



Community Health Center of the North Country

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Facts About Community Health Center of the North Country

What is Community Health Center of the North Country (CHCNC)?

CHCNC is a Federally Qualified Health Center (FQHC), with locations in Canton, Malone and Gouverneur. We also offer optometry, as well as optical services at our Jefferson County site located in Watertown. We administer the WIC program in St. Lawrence and Franklin Counties.

What is a Federally Qualified Health Center (FQHC)?

FQHCs are health centers that receive federal funding to enhance the provision of primary care services to underserved communities, regardless of a patient's ability to pay, through the use of sliding fee discounts. Our goal is to provide quality, affordable and comprehensive healthcare to all members of the community.

What is a sliding fee discount?

The sliding fee discount minimizes financial barriers to care for patients with incomes at or below 200 percent of the current Federal Poverty Guidelines (FPG) by providing reduced rates based on household income and number of family members in the home.

Does CHCNC accept my insurance?

CHCNC participates with Medicaid, managed Medicaid plans, Medicare, military insurances, private insurances, and Child Health Plus. We also provide care for uninsured individuals who self pay.

Where is CHCNC located?

CHCNC is conveniently located in the lower level of Gouverneur Hospital. It is an independent health center that leases space from the hospital. CHCNC is not owned or operated by Gouverneur Hospital.

How long has CHCNC been in business?

CHCNC has been providing health care services to North Country residents since 1975. The health center in Gouverneur was opened in October, 2014 to serve Gouverneur and the surrounding communities.

Is CHCNC an Urgent Care Center or After Hours Clinic?

CHCNC is not an urgent care center or an after hours clinic. It is an FQHC offering comprehensive primary, preventative and pediatric care services during normal business hours with limited extended hours.

What hours is CHCNC open?

Normal business hours are Monday and Tuesday from 8:00am-6:00pm and Wednesday - Friday from 8am-8pm for patients of all ages. Care is provided by a physician, nurse practitioner, or physicians assistant during all hours. For your convenience, it is recommended, but not required, that you call to assure the healthcare provider is available. CHCNC is closed on major holidays and weekends.

Are appointments required?

Appointments are preferred but not required. Walk-in and same day appointments are inserted into the schedule as quickly as possible around those with scheduled appointment times.

Who provides care at the Gouverneur CHCNC?

CHCNC is fortunate to have a pediatrician, two physicians, a nurse practitioner, and a physician assistant to provide your care. They are assisted by nurses, a case manager and support staff to form a comprehensive team dedicated to your family's healthcare needs.

Do I have to get my ongoing primary care from CHCNC to be seen during extended hours?

You are not required to regularly receive primary and preventive care from our providers to be seen for a one time health concern. However, we are not an urgent care center. Our goal is to provide ongoing, comprehensive care. Establishing strong relationships with our patients is the goal. This allows our team to provide the best care possible on a long term basis. Should you choose to establish or transfer care to CHCNC, we welcome you.

What can I be seen for?

Our regular patients receive comprehensive preventive prescription, pediatric and primary care services from our care team. There is a provider available during normal business hours assuring that patients can be seen even when the preferred provider is on vacation. Patients who are seen for same day or walk-in visits and who do not receive their regular primary care from CHCNC may be seen for the following types of problems:

- Sprains
- Muscle Strains
- Nausea or Vomiting
- Insect Stings
- Minor Cuts
- Sore Throats
- Urinary Discomfort
- Minor Burns
- Headaches
- Rashes
- Earaches
- Sports Injuries
- Fevers
- Dizziness
- Non-emergency Care
- Temporary Prescription Refills (Non-Narcotic)

What is a regular patient?

This is someone who has selected a CHCNC healthcare provider to be his/her primary source of health care. The person schedules an initial visit with their selected healthcare provider. This initial visit is a comprehensive visit that includes providing information about medical history, family's medical history, and current medical condition. This visit provides the foundation for the healthcare provider to begin delivery of focused, in-depth care to meet overall health needs.

Why should I become a regular patient?

Upon completion of this initial visit, you are now "established" with this healthcare provider and will be able to coordinate your care needs through this single source close to home. You will also receive access to other services provided by CHCNC such as case management and care coordination. Your healthcare provider will assist in managing your overall health, and not simply treat you when your symptoms or conditions cause you to seek care.

What other services does CHCNC offer?

CHCNC also provides clinical case management, health insurance enrollment, Consumer Directed Personal Assistant Program, WIC program, a school-based dental sealant program, and a number of services to individuals with developmental disabilities.

