



Katahdin Valley Health Center



Welcome to **Katahdin Valley Health Center**, we are very pleased you have decided to make us your medical and dental home. Our team of highly skilled professionals are **dedicated to your overall health and well being**. We work together each and every day to ensure all of our patients health care needs are **not only met but exceeded**. KVHC offers a wide range of services which are focused on **treating the whole person**. We have outlined these services and more in this welcome packet. Please don't hesitate to give us a call with any questions you may have; our Customer Care Team is standing by.

We thank you for giving us this opportunity to care for you and **look forward to seeing you soon**.



- **Claudette Humphrey**
Chief Executive Officer



Our Mission and Vision

Katahdin Valley Health Center's Mission

Katahdin Valley Health Center will provide community accessible, quality healthcare with compassion and dignity.

Katahdin Valley Health Center's Vision

Katahdin Valley Health Center will be the provider of choice within our communities, responsive to the healthcare environment while serving as the voice and vehicle for promoting healthcare access to all.



Table of Contents

| | |
|--------------------------------------|----------------|
| Our Locations | Page 03 |
| Your First Appointment | Page 04 |
| Patient Portal | Page 05 |
| Our Policies | Page 06 |
| Patient Bill of Rights | Page 07 |
| Zero Tolerance Policy | Page 08 |
| Patient Centered Medical Home | Page 09 |
| After Hours Emergencies | Page 11 |
| Patient Assistance | Page 12 |
| What Does MaineCare Cover? | Page 13 |
| Patient Referrals | Page 14 |
| Welcome to the KVHC Family | Page 15 |
| Primary Care | Page 16 |
| Behavioral Health | Page 17 |
| Podiatry | Page 18 |
| Therapeutic Massage | Page 19 |
| Optometry | Page 20 |
| Physical Therapy | Page 21 |
| Dental Care | Page 22 |
| Chiropractic Care | Page 23 |
| KVHC Pharmacy | Page 24 |
| Pediatric Care | Page 26 |
| Open Access Walk-In Care | Page 27 |
| Notice of Privacy Practices | Page 28 |



Our Locations



Ashland

33 Walker Street
Ashland, ME 04732



Brownville

180 Main Road
Ashland, ME 04414



Dover-Foxcroft

188 Summer Street
Dover-Foxcroft, ME 04426



Houlton

59 Bangor Street
Houlton, ME 04730



Island Falls

1300 Crystal Road
Island Falls, ME 04747



Lincoln

53 Transalpine Road
Island Falls, ME 04457



Millinocket

50 Summer Street
Millinocket, ME 04462



Patten

30 Houlton Street
Patten, ME 04765



Patten South

529 South Patten Road
Patten, ME 04765



Your First Appointment

When you come to **Katahdin Valley Health Center** for your first appointment, please bring the following items:

- **Proof of identification** (driver's license, birth certificate, or social security card)
- **Insurance cards**
- **Prescription bottles**

Please arrive at least **ten minutes** prior to your appointment to allow enough time to fill out the necessary paperwork.

Have you changed your Primary Care Provider (PCP) with your insurance?

If you have **MaineCare**, please call **(800) 977-6740** and change your current PCP to Katahdin Valley Health Center.

If you have **commercial insurance**, please call the number on the back of your insurance card and change your current PCP to Katahdin Valley Health Center.

If you are unable to make your appointment, please contact us at 1-866-366-5842 ext. 332 and we would be happy to reschedule your appointment to a different date and time.

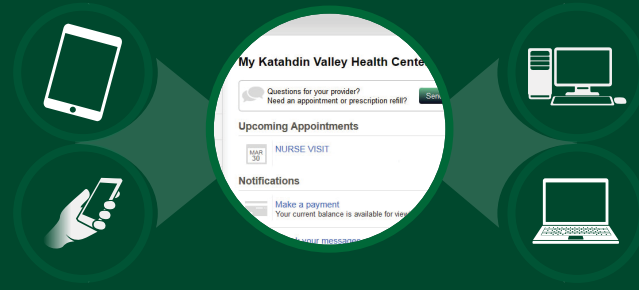
We look forward to seeing you!



KVHC Patient Portal

Easy Online Access to your medical information...

Your Portal can do it all!



The Features YOU Need

Whether you need to make an appointment at our clinics, view your recent test results, or pay off your medical bill - the KVHC Patient Portal has you covered. When you log on, you can see your upcoming appointments as well as a summary of your important health information. **It's easy!** Using the power of the Patient Portal, you can easily and quickly download a copy of your Care Summary and view any referrals or learning materials you may have, as well. Set your contact preferences with one click - by phone, e-mail, or text message!



Fast, Secure Communication

Do you have a question you need answered before your next appointment? Our Portal offers Secure Messaging functionality to connect you directly with your provider. It's as easy as sending an e-mail - just write your message and click Send! We will respond to your message within two business days - guaranteed.



KVHC Policies

As a FQHC (Federally Qualified Health Center) we have a comprehensive library of policies. They are in place to protect you and to ensure you receive the highest quality of care possible.

Here are some of the important things for you to remember:



No Show Policy

If you **cannot make it** to your scheduled KVHC appointment, you need to notify us **at least 1 hour** prior to your appointment. Otherwise we consider it a missed appointment, or a “**no show.**”

Payment Policy

All payments to KVHC are **due at time of service.** This includes **insurance co-pays** and **self-pay balances.**



Weapons Policy

Firearms and/or weapons of any kind are **not allowed** on KVHC premises. This includes all concealed weapons carried by permit.

Further KVHC policy information is available upon request.

KVHC offers translation services via Language Line Solutions. Please see the front desk for details.

KVHC ofrece servicios de traducción a través de Language Line Solutions. Por favor, consulte la recepción para más detalles.

KVHC offre des services de traduction via Language Line Solutions. Consultez la réception pour plus de détails.

KVHC bietet Übersetzungsdienste über Language Line Solutions an. Einzelheiten erfahren Sie an der Rezeption.

This health center receives Health and Human Services funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.



Patient Bill of Rights

You have the right:

- To be treated with full respect for your dignity and privacy
- To receive considerate and respectful care
- To understand and give informed consent to your medical treatment
- To refuse care by students or other staff and to refuse to participate in research, without it affecting your medical care
- To expect that all communications and records pertaining to your care be treated as confidential
- To expect that, within its capacity, Katahdin Valley Health Center must make reasonable response to your request for services.
- To obtain information as to any relationships Katahdin Valley Health Center has with other health care and educational institutions
- To expect reasonable continuity of care
- To examine and receive an explanation and itemization of your bill
- To know which Katahdin Valley Health Center rules and regulations apply to your conduct as a patient.

You have the responsibility:

- To communicate concerns, problems or dissatisfactions with management
- To maintain your health and be a wise consumer of health services
- To be honest and forthcoming with your provider
- To comply with prescribed medical treatment or to inform your provider if you cannot comply
- To inform Katahdin Valley Health Center of changes in your name, address, telephone number, accurate billing information, and/or insurance coverage
- To treat Katahdin Valley Health Center staff with full respect and remain in compliance with Katahdin Valley Health Center's Safety and Zero Tolerance for Violence Policies *
- To keep scheduled appointments and notify us if you cannot keep an appointment
- To understand that release of medical information requires written permission from you

** Copies of referenced policies available upon request.*



KVHC Policies - Zero Tolerance

Katahdin Valley Health Center has a **Zero Tolerance for Violence and Harassment** policy. What does this mean for you?

It is Katahdin Valley Health Center's philosophy to provide a safe and secure environment free of violence or harassment; an environment where patients, employees, and visitors are treated with dignity and respect. Our Zero Tolerance policy prohibits violence and/or harassment both committed by our employees, and committed against our employees by patients, visitors, or third parties.

Violence includes but is not limited to any conduct causing physical harm, as well as the threat or mention of engaging in any of these activities.

Harassment includes but is not limited to any intimidating and/or offensive language or behavior directed at another (whether in-person, via telephone, Patient Portal, or any other method of communication).

Katahdin Valley Health Center reserves the right to **dismiss** any employee or patient who violates the Zero Tolerance policy. Any patient dismissed from the practice due to a violation of this policy will be notified in writing.

**Everyone is entitled to an environment free from harassment and violence.
Help us create a safe and respectful environment for all!**

The full text of this Katahdin Valley Health Center policy is available to review upon request.



Patient Centered Medical Home

What is PCMH?

The Patient-Centered Medical Home (PCMH) is our standard of healthcare. In a PCMH facility, each patient builds a relationship with a personal physician who is committed to keeping you healthy. Your and your care team are cooperatively involved in your ongoing health care... in other words, YOU are part of the care team at KVHC! You will enjoy more communication with your healthcare provider than ever before. In fact, the entire health center is structured around your and your care! In short, a PCMH facility offers you **Personalized, Coordinated, Effective, Efficient Healthcare!**

After Hours Needs

If it's after 5:00pm and you need information or guidance from your provider – we can help! We have Open Access Walk-In clinics located in our Houlton and Dover-Foxcroft clinics offering late and weekend hours. If our Open Access offices are closed, don't worry! You can reach one of our On-Call providers after hours by dialing our normal office number and selecting the appropriate menu option.

Care Management

In addition to your provider's nurse, during normal work hours we have nursing staff as our Care Manager. Our Care Manager assists in the coordination of your care by working with you and your provider regarding any issues or needs you have between scheduled appointments. They work to provide you prompt responses to your concerns.

New Patient Process

To establish care with one of the providers at Katahdin Valley Health Center, contact our New Patient Coordinator at 1-866-366-5842 ext. 332 and we will assist you in becoming a KVHC patient.

Clinical Support Staff

Our clinical support staff work directly with your provider to give you the best possible care by:

- Drawing Labs • Completing in-house EKGs • Giving immunizations
- Assisting the provider with procedures • Processing refill requests received from local pharmacies



Patient Centered Medical Home

Patient Assistance

Our Patient Assistance department is here to assist you with:

- Free or low cost prescription medication programs • KVHC's Sliding Fee Discount Program
- Applying for free or low cost care from local hospitals • Completing MaineCare applications
- Applying for the Maine Breast and Cervical Program
- Your travel needs to and from appointments • and more!

Providers

Now that you are a patient, KVHC helps maintain patient/provider relationships. We encourage you to select your own provider. If you choose not to, we will select a provider based on your medical needs. Our providers practice evidence based care and encourage patient involvement to provide our patients with better health outcomes to include, but not limited to:

- Diabetes • Hypertension • Cancer Screenings • Immunizations • Tobacco Cessation

Referrals Department

If your provider requests a referral to an outside service, our Referral Specialists work with the specialists and x-ray departments to whom you have been referred to meet your provider's referral request in a timely manner. In addition, they work with your insurance company to provide you with insurance coverage for these services. Upon completion of your referred service, our Referral Specialists work to get the results to your provider as soon as they are available.



If you have an AFTER HOURS EMERGENCY

Während eines Notfalls außerhalb der Geschäftszeiten rufen Sie bitte 911 an oder gehen Sie zur nächsten Notaufnahme.

En cas d'urgence après les heures normales de travail, veuillez composer le 911 ou vous rendre à la salle d'urgence la plus proche.

Durante una emergencia fuera del horario de atención, llame al 911 o vaya a la sala de emergencias más cercana.

在下班后的紧急情况下，
请拨打911或前往最近的急诊室。

During an emergency after hours, please call 911 or go to the nearest emergency room.



Patient Assistance

How can **we help YOU today?**

The Patient Assistance team at KVHC is dedicated to aiding our patients with both clinical and non-clinical barriers. From helping you successfully sign up for MaineCare, to providing resources for Oil Assistance, our team works hard to help you and your family stay healthy.



Sliding Fee Discount Program

It can be difficult at times to afford the quality care that your family needs. We can help! You may be eligible for our Sliding Fee Discount... even if you have insurance!

Prescription Assistance

We know it can sometimes be difficult to pay for the medications you need. Our Eligibility Department will help you to receive medications at a lower cost, or for FREE if available.

Health Insurance Marketplace

Do you need affordable health insurance for you and your family? We can help you navigate the Health Insurance Marketplace and sign up for a plan that's right for you.

MaineCare Assistance

Are you eligible for MaineCare? Our Eligibility Department can help you with the application process and answer any questions you may have.

Community Resources

Our Patient Assistance department maintains an extensive list of helpful resources in our communities. Whether you need medical assistance from a non-KVHC location or general assistance in your everyday life, we're happy to help!



What Does MaineCare Cover?

If you are eligible for MaineCare, many of your health needs are covered.

| | Adult | Child |
|--|-------|-------|
| Primary Care | ✓ | ✓ |
| Dental Services | ✓ | ✓ |
| Physical & Occupational Therapy | ✓ | ✓ |
| Chiropractic Care | ✓ | ✓ |
| Lab Tests & X-Rays | ✓ | ✓ |
| Behavioral Health Services | ✓ | ✓ |
| Transportation Assistance | ✓ | ✓ |
| Interpreter Services | ✓ | ✓ |
| Hospital Care (including ambulance, inpatient, outpatient, and emergency room) | ✓ | ✓ |
| Specialist Care (including surgery and prenatal care) | ✓ | ✓ |
| Annual Eye Exams & coverage for eyeglasses and frames | | ✓ |
| Eye exams every three years, and medically necessary care with prior approval | ✓ | |

For more information or to find out if you are eligible, call us today at 1-866-366-5842 ext. 325



Patient Referrals

Connecting You to the Treatment You Need

If your provider requests a referral to an outside service, our **Referral Specialists** work with the hospitals, specialists, and their scheduling departments to meet your provider's referral request in a **timely manner**. Upon completion of your referred service, our **Referral Specialists** work to get the results to your provider as soon as they are available.



The KVHC Referral Process: Here's What You Need to Know!

Once an appointment is scheduled:

Our referral specialist, the hospital, or the specialist's office will call you with your confirmed appointment **date, time, location, and any preparation** needed for the referral. A **letter** will also be sent to you with the details of your referral appointment. All referrals identified as **urgent** by the provider will be processed **first** and be given **urgent consideration**.



Specialist Referrals, CAT Scans, MRI, Stress Testing, and Other Imaging Tests

If your provider identifies a need for you to receive additional testing or specialist care, the following steps are taken once your provider orders the referral:

- The KVHC Referral staff gathers all information required from your patient chart, and performs a pre-certification with your insurance company if required.
- All information is faxed to the specialist and/or hospital.
- Your referral appointment will be scheduled, sometimes by the specialist or hospital reaching out to you directly by phone or mail. KVHC Referral staff will continue to follow up with the specialist or hospital until your appointment is scheduled.



Welcome to the KVHC Family!

As a patient you will have access to all of our **high quality services:**



Primary Care



Behavioral & Mental Health



Podiatry



Massage Therapy



Optometry



Physical Therapy



Dental Care



Chiropractic Care & Acupuncture



Pharmacy



Speech Therapy



Pediatrics



Walk-In Care



Primary Care



Primary Care is so much more than just your everyday check-up. Our Primary Care Team is here to provide comprehensive care for you and your family. We want to be your medical home... a home that is affordable, accessible, and inclusive of all your medical needs.

Katahdin Valley Health Center has provided **quality care** to our local communities since **1974**.

Medical Services Offered



- Medical Appointments
- Annual Wellness Physicals
- Laboratory Testing
- Health Screenings
- Immunizations
- Skin Biopsies
- Laceration Repair
- Care Management
- Well Child Services
- Pediatric Care
- Foot Care
- Hearing & Vision Care
- Diabetic Care
- Well Woman Care
- Joint Injections

The list above is just a few of the many medical services we offer. If you need something we do not currently offer, our talented referrals department will make sure you get the appointment you need. **Schedule your appointment today!**





Behavioral Health



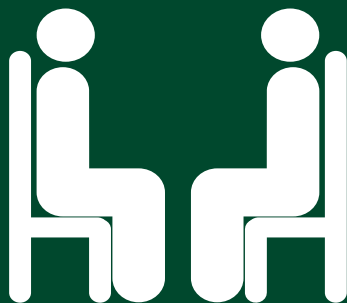
You Matter! With Help Comes Hope

Katahdin Valley Health Center is committed to providing a safe and positive environment for patients to seek the care and support they need. Our team of highly skilled providers works collectively with our behavioral health counselors to improve the quality of care you receive. At KVHC, the entire team is focused on your health and well being.

Counseling Services Available

Whatever your need, we are here for you.

- Veteran's Counseling
- Depression & Anxiety
- Grief Counseling
- Parenting Support
- Family Therapy
- Couples Therapy
- Children's Counseling
- Substance Abuse Disorder Treatment



Do you need help immediately?

All of our providers and counselors are here for you if you require immediate crisis assistance. You can also call the Maine Adult Crisis Hotline at **1-888-568-1112**, or the Maine Family and Children Crisis Hotline at **1-800-499-9130**.

For online aid, you can visit
www.suicidepreventionlifeline.org



Podiatry



Feet are complex anatomical structures that help carry and support our entire body weight. Having healthy feet is fundamental to our overall health and well-being and it helps improve our quality of life.

KVHC accepts all patients and insurance types. We also accept **MaineCare** and **uninsured** patients. **All are welcome!**

When our feet hurt, our body hurts, and this affects our mobility which leads to a sedentary lifestyle. Our feet also alert us to early signs of more serious health issues like diabetes and poor circulation that could have serious health consequences. Some of our Podiatry services and treatment provided include:

- Heel Pain Care
- Foot Surgery
- Wound Care
- Plantar Warts
- Morton's Neuroma
- Achilles Tendonitis
- Cortisone Injections
- Strapping and Padding
- Ingrown Toenail Procedures
- Toenail, Corn, and Callus Debridement
- Evaluation for Custom Orthotics and Shoes
- Diabetic Foot Care and Education
- Minor Trauma including Sprains, Strains of Foot, Ankle
- Plantar Fasciitis
- High Arch Foot
- Toenail Fungus
- Hammer Toes
- Ganglion Cysts
- Pediatric Foot Care
- Bunions
- Flat Foot
- Athlete's Foot





Therapeutic Massage

Massage therapy is the manipulation of your muscles and body tissue to improve blood flow, reduce muscle tension, and to reduce stress and pain.

Are you ready to have a pain-free and stress-free life?

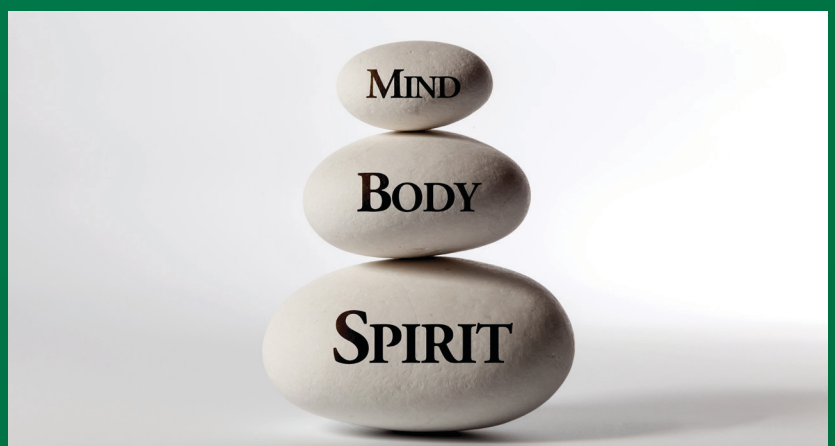


Benefits of Therapeutic Massage



- Relieves muscle tension, stiffness, and muscle spasms
- Increases joint/limb flexibility and range of motion
- Relieves tension headaches and eye strain
- Reduces pain and swelling related to injuries
- Promotes faster healing of pulled muscles and sprains
- Improves blood circulation
- Promotes deeper and easier breathing

Experience our hands on care.





Optometry

Need an eye exam? Need glasses?

KVHC accepts all patients and insurance types, including Blue View Vision Insurance and Eyemed. We also accept MaineCare and uninsured patients. All are welcome!

Katahdin Valley Health Center's Optometry services are available in Ashland, Dover-Foxcroft, Houlton, Millinocket, and Patten.



Optometry Services



- Annual Eye Care
- Modern Ocular Imaging
- Diabetic Eye Care
- Dry Eye Therapies
- Walk-In Eye Care
- Glaucoma Care
- Pediatric Eye Care
- Contact Lens Services
- Optical Services



Come browse our wide assortment of men's, women's, and children's frames and contact lenses. We have an **optician** on site that can aid with eyeglass fitting, adjustments, and repairs.



We accept MaineCare. Our MaineCare patients under the age of 21 can receive a pair of glasses through our Classic Optical Basic Package option for **FREE**.

Please note any additional eyewear enhancements or requests will be charged applicable fees.



Physical Therapy



Our Physical Therapy Team works with you to preserve, restore, and enhance movement and physical function. We utilize therapeutic exercise, assistive devices, massage, patient education, and training to help improve your quality of life.

Physical Therapy Can:

- Relieve Pain
- Improve movement or ability
- Aid in recovery after giving birth
- Help to control the bowels or bladder
- Help you adapt to an artificial limb
- Prevent or recover from a sports injury
- Aid rehab after a stroke, accident, injury, or surgery
- Help you work on balance to prevent a slip or fall
- Help manage a chronic illness like diabetes, heart disease, or arthritis
- Assist when you need a splint or brace
- Teach you to use assistive devices like a walker or cane





Dental Care



Your oral health is essential to your overall well-being. Our skilled KVHC Dental Team is here to provide comprehensive care for you and your family. We want to be your dental home... a home that is affordable, accessible, and inclusive of all your dental needs.

Our team has been proudly working with our patients to create healthy smiles since 2005.

Dental Services Offered



- Dental Cleanings
- Tooth Extractions
- Root Canal Therapy
- Dental Emergencies
- Periodontal Services
- Sealants
- Fillings
- Crowns
- Bridges



We accept all insurances, including MaineCare. We are a premier provider with Northeast Delta Dental, and share their mission to improve access to and quality of oral health care in Maine. Dental insurance is intended to cover some, but not all of the cost of your dental care. Most plans include co-insurance & deductibles which must be paid by the patient at the time of service.

Getting a dental check-up is about so much **more** than just cleaning your teeth. Many diseases have symptoms that show up in your mouth. A healthy mouth can equal a healthy life! Our friendly, experienced **Dental Care Team** is ready to help you! Schedule your appointment **today!**



Chiropractic Care

Do you have **back pain**?

Did you know that your spine and your nervous system are **very closely related**, and **misalignment** of your spine can cause issues such as back pain, neck pain, pain in the joints of your arms and legs, and constant headaches?



Chiropractic care diagnoses nervous system disorders due to these misalignments, and offers treatment via **manual adjustment and manipulation** of your spine.



Our chiropractor is also certified in **acupuncture**, a technique where thin needles are used to stimulate specific points on the body. Acupuncture is a **relatively pain-free procedure** that can sometimes ease **chronic pain**, relieve symptoms of **depression**, treat **headaches**, and more.

Benefits of **Chiropractic Care And Acupuncture**

- Powerful **pain relief**
- Treats the **causes** of pain, not the symptoms
- Help for **chronic conditions**
- Provides options for **cancer patients**
- Can boost your **immune system**
- **Drug-free** pain management
- Improves **mental health**
- Increases **energy levels**
- **Non-invasive** treatment option



KVHC Pharmacy

KVHC Pharmacy Pledge

The KVHC Pharmacy Team will work with you and your provider to improve your quality of care and manage the costs of prescription medications. We will perform a comprehensive medication review to ensure you are receiving the highest quality care at the lowest possible price. Our highly skilled team is committed to you and your health.

Not a KVHC patient? Not a problem. **We fill all prescriptions.**

Four Convenient Locations Inside Our KVHC Clinics



Houlton

Patten

Millinocket

Dover-Foxcroft

Transfer your **PRESCRIPTIONS** to KVHC Pharmacy



It's **Quick** and **Easy!**
We Will Need:

- Your current pharmacy's name and location
- Your prescription number, which is located on your prescription paperwork, or the name and dosage of your prescriptions.



KVHC Pharmacy



Transfer your
PRESCRIPTIONS
It's **Quick and Easy!**



Mail Order



Available to **all KVHC Pharmacy customers**

STANDARD SHIPPING
2-5 Business Days

Let us help. **Call or stop by** today!



From **our door** to **your home**

Refill Reminders

You don't have to worry about your refills with KVHC! Our friendly pharmacy staff will call and let you know when your next refill is due.

Need your medication **tomorrow?** **OVERNIGHT SHIPPING**

Order by 11am to ship overnight starting at \$13.99!

What is the **KVHC Rx Savings Plan?**



Only \$5.00 for select 30 day medications
Eligible Medication List available at www.kvhc.org
Speak to our pharmacy team to learn more!



DO YOU
know about

meds on cue    

- Scan the QR code on your prescription info for:
- Refill Reminders
 - Reminders to take your meds
 - Informative photos, videos, and more!

View and order your prescriptions online:



KVHC Phone App
available for **all smartphones**



<http://www.kvhc.org>
click on **KVHC Pharmacy**



Pediatric Care



Children are not simply miniature adults. Their bodies are always undergoing **developmental changes**, and their health care needs are very different from adults. KVHC's **Pediatric Team** specializes in treating the unique health care needs of our pediatric population. Our Care Team ensures healthy children and teens stay healthy.

Pediatricians focus on the **emotional, social, and physical health** of children from birth to age 21. Because young people's minds and emotions are developing at the same time as their bodies, pediatricians pay attention to the **whole child**. They work with parents and sometimes school staff, acting as a **guide** in providing a child with the **best possible care**.

- Vaccines
- Ear Infections
- Developmental Milestones
- Diabetes
- Asthma
- Childhood Obesity



- Well Child Visits
- Behavioral Health
- Hearing + Vision Care
- Physical Activity
- Nutrition

KVHC accepts all patients and insurance types. We also accept **MaineCare** and **uninsured** patients. **All are welcome!**



Walk-In Care

Just walk in and receive care at KVHC. Everyone is welcome!

Walk-in Care is offered at our Dover-Foxcroft, Houlton, Ashland, and Brownville clinics. During walk-in hours, you can receive non-emergent care **without an appointment**, even if you are not currently a KVHC patient.



Walk-In Care is available **365 days a year** at our Dover-Foxcroft and Houlton clinics.

Houlton

10am - 7pm Mon-Fri
9am - 7pm Sat-Sun

Dover-Foxcroft

10am - 6pm Mon-Fri
Weekend Hours Soon!

Brownville

10am - 7pm
Thursday

Ashland

11am - 7pm
Thursday



The **KVHC Pharmacy** is open in Houlton and Dover-Foxcroft during Walk-In Care hours. Leave the clinic with your medications in hand!



Walk-In Care

VS

Emergency Room

Average wait time - **15 minutes**
Average Cost of Visit - **\$90**

Go to Walk-In Care for:

- Earaches
- Diabetes
- Hypertension
- Coughs, colds, sore throats
- Migraines
- Rising fever
- Minor burns or injuries

Average wait time - **1 hour**
Average Cost of Visit - **\$968**

Go to the emergency room for:

- Chest pains
- Inability to breathe
- Severe bleeding or head trauma
- Spinal cord injury
- Broken bones
- Loss of consciousness
- Sudden loss of vision or blurred vision



Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice of Privacy Practices (“Notice”) is being provided to you in compliance with federal regulations, and to evidence our commitment to ensuring the confidentiality of your health records. Each time you visit us, we keep a record of your care and treatment. At Katahdin Valley Health Center (“the Center”), we take the protection of your personal information seriously. We are required by law to provide you with this Notice of Privacy Practices to tell you about our legal duties, ways we may use and share your information, and to inform you about your rights regarding your health information.

This updated Notice is effective as of: September 15, 2023. We will ask you to sign a written acknowledgment of receipt of our Notice. We reserve the right to change the terms of this Notice and will post the current and any updated Notice in the Center, in each waiting area, and on the Center website. You may obtain a copy of an updated Notice from the Center at any time.

If you have any questions about this Notice of Privacy Practices, please contact our Privacy Officer:

Katahdin Valley Health Center Privacy Officer
529 South Patten Rd., Patten ME 04765 or (207) 538-3700 ext. 308

How We May Use and Disclose Your Protected Health Information (“PHI”):

For Treatment: We will use and disclose your PHI to provide, coordinate, or manage your healthcare and related services in our office or with a third party who is also involved with your healthcare. For example, we may share your PHI with a pharmacy for filling prescriptions, a laboratory or imaging center if you need diagnostic services, with a specialist to whom we refer you, or with other healthcare providers who may be involved in your care and treatment. We may share information with family members who are involved in or supporting your care.

For Payment: We will use your PHI to get paid for your healthcare services. We may share information with your insurance company to obtain payment for services or to seek pre-approval for healthcare services that are recommended by us or another healthcare provider, such as for a hospital stay or procedure.

For Our Healthcare or Business Operations: We may disclose your PHI to facilitate the business activities of this office and the delivery of our healthcare services, such as but not necessarily limited to reviewing the quality of the healthcare delivered the professional services, and standards of our employees, for education and training, maintaining and updating our electronic health record system, or for legal, billing, or accounting matters. We may contact you via telephone, email, or the patient portal to provide results from exams or tests, or to provide information that describes or recommends treatment alternatives regarding your care. We may contact you via telephone, email, patient portal, text, or other means to remind you of, or to schedule you for an appointment. We may use or disclose PHI while engaging in teaching activities with students from an educational facility with which we may have an affiliation agreement. If we involve third parties, such as billing services, in our business activities, we will take steps required by law to obligate them to safeguard your PHI according to the same legal standards we follow.



Notice of Privacy Practices

HealthInfoNet: We participate in a statewide health information exchange called HealthInfoNet. This means that we collaborate with other healthcare providers to share electronic health information regarding your health care. Your medical information may be disclosed by other HealthInfoNet participating healthcare providers to us unless you have executed an opt-out form with HealthInfoNet. Specially protected information, including substance abuse treatment program records, mental health treatment facility records, HIV/AIDS information, and genetic test results, are not automatically included in HealthInfoNet unless you elect, in a separate authorization, to have that information shared. For example, your behavioral health information cannot be made available by us to the HealthInfoNet system, without your specific execution of an Opt-In form. If you submit an Opt-In form, the information in your electronic health record will be made available to healthcare providers outside of our organization who have access to HealthInfoNet. If you would like further information about this, and how you can Opt-In to the HealthInfoNet system for the sharing of your behavioral health information with your other healthcare providers, let us know, and we will provide you with the appropriate form, or you can access the HealthInfoNet website at <http://www.hinonet.org>. If you do not wish to be included in HealthInfoNet, you may “opt-out” by filling out a form found online at <https://secure.hinonet.org/PatientOptions/optout>, by calling 1-866-592-4352, or by completing a paper form we can provide. If you change your mind, you may choose to join again later, but your previous health information will not be added to the database.

Accountable Care Organization: Katahdin Valley Health Center is a member of the Community Care Partnership of Maine (CCPM), an Accountable Care Organization. Under this organized healthcare arrangement, PHI may be shared with CCPM members for the purpose of payment and other healthcare operations, including quality improvement. Any PHI shared with a CCPM member will be limited in accordance with the HIPAA Privacy and Security Rule, the HITECH Act, and Maine state and federal laws governing the privacy and security of PHI.

When Allowed by Law: We may use or disclose your PHI without your written authorization, when required or allowed by law, in certain limited situations, including:

- When required by state or federal law;
- To report abuse or neglect;
- To persons authorized by law to act on your behalf, such as a guardian, health care power of attorney, or surrogate.
- For disaster relief purposes, such as notifying family about your whereabouts and condition.
- For public health activities and purposes such as reporting on or preventing certain diseases;
- To comply with Food and Drug Administration requirements;
- For health oversight purposes such as reporting to Medicare, Medicaid, or licensing audits, investigations, or inspections.
- Where required by the U.S. Department of Health and Human Services to evaluate the Center’s compliance with confidentiality and other laws.
- In connection with Workers’ Compensation claims for benefits;
- To assist coroners or funeral directors in carrying out their duties;
- For organ donation;
- To report certain criminal activity, such as the commission of a crime in an emergency situation, subject to certain limited criteria; to notify appropriate government authorities if we believe you have been the victim of abuse, neglect, or domestic violence; or to report a crime occurring on our premises;
- To comply with a valid court order, subpoena or other appropriate administrative or legal request;
- If deemed necessary by us to prevent or lessen a serious or imminent threat to you or another person;



Notice of Privacy Practices

- For research purposes, but only if an express government waiver is granted and other limited exceptions to obtaining authorization apply;
- If you are an inmate, and the release of the information is necessary for your health or safety in the correctional facility;
- To appropriate military entities if you are a member or veteran of the armed forces or
- If required by law for national security or intelligence purposes.

With Your Authorization: Other than the uses and disclosures for treatment, payment or health care operations, or required or allowed by law as listed above, we will only disclose your PHI with your written authorization. For example, we will ask for your written permission before promoting a product or service to you for which we will be paid by a company, and generally before sharing your health information in a way that is considered a sale under the law.

Your Rights: The following is a statement of your rights with respect to your PHI.

You have the right to receive, and we are required to provide you with, a copy of this Notice of Privacy Practices, upon your request.

If you sign an authorization, you may revoke it at any time, except where we have already shared your information based upon your permission.

You have the right to access, inspect, and copy your PHI.

- This usually includes medical and/or billing records. You must submit a written request to us, and you agree to pay the reasonable costs associated with complying with your request before we provide you with your record.
- You may ask us to provide your electronic record in electronic format. If we are unable to provide your record in the format you request, we will provide the record in a form that works for you and our office. You may ask us to transmit your record to a specific person or entity by making a written, signed request.
- Under certain circumstances, your provider may not allow you to see or access certain parts of your record. You may ask that this decision be reviewed by another licensed professional.

You have the right to request to receive confidential communications and request contact from us by alternative means or at an alternative location. This request must be made in writing. KVHC will follow all reasonable requests.

You have the right to request restrictions on the use or disclosure of your PHI.

- This means you may ask us not to use or disclose all or part of your PHI for certain purposes. Such requests must be made in writing. We will consider your request carefully and may honor reasonable requests where possible. The law does not require us to agree to every request.
- However, you may request to restrict certain sensitive or other health information from your insurer if you or your personal representative has paid out of pocket in full for your service. We are not permitted to deny this specific type of restriction request, as long as you acknowledge that preventing disclosure to the insurer will mean that the insurance company will not pay for the services, and you agree to personally pay for the services. Such restriction requests will have to be made at each office visit, and will not be considered ongoing. If your insurance plan “bundles” your services together so that we cannot withhold only one item or service from your claim, we will discuss your options with you.



Notice of Privacy Practices

- You may also request that any part of your PHI not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply.

You have the right to receive an accounting of certain disclosures we have made of your PHI. Please speak with us if you have this request.

You have the right to request amendment of your PHI, to correct or clarify the record. Any such request must be made in a written statement, explaining the reason for the request and the proposed change. KVHC will then provide you with information regarding the process, and either accept or deny the requested amendment. We may deny a requested amendment if the PHI that is the subject of the request (1) was not created by us; (2) is not part of your record; (3) is PHI to which you do not have access, by law; or (4) is accurate and complete. If we accept your request, we cannot erase your record, but we may add your written statement to your health record and shall include the statement in any future authorized disclosures. If your amendment request is denied, you may submit a statement of disagreement, and we may submit a rebuttal statement, which will remain with your health record.

Fundraising. We do not currently conduct fundraising campaigns. If we do so in the future, you have the right to opt out of any fundraising solicitation or communication.

Breach notification. We are required to have safeguards in place that protect your health information. In the event that there is a breach of those protections, we will notify you, the U.S. Department of Health and Human Services, and others, as the law requires.

We are required to abide by the terms of the Notice currently in effect.

You may file a complaint with us if you believe that we have violated the terms of the Notice or have otherwise violated your privacy rights with respect to your PHI by notifying our Privacy Officer and providing a written complaint. The Privacy Officer's name and address are listed near the top of this Notice.

You also may submit a complaint to the Office of Civil Rights, with the federal Department of Health and Human Services ("OCR"). The online contact information for the OCR is: <http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html>

Katahdin Valley Health Center will not retaliate against you for filing a complaint with us or with the Office of Civil Rights.