**HEALTH PROVIDERS OFFERING LANGUAGE INTERPRETER SERVICES BY PHONE**

 While efforts continue to expand the limited availability of language interpreters to accompany refugees and other individuals with limited English language proficiency for various kinds of health care interactions, it is imperative that health care providers affording language interpreter services by phone be identified and utilized when needed. A telephone language interpretation service widely used by health care providers in this area is Language Line. Information about this service may be found at <http://languageline.com/>

 Each of the providers listed below accepts Medicaid or a Medicaid managed care health insurance plan; can be accessed more or less reasonably via public transportation from most of the neighborhoods in Albany and Rensselaer where most refugees live; and affords free telephone language line services to refugees with limited English language proficiency. Although diligent efforts have been made to identify as many providers as possible that match the selection criteria, it is likely that more exist that should be added.

**PRIMARY CARE PROVIDERS - - FAMILY MEDICINE**

**St. Peter's Family Health Center**

326 South Pearl Street
Albany, New York 12202
Phone:  518-449-0100
Fax:  518-463-8580

Hours: Monday through Friday, 8 a.m. until 4:00 p.m.

Provides pediatric and adult medical services

Specify Hang Park, M.D. or Cynthia Renauld, D.O., or Mamoon Daas, M.D. as primary care physician of record. Please note that Mamoon Daas, M.D. does not participate in CDPHP’s health plan.

CDTA bus 100, stop South Pearl Street and Rensselaer Street (near DMV), walk 2 blocks to 326 South Pearl Street

CDTA bus 6, stop South Pearl Street and 4th Avenue, walk 300 feet to 326 South Pearl Street

**St. Peter's Rensselaer Health & Dental Center**

54 Columbia Turnpike
Rensselaer, New York 12144
Telephone:  518-434-2526

Fax:  518-434-2595

Medical Hours: Monday through Friday, 9 a.m.-4:30 p.m.

Specify Ramon Bidot, M.D. (internal medicine, pediatrics) as primary care physician of record

CDTA bus 233, stop 102 Columbia Turnpike, walk to 54 Columbia Turnpike

**Whitney M. Young, Jr. Health Center**

 920 Lark Drive

 Albany, NY 12207

 518-465-4771

Provides medical, dental and addiction services regardless of income or insurance status

WIC Program services available

Pharmacy on site

CDTA bus 100, stops at Whitney M. Young, Jr. Health Center

Koinonia Primary Care

553 Clinton Avenue

Albany, NY 12206

Phone: 518-689-0282

Fax: 518-689-0283

email rtap2@msn.com

CDTA bus routes 1 and 100

PRIMARY CARE PROVIDERS - - PEDIATRIC

**Albany Medical Center Pediatric Group (The Children’s Hospital)**

1 Clara Barton Drive

Albany, New York 12208

Phone: 518-262-5588

Fax: 518-262-6229

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Provides pediatric services (from birth through age 18)

CDTA bus route 100, stop 44 Holland Avenue

**St. Peter’s Children’s Health Center**

1092 Madison Avenue, 1st Floor

Albany, NY 12208

Phone: 518-525-2445

Fax: 518-475-7069

CDTA bus route 10, stop West Lawrence Street, walk 500 feet to 1092 Madison Avenue

Seton Health Pediatrics

 500 Federal Street, Suite 602

 Troy, NY

Phone: 518-272-7614

CDTA bus route 22

**PRIMARY CARE PROVIDERS - - ADULT**

Albany Medical College Internal Medicine Group

1 Pinnacle Place

Albany, NY 12203

Phone: 518- 262-5735

Provides adult internal medicine services (age 18 and above)

CDTA bus route 10, stop Western Avenue and Norwood Street, cross Western Avenue and walk down McKown Road about 500 feet to 1 Pinnacle Place on right

Albany Medical Center, Chandra Brickell, Medical Case Manager of HIV Services Unit

43 New Scotland Avenue

Albany, NY 12208

Phone: 518-262-9374

Provides medical services and case management

Have in-house counseling, use language line, have HIV mental health referral specialist

Albany Outpatient Psychiatry

 Additional Information is Pending.

Phone: 518-262-7239

URGENT CARE PROVIDERS (FOR TREATMENT OF MINOR ILLNESSES AND INJURIES)

Concentra Urgent Care

1971 Western Avenue

Albany, NY 12203

Phone: 518-452-2597

Fax: 518-452-4348

Provides walk-in clinic and urgent care services

Hours: Monday through Friday - 8:30 a.m. until 7:00 p.m.

Saturday and Sunday - 9:00 a.m. until 2:00 p.m.

Note limitations: Difficult to reach by public transportation. CDTA bus route 10 stops at Crossgates Mall. From there, one must either walk 1.1 miles or take a cab ride west to 1971 Western Avenue.

Clinic does not accept Fidelis health insurance

WOMEN’S HEALTH PROVIDERS

Upper Hudson Planned Parenthood: Albany Health Center

855 Central Avenue

Albany, NY 12206

Phone: 518-434-5678

Fax: 518-434-0732

CDTA bus routes 1 or 905

Albany Medical Center – Obstetrics and Gynecology

16 New Scotland Avenue, 2nd floor

Albany, NY 12208

Phone: 518-262-4942

Fax: 518-262-5291

CDTA bus route 13, stop Holland Avenue and New Scotland Avenue

Free valet parking and free self-parking available at CVS Pharmacy next door

OPHTHALMOLOGISTS

Albany Medical Center Hospital Department of Ophthalmology

 Phone: 518- 262-4353

DENTAL PROVIDERS

Albany County Department of Health Dental Clinic

175 Green Street

Albany, NY

Phone: 518-447-4587

Provides dental care for children ages 2 to 18

Appointments made Monday through Friday between 9:00 a.m. and 4:00 p.m.

CDTA bus 100, stop South Pearl Street and Rensselaer Street (near DMV)

St. Peter’s Dental Center

1092 Madison Avenue, 2nd floor

Albany, NY 12208

Phone: 518-525-1757

Fax: 518-525-5171

CDTA bus route 10, stop West Lawrence Street, walk 500 feet to 1092 Madison Avenue

**St. Peter's Rensselaer Health & Dental Center**

54 Columbia Turnpike
Rensselaer, New York 12144
Telephone:  518-434-2526

Fax:  518-434-2595

Dental Hours: Monday, Tuesday and Thursday 8 a.m.-6 p.m.; Wednesday 8 a.m.-5 p.m.; and Friday 8 a.m.-5 p.m.

CDTA bus 233, stop 102 Columbia Turnpike, walk to 54 Columbia Turnpike

WIC PROGRAM SITES

Women’s Health Center of Albany Medical Center WIC Program

220 Green Street

Albany, NY 12202

Phone: 518-432-4033

Fax: 518-432-3225

Email: PattonK@mail.amc.edu

CDTA bus 1, stop Madison Avenue and Green Street, walk 0.4 miles to 220 Green Street

CDTA bus 100, stop South Pearl Street and Rensselaer Street, walk south along South Pearl Street 2 blocks, turn left on Bassett Street and go 2 blocks. 220 Green Street is located at corner of Bassett Street and Green Street. Total walking distance is 0.3 miles.

**Whitney M. Young, Jr. Health Center**

 920 Lark Drive

 Albany, NY 12207

 518-465-4771

WIC Program services available

CDTA bus 100, stops at Whitney M. Young, Jr. Health Center

PHARMACIES

Health navigation occasionally includes a stop at a local pharmacy following a visit to a health provider. Again, language access issues may arise. Some pharmacies located in or near neighborhoods in which refugees live offer language interpretation services by phone. Signs or brochures located near the pharmacy counter typically invite customers to select the appropriate language from a list showing written samples. However, such listings may not show a complete list of languages that are in fact available. Also, many refugees do not read their spoken language. Speakers of Karen, for example, can ask at the pharmacy counter for a Karen translator, and one will usually be provided.

Major pharmacy chains that routinely offer language interpretation services by phone include, but may not be limited to, the following:

CVS (various locations)

RITE AID (various locations)

HOSPITAL EMERGENCY ROOMS

Albany Medical Center Hospital

43 New Scotland Avenue

Albany, NY

518- 262-3125

CDTA bus routes 13 and 114

St. Peter’s Hospital

315 South Manning Blvd.

Albany, NY 12208

Phone: 518-525-1550

CDTA bus route 13

Albany Memorial Hospital

600 Northern Boulevard

Albany, NY 12204
Phone: 518-471-3221

CDTA bus route 29

**Transportation Services for Elderly Refugees**

**447-7177 Albany COUNTY dept for Aging**

**Translators available**

**Nonmedical and medical assistance, referrals for housing medical, health insurance**

**Visitation and Shopping**

**Senior Services of ALbnay 432-0813**

**Home visits in home contact and support**

**Grocery shopping**