamance-nc.com/dss
 - www.alamance-nc.com/fjc

Recommended Health Screenings

Regular health screenings can help find problems early and before they start. By getting the right health services, screenings, and treatments, you are taking steps that will help you live a healthier life.

| Screening | Locations for Low-Cost Screenings |
|------------------|---|
| Blood Pressure | Your Primary Care Provider |
| Breast Cancer | Cone Health ARMC Breast and Cervical Cancer Program |
| Cervical Cancer | Cone Health ARMC Breast and Cervical Cancer Control Program |
| Colon Cancer | Ask your Primary Care Provider |
| Diabetes, type 2 | Your Primary Care Provider |

| | |
|-----------------|--|
| HIV and STIs | Alamance Cares and Alamance County Health Department |
| Lipid Disorders | Your Primary Care Provider |
| Mental Health | Ask your Primary Care Provider |
| Osteoporosis | Ask your Primary Care Provider |
| Prostate Cancer | Ask your Primary Care Provider |
| Tuberculosis | Alamance County Health Department |
| Vision | Ask your Primary Care Provider |

Recommended Adult Immunizations

Vaccinations will help protect you from preventable diseases. Ask your healthcare provider about which vaccinations you need based on your medical history, age, and international travel plans.

| Vaccine | Total Dosage | Recommendation |
|--|----------------------------|---|
| Chickenpox (Varicella) | Depends | Talk to your provider |
| Hepatitis A | 2 | Talk to your provider |
| Hepatitis B | 3 | Talk to your provider |
| Haemophilus influenzae type b (Hib) | 3-4 | Talk to your provider |
| Human papillomavirus (HPV) | 3 | For women 26 or younger & men age 21 or younger |
| Influenza (Flu) | Once a year | Yes! |
| Measles, mumps, rubella (MMR) | 1 | Talk to your provider |
| Meningococcal ACWY | 1 | Talk to your provider |
| Meningococcal B | 1 | Consider if under 23 & talk to your provider |
| Pneumococcal | 2 | For those 65 and older |
| Shingles (Zoster) | 1 | For those 60 and older |
| Tetanus, diphtheria, whooping cough (Tdap) | 1 & Booster every 10 years | All pregnant women & every adult every 10 years |

Recommended Child Immunizations

Vaccinations will help protect your child against 15 preventable diseases. Ask your healthcare provider if your child is up to date will all recommended vaccines.

| Vaccine | Total Doses | Age |
|--|--------------------|--|
| Chickenpox (Var) | 2 | 12-15 months & 4-6 years |
| Diphtheria, tetanus, & whooping cough (Tdap) | 5 | 2 months, 4 months, 6 months, 15-18 months, & 4-6 years |
| Haemophilus influenzae type b (Hib) | 3-4 | 2 months, 4 months, 6 months (if needed), 12-15 months |
| Hepatitis A | 2 | 1 year & 6-12 months later |
| Hepatitis B | 3-4 | Birth, 1-2 months, 4 months (if needed), 6-18 months |
| Human papillomavirus (HPV) | 2 | Beginning at 11-12 years |
| Influenza (Flu) | Once a year | Everyone age 6 months and older needs the Flu vaccination yearly |
| Measles, mumps, rubella (MMR) | 2 | 12-15 months & 4-6 years |
| Meningococcal | Depends | Ages 0-10 years with certain health conditions need 1 or both vaccines |
| Pneumococcal | 4 | 2 months, 4 months, 6 months, 12-15 months |
| Polio (IPV) | 4 | 2 months, 4 months, 6-18 months, 4-6 years |
| Rotavirus (RV) | 2-3 | 2 months, 4 months, 6 months (if needed) |

| Health Screening | Date & Result | Notes | Date & Result | Notes |
|---|--------------------------|--------------|--------------------------|--------------|
| Height & Weight | | | | |
| Body Mass Index (BMI) | | | | |
| Blood Pressure | | | | |
| Cholesterol | | | | |
| Immunizations | | | | |
| Colorectal Cancer Screening (Colonoscopy) | | | | |
| Breast Cancer Screening (Mammogram) | | | | |
| Cervical Cancer Screening (Pap Test) | | | | |
| Other Screenings Recommended to me | | | | |



Be Healthy Now is Alamance County's source for health and fitness activities and events. Anyone can participate at no cost throughout the year. With over 30 local organizations hosting activities, there is something for everyone including kayaking, basketball open gyms, hiking, fitness classes, cooking classes, farmer's market, and much more! Follow us on Facebook and Instagram or join our email list for updates on free events.

Phone: 336-538-7970

Web: www.behealthynowalamance.com



United Way 211

For services outside of healthcare and/or for resources not listed in this book, please visit online or call North Carolina United Way's 211 line. Trained agents are available 24 hours a day, every day and can help with finding available human services resources in the community, such as assistance with housing, food, and employment. 211 is free, confidential, and available in any language.

Phone: 211 or 888-892-1162

Web: www.nc211.org



Legal Aid of North Carolina is a statewide, nonprofit law firm that provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity. Their services can include fighting for families, saving homes, protecting income, and defending workers. Apply for help online or by phone.

Phone: 1-866-219-5262

Web: www.legalaidnc.org



The Alamance Network for Inclusive Healthcare brings together agencies within the community who provide care to low-income, uninsured, and vulnerable populations. As a group, we seek to improve the health of our uninsured or underinsured residents. Through a collaborative effort, we work to minimize barriers that inhibit access to comprehensive, quality health care services. To order additional copies of this booklet or for more information please contact us.

Phone: 336-586-3595

Web: www.alamancehealthcare.wordpress.com