



Dear Patient,

Welcome and thank you for choosing Maine Osteopathic Health for your orthopedic and osteopathic care. We look forward to your upcoming visit with us. We know that a healthy body is something many of us take for granted until illness, injury, or the normal aging process threatens to take it away. Your trust in our knowledge and expertise is especially important to us and we promise not to take that for granted.

At Maine Osteopathic Health we provide Orthopedic and Osteopathic services to help restore you to your lifestyle. Our goal is to provide you with an accurate assessment, coupled with early intervention and the best possible medical care, in a compassionate and caring manner. Our practice is made up of Dr. Jessica Lucas and Dr. Michael Posch who work closely together to bring you the highest quality Orthopedic and Osteopathic care. We work as a team to provide the best possible care as efficiently as possible and look forward to your upcoming visit. Please take a few minutes to read the enclosed information regarding your upcoming visit, general information, and policies. Thank you for your trust in Maine Osteopathic Health and we look forward to serving you.

Sincerely,

Dr. Jessica Lucas and Dr. Michael Posch



For Your Visit

Please bring the following items with you to appointment:

- Current insurance card(s)
- Prior surgical pictures, operative notes, and office notes if applicable
- Proper clothing for your appointment (shorts for knee or hip visits; tank top for shoulder visits)
- Imaging studies are typically accessible through the imaging system. However, this is dependent on the facility where the images were taken. For the most reliable service, please bring a copy of all past studies on CD (obtained from the original imaging center). If that is not possible, we will do our best to access these.

We encourage you to please visit our website www.maineosteo.com and take some time to get to know our practice and to obtain additional directions to our location.

Office Hours and Appointments

Our office hours are from 8:00am to 5:00 pm Monday-Friday. If you are unable to you're your appointment, please contact our office as soon as possible to reschedule with the office. If we do not receive notice within 24 business hours prior to your scheduled appointment, Maine Osteopathic Health may charge a \$25 no-show fee for a Follow-Up visit or a \$50 no-show fee for a new patient visit or procedure. We have set aside time, resources, supplies, and materials that cannot be recovered if you miss your appointment. Patients who no-show will not be rescheduled without paying the fee unless there are extenuating circumstances, which will be considered on a case-by-case basis. This charge will be collected prior to any additional appointments being scheduled. Your scheduled appointment may vary depending on the provider availability. We believe that everyone's time is valuable and in the event of a delay, we will do our best to notify you in advance. If you need to be seen immediately, we will do our best to accommodate and provide you an appointment in a timely manner. Follow-up appointments will be made upon check out. Please arrive at least 15 minutes prior to your scheduled appointment to allow for check-in.



We understand that your time is important, and we do our best to stay on schedule. We also strive to provide the most comprehensive care possible and ensure all concerns are addressed at your visit.

What to Expect During the Visit

Our office is located at 700 Mount Hope Avenue, Suite 600, Bangor, Maine 04401. It is located off Hogan Road in the Evergreen Woods complex. Upon arrival, you will be greeted by our staff and your registration information will be confirmed. If your plan requires a copayment, we will ask for that amount at the time of check-in. Maine Osteopathic Health accepts cash, personal check, or credit/debit cards as forms of payment. Self-pay patients should come prepared to pay the predetermined amount upon check-in. You may be asked to change into shorts or a gown to allow for appropriate examination by your provider. Upon check out our office support will assist you in scheduling follow-up appointments, further testing, or referral if needed.