

Delaware HELPLINE
1-800-464-HELP (4357)



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health

35-05-20/08/06/05



**Do you have
questions about
health care in Delaware?**



Now you have answers.

**Health Care
in
Delaware**

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We hope this handbook helps you gain a better understanding of your health care options and sources.

All Delawareans *can* have quality health care.

Please remember:

- *Having a primary care provider and medical home gives you the most complete kind of health care.*
- *Health insurance provides the financial support we need to make sure we can afford health care.*
- *Income level or employment status may make it hard to afford private health insurance, but there are other ways to obtain the health care you need.*



Health Insurance Options

Having health insurance means having peace of mind...when you need medical care, you will have the financial support you need. Yet, many Delawareans do not have health insurance and are not aware of the sources available to them. In this section, we hope to help you determine your options and find the insurance you need.

What health insurance options are available in Delaware?

- **Private Insurance** – through employer or other insurance provider or agency.
- **Medicaid** – State program offering wide range of no-cost health care for low income families. Call your local Medicaid office or 1-800-996-9969.
- **Medicare** –For citizens aged 65 or older. Call 1-800-772-1213.
- **Delaware Healthy Children's Program** – Affordable health insurance for children up to age 19 in moderate income households. Monthly fee based on family income (fee not to exceed \$25 per month regardless of family size). Prescription medications are also covered. Call 1-800-996-9969.

What if I still can't get health insurance?

- **Community Healthcare Access Program (CHAP)** – An option for uninsured individuals with moderate incomes. This program connects its members to affordable health services. Specialty services, if needed, are also linked to this program. Call 1-800-996-9969.



Note: The Division of Public Health clinics and area community health centers also have options available for the uninsured or underinsured. Please refer to pages 5-7 for community health centers, and pages 9 and 10 for public health services.

Delaware...small state, big solutions

If you judged Delaware by its strengths, and not its size, you would discover that with its many resources, Delaware is *huge*.

One of Delaware's many strengths is its unique ability to link people to the services they need.

This guide includes some of the many health-related services offered by Delaware medical groups, hospitals, state agencies, private organizations, and more.

Delaware – getting healthier, growing stronger...in a *big* way!

Section One

Primary Care and Medical Homes



Other Health Resources

Telephone Assistance

ElderInfo:

A hotline offered by the Delaware Insurance Commissioners Office that answers questions of Medicare recipients. Call 1-800-336-9500.

The Delaware Smoking Quitline:

Helps adult smokers ready to kick the habit! Call 1-866-409-1858.

Child Mental Health Crisis Hotline:

Call 1-800-722-7710.

Adult Mobile Crisis Hotline:

Call 1-800-345-6785.

Delaware Helpline:

Call 1-800-464-HELP (4357).

Christiana Care physician referral service:

(302) 428-4100. *A service of Christiana Hospital*

BayHealth Medical Center physician referral service:

800-BAY-DOCS (1-800-229-3627).

Beebe Hospital physician referral service:

(302) 645-3332.

Nanticoke Hospital physician referral service:

(302) 629-6611 x 2350.

Other Health Resources

Helpful Programs

The Delaware Prescription Assistance Program:

Low income seniors or disabled persons may qualify for prescription assistance. Call 1-800-996-9969, ext. 17.

Screening for Life:

Eligible individuals can receive mammograms and clinical breast exams for breast cancer, pap tests, colorectal cancer screening tests, prostate screening tests, health education and help coordinating associated care. Call the Delaware HelpLine at 1-800-464-4357 for more information.

Partnership for Prescription Assistance:

Information on more than 475 prescription medication assistance programs.

Call 1-888-4PPA-NOW (1-888-477-2669)

Delaware Cancer Treatment Program:

Eligible Delaware residents can receive free cancer treatment for up to 2 years. For more information, call 1-800-996-9969.



Primary Care and Medical Homes

You may have heard how important primary health care is, but what does it include?

Primary health care includes:

- Treatment of sickness and injury
- Preventive care
- Early detection of illness and identifying people with special risks
- Health promotion and education
- Referrals to specialists

Why is receiving primary health care services through a medical home important?

- You see a doctor who is already familiar with you and your health history
- You are in a familiar and comfortable environment



If you are unable to afford private health insurance, what type of primary health care or medical home options do you have?

- Look into medical assistance through Medicaid, Medicare and CHAP (see page 14).
- Ask your doctor if he/she accepts patient payments based on income or on a sliding fee scale.
- Check into local community health centers. Some see patients with little or no health insurance (see pages 5-7).

Avoid using the hospital Emergency Room as a medical home.

- Hospital Emergency Room staff are not familiar with your health history, nor can they monitor your long-term progress.
- Hospital Emergency Rooms provide medical services for *emergency* situations. If your illness is not a true emergency, you may be kept waiting a long time.
- It may cost you more money to be seen in an Emergency Room than in a doctor's office.

Primary Care and Medical Homes

Community Health Centers

Delaware has community health centers located within each county. These are well equipped to respond to medical needs. These centers provide a medical home for a variety of people in almost all income levels. They see insured, under-insured and uninsured patients. Most centers bill their patients according to the patient's income.

Statewide

Nemours Pediatric Primary Care Practices

**1600 Rockland Road
Wilmington, DE 19803
(888) 533-3KID**

Multiple locations throughout the state provide primary care services to children newborn to age 18. New Castle County Locations: Philadelphia Pike, St. Francis, Jessup Street, Peoples Plaza and Middletown. Kent County Locations: Dover and Milford. Sussex County Locations: Georgetown and Seaford.

New Castle County

Claymont Family Health Services

**3301 Green Street
Claymont, DE
(302) 798-9755**

www.claymontcenter.org

A primary health care center for individuals and families with little or no health insurance. They provide general exams, blood pressure screenings, minor illness treatment, women's health services, dermatology, adult/child immunizations, mental health services, lab services, Medicaid enrollment assistance and referrals to specialists or clinics. Volunteer physicians provide these services.

Other Health Resources

Hospitals

Hospitals do offer specific programs to the underserved. Contact your local hospital to learn more.

A.I. DuPont Hospital for Children

**1600 Rockland Road, Wilmington, DE 19803
(302) 651-4000**

Christiana Hospital

**4755 Ogletown-Stanton Road, Newark, DE 19718
(302) 733-1000**

Wilmington Hospital

**501 W. 14th Street, Wilmington, DE 19801
(302) 733-1000**

St. Francis Hospital

**7th and Clayton Streets, Wilmington, DE 19805
(302) 421-4100**

BayHealth Medical Centers

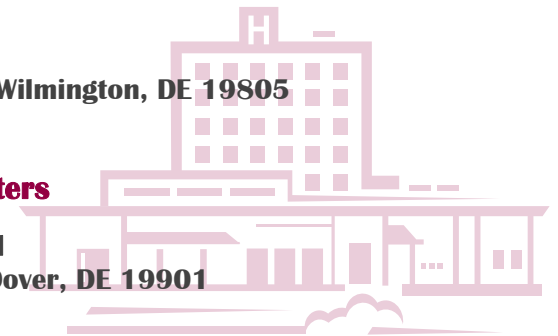
- **Kent General Hospital**
640 S. State Street, Dover, DE 19901
(302) 674-4700
- **Milford Memorial Hospital**
21 W. Clarke Avenue, Milford, DE 19963
(302) 422-3311

Beebe Medical Center

**424 Savannah Road, Lewes, DE 19958
(302) 645-3300**

Nanticoke Hospital

**801 Middleford Road, Seaford, DE 19973
(302) 629-6611**



Other Health Resources

Reproductive Health Resources

ARC (A Resource Center for Youth)

(800) 220-3092 *(Statewide services available)*

Provides pregnancy testing, birth control, STD testing, pregnancy counseling, therapy for adolescent issues and family therapy. Must be under age 19.

Planned Parenthood of Delaware

(800) 230-7526 *(Statewide services available)*

Several sites in Delaware providing medical treatment, first trimester abortion services, family planning, STD/HIV and pregnancy testing, family counseling, mid-life health services for women, and breast and cervical cancer screening.

Open to women over age 12; under age 12 accompanied by an adult.

Pregnancy Health Resources

Tiny Steps (St. Francis Family Practice)

(302) 575-8040 *(Wilmington)*

Provides pregnancy and women's health care to low income women in New Castle County. Medical care and social service components (Medicaid, WIC, housing, childbirth education and resource assistance) are provided.

Center of Hope (St. Francis Family Practice)

(302) 369-9370 *(Newark)*

Provides free and confidential services for pregnant women and their families including counseling, pregnancy testing, clothing, diapers, furnishings, childbirth and childcare instruction, nutrition information, housing assistance, career and educational information, parenting instruction, post-abortion grief counseling and abstinence-based education. Center of Hope also provides referrals for medical care, social services, legal assistance and adoption services.

Primary Care and Medical Homes

Community Health Centers (continued)

Henrietta Johnson Medical Center

www.hjmc.org

**601 New Castle Avenue
Wilmington, DE
(302) 655-6187**

**700 Lea Boulevard, Suite 201
Wilmington, DE
(302) 761-4610**

Offers quality health care from pre-natal to senior citizens, adult medicine, vision, lead, and hearing screenings, sexually transmitted disease testing and treatment, teen health education program, teen pregnancy program, nutrition counseling, family planning, chronic disease diagnosis and management (diabetes, high blood pressure, high cholesterol, etc.) immunizations, pediatric care, reproductive care, dental care, lab services on-site, healthy lifestyles counseling and Medicaid and other health programs enrollment assistance.

Saint Francis

**St. Francis Family Practice
7th and Clayton Streets
Wilmington, DE
(302) 575-8040**

**The Tiny Steps Program
7th and Clayton Streets
Wilmington, DE**

**St. Clare Van Office
Wilmington, DE
(302) 575-8218**

**The Center of Hope
Red Mill Square Shopping Center
1220 Capital Trail
Newark, DE
(302) 369-9370**

Offers a hospital-based comprehensive family health office, including pregnancy and newborn care through Tiny Steps, a program for low-income pregnant women. Staffed by resident doctors providing health screening, diagnosis, and treatment to patients of all ages. Also has the Saint Clare Outreach Program, a mobile van staffed by a doctor, a registered nurse and one assistant. This mobile van travels to different locations in Wilmington to serve the homeless and others in need.

Primary Care and Medical Homes

Community Health Centers (continued)

Westside Family Healthcare

www.westsidehealth.org

Wilmington

**1802 West 4th Street
Wilmington, DE**

Northeast

**908-B East 16th Street
Wilmington, DE
(302) 575-1414**

Newark

**27 Marrows Road
Newark, DE
(302) 455-0900**

Offers family medical care, case management and social services, family planning and reproductive care, chronic disease management, health education and counseling, HIV counseling, testing, and treatment; immunizations, lab services, low cost medications, physical examinations, foot care, pregnancy and maternity care, preventive care, dental services, mental health services and 24-hour physician on-call emergency services.

Wilmington Hospital Health Center

www.christianacare.org

**501 West 14th Street
Wilmington, DE
(302) 428-2274**

Full-service provider offering wellness and preventive health visits for people of all ages, medical care for treating illness and injury, women's health care services, as well as surgical, orthopedic, podiatry, ophthalmology, oral and maxillofacial surgery, and general practice dentistry. These services are supported and enhanced by the on-site availability of , diagnostic testing, social services, and patient wellness and educational programs as well as an on site pharmacy.

Other Health Resources

Delaware's Division of Public Health Locations

NEW CASTLE COUNTY

**Belvedere State Service Center
301 Kiamensi Road
Wilmington, DE 19804..... 995-8545**

**Delawarr State Service Center
500 Rogers Road
New Castle, DE 19720577-3814**

**Hudson State Service Center
501 Ogletown Road
Newark, De 19711..... 283-7587**

**Middletown Health Unit
214 N. Broad Street
Middletown, DE 19709.....378-5200**

**Northeast State Service Center
1624 Jessup Street
Wilmington, DE 19802.....552-3600**

**Porter State Service Center
509 W. 8th Street
Wilmington, DE 19801.....577-3521**

**West End Neighborhood House
710 N. Lincoln Street
Wilmington, DE 19802555-5480**

**Limestone Office
2055 Limestone Road
Suite 201
Wilmington, DE
19808.....995-8653**

KENT COUNTY

**Williams State Service Center
805 River Road
Dover, DE 19901.....857-5100**

**Milford Health Unit
Milford State Service Center
11-13 N. Church Street
Milford, DE 19963.....424-7130**

**Child Development Watch
18 N. Walnut Street
Milford, DE 19963.....424-7300**

**Smyrna State Service Center
200 S. DuPont Boulevard
Smyrna, DE 19977.....514-4500**

SUSSEX COUNTY

**Sussex County Health Unit
Georgetown State Service Center
544 S. Bedford Street
Georgetown, DE 19947.....856-5241**

**Edward Pyle State Service Center
34314 Pyle Center Road
Frankford, DE 19945..... 732-9512**

**Shipley State Service Center
350 Virginia Avenue
Seaford, DE 19973....628-2006**



Other Health Resources

Delaware's Division of Public Health Services

Delaware's Division of Public Health offers many health care resources for people who are uninsured and for those whose insurance may not cover preventive care services. These services help those without a medical home.

Services include:

- **Adult Immunizations**
- **Child Development Watch**—Will evaluate child development for children up to age 3.
- **Child Health-Immunizations & lead screening for children ages 0-5.**
- **Dental Care**
- **Disease Prevention**
- **Environmental Health-Inspections of public use facilities and drinking water analysis.**
- **Eye Exams for Children**
- **Family Planning**
- **Health Education/Promotion**
- **HIV Counseling/Testing**
- **Medical Social Work**
- **Nutrition Counseling**
- **Public Health Nursing**
- **Sexually Transmitted Disease**—testing and treatment.
- **Tuberculosis Clinic**—testing and treatment.
- **WIC Nutrition Program**—nutritional support for pregnant or breastfeeding women, and children aged 5 or younger.
- **Screening for Life**—uninsured men and women receive cancer prevention care.

****Some services are not available at all sites.**

Call Helpline at 1-800-464-4357 (HELP) for more information.

Primary Care and Medical Homes

Community Health Centers (continued)

Kent County

Kent Community Health Center

www.drminc.org
Delmarva Rural Ministries
1095 S. Bradford Street
Dover, DE 19901
(302) 678-2000

Provides a wide range of primary and preventive health and social services. Health care services include sick and well care, exams and immunizations, family planning, breast and cervical cancer screening, mental health and substance abuse counseling, dental services, and health insurance and prescription medication assistance referrals. Staff are bilingual in English and Spanish. Medicare and Medicaid are accepted and sliding fees are available for the insured or underinsured. Day or evening appointments available.

The Kent Community Health Center is a project of Delmarva Rural Ministries, as is the Mobile Access to Community Health (MATCH) Van. This mobile unit provides preventive health education, health screenings, immunizations, and pregnancy tests at select locations within Kent and Sussex Counties. MATCH staff also assist people in finding a medical home. The MATCH van is available to participate in health fairs and other community health events.

Hope Medical Clinic

1125 Forrest Avenue, #202
Dover, DE 19901
302-735-7551

Staffed solely by volunteer physicians and serves only uninsured patients. Hope Clinic provides general exams, blood pressure screenings, minor illness treatment, women's health services, dermatology, adult/child immunizations and referrals to specialists or clinics.

Primary Care and Medical Homes

Community Health Centers (continued)

Sussex County

La Red Health Center

www.laredhealthcenter.org

**505 W. Market Street
Georgetown, DE 19947
(302) 855 -1233**

Offers primary and preventive health care to all individuals with and without health insurance. Services include pediatric, adolescent and adult medicine for both acute and chronic illnesses. A wide array of programs and services are available for pregnant women. Other programs include routine preventive screenings, diabetes education, immunizations for children, routine school and sports physicals, HIV testing and counseling, and mental health counseling. On-site assistance is available for applying to Medicaid, Community Healthcare Access Program (CHAP) and other programs. Service fees for uninsured individuals are based on an annually revised sliding fee scale. Staff is available who speak English, Spanish, French, Creole and Teluga and who are certified in medical interpretation. Transportation services and assistance with accessing low-cost prescriptions are also available. La Red is Spanish for “The Network.”

Section Two Other Health Resources

