

NORTHEAST PAIN MANAGEMENT
1365 BROADWAY
BANGOR, MAINE 04401

W. Benjamin Zolper, M.D. Seth Brooker, N.P. Sally Schwarze, N.P. Linda McDougall, N.P.

Welcome to Northeast Pain Management

Northeast Pain Management is comprised of a Physician and Nurse Practitioners who are specialized in Interventional Pain Management procedures and services. At the time of your appointment, you will be seen by the next available provider. You are not assigned a specific provider.

While you may not see the same provider each time you are here, please know that there is a collaborative team approach with Dr. Zolper, to provide you with the best possible healthcare.

Office hours - Our office is open from 8:00 am to 5:00 pm Monday through Friday. This is subject to change during the summer months. The last Friday of each month, the office closes at noon. The office is closed on major holidays. Patients are seen by appointment only. If you are unable to keep your appointment, please call our office 24 hours in advance to cancel so that we are able to offer another patient the appointment time. Any patient that does not cancel and does not show for their scheduled appointment is considered a "No Show". New patients that no show, will not be rescheduled. Established patients who miss consecutive appointments will be discharged from our practice and you will need to be re-referred by your Primary Care Physician.

Checking In - Please check in at the window upon your arrival. It is important to make sure we have current information each time you are seen in our office. This information includes address, telephone numbers, name changes, primary care physician, insurance and new insurance cards. Co-payments/deductibles are collected at time of check in.

Telephone calls - Calls are answered by our staff during office hours. If we are unable to take your call, you will be transferred to voicemail. Please leave a detailed message regarding the nature of your call and a telephone number where you can be reached, as this is checked regularly throughout the day. Calls requiring a response from our providers will be answered between 12:00 noon and 1:00 pm as time permits, and at the end of the office hours, so not to interrupt scheduled appointments.

Prescriptions/ Prescription refills - Your prescription needs are to be handled by your Primary Care Physician. If we do prescribe a medication, we require 24 to 48 hour notice to refill your prescription/s. You don't need to speak with a provider for a refill. Certain refills require the prescription to be mailed or picked up at our office. Patients need to come in person to pick up their prescription. If this is not possible, the person coming in will need to show ID and sign a form before getting the prescription/s.

Confidentiality – This office abides by the HIPPA laws, which is the Right to Privacy Act. We can provide you with a copy of our policy upon request when you come in for your appointment.

Payment Policy: Patients are responsible for the services they receive. Our billing department will submit claims to all insurance companies as long as we are provided with valid insurance information. Please bring your insurance information with you to the appointment. Patients who do not have insurance or do not provide us with adequate billing information are responsible for the full payment of their bill. Private pay patients are encouraged to set up payment arrangements prior to receiving services.

Once a claim has been submitted to insurance you may receive a bill for any remaining balance. It is the patient's responsibility to know the specifics of their policy. You are encouraged to call your insurance company with any questions regarding your coverage. If we can be of assistance do not hesitate to contact our office and speak with a representative of our Billing Department.