**BEHAVIORAL HEALTH**

**How do I access Behavioral Health services?**
- We offer limited walk in appointments 5 days a week
  - M-F: 9-9:30, 9:30-10:00
  - M, T, W, Th, F: 3-3:30, 3:30-4:00

  *These appointments are on a first come, first served basis*

**How do I book Walk in appointments?**
- You can come in person to 780 Albany Street
- You can call the appointment line at 857-654-1605
- Walk in visits can be conducted in person or via telemedicine

**What Behavioral Health Services are offered?**
- Walk in appointments are the entry point for both therapy and psychiatry.
- Ongoing therapy can be set up within 1-2 weeks of the Walk in visit.
- The Intake for psychiatry can also be set up within 1-2 weeks of the Walk in visit.
- Initial psychiatry appointments take 4-6 weeks after the Intake has been completed.

  *We do not offer same-day access to prescribers or to medications.*

**What if I have Behavioral Health needs after hours?**
- Please call or go to the Boston Emergency Services Team (BEST) 24 hours a day, 7 days a week.
- BEST is located at 85 East Newton Street. Their number is 1-800-981-4357.
- You can also call 911 or go to your nearest emergency room.
- If it is not an emergency, but cannot wait for the next business day, you can call 781-221-6565 to page the psychiatrist on call.

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**BOSTON HEALTHCARE FOR THE HOMELESS PHARMACY:**

Phone number: 857-654-1790  
Located in the clinic lobby  
Hours: Mon, Wed Fri: 8AM-5PM  
Tues, Thurs: 8AM-7PM

**CASE MANAGEMENT:**
You will be assigned a case manager who can help with the following tasks...

- Immigration referrals
- Housing*
- Basic Social Services
- Vital Doc*
- Legal referrals
- Faxing/printing services

  *Must receive primary care for these services.

- Phone
- Clothing
- ATR referrals*
- Mail services**
- Transportation

  **Mail cannot be of monetary value**

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**APPOINTMENTS**
To schedule an appointment, call the main clinic number at 857-654-1605. You can also make an appointment in person at the front desk during clinic hours or through our online patient portal online. www.BHCHP.org/patientportal.

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**A Medical Home** is our model of care where a team works with you to help address all of your health care needs.

**Your team will include:** your primary care provider (PCP), nurses, a medical assistant, a case manager, someone to assist with benefits and registration, and if interested, a behavioral health provider and clinician.
**HOW WILL MY MEDICAL HOME TEAM WORK FOR ME?**

- You will see the same team every visit.
- Your team will know you and your health history.
- Your team will make sure that you understand your conditions and your care options, and provide you tools to assist you in managing your health.
- Your team will work with you to coordinate your care and to manage your health better.
- You will get appointments with your team quickly, even on the same day, when needed.
- Your team, with your written permission, will obtain records from providers outside BHCHP, in order to coordinate your care.
- You can expect the highest quality care based on current evidence and research.

**MEDICAL RECORDS:**
You can request medical records on the patient portal at [www.BHCHP.org](http://www.BHCHP.org). (This requires a valid ID.) Release of information forms are also available at the front desk. Let us know if you need help filling out the release. Contact Medical records at **857-654-1079** for further assistance.

**CLINIC HOURS:**
**MON, WED, FRI:** 8AM – 5PM  
**TUES:** 8AM-12PM, 4PM – 8PM  
**THURS:** 8AM – 8PM

**WALK IN SERVICES**
Sometimes health issues happen suddenly. Your team has appointments reserved in the schedule each day for patients with urgent problems. If you need to be seen but do not have an appointment, you can come to clinic to be seen by a team nurse and, if needed, we will work to have you seen by a medical provider from your team.

We need to be available for people who need to be seen right away, so if you arrive more than 20 minutes late to a scheduled appointment, your slot may have been given to another patient and you may need to reschedule.

**OTHER SPECIALTY SERVICES**
- Dental
- Dermatology
- Infectious Disease
- Neurology
- Reproductive Health
- Immigrant Health
- Addiction
- Hepatitis C
- Diabetes
- Nephrology
- Ear, Nose, Throat

**HOW DO I CONTACT MY TEAM DURING CLINIC HOURS?**
You can call the main clinic number at **857-654-1605** or you can call the nurse line at **857-654-1627** and leave a voicemail. Confidential messages can be left on voice mail and your call will be returned within 24 hours of the business day. You will be given a card that lists the members of your team and helpful numbers you may need.

**HOW DO I CONTACT MY TEAM AFTER CLINIC HOURS?**
If you have a medical issue that cannot wait until clinic is open, you may call the paging service at **781-221-6565** and ask to speak to the on-call provider. For emergencies, please go to the nearest emergency room.

**MEDICATION REFILLS**
You can call **857-654-1604** and leave a detailed message for the medication refill line to request medication refills. **You do not need to page your provider.** Your team will work with you to get your medications refilled.