



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:

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 you just want to make a same/next day appointment or 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.

Non-Urgent

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.

Patient Portal

I will generally send you the results of labs, visit summaries and updates via the patient portal. If having an additional username and password is troublesome, I can also do this by email if you request it. Please be aware that email is not secure and any communication there can be observed. You can send me documents you want me to see via patient portal or email, but I



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generally don't look at those messages unless we've also talked about it during an appointment or one of my call-in times.

Scheduling

- This can be done by patient portal or phone during my call-in times. 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 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
- 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. I try to do as little medicine by email as possible. I find that it ends up taking longer than a phone call and can lead to poor decisions made without the proper context. Sometimes, this is the only way it can work, and so I have a standard fee for that. Please also be aware that email responses may take up to a month.
- Phone calls that require an urgent response are billed at \$60/15 minutes with a \$60 minimum charge. This will not apply to requests for same/next day appointments or for urgent 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.



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