



105 Tenpenny St  
Freeport, ME 04032

219 Mill St.  
Rockport, ME 04856

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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:**

*Urgent (needs a response within hours, or the same day)*

Please call my regular phone (207-470-0499), and leave an urgent message (option 2). There is usually a \$60 fee for this service, but that does not apply if there is an urgent organizational issue (“I’m late to my appointment” or “I’m at the lab and they don’t have an order”) but does apply to any medical issue, including urgent medication refills. Responses will be within 2 hours.

*Semi-Urgent (needs a response today or tomorrow).*

Please use my call-in times (MWF 12-1pm, Tu 7:30-8:30am at 207-470-0499). Calls less than 5 minutes are free, and longer is billed at my usual rate.

*Not urgent (needs a response within a week or so)*

Call and leave a regular message at 207-470-0499 (option 1), send me an email at dan@holistic-einstein, or send me a secure message via the [patient portal \(https://holistic-einstein.md-hq.com/\)](https://holistic-einstein.md-hq.com/). Medical questions are billed at \$15 per question, but this doesn’t apply if it is just a clarification of what we discussed at our last visit. If you provided me an email, you should have gotten an invitation to log in to the portal. Please let me know if you haven’t gotten that invitation, or if the link has expired.



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### **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](http://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 15 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 check").
- 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 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.



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-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:            Mondays 12:00-1:00 PM  
                                  Tuesdays 7:30-8:30 AM  
                                  Wednesdays 12:00-1:00 PM  
                                  Fridays 12:00-1:00 PM