Welcome! Thank you for choosing the Henderson County Department of Public Health as your child’s medical home. We look forward to caring for your child. Our Child Health Services include:

- Primary care age newborn to 21 years for Henderson County residents
- Sick visits
- Physical exams
- Behavior problems, depression, and other concerns
- Attention Deficit/Hyperactivity Clinic
- Vaccines to prevent diseases
- Breastfeeding support
- Nurse services

...and more
Clinic Hours
Our hours are Monday through Friday (except for holidays), 8:00 a.m. to 4:30 p.m., with extended hours available on Monday evenings. We close the second Wednesday morning of each month for staff training. Call 892-4223 or visit www.hendersoncountync.org/health for the latest changes or closings.

Scheduling A Visit
Most visits are scheduled by appointment on the same day. You can call the morning of the day you want your child to be seen and schedule a time for that same day. Physical Exam appointments can be scheduled up to one week ahead.

When Your Child Is Sick:
Call us in the morning to make an appointment for that day. Ask for the doctor or provider you prefer. Some days the schedule fills quickly, so call early, at 8:00 AM. You may have to wait on hold for a few minutes—don’t hang up. If our schedule is full and we can’t see your child that day, ask to talk to the clinic nurse. She will help you decide if your child’s problem can wait or needs care now.

Sometimes, we may tell you to take your child to an Urgent Care Center or an Emergency Department. Some health insurances ask for approval before you can be seen at these places, and our nurse can help get that okay.

Physical Exam Visits:
You can schedule a well visit on the day you want to come in or up to a week ahead. We schedule through the week as long as times are available. Ask for the doctor or provider that you prefer.

Physical Exams for Children
We provide a complete history and physical exam on your child on a regular basis. Routine exams include age 2 weeks then age 2, 4, 6, 9, 12 and 18 months, then annually beginning at age 2 years. At each visit, we look at your child’s growth and skills, discuss health concerns, and screen for health problems.

We also offer physical exams for Day Care, Kindergarten entry, Dental pre-op, Sports, and Camp. At those visits, we will complete the special form given to you for this exam. Please bring the form with you and have the “parent part” filled out.

Follow-up Visits and Referrals
A child who has a health problem may need more tests, follow-up visits, and/or referrals. We will schedule these for you. We will get insurance approval when required. Referral appointments take time to make, so we may have to call you later. We must have your correct phone number and address where we can reach you to tell you the appointment time and day. Please tell us when you have any change in your phone number and/or address.

We depend on you to keep appointments for your child. If you cannot keep an appointment, please call ahead to cancel and/or reschedule to a better time. If you don’t show up for a referral visit, that office may not see you again.

Vaccines (“Shots”)
Vaccines prevent your child from getting sick with contagious or severe infections. They are also safe and effective. North Carolina state law requires that your child have certain vaccinations at specific ages.

Most vaccines will be given to your child at the well-baby visits up to age 2 years with boosters given at age 4 or 5. More vaccines are needed at age 11-12 and again before college entry. Your child should also have the influenza vaccine every fall beginning at age 6 months.

If your child is ill or can’t have a vaccine during your well-baby visit, then bring your child to our Immunization Clinic. No appointment is needed at this clinic.

Reach Out and Read
During the infant, toddler and preschool years, we will give a book to your child at each well visit. We encourage you to read to your child because it develops strong language skills and is fun for you and your child.

Many of our books are in both English and Spanish. The national program that provides these books is called Reach Out and Read®, and it is partially funded by a local grant.

Behavioral Health
If your child has behavior problems, depression, anxiety, excess fears, or has been through a traumatic event, our Behavioral Health Counselor is here to help. She works with children and families to find ways to change behaviors or to deal with stressful events. She can also help parents who have depression or another mental illness to limit the effects your illness can have on your child. She speaks both English and Spanish.

Your medical provider may recommend or refer your child to our counselor for issues found during a visit, or you may ask to visit with the counselor yourself. The medical providers believe it is important for parents to use this help for the mental health needs of their child.

ADHD Clinic (Attention Deficit Disorder with or without Hyperactivity).
ADHD is a brain condition that makes it hard for a child to focus on tasks and control their behaviors. Some children have ADHD along with other problem behaviors or medical problems. If a parent, teacher, or someone else close to a child suspects ADHD, the child can be tested. Treatment helps the child to focus attention to learn while in school and stop the negative social effects from ADHD.

The ADHD clinic includes visits with a medical provider and a psychologist to diagnose and treat this condition. ADHD is a chronic condition, and must be managed over time.

Nutrition Services
Your child may qualify for Women, Infants, and Children (WIC), a program that helps pregnant women, new mothers, and young children. WIC nutritionists help you and your child make healthful food choices that will support your child’s growth. If you qualify, WIC can give you a voucher (like a check) that you use to buy nutritious food.