

Mercy Breast Care

Practice philosophy

Scope of Service -- Northern Light Mercy Breast Care is an outpatient department of Mercy Hospital who is responsible for providing care to patients with concerns, questions or issues regarding breast conditions both benign and malignant.

Mercy Breast Care participates in and supports the mission and values of Mercy Hospital and is committed to providing quality services to all patients.

Our goal is to provide the information an individual needs to be more proactive about breast health and to make informed decisions about the diagnosis and treatment of breast cancer.

Our multi-disciplinary team includes surgeons, radiologists, oncologists, radiation oncologists, pathologists, technologists, nurses, social work and resource individuals who meet regularly to review current cancer research and to discuss breast cancer cases. We truly partner with our patients in their decisions about health care.

Location, Business hours, Phone numbers -- Northern Light Mercy Breast Care is located off site from the hospital at 195 Fore River Parkway, Suite 250, Portland, Maine. Main Phone Number – 207-553-6800. Hours of operation are Monday through Friday 8:00 – 4:30 with a physician on call 24 hours a day, 7 days a week. Our practice has full-time answering service coverage for patients' medical needs that may occur after regular office hours. For life-threatening situations, call your local emergency number. If you have an urgent problem/concern after regular office hours and need to speak with a physician, please call the answering service directly at 207-591-9930 and the on-call physician will be contacted.

Mercy Hospital Website: northernlighthealth.org/Mercy-Hospital

No show policy -- We ask that the patient call the office to cancel their appointment at least 24 hours in advance. In the event the patient has not called to cancel and doesn't show for their scheduled appointment, a letter is sent to the patient stating they missed their appointment and to call the office to reschedule. If the patient chooses not to reschedule, the referring physician/primary care office is notified. If the patient reschedules and no shows for the second time, they are allowed one more reschedule. If they no show for a third time, the patient may be discharged from the practice. Notification of this discharge is sent to their referring physician/primary care office.

Late arrival policy -- If you are 15 or more minutes late for your appointment, you may need to wait; be re-worked into that day's schedule at a later time, or you may need to be rescheduled.

Health insurance portability and accountability act (HIPAA) -- We are committed to protecting the confidentiality of your medical information and are required by law to do so. We have enclosed the Notice of Privacy Practices for your review and signature.

Billing policies

- 1) We ask that our patients pay their office visit copayment at the time of their visit.
- 2) If you do not have insurance and will be paying for your visit out-of-pocket, we ask that a partial payment of

\$200 be made at the time of your visit.

3) We ask that our patients have a referral (if applicable) in place prior to their visit

BCSM:Policies-Procedures-Protocol/Practice Philosophy