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## **Empanelment Policy 03/09**

### **Establishment of Coastal Family Medicine of Maine, PLLC as a Patients Primary Care Manager**

Coastal Family Medicine of Maine, PLLC (CFMM) provides both acute care and ongoing primary care for patients of all ages. CFMM does not require that patients who seek care with us be empanelled with our practice. In other words, even if a patient has a primary care provider elsewhere, CFMM is happy to see you as a patient. Under these circumstances CFMM will provide the patient with a copy of the CFMM providers' notes at the conclusion of the appointment such that the patient can forward this information to their primary care provider.

***CFMM as your Primary Care Manager:*** CFMM is accepting new patients with whom CFMM may act as their primary care manager. What is a Primary Care Manager- this is the medical provider with whom a patient depends upon to monitor the patients health status, care for all acute and chronic medical conditions when geographically and medically appropriate, and guide a patients preventive medical care. The Primary Care Manager works with a patient to help educate the patient about medical conditions, preventive medicine, and other questions or concerns. Through CFMM's practice style, our providers' experience and training, and an emphasis on patient education CFMM seeks to provide the highest quality acute, chronic and preventive medical care experience for our patients.

It is also a goal of CFMM to maintain a small, community oriented style of practice where unrushed appointments and plenty of time for questions and answers set the tone for patient encounters at CFMM. Through the use of computer technology CFMM can create an efficient, quality medical encounter with information literally at our fingertips. This includes the creation of a paperless office, immediate access to all patient laboratory and radiology results, electronic prescribing for medications, and the world wide web and all of its invaluable medical resources available securely and wirelessly at our patients bedside. CFMM also utilizes technology to streamline patient physician communication for all phone and refill requests, in addition to coordinating referral letters and follow-up appointments for our empanelled patients.

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Patients who wish to be followed by CFMM as empanelled members of the practice are asked to 1) inform our office in writing. This can be done at your first visit with us by initialing the section of the CFMM New Patient Notice of Policy and Procedures document indicating you wish to make Brandt Rice MD, MPH, MS your Primary Care Manager, and 2) ensure that you have discussed having your medical records transferred to our office. The CFMM Staff will clarify with you at the time of your first visit with us exactly which medical records would be of importance for inclusion in your CFMM medical record.

***Obtaining and Transferring Medical Records to CFMM:*** As indicated above, patients who are interested in having CFMM as their Primary Care Manager will notify CFMM in writing at the time of their first appointment. At this time CFMM staff will inform the patient what medical records will be important to have sent to CFMM for incorporation into the patient's permanent, electronic CFMM medical record. Patients will then be provided with copies of the CFMM Authorization for Release of Medical Information Form to fill out, sign, and send to each hospital, provider, or medical facility from which pertinent medical records are being requested. These forms can be downloaded from the Forms and Documents section our web site.

Once the medical documents are received by CFMM staff, they will be electronically scanned and sorted for inclusion in the CFMM patient medical record. The original, paper medical records will be returned to the patient or destroyed at the patient's request. Paper copies of patient's medical records will not be held of longer than 30 days. If such records are not claimed in this time they will be destroyed. Hence, patients are encouraged to make proper arrangements concerning the disposition of any paper copies of their medical records at the time they are requested.