

Welcome to Northern Light Health

We're making
healthcare
work for you.




Northern LightSM

Eastern Maine Medical Center





1. Northern Light Eastern Maine Medical Center
Bangor
2. Northern Light Acadia Hospital
Bangor
3. Northern Light Blue Hill Hospital
Blue Hill
4. Northern Light Mayo Hospital
Dover-Foxcroft
5. Northern Light Maine Coast Hospital
Ellsworth
6. Northern Light C.A. Dean Hospital
Greenville
7. Northern Light
Sebasticook Valley Hospital
Pittsfield
8. Northern Light A.R. Gould Hospital
Presque Isle
9. Northern Light Mercy Hospital
Portland
10. Northern Light Inland Hospital
and Continuing Care, Lakewood
Waterville

 Northern Light Home Care & Hospice region serving, Cumberland, York, Kennebec, Somerset, Penobscot, Hancock, and Aroostook Counties



Welcome to Northern Light Health

and thank you for choosing us.

At Northern Light Eastern Maine Medical Center our promise is to make healthcare work for you, and that means we are committed to providing you with high-quality care that meets your individual needs. We also want getting care to be as easy and straight forward as possible, no matter what kind of care you need.

This booklet is a collection of information that we've found makes navigating healthcare at Northern Light Eastern Maine Medical Center easier; we hope you find it helpful. Please reach out to your healthcare team if you have more questions. We're always here for you.

Thanks again for allowing us to be your partner in health and wellness!

Sincerely,

Greg LaFrancois
President, Northern Light Eastern Maine Medical Center



Walk-In Care

No appointment necessary!

Northern Light Walk-In Care is available at seven locations across Maine.

Bangor[207.973.8030](tel:207.973.8030)

915 Union St, Suite 4
8 am to 7 pm, hours may vary

Caribou[207.498.3502](tel:207.498.3502)

118 Bennett Drive
12 pm to 8 pm, seven days a week

Ellsworth[207.244.5513](tel:207.244.5513)

32 Resort Way
7 am to 8 pm, seven days a week

Gorham[207.535.1400](tel:207.535.1400)

74 County Road
8 am to 8 pm, seven days a week

Presque Isle[207.760.9278](tel:207.760.9278)

23 North St.
8 am to 8 pm, seven days a week

Waterville[207.861.6140](tel:207.861.6140)

174 Kennedy Memorial Drive
8 am to 6 pm, seven days a week

Windham[207.400.8600](tel:207.400.8600)

409 Roosevelt Trail
8 am to 8 pm, seven days a week



We also have Virtual Walk-In Care available via [Telehealth](https://www.northernlighthealth.org/Telehealth).

Please visit [northernlighthealth.org/Telehealth](https://www.northernlighthealth.org/Telehealth)

Telehealth is available seven days a week from 8 am to 4:30 pm.

If you need help registering for telehealth, please call our help desk, or email TeleHelpdesk@northernlight.org

Northern Light Eastern Maine Medical Center Departments and Practices

Main Number[207.973.7000](tel:207.973.7000)

Includes access to the following departments:

- Emergency Department
- Nurses Station (inpatient)
- Infusion Clinic and Services
- Surgery
- Laboratory Services
- Women's Health
- Imaging Services

Patient Financial Services.....[207.973.5000](tel:207.973.5000)

Northern Light Home Care & Hospice.....[1.800.757.3326](tel:1.800.757.3326)

Northern Light Primary Care Health Centers

All aspects of pediatric and adult wellness, same day appointments for acute issues, chronic condition management, OMT (osteopathic manipulation therapy), Behavioral Health & Counseling, MAT (Medication Assisted Treatment) in most locations, Primary Care Pharmacist and Registered Dietitian consults, and RN-led Annual Wellness Visits.

Bangor

Northern Light Internal Medicine

302 Husson Avenue, Ste 1[207.947.6141](tel:207.947.6141)

Northern Light Family Medicine and Residency

895 Union Street, Suite 12.....[207.973.7979](tel:207.973.7979)

Northern Light Pediatric Primary Care

133 Corporate Drive.....[207.941.1155](tel:207.941.1155)

Northern Light Primary Care, Husson Ave.

302 Husson Avenue, Ste 2[207.941.2373](tel:207.941.2373)

Brewer

Northern Light Primary Care, Brewer

234 State St.[207.989.0550](tel:207.989.0550)

Hampden

Northern Light Primary Care, Hampden

7 Main Road North[207.862.9400](tel:207.862.9400)

Orono

Northern Light Primary Care, University of Maine

5721 Long Rd, University of Maine in Orono.....[207.581.4000](tel:207.581.4000)



PRIMARY CARE

This is evidence-based care from your regular trusted healthcare provider or group.

- Earaches/colds/flu
- Preventative Health
- Annual exams and screenings
- Immunizations
- Chronic disease support
- Chronic condition management
- Prenatal care
- Non-urgent healthcare needs

We have primary care health centers located in: Bangor, Brewer, Hampden, and Orono

WALK-IN CARE

No appointment necessary! Visit Walk-In Care for non-urgent, minor illness and injuries when you can't get in to see your primary care provider and it's not an emergency

- Flu/COVID-19 vaccine shots
- Cold symptoms
- Urinary tract infections
- Earaches
- Fevers
- Sprains and strains
- Minor cuts
- Allergies
- Skin irritations
- Headache or Migraine
- And other non-emergency care

Northern Light Walk In Care
915 Union St, Suite 4 - Bangor
207.973.8030

northernlighthealth.org/Services/Walk-In-Care

How to contact us after regular office hours

In non-emergency situations, we recommend calling your primary care provider first - even after hours. We have an on-call provider who will get back to you and help you get the right level of care.

EMERGENCY DEPARTMENT

Visit the Emergency Department whenever you believe something needs urgent attention, including any potentially life-threatening illness or injury such as:

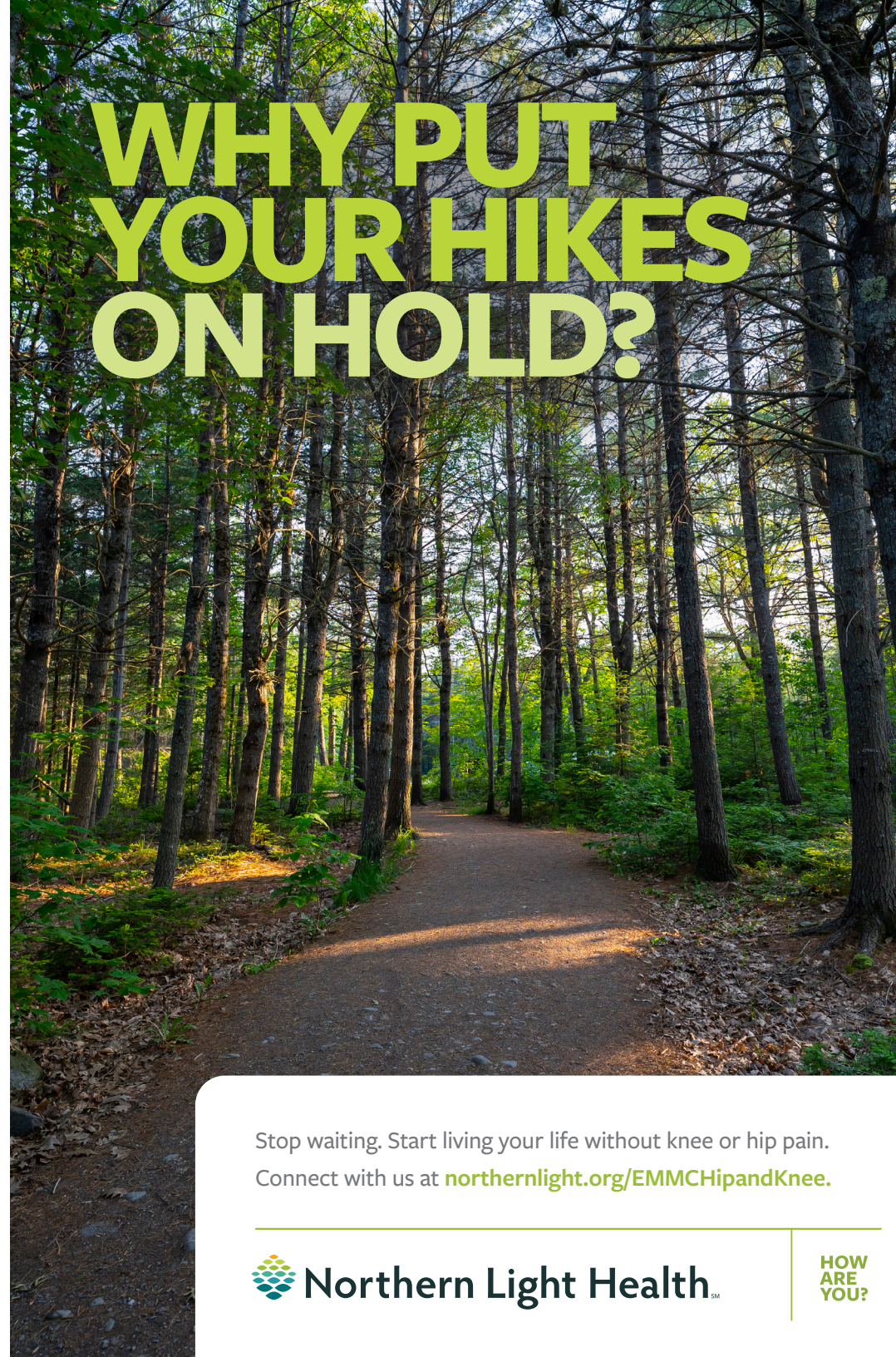
- Chest pain
- Difficulty breathing/severe shortness of breath
- Fainting/loss of consciousness
- Warning signs of stroke: numbness in face, arms, legs
- Harmful feelings towards yourself or others
- Poisoning/drug overdose
- Seizures
- Severe abdominal pain, bleeding
- Head injuries
- Automobile or industrial accidents



Northern Light Emergency Care at nine hospital locations

northernlighthealth.org/Services/Emergency-Care

WHY PUT YOUR HIKES ON HOLD?



Stop waiting. Start living your life without knee or hip pain. Connect with us at northernlight.org/EMMCHipandKnee.



HOW ARE YOU?

Compassionate Care Extended with Concierge Staff

From the Emergency Department to our Surgical Patient Reception and on each inpatient floor, you may meet one of our concierge staff members.

They support care throughout our medical center on State Street, and work to make our patients' and families' visit more comfortable.



Your experience matters



You may receive a survey asking you about your visit.

Please complete the survey. We value your feedback and use it to provide the best possible care for all of our patients and families.

The survey:

- ✓ Is confidential, there are no links associating the person to the individual survey.
- ✓ It should only take five minutes to complete.

If you received care that did not meet your expectations, it's important for us to know when we aren't meeting that standard. To help us improve, please share your experience with our Patient Experience team by calling 207.973-8110, or emailing emmcpr@northernlight.org.



Patient and Family Advisory Council

Northern Light Eastern Maine Medical Center has a Patient and Family Advisory Council that helps us improve the patient experience in many ways. During regular meetings, real patients, family, and community members give us regular feedback about their office visits, registration, communications, staff interactions, and much more!

If you're interested in applying to join the group, please contact Kyle Garrett, BS, MHA, CPXP, director, Patient Experience, at kgarrett@northernlight.org.

Finding Help in your community



We all need a little help sometimes. Northern Light Health FindHelp links you with local services for everything from food assistance, transportation, and healthcare. Enter your zip code, review your resource list, and get connected!

Find Local Resources Online

Visit NorthernLightHealth.FindHelp.com or scan the QR code and enter your zip code to find services close to you.

Need help getting connected to Northern Light FindHelp?

Contact the Patient Help Desk at 1-833-217-9640



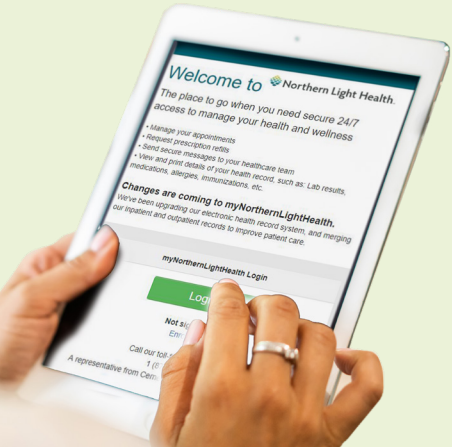
Patient Financial Services

Northern Light Mercy Hospital has a central billing office with knowledgeable, friendly staff who can answer all your questions. Please call us when a bill doesn't make sense or needs clarification: **1.800.395.0232**

Northern Light Health is committed to treating all patients who need our care, regardless of their health insurance or financial status.

Patient Portal Online www.MyNorthernLightHealth.org

We have a convenient, confidential and secure way to access your medical records and contact your provider with non-urgent questions – all from your computer.



Our patient portal gives you access to:

- **Send secure messages to your provider**
- **Request routine appointments**
- **Request prescription refills, view test results, and other medical records**

Sign up at your first appointment and get connected... or ask how to sign up, and we'll help you.

Prescription Refills

To refill your medication, call your pharmacy to see if refills are available, contact your prescribing provider, or visit the Northern Light Health patient portal at www.MyNorthernLightHealth.org.

Our goal is to have medication refill requests processed within three business days. Because it can take longer, please don't wait to contact us until you are down to your last dose. Working together we can ensure you have the medication you need when you need it to get well and stay well.

If needed, Northern Light Pharmacy provides mail-order service throughout Maine, and has **locations in Bangor, Brewer, Waterville, and Portland.**

Learn more at northernlighthealth.org/pharmacy.

HOW ARE YOU, REALLY?

It's important to schedule your annual primary care visit. Your annual visit allows you to:

- Stay healthy by keeping up to date on your annual health screenings, immunizations, and other regular medical care.
- Maintain a relationship with your primary care provider which allows all to work together to keep track of any health areas of concern, or things that need follow up.
- Bring a support person with you to your appointments. They can be an extra set of ears, help you with questions, and take notes so you know what to do next.
- Ask questions and be your own advocate! Discuss any concerns about your health, so your primary care provider can guide you on your best path forward.

By staying connected, we can help you stay healthy, even as your health changes throughout your lifetime.

Need help? We're here for you.



