# Holy Cross Hospital Health Center:
# A Low-Cost Clinic for Uninsured Adults

**The Holy Cross Hospital Health Center** is a primary care medical center serving uninsured adults at least 18 years of age in Silver Spring and the surrounding areas. Our state-of-the-art center is a collaborative effort between Holy Cross Hospital and Montgomery College. The center was developed to provide better healthcare services for those in need and offer a unique learning opportunity for students of nursing and other allied health programs. Our staff is bilingual in English and Spanish, and translation services are available for other languages. This patient guide explains how to utilize the health center and serves to answer questions you may have prior to your visit.

**Hours of Operation**
Monday through Friday    8 am to 4:30 pm

**Appointment Scheduling**

Patients are seen by appointment only. No walk-ins are accepted. When calling to schedule an appointment, you will be asked about the nature of your healthcare problem to make sure we can treat you at the Holy Cross Hospital Health Center. Depending on how serious your illness is, you may be referred to the nearest emergency center. When you arrive for your first appointment, the registrar will have you complete paperwork about your health history. To schedule an appointment, call 301-754-7000.

**Types of Services** The Holy Cross Hospital Health Center offers a full array of primary care services including:

| Physical Exams | Diabetes Management | Post Emergency Room Follow-up Care |
|---|---|---|
| Lab Work | Cardiovascular Management | Referrals to Specialists |
| Injections | High blood pressure | Vaccinations |
| High Cholesterol | Suture Removal | |

**Our Staff**

You will be treated by highly skilled medical professionals: doctors, nurse practitioners, and registered nurses. Additionally, we have an expert support staff available to assist with scheduling and payment questions.

**Educational Programs**

At the Holy Cross Hospital Health Center, we believe patient education is the key to staying healthy. We offer a variety of programs either through one-on-one training with a registered nurse or in our classroom, located on site. Health education topics include:

| Diabetes | Cardiovascular wellness | Other community health programs |
|---|---|---|
| Nutrition | CPR | Hypertension (high blood pressure) |
| Weight control | | |

The Holy Cross Hospital Health Center periodically hosts health fairs catering to the vast multicultural population of the area.

**Payment Information**

When you arrive for your appointment, you will meet with our financial counselor who will discuss payment for services. Because we only treat the uninsured, all services at the Holy Cross Hospital Health Center are affordably priced. In order for us to assess any need for discounted pricing we must receive the following documents to verify that you require financial assistance:

- Photo ID
- Something to establish household income — tax forms, pay stubs, or a note from your employer
- Something establishing family size — tax forms indicating number of dependents, identification cards for children (student IDs, Social Security cards, or passports)
- Evidence of how your expenses are met — rent/mortgage agreement, bank statement, or major bill

Note: Payment is due at the time of service and may be made by cash, check, or major credit card.

Our support staff can also provide information about other programs such as the Maryland Pharmacy Program and Medicaid for patients who qualify based on financial need.

**Where to Find Us**

The Holy Cross Hospital Health Center is located at 7997 Georgia Avenue in Silver Spring, Maryland 20910. We have plenty of free parking and are Metro accessible. For more information, call 301-754-7000.