



Welcome to our Family Medicine practice!

Dear Patient,

We offer the best quality care in a small office atmosphere. To help your visits flow smoothly here are some tips:

- Please arrive promptly for your scheduled appointment time to make sure we have your information up to date. If you are a new patient or if you have new insurance please arrive 5 minutes early. Always bring your insurance and ID cards.
- The office is open Monday-Friday and Dr. Sharkey sees patients Monday, Wednesday, Thursday, and Friday. If you would like to schedule a “same day” appointment please call at 9am to secure an available time slot. Dr. Sharkey, and Dr. Pierce see each other’s patients when one of us is unavailable.
- Please call with any questions or problems with your prescriptions. It is much easier to troubleshoot questions early rather than stopping medications and waiting until your next appointment to discuss side effects or issues.
- Please give us 1-2 business days notice for medication refills and plan ahead because we do not refill medications after hours or on weekends. We try to get the refills done each day, but some medications require chart research or additional information and cannot be done same day.
- If you have a medical emergency and the office is closed, call 911 or go to your local emergency room. Alternatively, if your need is urgent but not an emergency and you'd like to speak with our on call physician after hours: call the office at 207.847.9200. The voicemail will give you the on call doctor’s cell phone number. We have no answering service; you will speak directly to the doctor. Calls are handled by Dr. Sharkey and Dr. Pierce on a rotating schedule.
- If you need to cancel or reschedule your appointment, please contact us at least twenty-four hours in advance. We try to keep visits available for those patients who need them. If your cancel in less than 24h or do not show for your appointment, you will be charged \$25 for a no call/no show/missed appointment and \$50 for a no call/no show/missed New Patient, Physical, or OMM appointment. Rescheduling no show/missed appointments is done at the discretion of the doctor.
- Please register to use your patient portal. This will allow you to have access to your records such as medication lists, vaccine records, and some lab results. You can also securely and conveniently send non urgent messages to your doctor.
- Your time is valuable, and we strive to stay on schedule as much as possible (barring emergency situations.) We ask that you respect the time of the patients scheduled after you and arrive on time for your appointment.
- We strive to maintain the highest medical standards when treating you. This may require follow up(s) throughout the year.

THANK YOU for your trust in our office. Sincerely,
Dr. Heather Sharkey, Dr. Elizabeth Pierce, and staff

Heather A Sharkey, DO and Dr. Elizabeth Pierce, DO
60 Forest Falls Dr., suite 5
Yarmouth, ME 04096
(T) 207.847.9200 (F) 207.847.9315
www.heathersharkey.com