



105 Tenpenny St
Freeport, ME 04032

219 Mill St.
Rockport, ME 04856

Welcome to Holistic Einstein, the practice of Dan Einstein, MD. I strive to make sure that everyone gets excellent holistic and conventional healthcare as well as a pleasant patient experience, so please let me know if there is anything I could improve. A copy of this handout, and all my other forms, are on the website listed below.

Services

Family Medicine-Anyone from Newborns to Elderly with referrals as needed

Energetic Herbal Medicine -Plant medicine to help guide a life journey

Anthroposophical Medicine-A type of medicine pioneered by Rudolf Steiner (who also started Waldorf Education and Biodynamic Agriculture) that focuses on balancing energies in the body. Treatment is mostly homeopathic and counseling.

Integrative Medicine-This is an adjunct to conventional family medicine which includes supplements, pharmaceutical/herb interactions, nutrition and personalized exercise.

Patients with Disabilities

I am committed to providing equal access to my services to all patients. If you are unable to get to my clinic or unable to climb stairs, please let me know, and I will arrange a home visit. There is no additional fee for this service.

Communication

Phone: 207-470-0499. This is my preferred form of communication and the only way for anything urgent. I have hours where I am standing by to answer the phone (see below), but otherwise this will be answered by a voicemail. If you have an urgent medical situation, please press 2 when connected and leave a message there. I will get back to you within 2 hours (there is a higher fee for this). Anything that is more urgent should be a 911 call. Non-emergency calls will be returned over the next few days, and conversations over 5 minutes will be billed at my usual hourly rate.

Email: I welcome people to communicate with me by email at dan@holistic-einstein.com.

Email is not a secure medium, so I have provided a secure communications website (patient portal below) to avoid that. That said, I understand that email is much more convenient for people, but please be aware that it may take up to a week to respond. If you prefer email communication, please give me permission to contact you that way on the demographic form

Patient Portal: <https://holistic-einstein.md-hq.com/> Log in to this website for secure non-urgent

communication with me. Every patient will get a username and password emailed to them after



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their first visit is scheduled. Just as with email, I will get back to you, but it may take up to a week. Please feel free to email me if you have problems with the site.

Scheduling

- This can be done by patient portal, phone or email. The patient portal allows you to view my schedule see what times are open when you make an appointment request.
- Please arrive 15 minutes before your scheduled appointment if you have not already filled out visit paperwork in advance (on the website holistic-einstein.com or the patient portal).
- Visit lengths are as follows:
 - 60 minutes-Initial Visits, complex follow ups
 - 30 minutes-Simple follow ups
 - 15 minutes-Sick Visits (new onset cold, sore throat, urinary tract infection)
- Please give 24hrs notice if you need to cancel an appointment.
- If you are more than 20 minutes late, you will need to be rescheduled.

Fees and Payment

Basics:

- Usual fee is \$160/hr
- Phone visits over 5 minutes are billed
- Emails are \$15 per question
- Urgent responses are \$60 per 15 minutes with a \$60 minimum.
- No shows and late cancellations are expected to pay the full visit fee.

Details

- My basic fee is \$160/hr paid at the time of visit. I am committed to serving people of all income levels, so please contact me if you cannot afford this.
- I charge my basic fee for any phone call longer than 5 minutes, and will let you know when we are getting close to that time.
- Emails are \$15 per question. This is only about new medical questions, so will not apply to questions about scheduling or administrative matters about medications or labs that were already ordered (i.e. "I lost my lab order" or "the pharmacy doesn't have the particular medication you ordered"). It also will not apply if it is a simple clarification of instructions I gave at the visit. It will still apply if it is a new question about the things we talked about at the visit, a medication refill, or a new request for labs (i.e. "I need my annual cholesterol").
- Phone calls that require an urgent response are billed at \$60/15 minutes with a \$60 minimum charge. This will also not apply to administrative matters ("I'm running 15 minutes late, can you



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still see me?" or "I'm at the lab and they don't have the order you sent") but do apply for urgent medication refills or new lab requests.

-No shows and late cancellations are billed for the amount of time originally scheduled.

-Printed records are \$10 for the first page and then 15 cents a page after that. I will send any amount of records to you on the patient portal (see below) for \$10, or put them on CD for \$15.

-I accept cash, checks and credit cards (via paypal). Returned checks are subject to a \$25 fee.

-Unfortunately, I do not take insurance. I tried to make this work, but was unable to fit my holistic practice into their model. Unless you have Medicare, I am happy to provide a "superbill" that can be submitted to your insurance for reimbursement. Please be aware that this will only work if your insurance provides out-of-network coverage.

Hours

Regular Hours: Tuesdays-Thursdays from 9am to 3pm
 Urgent requests on other days can usually also be accommodated (at the higher urgent rate)

Call in times: Tuesdays 7:30-8:30 AM
 Wednesdays 12:00-1:00 PM
 Fridays 12:00-1:00 PM