Welcome to the UD Nurse Managed Primary Care Center

The UD Nurse Managed Primary Care Team is constantly working to improve the quality and experience of care provided to our patients. We are certified under a nationally recognized health care delivery model called Patient-Centered Medical Home that focuses on long-term, comprehensive quality improvement efforts to improve patient outcomes. A Medical Home is not a building, place, or hospital. Rather, it is an approach to providing comprehensive and coordinated care that focuses on the patient.

As a Medical Home, our goals are to:
- Put you and your family at the center of your care
- Communicate clearly and listen attentively to your questions, concerns and priorities
- Help you manage short-term issues, long-term chronic illnesses, support achieving a healthy lifestyle and overall wellbeing
- Provide care for you that considers not only your physical health care needs, but your behavioral and mental health care needs as well
- Keep you up-to-date on vaccines and preventive health care measures
- Notify you of test results in a timely manner
- Help you to coordinate your care across all settings, including behavioral and mental health services
- Give you information on community resources and other services to support your physical, social, emotional, and mental health

As a patient in our Medical Home, we ask that you please:
- Be an active participant in your health care
- Keep us up-to-date on new prescriptions, over-the-counter medications, or supplements you are taking
- When seeing an outside provider or specialist, please inform them that we are your primary care provider and to send a copy of records to us. Our fax # is 302-831-3193
- Ask questions if you do not understand something
- Keep scheduled appointments or call to reschedule as early as possible
- Reach out to our office if you have any concerns or questions

Scheduling Appointments:
- To schedule an appointment, call 302-831-3195.
- Office hours Monday, Wednesday, Thursday and Friday 8am-4pm. Tuesday 7am-4pm.
- We will always make an effort to schedule you with your designated Primary Care Provider. Same-day appointments are available for urgent and routine needs. We encourage you to call as early as possible if a same-day appointment is desired.
- We offer Telehealth appointment for certain exams that do not require an in-person examination. For questions about this please call our office.
Contacting our Staff & Providers:
- If you have a question for one of our providers, care coordinator, or staff during office hours, feel free to call our office and speak to a front desk staff member who will connect you with the appropriate person on our team.
- We have a RN Care Coordinator that is available to assist you with community resources or questions regarding wellbeing, chronic conditions, and health maintenance.
- If it is after office hours, please call our office number and follow the instructions to reach the on-call provider. Of course, if you have a medical emergency, call 911 or proceed directly to the emergency room.

We provide equal access to care regardless of source of payment. If you do not have health insurance, please visit www.healthcare.gov for information about obtaining coverage. Our partners at Westside Family Healthcare are a great source for information regarding obtaining insurance coverage on Healthcare.gov. Their enrollment assisters will even offer support with the enrollment process. Their phone number is 302-472-8655.

If you are experiencing a medical emergency, have taken an overdose, or have harmed yourself in any way, DIAL 9-1-1 IMMEDIATELY
If you are having a psychiatric or substance abuse crisis and need assistance, please contact Mobile Crisis Intervention Services:

Northern Delaware Hotline call: 800-652-2929
Southern Delaware Hotline call: 800-345-6785

The 988 Suicide & Crisis Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones
Call or text 988
Chat at 988lifeline.org

For information regarding Advanced Directives and Living Wills visit https://dhss.delaware.gov/dhss/dsaapd/advance.html

Obtain up-to-date information regarding our practice at https://sites.udel.edu/nmhc/
Office Phone 302-831-3195
Fax 302-831-3193

We look forward to partnering with you on achieving your health and wellness goals!