



HNG  
Healthcare  
Resource  
Guide

**Look at the birds of the air, for they neither sow nor reap nor gather into barns; yet your heavenly Father feeds them. Are they not of more value than they?  
~Matthew 6:26**

**The Church of the Transfiguration serves a diverse congregation made up of year round residents, part-time residents, and visitors to the area. In this Holy place, we come together to nurture and support each other on our spiritual journeys. Together we find empowerment for our ministries. We believe that community outreach and support is an important responsibility and are seeking ways to provide meaningful and tangible ways to show Christ's love.**

**Having access to healthcare impacts an individual's overall physical, social, mental health status, and quality of life. Often there are substantial barriers that seem insurmountable. High cost of health care, inadequate or no insurance coverage, and a general lack of availability of services all contribute to individuals not seeking medical assistance when they may need to do so. Access to care often varies based on race, ethnicity, socioeconomic status, age, sex, disability status, sexual orientation, gender identity, and residential location.**

**Oftentimes individuals are not aware of the low cost or even free health care options that may be available to them. It is with this knowledge that we have compiled a resource guide for many of the low cost healthcare options that are available in the area. Our guide focuses mainly on the Rutherford, Polk, and Henderson county options. We hope that this resource will provide education about available services and an encouragement to those in need to seek them out.**



**The Healthcare Ministry Team  
Church of the Transfiguration  
106 Saylor Lane  
Bat Cave, N.C. 28710  
Phone: 828-625-9244**

# **Easy Reference Guide**

Behavioral/Menatal Health Services: pages 4, 5, 6, 8

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# **Low Cost Healthcare**

## **Blue Ridge Community Health Services**

### SERVICES AND PROGRAMS

Blue Ridge Health offers comprehensive medical services, all under one roof, and at convenient locations throughout western North Carolina. Founded more than 50 years ago, we have grown to meet the healthcare needs of the Henderson, Rutherford, Polk, Transylvania, Haywood, and Buncombe communities. We are committed to being the best healthcare choice for you and your family.

Blue Ridge Health facilities serve as a primary care “medical home” by offering the following comprehensive services: Family Medicine, Pediatric Medicine, Pregnancy Care, Behavioral Health, Dentistry, Pharmacy, Lab, Radiology, and Ultrasound. Additional services include Community and Migrant Outreach and Health Education services, in both community and school-based settings.

<https://www.brchs.com/services-and-programs>

### **Henderson County Locations**

#### **Blue Ridge Health – Chimney Rock Road**

Mailing Address: PO Box 5151, Hendersonville NC 28793

Phone: 828.692.4289

Fax: 828.696.2350

Hours: Medical and Dental

Monday: 8:00 a.m. to 8:00 p.m.

Tuesday: 8:00 a.m. to 8:00 p.m.

Wednesday: 8:00 a.m. to 8:00 p.m.

Thursday: 8:00 a.m. to 8:00 p.m.

Friday: 8:00 a.m. to 5:00 p.m.

Hours: Behavioral Health

Monday - Friday: 8:00 a.m. to 5:00 p.m.

Blue Ridge Health – 7th Avenue East

Phone: 828.676.4867

Case Management Hours:

Tuesday – Thursday 8:30am – 1:30pm

Friday: 8:30am – 10:30am

Clinical Hours: Thursdays 1:30pm - 4:30pm

**Blue Ridge Health – N. Justice Street**

Phone: 828.696.1234

Hours: Monday – Friday 8:00am – 5:00pm

Medical and Behavioral Health Hours:

Monday: 8:00am – 5:00pm

Tuesdays: 8:00am – 5:00pm

Wednesday: 8:00am – 5:00pm

Thursday: 8:00am – 5:00pm

Friday: 8:00am – 5:00pm

Dental Hours:

Tuesday – Thursday: 8:00am – 5:00pm

Friday – 8:00am – 12:00pm

**Pharmacy Locations**

**Blue Ridge Health Pharmacy – Chimney Rock Road**

Phone: 828.692.3106

Hours:

Monday: 8:30am - 6:30pm

Tuesday: 8:30am - 6:30pm

Wednesday: 8:30am - 6:30pm

Thursday: 8:30am - 6:30pm

Friday: 8:30am - 5:00pm

**Blue Ridge Health Pharmacy – N. Justice Street**

Phone: 828.692.7057

Hours:

Monday – Friday: 8:30am – 5:30pm

Closed for lunch daily: 12:30 – 1:30pm

**Blue Ridge Health - Rutherfordton Location**

187 W Main Street

Spindale, NC 28160

Phone: 828.288.2881 or 828.692.4289

**Blue Ridge Health - Polk County Location**

155 W Mills Street

Columbus, NC 28722

Phone: 828.894.2222

For Discounted Fee Information please see:

<https://www.brchs.com/patients/fee-information>

## Free Clinics of Hendersonville

Email: [info@thefreeclinics.org](mailto:info@thefreeclinics.org) Phone: 828-697-8422

### Current Programs & Services

The Free Clinics offers 22 programs in five program areas: Acute Care (Dental and Medical Clinics), Chronic and Specialty Care (Bridges to Health, Community Case Management/Project Access), Diabetes Program, Endocrine Clinic, Eye Clinic, Physical Medicine & Rehabilitation Clinic, and Women's Wellness Clinic); Mental Health Care (Counseling, Psychiatric Care Navigation, Psychiatric Clinic), Pharmaceutical Support (Community Pharmacy, Medi-Find Prescription Assistance Program, Medication Therapy Management), and Patient Education and Wellness (Care Coordination, Diabetes Education, Flu Shot Clinics, Patient Health Advocacy, Smoking Cessation, and Wellness Screening).

TFC cares for our neighbors in need by providing free care to low-income, uninsured residents of Henderson and Polk Counties. We work collaboratively with the local community health centers, health departments, social service agencies, and hospitals to augment the healthcare system and provide vital services that are not duplicated. We are a community of 271 dedicated volunteers and 143 healthcare partners working together to make our community a healthier place to live, work, learn, and play, for our neighbors in need and for ourselves. Through TFC our community comes together, helping our most vulnerable neighbors address their health concerns—with everything from access to a doctor's visit to medications to lack of healthy food or transportation challenges. Helping our neighbors in need helps us all.

Current clinics and programs are:

### Monday Night

#### **Eye Clinic:**

Monthly appointment clinic upon referral; provides ophthalmic screenings and assessments as well as case management as needed.

#### **Endocrinology Clinic:**

Monthly appointment clinic upon referral; provides screenings, assessments, and plan of treatment, as well as case management as needed

### Tuesday Night

#### **Medical Clinic:**

Weekly walk-in clinic providing non-emergent ambulatory care, as well as case management and follow-up care as needed.

#### **Psychiatric Clinic:**

Bi-weekly appointment clinic with some walk-in availability; provides non-emergent psychiatric care, medication management, and case management services.

### Wednesday Afternoon

#### **Physical Medicine & Rehabilitation (PMR) Clinic:**

Monthly appointment clinic; provides evaluation and plan of non-invasive, non-narcotic plan of treatment for patients with chronic back and/or neck pain, as well as case management as needed.

### Thursday Night

#### **Dental Extraction Clinic:**

Weekly phone-in appointment clinic (patients call at 10 am for same day appointment); provides extractions as well as hygiene education.

## Patient Eligibility

TFC works with patients who have little access to care without our support. Our goal is to provide care to those persons in our community who are uninsured and have limited funds to support the purchase of medical care—those for whom the choice is sometimes medication for a life-challenging condition or food for their family.

We have established eligibility guidelines for patients that include county residency, lack of insurance, and income guidelines. The requirements are slightly different for the different programs. Please see the detailed information below.

### Required documentation

All patients are required to provide some documentation to TFC:

>>photo identification—something that has the patient’s name and photo—can be a driver’s license, passport, school ID, work ID, state ID, etc.

>>proof of county residency—documentation that shows the patient lives in the county served—can be a driver’s license, lease, piece of “official” mail to a county-residence (e.g., electric bill, bank statement). If patient is staying with family/friends, TFC will need letter from host as well as proof of their county residency

proof of household income—if patient is working, then one month worth of pay stubs; if patient is collecting unemployment or social security or food stamps, then proof of income either by statement from bank or government agency; if patient is not working, then TFC staff is available to help determine the appropriate documentation necessary.

### Eligibility for Clinics and Clinical Programs

To be eligible for all TFC clinical services including our nine clinics, community case management program, community pharmacy, and Medi-Find prescription assistance program, the patient must meet the following:

Live in Henderson or Polk County

Have no insurance, including no Medicaid, no Medicare, no Veterans benefits

Have income that is at or below 200% of the federal poverty level, meaning that a single person earns \$1,980 before taxes or earns approximately \$12.38 per hour in a full-time position. For a family of four, the monthly income would be \$4,050 before taxes or less.

Provide all necessary information and financial documentation.

### Eligibility for Community Pharmacy

To be eligible for only TFC’s Community Pharmacy, the patient must meet the following:

Live in Henderson, Transylvania or Polk Counties

Have no insurance, including no Medicaid, no Medicare, no Veterans benefits

Have income that is at or below 200% of the federal poverty level, meaning that a single person earns \$1,980 before taxes or earns approximately \$12.38 per hour in a full-time position. For a family of four, the monthly income would be \$4,050 before taxes or less.

Provide all necessary information and financial documentation.

### Eligibility for Medi-Find Prescription Assistance Program

To be eligible for only TFC’s Medi-Find Prescription Assistance Program, the patient must meet the following:

Live in Henderson or Polk County or see a physician who practices in Henderson or Polk County

Have no insurance, including no Medicaid, no Veterans benefits

Must be in the “doughnut-hole” if covered by Medicare

Meet the specific guidelines established by the pharmaceutical companies

Provide all necessary information and financial documentation

## **Additional Low Cost Health Providers**

### **General Services**

Pardee Family Medicine Associates - Hendersonville

Address: 705 Sixth AVE West Suite D Hendersonville NC 28739

Main Phone: 828-693-7287

Accepts: Uninsured, Underinsured, Insurance, Medicare, Medicaid

Income: All income levels accepted

Fees: Financial assistance available

Services include: Specialists, Primary Care, Pediatric, Counseling/Mental Health, Medical, Health Education/Nutrition, Lab, Diabetes - Treatment/Management, Substance Abuse/Addiction, Adults

Hours: Monday - Friday

### **Dental Clinics**

Collins Dental Center

Address: 158 White Drive Columbus, NC 28722

Main Phone: (828) 894-3120

Fax: (828) 894-3438

Hours of Operation:

Monday-Thursday 8:30 a.m. - 5 p.m.

### **Mental Health**

#### **Family Preservation Services**

Address: 94 White Drive Columbus, NC 28722

Main Phone: 828-894-2290 / 828-859-6661

Hours of Operation:

Monday-Friday 8:00 a.m. - 5:00 p.m.

### **RHA Health Services**

Mobile Crisis services provide intensive, on-site intervention to people of all ages who are experiencing a crisis due to mental health disturbances, developmental disabilities, or addiction. Our team of behavioral health professionals are available 24/7/365 to safely stabilize the person at home, work, school or wherever in the community the crisis occurs.

The MCM WEST Team serves 11 counties in Western NC: Buncombe, Madison, Yancey, Transylvania, Henderson, Polk, Rutherford, McDowell, Mitchell, Alexander & Caldwell. For MCM services in these western counties, please call RHA MCM WEST: 1-888-573-1006.

### **Pediatrics**

#### **Rainbow Pediatrics**

Address: 110 Chadwick Square Ct # A Hendersonville NC 28739

Main Phone: 828-698-8135

Accepts: Uninsured, Underinsured, Insurance, Medicare, Medicaid

Income: All income levels accepted

Fees: Sliding scale. No one turned away due to inability to pay

Hours: 7 days, call for hours

## Local Health Departments

The mission of local Health Departments is to promote, protect and maintain the public health of all of the citizens within their counties by offering preventive health services along with community outreach and education. They work daily to improve the quality of life of citizens by providing adult and childhood immunizations, family planning, health checks for children among other services. Local health departments can be a great resource if you don't have a primary doctor or are in need to affordable care.

Henderson County Department of Public Health  
1200 Spartanburg Hwy, Suite 100  
Hendersonville, NC 28792  
Main Phone: (828) 692-4223  
WIC Program: (828) 692-4233

Polk County Health Department  
161 Walker Street  
Columbus, NC 28722  
Website: [www.rpmhd.org](http://www.rpmhd.org)  
Main Phone: (828) 894-8271  
Environmental Health: (828) 894-8004  
WIC Program: (828) 894-3888

Rutherford County Health Department  
221 Callahan Koon Road  
Spindale, NC 28160  
Main Phone: (828) 287-6100  
Environmental Health: (828) 287-6317  
Dental Health: (828) 287-6018  
WIC Program: (828) 287-6238

## Local Hospitals

Henderson County:

### **Pardee Hospital**

Address: 800 N. Justice St. Hendersonville, NC 28791

Phone: 828-696-1000

Pardee Hospital is a not-for-profit community hospital that was founded in 1953 and is managed by UNC Health Care. It is the first and only hospital in North Carolina to be accredited with the International Organization for Standardization (ISO 9001:2008) for quality health care standards.

We are licensed for 222 acute care beds and are the second-largest employer in Henderson County. We have several locations separate from our main campus, including a comprehensive physician practice network, two urgent care locations and five orthopedic clinics.

We offer compassionate care for the sick, injured and rehabilitating, as well as wellness education and resources for our community.

Informational Web Links:

<http://www.pardeehospital.org/about-us/>

<https://www.pardeehospital.org/classes-events/>

<https://www.uncmedicalcenter.org/uncmc/patients-visitors/billing/financial-assistance-programs/>

### **Park Ridge Hospital**

Address: 800 N. Justice St. Hendersonville, NC 28791

Phone: 828-696-1000

Health has always had a treasured place in our history. From our early beginnings as a destination for those looking to experience the healing properties of our mountain oasis, the health of our patients and the health of our region have always inspired us.

Today, more than 100 years after beginning our dedication to health, we have never wavered in our mission of providing an environment of Christian compassion and care for those in need of healing, health or hope.

Beginning as a small, one-building care center, we have grown both in size and expertise during the past century - leading the way in the newest technology and treatment as the only faith-based hospital in Western North Carolina. Our strength of purpose and passion for health is also aided by our relationship with the Adventist Health System - as one of 45 hospitals that comprise the largest, not-for-profit Protestant health care system in the nation.

Informational Web Links:

<https://www.parkridgehealth.org/about-us>

<https://www.eventbrite.com/o/park-ridge-health-11598893862>

<https://www.parkridgehealth.org/patients/financial-assistance>

Polk County:

**St. Luke's Hospital**

Address: 101 Hospital Dr, Columbus, NC 28722

Phone: 828-894-3311

We are committed to continuing our involvement in the lives of the people and communities we serve, because we believe it to be an essential element of the partnership between patient and care-giver.

Building on our position as your local medical facility, St. Luke's will continue to expand our resources to bring you high-quality healthcare service through advanced technology in the hands of friendly experienced people who care. Our Mission: To provide quality, patient-focused health and wellness services. Our Vision:

To meet the changing needs of all we serve through safe, effective and compassionate care.

Informational Web Links:

<http://www.saintlukeshospital.com/>

[http://www.saintlukeshospital.com/getpage.php?name=Senior\\_Life\\_Solutions&sub=Services](http://www.saintlukeshospital.com/getpage.php?name=Senior_Life_Solutions&sub=Services)

<http://www.saintlukeshospital.com/getpage.php?name=pain-center&sub=Services>

<http://www.saintlukeshospital.com/getpage.php?name=financial-services&sub=Patient%20Info>

Rutherford County:

**Rutherford Regional Health System**

Address: 288 S Ridgecrest St, Rutherfordton, NC 28139

Phone: 828-286-5000

Rutherford Regional Medical Center is a 143-bed acute care facility which offers a broad array of inpatient and outpatient care. Rutherford Regional is dedicated to providing patients with a full range of services to meet your healthcare needs. We provide our services in a caring, professional environment through the teamwork of our medical staff and employees.

From the moment you arrive, to the moment you leave our campus, your care and welfare are our greatest concern.

We offer a wide range of specialized clinical services for your whole family from birthing to eldercare. We believe our healthcare team will serve you and provide you with the most up-to-date treatment available, in an environment that is friendly and caring.

Informational Web Links

<http://www.myutherfordregional.com/about-us>

<http://www.myutherfordregional.com/services>

<http://www.myutherfordregional.com/patients-and-visitors/medical-assistance-program>

## Transportation Services

### Polk County Transportation

Address: County Annex Gibson and Ward St  
Columbus, NC 28722  
PO Box 308  
Phone: 828-894-8203  
Hours: 8:00-4:30 Mon-Fri  
Department Head: Dianne Timberlake

### Henderson County:

#### Apple Country Transit

Transportation Planning  
Matt Champion, MPA, Transportation Planner  
Henderson County Planning Department  
100 North King Street  
Hendersonville, NC 28792  
Phone: 828.694.6557  
Email: [mchampion@hendersoncountync.org](mailto:mchampion@hendersoncountync.org)

#### Transit Operations

Bill Crisp, Transportation Manager  
Western Carolina Community Action  
523 Seventh Avenue East  
Hendersonville, NC 28793  
Phone: 828.698.8571  
Email: [act@wcca.net](mailto:act@wcca.net)

Transit is a cost-effective way to get around Hendersonville, Fletcher, Laurel Park and the surrounding areas. Customers can board by paying cash fare or by using pre-paid tickets or passes. Please remember, all cash fares must be exact change. Operators cannot make change for customers.

Fares	Rate
Cash Fare	\$0.75
Ticket Booklet (20 Rides)	\$10.00
Monthly Pass	\$15.00
Discount Cash Fare*	\$0.35
Free Fare**	\$0.00
Transfer to Apple Country Public Transit Route***	\$0.00
Asheville Transfer	\$1.00

\*Discount Fares are available to: (1) seniors 65 years of age and older (photo I.D. required) and (2) Medicare recipients (Medicare Card required).

\*\*Free fare is available to children under 12 with an accompanying paying adult.

<http://www.hendersoncountync.org/planning/actransit/mapsandschedules.html>

<http://www.hendersoncountync.org/planning/actransit/faresandpasses.html>

## **Rutherford County Transportation**

294 Fairground Road

Spindale, NC 28160

828.287.6339 (Main Number/Dispatch)

828.287.6141 (Appointment Line)

Staff:

Kerry Giles - Director, 828.288.4505 (email)

Jeff Hill - Operations Manager, 828.287.6308 (email)

Anita Campbell - Office Coordinator, 828.287.6387 (email)

Mark Eitel - Dispatcher, 828.287.6339 (email)

Grocery Shuttle Service available: To schedule a ride 287-6142

## **North Carolina 2-1-1**

Have you or someone you know ever needed help or a service but had no idea where to look?

2-1-1 is a valuable resource to help! Available to residents in Rutherford, Polk & McDowell Counties all you need to do is dial 2-1-1 from your phone. A call to NC 2-1-1 is free, confidential, available all day, everyday and in any language.

They are also available online at <http://www.nc211.org> or on your Apple or Android SmartPhone. Find the app on iTunes or Google Play.

**\*\*Please contact resources directly for the most updated information.**

## Healthcare Screening Guidelines

Use this guide to help remind you to schedule well-care visits with your family doctor. Always seek and follow the care and advice of your doctor because these guidelines are updated regularly and may change.

### Recommended immunization (shots) schedule for persons aged 0 through 6 years<sup>1,2</sup>

Vaccine	Birth	1 mo	2 mos	4 mos	6 mos	12 mos	15 mos	18 mos	19–23 mos	2–3 yrs	4–6 yrs
Hepatitis B (HepB)	✓	✓				✓					
Rotavirus (RV)			✓	✓	✓						
Diphtheria, tetanus, pertussis (DTaP)			✓	✓	✓		✓				✓
Haemophilus influenzae type b (Hib)			✓	✓	✓	✓					
Pneumococcal (PCV 13)			✓	✓	✓	✓				✓ (PPSV 23, for high-risk groups or as your doctor suggests)	
Inactivated poliovirus (IPV)			✓	✓		✓					✓
Influenza (flu)									✓ (yearly)		
Measles, mumps, rubella (MMR)						✓					✓
Varicella (VAR)						✓					✓
Hepatitis A (HepA)								✓		✓ (as your doctor suggests)	
Meningococcal								✓ (for high-risk groups)			

### Recommended immunization (shots) schedule for persons aged 7 through 18 years<sup>1,2</sup>

Vaccine	7–10 yrs	11–12 yrs	13–18 yrs
Tetanus, diphtheria, pertussis (Tdap)	✓ (catch-up immunizations)	✓ (1 dose)	✓ (catch-up immunizations)
Human papillomavirus		✓ (3 doses, as your doctor suggests)	✓ (catch-up immunizations)
Meningococcal	✓ (for high-risk groups)	✓ (1 dose)	✓ (catch-up immunizations) Booster at age 16
Influenza (flu)		✓ (yearly)	
Pneumococcal (PPSV 23)		✓ (for high-risk groups)	
Hepatitis A (HepA)		✓ (as your doctor suggests)	
Hepatitis B (HepB)		✓ (catch-up immunizations)	
Inactivated poliovirus (IPV)		✓ (catch-up immunizations)	
Measles, mumps, rubella (MMR)		✓ (catch-up immunizations)	
Varicella (VAR)		✓ (catch-up immunizations)	

### Recommended screenings (tests) for persons aged 0 through 18 years<sup>1,2,3</sup>

Service	Birth–6 mos	9 mos	12 mos	15 mos	18 mos	19–36 mos	3–10 yrs	11–12 yrs	13–18 yrs
Routine health exam <sup>1,2,3</sup>	At birth, 3–5 days, and at 1, 2, 4, and 6 months		Every 3 months				Every 6 months		Every year
Lead testing			At 12 months and 24 months, or as your doctor suggests						
Dental visit			Every 6–12 months, or as your dentist suggests						
Blood test	Once between 0–2 months		Check at 12 months, and during routine health exam if high risk or as your doctor suggests						
Body mass index (BMI)							Starting at age 2, check BMI during routine health exam		

### Recommended immunization (shots) schedule for adults<sup>1,2</sup>

Vaccine	19–26 yrs	27–49 yrs	50–59 yrs	60–64 yrs	65 yrs and over
Tetanus, diphtheria, pertussis (Td/Tdap)	Substitute 1-time dose of Tdap for Td boosters; then boost with Td every 10 years				
Human papillomavirus (HPV)	3 doses or as your doctor suggests				
Varicella (VAR)	2 doses				
Zoster					1 dose
Measles, mumps, rubella (MMR)	1 or 2 doses				
Influenza (flu)	Every year				
Pneumococcal (PPSV 23 or PCV 13)	1 or 2 doses if high risk or as your doctor suggests				1 dose, or as your doctor suggests
Hepatitis A (HepA)	2 doses if high risk or as your doctor suggests				
Hepatitis B (HepB)	3 doses if high risk or as your doctor suggests				
Meningococcal	1 or more doses if high risk or as your doctor suggests				
Haemophilus influenzae type b (Hib)	1 or 3 doses if high risk or as your doctor suggests				

### Health screenings (tests) for adults<sup>1,2,4</sup>

Service	19–39 yrs	40–64 yrs	65 yrs and over
Routine health exam <sup>1,2,4</sup>	Every year		
Hearing screening to check for hearing loss	N/A	As your doctor suggests	
Vision screening to check for eye problems	Every 5–10 years	Every 2–4 years for ages 40–54; every 1–3 years for ages 55–64	Every 1–2 years
Aspirin therapy to prevent heart disease	N/A	Discuss with your doctor in routine health exam	
Blood pressure to check for high blood pressure	Every 1–2 years		
Body mass index (BMI) to check for obesity	Check during routine health exams		
Cholesterol screening to check for blood fats	As your doctor suggests	If at increased risk, check every 5 years starting at age 35 for men and age 45 for women	
Colorectal cancer screening to check for colorectal cancer	N/A	For ages 40–49, as your doctor suggests. Beginning at age 50, talk to your doctor about these tests: 1. Fecal occult blood test (FOBT) every year 2. FOBT every year with sigmoidoscopy every 5 years 3. Colonoscopy every 10 years	
Glucose screening to check for blood sugar	Check if high risk	Every 3 years starting at age 45	
Human Immunodeficiency Virus (HIV)	One-time screening, repeat screening if at high risk		As your doctor suggests
Dental	Every 6 months		
Hepatitis C	Screen if high risk or as your doctor suggests		

## NOTES:

