## GOODALL HEALTH PARTNERS' OFFICES

- **Goodall Health Partners Family Medicine**
  Phone: 207 324-7721 Fax: 207 324-6275
  272 Cottage Street
  Sanford, Maine 04073-3742

- **Goodall Health Partners Family Medicine at MOB**
  Phone: 207 490-7998 Fax: 207 324-7999
  Goodall Medical Office Building
  25A June Street, Suite 011
  Sanford, Maine 04073-2642

- **Goodall Health Partners Family Medicine**
  Phone: 207 490-7790
  Phone: 207 247-6999 Fax: 207 247-6755
  Goodall Professional Park
  10 Goodall Drive, Suite 100
  East Waterboro, Maine 04030-5206

- **Goodall Health Partners General Surgery**
  Phone: 207 490-7982 Fax: 207 490-7984
  Goodall Medical Office Building
  25A June Street, Suite 112
  Sanford, Maine 04073-2642

- **Goodall Health Partners Orthopedics**
  Phone: 207 247-6007 Fax: 207 247-6008
  Goodall Professional Park
  10 Goodall Drive, Suite 500
  East Waterboro, Maine 04030-5206

- **Goodall Health Partners Orthopedics**
  Phone: 207 324-1488 Fax: 207 490-5733
  Deer Ridge Professional Building
  312 Cottage Street
  Sanford, Maine 04073-1817

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- **Goodall Health Partners Otolaryngology**
  (Ear, Nose, & Throat)
  Phone: 207 490-0020 Fax: 207 490-0066
  * *Hours: 8:00 a.m. to 4:00 p.m., Monday – Friday*
  15 Daigle Lane, Suite 104
  Sanford, Maine 04073-4173

- **Center for Women's Health**
  Phone: 207 324-2146 Fax: 207 324-1288
  Goodall Medical Office Building
  25A June Street, Suite 110
  Sanford, Maine 04073-2642

- **Center for Women's Health**
  Phone: 207 490-7770 Fax: 207 247-3719
  Goodall Professional Park
  10 Goodall Drive, Suite 200
  East Waterboro, Maine 04030-5206

- **Goodall Express**
  Phone: 207 490-7760 Fax: 207 247-8460
  * *Extended Hours:*
  *7:00 a.m. to 7:00 p.m., Monday – Friday*
  *8:00 a.m. to 2:00 p.m., Saturday*
  Goodall Professional Park
  10 Goodall Drive, Suite 900
  East Waterboro, Maine 04030-5206

Goodall Health Partners
a department of Goodall Hospital
goodallhospital.org

Goodall Hospital

# Goodall Health Partners

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## APPOINTMENTS

Goodall Health Partners, a department of Goodall Hospital, is a multi-specialty physician and surgeon group dedicated to meeting your health care needs. To better serve our patients, Goodall Health Partners offices are located in Sanford and Waterboro.

Goodall Health Partners' offices are open from 8:30 a.m. until 5:00 p.m., Monday thru Friday.* Many of our practices have automated attendants to direct your calls to the correct member of our support team. Please feel confident that your call will be directed to a trained, professional staff member. If you are prompted to leave a message, your call will be returned in a timely manner.

During regular business hours, someone is always available to schedule an appointment for you. When making an appointment, please have your insurance card available.

After regular business hours, calls will be answered by a service. If your call requires immediate attention, a Provider will be paged.

In a desire to better serve our patients, Goodall Health Partners utilizes an automated appointment reminder system. You will receive a phone call that will prompt you to accept your appointment time, decline your appointment or leave a message for the office. **If you are unable to keep your appointment, we require that you cancel at least 24-hours prior to the scheduled appointment.** First-time patients who do not call and do not show up for their appointment may not be allowed to reschedule. Patients who repeatedly miss their appointments may be cancelled from Goodall Health Partners' practices.

** exceptions to hours noted with location addresses.*

## ACUTE CARE

If you call requesting acute care during regular business hours, you may be seen by the Provider on call, which may require you to travel to another Goodall Health Partners' office. Goodall Express walk-in care clinic (Waterboro) is also available for acute care Monday thru Friday, 7:00 a.m. until 7:00 p.m. and on Saturdays from 8:00 a.m. until 2:00 p.m., no appointment is necessary.

## PRESCRIPTION REFILLS

If you require a prescription refill, please call during regular business hours and have the following information available; prescription drug name, pharmacy and pharmacy telephone number. A 48-hour notice is needed for all prescription refill requests.

## BILLING & INSURANCE

Goodall Health Partners participates with many insurance plans; however, we ask that you **please call your insurance carrier to verify the status of our participation with your plan.** Please be sure to bring your current insurance card with you at the time of your appointment to verify that we have the correct information.

When seeing a specialist, many insurance plans require that you obtain a referral from your Primary Care Physician (PCP). If a referral is not obtained, your insurance carrier may refuse to pay for the visit, leaving the balance as your responsibility. Although we may participate with your plan, **it is your responsibility to obtain the referral.**

Specialty visits include visits to the Center for Women's Health, Goodall Health Partners General Surgery, Goodall Health Partners Orthopedics, Goodall Health Partners Otolaryngology, and Goodall Express.

Co-pays for visits to your PCP and for specialty appointments are due at the time of service and may be paid with cash, check or credit card (Mastercard, Visa, or Discover).

*Whether your insurance carrier pays all or only a portion of your bill, you are ultimately responsible for all charges.*

If you should have any questions or concerns related to billing, please call the Goodall Health Partners' billing office at 207 490-7756.

## INPATIENT ADMISSIONS AND SURGERY

If you are scheduled to have surgery or to be admitted to the hospital, we ask that you check with your insurance carrier to determine if a referral, pre-certification, prior authorization or second surgical opinion is needed prior to your admission or elective surgery.

## CONSULTS & DIAGNOSTIC TESTING

There may be times when your Provider may need to send you for tests, such as lab work, X-Rays, CT scans or MRIs. Please check with your insurance carrier to determine if a referral or prior authorization is required. Please notify your PCP if you are being sent out of State for services, as this may impact the type of referral needed.