

**Our mission is to make comprehensive primary care accessible to all regardless of ability to pay.**

We provide general, or basic, primary health care to all age groups, male and female, and refer to specialists when needed. Patient health care education is available.

A Rural Health provider directory, Patients' Rights and Responsibilities and No Show Guidelines are available at [www.esrh.org](http://www.esrh.org) and in print at each center.

### Payment Information

We accept HMO, Health Insurance Marketplace, Medicaid, FAMIS insurance and most private medical insurances. A sliding fee discount is also available based on income and family size. Sliding fee application can be found in the Forms section at [www.esrh.org](http://www.esrh.org) or by speaking to the patient account manager at your center.

Need help enrolling your family in a Health Insurance Marketplace plan or your child in FAMIS? Our insurance enrollment specialists can help! For assistance call your center and dial ext. 1055 (Atlantic/Chincoteague); ext. 1034 (Eastville/Franktown); or ext. 1056 (Onley); or email [getcovered@esrh.org](mailto:getcovered@esrh.org).

### COMING SOON!

Pharmacy at our Onley center and urgent care at Four Corner Plaza in Onley!



### Offices

#### Atlantic Community Health Center with Dental\*

5219 Lankford Highway • New Church, VA 23415  
757-824-5676 • Fax 757-824-5872  
Open Tuesday - Friday 8 a.m. - 5 p.m.  
Monday 8 a.m. - 8 p.m.

#### Chincoteague Island Community Health Center

4049 Main Street  
Chincoteague Island, VA 23336  
757-336-3682 • Fax 757-336-3703  
Open Monday, Tuesday, Wednesday & Friday  
8 a.m. - 5 p.m.  
Thursday 8 a.m. - 8 p.m.  
Seasonal Saturday Hours  
(Memorial Day - Labor Day) • 8 a.m. - 1 p.m.

#### Eastville Community Health Center with Dental\* & Pharmacy

17068 Lankford Highway • Eastville, VA 23347  
757-331-1086 • Fax 757-442-9505.  
Monday, Wednesday, Thursday & Friday  
8 a.m. - 5 p.m. • Tuesday 8 a.m. - 8 p.m.  
Pharmacy 9 a.m. - 5 p.m.

#### Onley Community Health Center

20306 Badger Lane • Onley, VA 23418  
757-787-7374 • Fax 757-787-4513  
Open Monday - Wednesday & Friday  
7:30 a.m. - 5 p.m.  
Thursday 7:30 a.m. - 8 p.m.  
Saturday 8 a.m. - 1 p.m.

*\*Dental services offered  
Monday - Friday 8:30 a.m. - 5 p.m.*

### Corporate Headquarters

20280 Market Street • Onancock, VA 23417  
757-414-0400 • Fax 757-414-0569  
Open Monday - Friday 8:30 a.m. - 5 p.m.

[www.esrh.org](http://www.esrh.org)



## Guide to Medical Services



**Exceptional care.  
Every patient.  
Every time.**

[www.esrh.org](http://www.esrh.org)

 Follow us on Facebook  
[www.facebook.com/esrhs](http://www.facebook.com/esrhs)

# Medical Services

Eastern Shore Rural Health System, Inc. is a federally qualified community health center. Formed in 1976 by a visionary group striving to improve health care on Virginia's Eastern Shore, Rural Health has become the medical provider of choice for more than half the region's population.

- Pediatrics to include 24/7 coverage at Riverside Shore Memorial Hospital.
- Immunizations.
- Digital X-ray and laboratory.
- Health education and case management. With case management, a patient's condition is reviewed and options are discussed with the appropriate care providers to make sure you get timely, safe, and cost-effective care.
- Pharmacy assistance to help qualifying patients pay for medicines.
- Electronic Health Records.
- Corporate partnerships to include drug screenings and physicals.
- Foreign travel program.
- Extended and Saturday hours.
- Outreach to patients who need help to meet non-health care needs.
- Referrals to specialists.
- Baby Care specialist for at-risk infants.
- 24-hour coverage. For a need that is not an emergency, but can't wait until we are open to call, dial your center to be connected to the provider on call.
- Assistance paying Chesapeake Bay Bridge Tunnel toll for medical appointments. Program application can be found in the Forms section at [esrh.org](http://esrh.org).
- Behavioral health services.

*Translation services are available at all locations.*

# Patient-Centered Medical Home

We are your Patient Centered Medical Home.

Our health care providers work with you to make sure you and your family get the best care possible. A Patient Centered Medical Home:

- Delivers primary care based on your health care needs and preferences.
- Involves sharing health information among all health care providers.
- Creates a proactive plan for your care.
- Supports your health needs and goals.

Patient Centered Medical Homes lead to better care, lower costs, and more satisfaction with your health care.

The National Committee for Quality Assurance has awarded NCQA Patient-Centered Medical Home Recognition to Eastern Shore Rural Health System, Inc.



*This institution is an equal opportunity provider.*