



MAILING ADDRESS
PO Box 72 Sanford, ME 04073
LOCATIONS
15 Oak St Springvale, ME 04083
207 490-6900 PHONE 207 459-2822 FAX

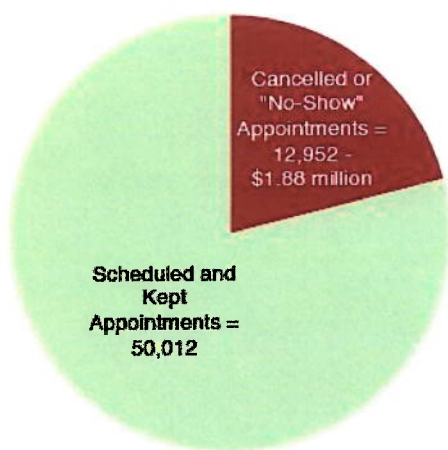
A division of York County
Community Action Corporation

April 28, 2022

Dear Patient,

At long last, we are seeing a few signs of spring. I hope you are managing to spend some time outdoors and enjoying the warmer weather.

Total Appointments: 62,964/year



Our challenge.

I am writing to ask for your help with a problem we are facing here at Nasson Health Care. Simply put, **1 out of 5 scheduled appointments does not take place**. The person either cancels too late for the appointment slot to be given to someone else, or they do not show up. As a result, the person's health care services are delayed and another person who could have used that slot did not have access. We schedule roughly 63,000 visits per year. Of these, nearly 13,000 are not used due to late cancellations or "no-shows." The financial impact is close to \$2 million in lost revenues to our health center – roughly the equivalent of Nasson being closed and not serving patients for 2 ½ months of the year. More importantly, the human impact of restricted access to care is huge.

The need has never been greater.

While the impacts of unkept appointments have always been a challenge for our providers and staff, the need to fill every appointment slot – and allow as many new and current patients to meet with their provider(s) – has never been more critical: We recently learned that Southern Maine Health Care (SMHC) has decided to close their practices throughout York County to new patients. This decision places new pressure on Nasson to see some of the **3,000 patients who are now on a waiting list to establish care** with SMHC.

We need your help.

So here comes the request: if you have scheduled an appointment to see one of our providers, please **arrive 15 minutes ahead of time and keep the appointment**. If you cannot keep this appointment, please **call or send a text message to cancel no less than 24 hours before the scheduled time**. This will allow us to schedule someone else who needs to be seen.

A difficult, but necessary step.

We recognize that some of us struggle to keep scheduled appointments often for very good reasons. At Nasson, we work hard to help patients find solutions to problems like transportation so they don't have



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to miss out on important health care services. In the meantime, we have made the difficult decision to limit access to patients who have missed a large number of recent appointments. This measure is not intended to be punitive, but is the necessary step we must take to ensure access to our services for as many patients as possible, including those who have been waiting – for months or even longer – to establish with a local primary care provider.

Scheduling change.

Patients who have **missed five or more appointments in the first three months of this year** (January-March 2022) will not be permitted to schedule new visits and their existing appointments will be cancelled. If this change applies to you, you will need to come to Nasson on the day you would like to see a provider and wait for an opening in that provider's schedule. These openings occur several times each day and you will likely be seen.

We know this may be a large inconvenience for a small number of patients. Please understand, our intention is not to create further barriers to accessing our services, and **we sincerely want to work with patients who are affected by this change, to find positive, workable solutions going forward** so that everyone may receive the health care they need, at a trusted practice close to home.

Please contact Celyn Reed, Operations Manager if you have any questions or concerns at 490-6900 or info@nassonhealthcare.org.

We look forward to seeing you soon.

In Good Health,

Martin Sabol
Director of Health Services
Nasson Health Care