

# NH MOM HUB

## Quick Reference Guide for Healthcare Providers



Notice. Normalize. Navigate to support.

### WHAT IS NH MOM HUB?

NH MOM HUB is New Hampshire's free, centralized resource and referral hub for perinatal mental health. We help families quickly navigate mental health supports statewide through warmline talk/text support, peer mentoring, targeted local referrals, and follow-up so patients don't fall through the cracks.

### HOW TO REFER A PATIENT

#### Three Easy Options

PHONE	<b>603-403-3400</b> Monday-Friday during business hours
ONLINE	<a href="http://www.hopeonhavenhill.org/momhub">www.hopeonhavenhill.org/momhub</a>
EMAIL	<a href="mailto:momhub@hopeonhavenhill.org">momhub@hopeonhavenhill.org</a>



### STEP-BY-STEP REFERRAL PROCESS

1. **Share NH Mom Hub with the patient** and confirm texting/phone safety.
2. **Submit referral** at [www.hopeonhavenhill.org/momhub](http://www.hopeonhavenhill.org/momhub) (or text/call 603-403-3400).
3. **Include key information:** Patient's preferred time to be reached, language, ZIP, and any barriers.
4. **With consent, we'll send your team a status update** when the connection is confirmed (*closed-loop referral*).

### WHAT NH MOM HUB PROVIDES

- **Contact within 2 business days**
- **Targeted, local resources** aligned with patient needs
- **Weekly check-ins** to ensure connection
- **Closed-loop updates** to referring provider (with consent)
- **Peer mentoring** from moms who've been there
- **Support navigating** mental health, lactation, doula, and community resource

### SAMPLE PROVIDER SCRIPT

Use this when a patient scores positive on perinatal mental health screening, or anytime you are concerned.

*"I noticed you're going through a lot right now. Many new parents experience mood changes, anxiety, or difficulty adjusting. You're not alone, and support is available. I'd like to connect you with NH Mom Hub—a free service that can help you find local mental health support, peer groups, and resources. They'll call you within 2 days. Is it okay if I make this referral? [Confirm consent and texting safety]*  
**NH Mom Hub: 603-403-3400 | [www.hopeonhavenhill.org/momhub](http://www.hopeonhavenhill.org/momhub)"**

**Important:** NH Mom Hub complements, but does not replace screening, clinical care or provider-based follow-up, nor crisis services. For urgent risk or crisis, continue to use 988/NH Rapid Response per your protocols. Questions? Contact us at 603-403-3400 or [momhub@hopeonhavenhill.org](mailto:momhub@hopeonhavenhill.org)



# NH MOM HUB: SMARTPHRASES for EMR

NH Mom Hub is a statewide, no-cost warm line and referral hub for pregnant/postpartum people and families.

Call. Text. Connect. **603-403-3400** (business hours Mon-Fri) or  
Submit a short referral form at [www.hopeonhavenhill.org/momhub](http://www.hopeonhavenhill.org/momhub).  
They align local resources to your specific needs.



## FOR URGENT NEEDS CALL or TEXT 24/7:

<b>CALL/TEXT 988</b>	<b>NATIONAL MATERNAL MENTAL HEALTH HOTLINE 1-833-TLC-MAMA</b>	<b>NH RAPID RESPONSE 1-833-710-6477</b>
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## FRONTLINE PROVIDER SCRIPT (for in-room handoff):

*“Many parents feel overwhelmed, and support works. If it’s okay with you, I’ll connect you to the NH Mom Hub now—call or text 603-403-3400, or I can submit a referral with your permission. They’ll reach out within two business days to help you find local support. If you ever need urgent help, use 988 or the Maternal Mental Health Hotline at 1-833-TLC-MAMA.”*

PURPOSE	SMARTPHRASE TEXT ABBREVIATION	CONTENT
<b>GENERAL NH MOM HUB INFO</b>	<b>.NHMOMHUB</b>	<p><b>Perinatal mental health support and referrals for [PATIENTFIRSTNAME]:</b></p> <ul style="list-style-type: none"> <li>• Call or text: <b>603-403-3400</b> (business hours)</li> <li>• Online referral (≤3 min): <a href="http://www.hopeonhavenhill.org/momhub">www.hopeonhavenhill.org/momhub</a></li> <li>• With consent, NH Mom Hub follows up and can update our team when a connection is made.</li> </ul> <p><b>Urgent options (24/7):</b></p> <ul style="list-style-type: none"> <li>• <b>988</b> (call/text/chat)</li> <li>• <b>National Maternal Mental Health Hotline 1-833-TLC-MAMA</b></li> <li>• <b>NH Rapid Response 1-833-710-6477.</b></li> </ul> <p>[If present: EPDS/PHQ-9/GAD-7 scores, risk/acuity, preferences noted here.]</p>
<b>DOCUMENT NH MOM HUB REFERRAL IN PATIENT’S CHART</b>	<b>.NHMOMHUBREF</b>	<p><b>IDENTIFIED NEED:</b> <i>[Depression/Anxiety/Trauma/SUD/Grief/Lactation/Basic Needs].</i></p> <p><b>ACTION TODAY:</b> Warm connection to NH Mom Hub—provided 603-403-3400 and submitted online referral at <a href="http://hopeonhavenhill.org/momhub">hopeonhavenhill.org/momhub</a> with patient consent.</p> <p><b>Patient prefers:</b> <i>[phone/text/email]</i>, <b>best times</b> <i>[AM/PM]</i>.</p> <p><b>PLAN:</b> Closed-loop update requested to <i>[care team contact]</i>. Safety reviewed</p> <ul style="list-style-type: none"> <li>• Urgent resources provided: <b>988</b> (call/text/chat)</li> <li>• <b>National Maternal Mental Health Hotline 1-833-TLC-MAMA</b></li> <li>• <b>NH Rapid Response 1-833-710-6477</b></li> </ul>
	<b>Optional tokens</b> <i>(if your EHR supports variables):</i>	<ul style="list-style-type: none"> <li>• [EPDS]=[<input type="checkbox"/>], [PHQ9]=[<input type="checkbox"/>], [GAD7]=[<input type="checkbox"/>] [MDQ]=[<input type="checkbox"/></li> <li>• [GA]=[<input type="checkbox"/>_w_<input type="checkbox"/>_d] or [PPD]=[<input type="checkbox"/> days postpartum]</li> <li>• Preferred language: [<input type="checkbox"/>]; Contact method: <i>[phone/text/email]</i>; Best times: <i>[AM/PM]</i></li> <li>• Consent to closed-loop follow-up: <i>[Y/N]</i></li> <li>• Safety reviewed + urgent resources provided: <i>[Y/N]</i></li> </ul>
<b>NORMALIZE:</b> <i>(But, don’t MINIMIZE!)</i> <b>Perinatal Mental Health Conditions are COMMON. SUPPORT can help.</b>	<b>.PMHSUPPORTNH</b> <b>WHAT TO EXPECT</b> →	<p>“Mood and anxiety disorders are common and treatable in pregnancy/postpartum. You are not alone.”</p> <p><b>Next step:</b> Call or text NH Mom Hub at 603-403-3400, or we can submit a referral now (<a href="http://www.hopeonhavenhill.org/momhub">www.hopeonhavenhill.org/momhub</a>). They’ll contact you within two business days and help connect you locally.</p> <p><b>If you need help urgently any time:</b> 988 or the Maternal Mental Health Hotline at 1-833-TLC-MAMA, and in NH you can call 1-833-710-6477.</p>