

# Practice Policies Statement

## Max Health Maine Family Practice and Convenient Care

Dear Valued Patient,

*In joining this practice, you confirm that you have read, and accept the practice policies described below:*

Welcome to Max Health Maine, the office of Dr. Terry Ann Scriven. The following office policies are important for you to understand. Max Health Maine is a family medicine practice that will provide you with primary care services whenever Dr. Scriven is available for: acute visits; health and chronic disease management; counseling; shots; and blood work or testing. For our established patients, we make every effort to provide convenient, unhurried, care with direct access to Dr. Scriven via phone, and secure email on the patient portal via sign-on at our website: [MaxHealthMe.com](http://MaxHealthMe.com). The portal must be used only for non-urgent matters that can wait at least two (2) *business* days for action. Lab and test results, visit summaries, and messages from Max Health Maine will be posted to your portal for your convenience, and in order to inform you as soon as possible about your medical condition. You may print these records at any time.

There will be several weeks during the year, as well as occasional days, when Dr. Scriven will be away from the office and unavailable. In choosing to be a patient at this office, you agree that you will seek urgent care at another facility when Dr. Scriven is not available. This is an integral part of the practice design, and if you are not comfortable or able to follow through with this arrangement, please do not join this practice.

Our practice style fits certain patient's needs, and perhaps not others. It is your responsibility to inform Dr. Scriven, if or when, this practice arrangement is not acceptable to you. If at anytime you feel this small office, with one provider does not fit your medical needs, it is your responsibility to inform the practice. You may then provide a new provider's name and fax number, and as per the arrangement outlined below, we will fax your records within 30 days to an alternative PCP.

Max Health Maine Family Practice's design is one of personalized medical care, and encouragement of patient involvement in decisions and health goals. We encourage you to become informed about your health and any illness, and ask that you set goals for health maintenance that include the evidence based recommended vaccines, screenings and goals endorsed by the US preventive services task force. These will be part of treatment plans we ask you to follow.

We do look forward to serving you as best we can, and are open to any feedback you may have. Please fill out the patient satisfaction survey after each visit, and feel free to give us any feedback to improve the practice design.

**The Patient Portal Access And Website:** Our website is [MaxHealthMe.com](http://MaxHealthMe.com). If the website or patient portal is not working we request that you, as our patient, alert us immediately. In this practice we heavily depend on patient portal communication for direct communication with our patients. Ask for your access code at your first visit, or sign up on line at MaxHealthMe.com.

**Dr. Scriven's Availability:** Max Health Maine's practice design is different from traditional practices. You are guaranteed to see the same doctor, Dr. Scriven, at all your appointments. Although our usual hours for appointments are between 10:00 am and 5:00 pm, she will make an effort to see you at times that are convenient for you. Dr. Scriven will try to accommodate weekend and evening appointment requests if indicated, but the appointments must be scheduled in advance of your arrival to the office. Our office is not staffed to receive walk-in or urgent visits.

**Appointments:** Appointment requests are preferably made by sending a note via the Patient Portal at [MaxHealthMe.com](http://MaxHealthMe.com) or scheduled directly with Dr. Scriven via phone at 207-699-0901. We are open by appointment only from 10:00 am to 5:00 pm weekdays and other times by special arrangement. Lab appointments can be made from 8:15 am to 2:30 pm most weekdays. After hours and weekend appointments are sometimes available upon special request, depending on availability.

Same day appointments are possible if Dr. Scriven's schedule permits. Please do not come to the office for a same day appointment unless you have communicated directly with Dr. Scriven by phone and have a confirmed appointment. The office is NOT staffed for walk-in appointments. There will be no one in the office to receive you if you do not have an appointment.

On the day of your appointment, please call 699-0901, when you arrive in the waiting room, in order to alert the doctor that you have arrived. If you do not have a cell phone, please ask the other doctor's front office staff to call our number to alert us that you are here in the office. We do not want to keep you waiting. So, if you ever wait more than 15 minutes, please call the number again.

**Late Arrival For An Appointment:** If you arrive more than 15 minutes late for an appointment you may need to reschedule for another day, depending on Dr. Scriven's availability.

**Phone Calls:** Dr. Scriven tries to pick up phone calls between 12 pm and 1 pm, and other times, if she is not with a patient or otherwise busy. If she is with a

patient, she will return your call before the end of her work day. Feel free to call again if it is urgent.

**On Call/After Hours & Weekend Coverage:** We do not have regular evening and weekend hours. Call 207-699-0901 if you have an urgent need after hours. Please do not call after hours for non-urgent needs. If you are unable to reach Dr. Scriven, or she does not return your call and you are in the need of immediate medical care, go to one of the quick-care centers available in the Portland area. Please leave a message with Dr. Scriven that you are doing so. We will make every effort to facilitate medical information exchange with these clinics if Dr. Scriven is out of town. If you use a quick care center please ask them to fax the record of your acute care visit to our office at 207-699-0902

**Portland area quick-care locations include:** Concentra Health Care (85 Western Avenue, South Portland), Maine Medical Center Brighton FirstCare (335 Brighton Avenue), and Mercy Express Care (multiple locations in the greater Portland area). These sites are also listed on the resources page of our website at MaxHealthMe.com. Max Health Maine is not responsible for up-to-date information regarding these urgent care centers' hours or locations. Please check the Internet for more details, updated hours and locations.

**Call 911 and or proceed to the nearest emergency room in the event of a life threatening medical emergency.**

As noted, there will be several weeks during the year, as well as occasional days, when Dr. Scriven will be away from the office and unavailable. In these cases, or if you are ever unable to reach Dr. Scriven for an urgent need, please proceed to an urgent care clinic as described above. In joining this practice, for your primary care needs, you agree to be willing to go to express/urgent care clinics elsewhere, if Dr. Scriven is unavailable, or if you have an urgent need and she does not return your phone call. It is your responsibility to inform the practice at any time this arrangement is not acceptable to you.

**Convenient Care For Non-Established Patients:** On occasion, if appointments are available, we will see patients with acute needs who do not have established relationships with us. If you are a patient who has been seen by Dr. Scriven on this basis (or if our practice is closed to new patients at the time of an urgent visit) you must return to your primary care provider or establish ongoing care elsewhere. Please provide us with your provider's contact information including a fax number so we may forward pertinent clinical care information for follow-up and ongoing management.

**Method Of Communication Of Test Results.** Your test results will be available on your patient portal account. If you decide not to use the patient portal for test

results, we ask that you make an appointment or call to review your results. If you are notified of an abnormal test result either by phone or through the portal you need to contact the office for a follow-up appointment. You should call 207-699-0901 if you have not received anticipated test results within one week.

**Prescription Refills:** Prescription refills must be requested at least 2 business days in advance. Therefore, please track your medication needs to avoid running out before a refill is possible. Your prescription refill requests should be made through the patient portal. Your pharmacy may also fax a refill order to 207-699-0902. No early refills of controlled medications will be made, and a controlled substance agreement must be signed and on file in our office, prior to any on-time refill request for narcotics or benzodiazepines (controlled substances).

**Billing/and Fees:** It is your responsibility to check with your insurance company regarding coverage of services from or ordered by Dr. Scriven. We accept some insurance, but not all. You are responsible for your co-pay at the time of service and any remaining balance after insurance payments. In the event of an insurance refusal to pay for provided service not contracted by insurance, you will be responsible for paying the outstanding amount. You are encouraged to call your insurance company directly and to work with them to resolve such non-payments. If you are a cash-pay patient, please pay in full at the time of visit, unless you make other arrangements.

Max Health Maine Family Practice requires you to maintain up-to-date credit card information with our office to simplify and reduce billing staff/overhead. Patient balances that remain unpaid 30 days after our first bill is mailed to you, will be charged directly to your credit card. We will notify you of the payment due amount prior to charging your credit card. This system allows Dr. Scriven and her office staff to dedicate more resources and time directly to you and your medical concerns and simplifies billing. Please notify the office of any changes to your address, phone number, credit card, or any other changes in contact information.

We use an off site billing service. Checks are accepted if mailed within 28 days of your first bill, for your patient responsibility balance due. Checks should be mailed to: Max Health Maine, PO Box 7952, BELFAST, MAINE, 04915-7900. Please **do not** remit payments to our Cape Elizabeth office street address.

**Medical Forms Requests Outside Of An Office Visit:** There will be a \$25.00 charge for forms you request the doctor to complete outside of the office visit time. This charge is for doctor's time and is not usually covered by insurance.

**Copying/Faxing Of Medical Records.** There is a charge for copying and faxing medical records: \$5.00 for the first page and \$0.45 for each additional page, up to a maximum of \$250.00 as specified by Maine State Law. We require a written authorization before medical records can be released. A release form can be

downloaded from the "Patient Forms" page at [MaxHealthMe.com](http://MaxHealthMe.com).

**"Virtual Visit" Charges.** We do provide some "Virtual Visits" for the convenience and benefit of our patients. These include extended phone calls (greater than 5 minutes) during which a patient requests services akin to an office visit. These services include new, or recurrent problems; establishment of a new or change in treatment plans or medications; solicited medical opinion/advice on a new problem; evisits/email exchanges, or Skype sessions requesting the same. These services will result in a medical charge ranging from \$10.00 to \$60.00. This type of service is usually not covered by insurance, and will be the responsibility of the patient. Please note that Skype and email or text messages are not a secure form of communication and if you initiate or request such communication from Dr. Scriven, it is with full understanding that these are not secure forms of communication. In initiating such exchange of information in or from these communications, you acknowledge that these data exchanges can be intercepted by, or inadvertently misdirected to others, at any point in the transmission.

### **Termination Policy:**

Max Health Maine Family Practice reserves the right to terminate the physician/patient relationship for the following:

- Missed or cancelled appointments. If a patient misses 3 scheduled appointments or cancels 3 appointments per year with less than 24 hours notice that patient will be dismissed from the practice at the time of the third occurrence.
- Failure to follow agreed upon treatment plan.
- Refusal to maintain acceptable behavior.
- Non-payment (overdue more than 60 days from initial bill issuance.)
- Violation of controlled substance agreement.

In the event of termination from this practice, for thirty days we will provide you with medical care for acute needs, or advice to go to the emergency room for major emergencies, after which Dr. Scriven will not be responsible for your medical care. You should establish medical care elsewhere within this period, and upon a signed release form your records will be forwarded to your new provider. Fees listed above will apply.

*Max Health Maine LLC reserves right to update our office practice policies at any time without notice". We will try to inform our patients of any major changes in practice policies.*

7/24/2013

## URGENT CARE FACILITIES

### **Mercy Express Care**

Open 7 days a week from 8 a.m.-8 p.m.

### **Mercy Gorham Crossing**

19 South Gorham Crossing  
Gorham, ME 04038  
(207) 535-1400

### **Mercy Westbrook**

40 Park Street  
Westbrook, ME 04092  
(207) 857-8174

### **Mercy Windham**

409 Roosevelt Trail  
Windham, ME 04062  
(207)400-8600

### **Mercy Yarmouth**

385 Route One  
Yarmouth, ME 04096  
(207) 535-1200

### **Brighton First Care**

335 Brighton Avenue  
Portland, ME 04102  
(207) 662-8111  
Open 7 days a week from 9 a.m.-8 p.m.

### **Concentra Urgent Care**

85 Western Avenue, Unit 6, 7, 8  
South Portland, ME 04106  
(207) 774-7751  
Open 7:30 a.m.-7 p.m. (Monday-Friday)  
Open 9 a.m.-1 p.m. (Saturday and Sunday)

If you do use an express care facility, please make sure to have them fax the visit note to 207-699-0902 to keep your record complete.