

HOURS OF OPERATION

- For true emergencies, or what you consider a life threatening event, you do not need our authorization or your insurance companies authorization to go to the emergency room. Call 911 or go directly to the nearest emergency room.
- Our office is open Monday-Friday 8:00 am thru 5:00 pm daily. We are closed on week-ends and major holidays.
- A physician is available 24 hours a day by calling the office or after hours through the answering service.
- **PLEASE GIVE 24 HR NOTICE FOR CANCELLED APPOINTMENTS.**

MEDICATION RENEWALS

- Renewal requests cannot be processed on week-ends, holidays, or after business hours.
- Plan ahead. Have your medication renewed at your appointment.
- We require 48 hours or 2 business days to process medication renewal requests without an appointment. Your pharmacist can also request the office to renew your prescriptions.
- 90 day supply or mail away requests for medications can be done if you bring the correct forms and information to process your request.

FORMS

- We complete forms such as worker's compensation, excuses from work or school, preoperative clearance and yearly forms for school enrollment at the time of service. We charge fees to you for completion of disability forms, letters to lawyers and letters in response to appeal boards for denial of services.

Partnership

Your healthcare is the most individual process that you will engage in throughout your life. As medicine has become more complex, we offer you a "Medical Home" to guide you through the choices that must be made to provide you with the best care. This commitment requires thoughtfulness and time. If we are delayed, it is because we are assisting a family member or a friend or a member of your community to make these critical decisions. Allow for delays in our schedule as we assist others with these crucial life decisions.

Elliot Family Health Center at Suncook

**YOUR PARTNER IN A
LIFETIME
OF GOOD HEALTH**

*Celebrating 35 Years
Of Dedicated Service*

50 Pinewood Rd

P.O. Box 9001

Allenstown, NH 03275

(603)485-7861

Fax (603)485-2437

INTRODUCTION PHYSICIANS AND PRACTITIONERS

Since 1979 the Physicians and Nurse Practitioners of Suncook Family Health Center have been serving the community with a comprehensive style of care that has incorporated the emotional and physical needs of the patient.

Our physicians provide a wide range of services as outlined below.

SERVICES

- Preventive Health Exams
- Well Baby and Child Exams
- Adolescent Medicine and Sports Physicals
- Woman's Care and Pap Smears
- Acute Medical Problems, injuries, minor emergencies
- Minor Office Surgery, including laceration repair (stitches), removing skin lesions and wart removals.
- Trigger Point Injections
- Management of Diabetes Hypertension and Cholesterol

If you require inpatient hospitalization for medical services we utilize the services of hospitalists at area hospitals.

Gerard J. Hevern, MD

Dr. Hevern was raised in New York City and graduated from Harvard and SUNY school of Medicine at Stony Brook before specializing in Family Medicine. Certified by both the Canadian and American Board of Family Medicine, Dr. Hevern established the practice in 1979. He has been active in many healthcare leadership roles in the hospital and community. He enjoys traveling, lake activities, and spending time with his wife Donna, children and grandchildren.

Alan M. Stein, MD

Dr. Stein hails from Westchester County, New York. Upon completion of his undergraduate degree from Princeton, he received his medical degree from SUNY School of Medicine at Buffalo. After completing a three year residency in Family Medicine at The Medical Center of Delaware he joined the practice in 1989 as a Board Certified Family Physician. When he is not practicing medicine, Dr. Stein enjoys outdoor activities such as hiking, bicycling, tennis and skiing, as well as spending time with his wife Susan, and 3 adult children Sarah, Kevin and Jimmy.

Leah M. Cadegan Paquette, APRN

Leah is a board certified Family Nurse Practitioner, who graduated from Rivier College in 2002. She can care for any age patient, and has a special interest in Adolescent and Women's Health. She enjoys spending time outdoors, camping and spending time with her animals. She just recently moved to the area and looks forward to caring for patients in her own community.

Heather Jones, PA

Heather obtained her Physician Assistant degree from D'Youville College in Buffalo, NY in 2001. She has been practicing in family medicine ever since. She is committed to providing each patient with quality, compassionate care. Caring for people has been her wish for as long as she can remember. As a teenager she volunteered at Huggins Hospital and worked as a CNA her senior year of high school. Heather enjoys spending time with her husband and three children. They all enjoy camping, hiking, snowshoeing and kayaking.

INSURANCE

We provide care to patients through hundreds of commercial and government programs. Patients need to know the benefits and the rules and regulations of their insurance plan. Our staff is here to assist you but we recommend that you contact the MEMBER SERVICE DEPARTMENT of your insurance plan for additional assistance in answering questions you may have about coverage or co-pays and prior authorizations for certain medications and diagnostic tests. WE ARE OBLIGATED TO COLLECT YOUR COPAYMENT AT THE TIME OF SERVICE or we violate our contract with the insurance company. Cash paying customers will be given discounts when full payment is made at time of service. We accept cash, checks or credit cards. Payment plans are available for those who qualify.

MENTAL HEALTH

All mental health is covered by a separate part of your insurance benefit. We can provide for certain psychological, psychiatric and addictive disorders. However patients who require assessment for hospitalization or referral for ongoing counseling, will need to contact your insurance company for prior authorization. The insurance companies require that the patient or subscriber make these inquiries. WE CANNOT DO THIS FOR YOU.