

Key Points

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

All Delawareans *can* have quality health care.

Remember:

- Having a primary care medical home gives you the most complete kind of health care to help you prevent illness and manage chronic disease.
- Health insurance provides financial coverage to make sure we can afford the health care we need. All preventive services are covered.
- Avoid using the hospital emergency department for routine care. Only use the ED for emergency care. The ED does not have your health history and cannot monitor your progress. ED visits also may cost more.

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

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For additional assistance finding services to meet your specific needs, call the Delaware HELPLINE at 1-800-464-HELP or 2-1-1.



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

HEALTH CARE in DELAWARE

A guide to quality, affordable health care



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

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

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

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

The guide provides information about insurance coverage and the importance having a primary care medical home.

Delaware. Getting healthier and growing stronger...in a *big* way!



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
www.nemours.org

Christiana Hospital

4755 Ogletown-Stanton Road, Newark, DE 19718
302-733-1000
www.christianacare.org

Wilmington Hospital

501 W. 14th Street, Wilmington, DE 19801
302- 733-1000
www.christianacare.org

St. Francis Hospital

701 North Clayton Street, Wilmington, DE 19805
302-421-4100
www.stfrancishealthcare.org/

Bayhealth Medical Centers

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

Beebe Medical Center

424 Savannah Road, Lewes, DE 19958
302-645-3300
www.beebehealthcare.org

Nanticoke Hospital

801 Middleford Road, Seaford, DE 19973
302-629-6611
www.nanticoke.org

Other Health Options

Dental Health Resources

Delaware Oral Health Program

302-744-4554 (Statewide services available)
www.dhss.delaware.gov/dph/hsm/ohphome.html

Provides resources to all Delawareans to achieve optimal oral health by providing information about dental services and programs available in Delaware that will help individuals and families find and access appropriate dental care.

The Division of Public Health started the First Smile Delaware campaign aimed at improving oral health literacy and behaviors throughout the state.

Mental Health Resources

Mental Health Association in Delaware

800-287-6423 (Statewide services available)
www.mhainde.org

The Mental Health Association in Delaware (MHA) is a statewide, nonprofit organization founded in 1932 to promote mental health. MHA provides services throughout Delaware, and our focus is education, support and advocacy for mental health issues.

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Section 1 Health Insurance Options

Health care is a service, and before we obtain any service we give some thought to how we will pay for it. For many, health insurance is the preferred option; but for those who are uninsured or underinsured, obtaining health care can seem like a luxury they can't afford. It is important to know what options you and your family have when it comes to health insurance so you know you can seek medical care when it's needed.

What health insurance options are available in Delaware?

- **Private Insurance:** Through employer or other insurance provider or agency.
- **Choose Health Delaware:** The official resource for finding out how the federal health insurance law can benefit you as a Delaware resident. It is the Health Insurance Marketplace where you can compare insurance plans, explore your eligibility for subsidies to lower the cost, and purchase coverage. To learn more and apply, go to www.healthcare.gov or www.ChooseHealthDE.com or call 1-800-318-2596.
- **Medicaid:** State program offering wide range of no-cost health care for low income families. To learn more and apply, go to <https://assist.dhss.delaware.gov> or 1-866-843-7212.
- **Delaware Healthy Children's Program:** Affordable health insurance for children up to age 19 in moderate income households. To learn more or apply, go to <https://assist.dhss.delaware.gov> or 1-866-843-7212.
- **Medicare:** For citizens aged 65 or older. Call 1-800-772-1213.

Other Health Options

Reproductive and Pregnancy 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.

Tiny Steps (St. Francis Family Practice)

302-575-8040 (Wilmington)

The Tiny Steps Program is giving the smallest, most vulnerable members of our community a fighting chance. In a state with an alarmingly high infant mortality rate, the Tiny Steps Program is fostering healthy pregnancies, healthy babies and healthy families. Operating out of the Family Practice Center at Saint Francis Hospital and the Center of Hope in Newark, Tiny Steps offers complete prenatal and maternity care, bilingual health classes, patient/parent education and counseling to all expectant mothers, regardless of their financial circumstances.

Delaware's Division of Public Health Locations

NEW CASTLE COUNTY

Claymont State Service Center
3301 Green Street
Claymont, DE 19703..... 798-9755

Appoquinimink State Service Center
122 Silver Lake Road
Middletown, DE 19709..... 378-5775

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

University Plaza – Chopin Building
258 Chapman Road
Newark, DE 19702..... 283-7100

University Plaza – Oxford Building
256 Chapman Road
Newark, DE 19702..... 283-7210

Delawarr State Service Center
500 Rogers Road
New Castle, DE 19720..... 577-2973

Northeast State Service Center
1624 Jessup Street
Wilmington, DE 19802..... 283-7540

West End Neighborhood House
710 N. Lincoln Street
Wilmington, DE 19802 888-5480

Porter State Service Center
509 W. 8th Street
Wilmington, DE 19801.....777-2860

KENT COUNTY

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

Milford Riverwalk
253 NE Front Street
Milford, DE 19963.....424-7130

Milford Walnut Street Building
18 N. Walnut Street
Milford, DE 19963..... 424-7300

Smyrna State Service Center
200 South DuPont Boulevard
Suite 101
Smyrna, DE 19977.....514-4500

SUSSEX COUNTY

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

Adams State Service Center
546 S. Bedford Street
Georgetown, DE 19947.....856-5246

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

What if I still can't get health insurance?

The Division of Public Health may be able to help link eligible persons who are uninsured with affordable health care services. To learn more, call the Delaware HelpLine at 1-800-464-HELP or dial 2-1-1.

Other Helpful Programs:

The Delaware Prescription Assistance Program:

Low income seniors or disabled persons may qualify for prescription assistance. Call the Delaware HelpLine at 1-800-464-HELP or 1-800-996-9969.

Partnership for Prescription Assistance:

Information on more than 475 prescription medication assistance programs. Call 1-888-4PPA-NOW (1-888-477-2669) or go to www.pparx.org

Screening for Life:

Eligible individuals can receive mammograms and clinical breast exams for breast cancer, pap tests, colorectal and lung cancer screening tests, prostate screening tests, health education and help coordinating associated care. For more information, call the Delaware HelpLine at 1-800-464-HELP or 1-800-996-9969.

Delaware Cancer Treatment Program:

Eligible Delaware residents can receive free cancer treatment. For more information, call the Delaware HelpLine at 1-800-464-HELP or 1-800-996-9969.



Helpful Hotlines and Physician Referral Services

ElderInfo:

The Delaware Insurance Commissioners Office hotline that answers questions of Medicare recipients.

Call 1-800-336-9500.

The Delaware Smoking Quitline:

Call now, and start a healthier new life, free from dependence on tobacco! Call 1-866-409-1858.

Child Mental Health Crisis Hotline:

Call 1-800-969-4357.

Adult Mobile Crisis Hotline:

Call 1-800-345-6785 for Sussex and Kent Counties.

Call 1-800-652-2929 for New Castle County

Delaware Helpline:

Call 1-800-464-HELP.

Christiana Care physician referral service:

Call 1-302-623-2273.

BayHealth Medical Center physician referral service:

Call 1-866-BAY-DOCS.

Beebe Hospital physician referral service:

Call 1-302-645-3332.

Nanticoke Hospital physician referral service:

Call 1-877-NHS4DOCS

Nemours Hospital physician referral service:

Call 1-302-651-4000

St. Francis Hospital physician referral service:

Call 1-877-737-4636

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.

Services include:

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

**Services are not available at all sites.

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



La Red Health Center
www.laredhealthcenter.org

A patient-centered medical home that is a model of care where patients have a direct relationship with a provider who coordinates a cooperative team of healthcare professionals, takes collective responsibility for the care provided to the patient, and arranges for appropriate care with other qualified providers as needed. LRHC offers primary and preventive health care to all individuals with and without health insurance. Services include pediatric & adolescent services, adult and senior services, screening services for chronic diseases, mental health services for children & adults, oral health services for children & adults, and woman's health services. Other programs include: diabetes education, and HIV testing & counseling. On-site assistance is available for applying to Medicaid, the Health Insurance Marketplace (Choose Health Delaware), 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, and Creole and who are certified in medical interpretation. Transportation services and assistance with accessing low-cost prescriptions are also available. Overall, LRHC represents a network of quality care centered around you and your family.

La Red Health Center has two locations in Sussex County:

- 21444 Carmean Way, Georgetown, DE 19947
302-855-1233
- 300 High Street, Seaford, DE 19973
302-628-7752

Section 2 Primary Care and Medical Homes

Primary Care and Medical Homes are terms that describe a patient and his or her relationship with a primary care physician or group of physicians. A doctor that sees you for check-ups or illness is your primary care provider. His or her office, including partners in the practice, is your primary care medical home.

Primary health care includes preventive care, early detection of illness, treatment of sickness and injury, identification of special health risks, and referrals to specialists.

Having primary health care is important. You see a doctor who is familiar with you and your health history and is able to recognize patterns in your health, monitoring your progress.

Avoid using the hospital Emergency Department (ED) as a medical home. They are equipped to provide emergency medical care, don't have the benefit of knowing your health history, and cannot monitor your long-term progress. ED visits may also cost more, with a longer wait for care.

If you do not have health insurance, community health centers and some other medical homes provide primary care for reduced cost to individuals with low-to-modest incomes.

The following pages of this booklet list examples of medical homes throughout Delaware.

Community Health Centers

Community health centers are located within each county, providing a medical home for people of almost all income levels and insurance status (insured, under-insured and uninsured). Most centers bill their patients on a sliding fee scale, based on the household income.

Community Health Centers - Statewide Locations



Christianity Care
www.christianacare.org

Christianity Care Family, Pediatric and Internal Medicine Centers provide wellness and preventive health visits for people of all ages. Services include physical examinations, preventive health screenings, well baby checks, immunizations, sick visits and gynecology. Specialty services include surgical, orthopedic, cardiology, pulmonary, dermatology, rheumatology, neurology, endocrinology, women's health services, ophthalmology, podiatry, oral and maxillofacial surgery, and general practice dentistry.

Your primary-care doctor or nurse practitioner provides you with a secure medical home, where you can build a relationship with your doctor and seek medical advice for problems large and small.

The following page lists Christianity Care locations.



Saint Francis
www.stfrancishealthcare.org

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. To ensure services are provided in a culturally appropriate environment, a majority of the staff is bilingual and all understand and respect cultural differences.

- St. Francis Hospital,
701 North Clayton Street, Wilmington, DE 19805
302-421-4100
- The Tiny Steps Program
701 North Clayton Street, Wilmington, DE 19805
302-575-8040
- St. Clare Van Office, Wilmington, DE
302-421-8218
- The Center of Hope
1220 Capitol Trail, Newark, DE 19711
302-369-9370

Community Health Centers - Kent County



Hope Medical Clinic

Staffed solely by volunteer physicians and serves only low income uninsured patients. The clinic provides general exams, blood pressure screenings, minor illness treatment, women's health services, dermatology, immunizations and referrals to specialists. Open Tuesday's from 9:00 a.m. - 4:00 p.m.

- 1125 Forrest Avenue #202, Dover, DE 19904
302-735-7551



Claymont Family Health Services

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.

- 3301 Green St, Claymont, DE 19703
302-798-9755



Henrietta Johnson Medical Center

www.hjmc.org

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.

- 601 New Castle Avenue, Wilmington, DE 19801
302-655-6187
- 600 N. Lombard Street, Wilmington, DE 19801
302-761-4610

There are several Christiana Care locations in Delaware:

New Castle County

- 501 West 14th Street Wilmington, DE 19801
302-733-1000
- 1400 Washington St., Wilmington, DE 19801
302-477-3300
- 12th & Jefferson Streets, Wilmington, DE 19801
302-255-1000
- 3506 Kennett Pike, Wilmington, DE 19807
302-661-3000
- 4755 Ogletown-Stanton Road, Newark, DE 19718
302-733-1000
- 4701 Ogletown-Stanton Road, Newark, DE 19713
302-623-4500
- 200 Hygeia Drive, Newark, DE 19713
302-623-0100
- 124 Sleepy Hollow Drive, Middletown, DE 19709
302-449-3100
- 726 Yorklyn Road, Hockessin, DE 19707
302-234-5770
- 2401 Philadelphia Pike, Claymont, DE 19703
302-428-4110

Kent County

- 100 S. Main St., Smyrna, DE 19977
302-659-4444





Nemours Pediatric Primary Care Practices
www.nemours.org

Multiple locations throughout the state provide primary care services to children newborn to age 18.

New Castle County

- 1600 Rockland Road Wilmington, DE 19803
302-651-4000
- 200 Cleaver Farm Road, Suite 201, Middletown, DE 19709
302-378-5100
- 141 Becks Woods Drive, Bear, DE 19701
302-595-0020
- 1400 People’s Plaza, Suite 300, Newark, DE 19709
302-836-7820
- 1602 North Jessup Street, Wilmington, DE 19802
302-576-5050
- 1405 Foulk Road, Suite 101, Wilmington, DE 19803
302-655-3242
- 222 Philadelphia Pike, Suite 5, Wilmington, DE 19809
302-761-4660
- 700 North Clayton Street, Suite 400, Wilmington, DE 19805
302-421-9700

Kent County

- 102 West Water Street, Suite 1, Dover, DE 19904
302-672-5650
- 703 North DuPont Highway, Milford, DE 19963
302-422-4559

Sussex County

- 49 Fallon Avenue, Seaford, DE 19973
302-629-5030



Westside Family Healthcare
www.westsidehealth.org

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.

Westside Family Healthcare: New Castle County

- 1802 West 4th Street ,Wilmington, DE 19805
302-655-5822
- 27 Marrows Road, Newark, DE 19713
302-455-0900
- 306 E. Main Street,, Middletown, DE 19709
302-378-4489
- 908-B East 16th Street, Wilmington, DE 19802
302-575-1414
- 404 Fox Hunt Drive, Bear, DE 19701
302-836-2864

Westside Family Healthcare: Kent County

- 1020 Forrest Avenue, Dover, DE 19904
302-678-4622

