



Always here for you.

Three ways you can connect with your child's provider

Life doesn't stop when your child becomes sick and ... we get that. We're here to make sure you have access to care that is reliable and works within your busy life. At Northern Light Eastern Maine Medical Center Pediatric Primary Care, we are pleased to share with you three ways to connect with your provider, two of which you can do from the convenience and privacy of your own home.

Use the chart below to determine the best way to connect with your child's provider:

Type of Service	Portal eVisit	Telehealth	In-person
Description	Send images of your child's symptoms to your provider through the Northern Light Health Patient Portal without needing to make an appointment. Your provider will respond to you as part of the daily work schedule.	You can meet with your provider in real time through a secure telehealth connection on your computer, smart phone, or tablet from the privacy and comfort of your home.	Depending on your child's needs, it may be best that the visit occurs in person so that we may evaluate the condition up close and perform a physical evaluation to make the best determination of treatment.
Conditions	Conditions easily viewed through an image, such as a rash or skin abrasion, and do not require urgent attention.	Use telehealth when you have a question about a behavioral health issue or other limited concerns.	Fever, congestion, nausea, headache, shortness of breath, or other symptoms, may require your provider to perform a physical examination for accurate diagnosis.

If you think your child is experiencing a medical emergency, please call 9-1-1 immediately.

All three service options are billable services since diagnosis requires the time, attention, and expertise of your provider. To sign up for the Northern Light Health Patient Portal, call our Telehealth Patient Help Desk at 1-833-217-9640 or ask during your next visit.