Directions

To the Business Center
[3151 S. 17th St. - 910.667.7050]

from New Hanover Regional Medical Center
[2131 S. 17th St. - 910.667.7000]
- Turn left onto South 17th Street heading South
- Cross over Shipyard Boulevard, and move into the left lane
- After one mile, the Business Center will be on your left

from NHRMC Orthopedic Hospital
[5301 Wrightsville Ave. - 910.667.8100]
- Turn right onto Wrightsville Avenue heading West
- After 1.3 miles, turn left onto South College Road heading South
- Cross over Oleander, and move into the far right lane
- Exit right onto Shipyard Boulevard heading West-Southwest
- Move into the left lane and turn left onto Independence Boulevard heading Southwest
- After one mile, the Business Center will be on your right

Payment Options

Pay your bill online:
www.nhrmc.org/billpay

Payments by phone:
Patient Financial Services: 910.343.7050
Toll free: 877.228.8135 ext. 7050

Make your payment in person at the following address:
NHRMC Business Center
3151 S. 17th St.
Wilmington, NC 28412

Monday - Friday
8 a.m. to 5 p.m.
At any hospital registration location.

Please mail your payment to our Payment Processing Center
New Hanover Regional Medical Center
PO Box 105099
Atlanta, GA 48-5099
Patient Assistance with Medical Costs

Welcome to New Hanover Regional Medical Center, and thank you for trusting us with your care.

At NHRMC, our mission is to provide medically necessary services regardless of your ability to pay. We understand that many uninsured and underinsured patients may not have the financial means to pay for their hospital services. We don’t want financial difficulties to keep you from getting needed care, so we have caring professionals available to help you apply for financial assistance.

At NHRMC if you are uninsured, we’ll evaluate whether you are eligible for government assistance such as Medicaid, disability, crime victims assistance or other programs. Our knowledgeable financial counselors can assist you with the application and eligibility process.

Our Financial Assistance Policy and our collection policies are available at www.nhrmc.org/FinancialAssistanceCharityCare.

If you do not meet the guidelines for government assistance, we will discuss other options with you, including long-term financing at low interest rates.

NHRMC Charitable Mission

As a public, not-for-profit healthcare system, New Hanover Regional Medical Center offers care to everyone who needs it, regardless of ability to pay. As part of its charitable mission, NHRMC provides payment support for patients to help with addressing their financial obligation for medical expenses. In addition, NHRMC has financial counselors who will help with the application process to determine benefits from NHRMC, federal, state and community programs.

NHRMC Assistance

The payment assistance options provided by NHRMC include:

- Total or partial assistance with hospital costs (financial assistance)
- A no-interest extended monthly payment plan
- An automatic discount for uninsured patients

How Can I Learn More?

If you would like more information about any of the NHRMC payment assistance options, please return the enclosed questionnaire to a financial counselor, or Patient Financial Services at 910.667.7050. You may also mail the enclosed questionnaire to:

Patient Financial Services
Attn: Financial Assistance Program
New Hanover Regional Medical Center
P.O. Box 9000
Wilmington, NC 28402-9000