

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. Your participation in the patient portal communication opportunity, "Elation Passport", is an integral part of our practice. It allows open communication with Dr. Scriven and keeps you up-to-date with your own medical information. It is your responsibility to read the messages that we send to you.

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.

Our model of care is a direct primary care membership plan, which involves a monthly fee paid using an autodebit from your credit card, or bank account. The latter affords you a small discount on the monthly membership fee, as does paying the membership annually, instead of monthly. You can start your membership application on line at: <https://MaxHealthMe.hint.com/signup>. The fee depends on your age bracket. Medicare patients are not charged for visits, but contribute a \$500 annual payment for services for non-covered services that we offer to all our patients. (Until further notification, we will continue to participate in Medicare, but not any commercial insurance, unless a particular insurance agrees to participate in a Direct Primary Care.

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We look forward to serving your medical needs. We ask that you fill out a health survey once a year at <https://www.howsyourhealth.org> to help assess your health status using our practice code: TBS983. Feedback regarding your satisfaction as a patient, or suggestions for improved practice design are welcome at any time.

The Patient Portal Access And Website: Our website is MaxHealthMe.com. In this practice we depend heavily on the electronic patient portal for direct, secure communication with our patients. If the website or patient portal is not working we request that you alert us immediately. Please be sure to accept your invitation to the patient portal from “ELATION Passport” as soon as it is sent to you. That is your access to the medical record. From this portal you will be able to see your visit notes, test results, and some sections of your medical chart. We welcome, and encourage your involvement in your patient record! and You may print these records at any time. You may also access the patient portal through our website: Maxhealthme.com or at <https://www.app.elationpassport.com/passport/login/>

The portal must be used only for non-urgent matters that can wait at least two (2-3) *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. Please look for them.

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 Mon -Thurs, and 11-3:00pm on Fridays, she will make an effort to see you at times that are convenient for you. Dr. Scriven will try to accommodate earlier morning, 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.

There will be 2-5 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 is not part of the direct primary care plan. If you are not comfortable or able to follow through with this arrangement, please do not join this practice.

Appointments: Appointment requests are preferably made by sending a note via the Patient Portal at MaxHealthMe.com or scheduled directly with Dr. Scriven via phone at 207-699-0901. We are open, by appointment only, during office hours as above, and other times by special arrangement. Telephone visits can be made at other times as well, if you are a direct primary care patient. We offer lab and vaccine appointments, and before/after hours and weekend appointments are sometimes available upon special request, depending on availability.

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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. Texts are not received when in the office. 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 10 minutes, please call the number again.

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.

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.

Missed or cancelled appointments: Please make sure to call the office at least 24 hours in advance to cancel any appointment. There is a \$75.00 charge for missed appointments, and those cancelled less than 24 hours in advance.

Phone Calls: Dr. Scriven tries to pick up phone calls between 12 noon and 1 pm routinely, 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 day. Feel free to call again if it is urgent. One of the advantages of being a direct primary care member is that you may call Dr. Scriven to request medical information or advice over the phone without coming into the office, when deemed medically appropriate. If in my professional opinion, If Dr. Scriven deems it medically necessary to come in to the office to be evaluated for a symptom or problem, we request that you respect that opinion and realize there are medical reasons for an in person evaluation that may not be entirely obvious to you. In that case, telephone or email assessment will not be an option.

If you are not enrolled in the DPC plan, but are a cash-pay patient, any request for diagnosis, treatment or refills, or medical advice via a phone or email, or in person, will be billed at the doctor time rate of \$50.00/15 minutes. Afterhours/weekend and evening consultations will have a \$50.00 surcharge if you are not a DPC member.

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. She will provide her home number upon request. 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: The new Mercy Hospital Urgent care at Fore River; Concentra Health Care (85 Western Avenue, South Portland), Maine Medical Center Brighton FirstCare (335 Brighton Avenue), and Mercy Express Care (in multiple other 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.

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 to discuss these. 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).

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. This will be on a time based fee schedule that is \$50 per 15 minutes or medical care or opinion. 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. There is a \$50 dollar surcharge for any after hours care provided if patient is not a Direct Primary Care member.

Billing/and Fees: You are responsible for keeping your billing information up to date at <https://maxhealthme.hint.com/signup>. We use the secure site to simplify billing, and reduce billing staff/overhead. This system and direct primary care allows Dr. Scriven and any staff to dedicate more resources and time directly to you and your medical concerns. Please notify the office of any changes to your address, phone number, credit card, or any other changes in contact information.

Patient balances that remain unpaid for 15 days past the due date constitute breach of contract, and you will have no more than 30 days during which to establish care elsewhere. There is a late payment fee of \$20.00 per incident. Your bank or credit card will be charged for all your monthly membership payments, and for any non-covered medical services. If you are a cash-pay patient, in accepting services you agree to pay in full at the time of visit, unless you make other arrangements.

Billing questions should be addressed during business hours only. Please do not call the doctor on evenings or weekends about these issues. It is your responsibility to submit non-Medicare superbills to your insurance company, and to check with your insurance company regarding coverage of tests, services, or referrals ordered by Dr. Scriven. As of 9/1/2015 she will be a "non-participating" provider for all but Medicare patients, and those private insurers participating in Direct Primary Care. For those patients, we use an off site billing service. Please do not remit payments to our Cape Elizabeth office street address. All Checks should be mailed to Northeast Medical Billing, Attn: Max Health Me Billing Department, 10 Forest Falls Drive, Suite 2B, Yarmouth, Maine 04096.

Medical Forms Requests Outside Of An Office Visit: If you are not a Direct Primary Care plan patient, there will be a \$25.00 charge for forms you request the doctor completes.

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. Federal regulations require a written authorization before medical records can be released. A release form can be downloaded from the "Patient Forms" page at MaxHealthMe.com.

“Virtual Visit” Services and charges. We provide some “Virtual Visits” for the convenience and benefit of our direct primary care patients. These include extended phone visits 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, when an in-office visit is deemed medically not necessary by me; e-visits/email exchanges, or Skype sessions requesting the same. If you are not a direct primary care member these will result in a medical charge ranging from \$50.00 to \$200.00. This will be the responsibility of the patient, and will be charged to the credit card number with which you register. 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 communications are not secure. By initiating such a request or exchange of information in via such a electronic media, you acknowledge that these data exchanges can be intercepted by, or inadvertently misdirected to others, at any point in the transmission, resulting in loss of confidentiality.

Termination Policy:

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

- If you miss 3 scheduled appointments or you cancel 3 appointments per year with less than 24 hours notice, you 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 15 days from date of service issuance or membership payment due.)
- Non-renewal or failure to keep valid Credit card or Bank account on file at Maxhealthme.hint.com
- 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 receipt of 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.

06/01/2015

URGENT CARE FACILITIES

Mercy Express Cares:

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 Windham

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

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)

**Mercy Fore River Urgent
Care** Open 10am-10pm

Mercy Westbrook

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

Mercy Yarmouth

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

Mercy Fore River Express

OPEN 10am-10pm
207-553-6154

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.