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WELCOME TO NORTHEAST PAIN MANAGEMENT!

Northeast Pain Management is comprised of physicians and nurse practitioners who are specialized in Interventional Pain Management procedures and services. Please know that there is a collaborative team approach with the doctors to provide you with the best possible healthcare.

Office Hours: Our office is open 8:00 am to 5:00 pm Monday through Friday. This is subject to change during the summer months and winter weather. The last Friday of each month, the office closes at Noon. The office is closed on major holidays. You can follow our Facebook page for up-to-date closings. Patients are seen by appointment only. If you are unable to keep your appointment, please call our office 48 hours in advance to cancel so that we can 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 need to call the office to be rescheduled. Established patients who miss consecutive appointments may be discharged from the practice.

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 includes address, telephone numbers, names changes, primary care physician, insurance, and new insurance cards. You will be asked this information at every check in.

****COPAYMENTS & DEDUCTIBLES ARE COLLECTED AT TIME OF CHECK IN****

For insurances other than Medicare and Mainecare, your insurance may require precertification for procedures. Unfortunately, treatment cannot be determined until you are seen in our office. Therefore, in some cases, you will not be able to have an injection on the same day of your visit.

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 1:00pm or at the end of the day, as time permits.

Confidentiality: This office abides by the HIPAA laws, which is the Right to Privacy Act. We can provide you with a copy of our policy upon request.

Payment Policy: Patients are responsible for the services they receive. Our billing department will submit claims to all insurance companies if we are provided with valid insurance information. Please bring your insurance information/cards 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.

PLEASE NOTE:

***Due to allergies of others, we ask you to refrain from wearing scented lotions, perfumes, or colognes.**

***We are a smoke free campus**