Welcome to Northern Light Health

We're making healthcare work for you.

Northern Light℠

Primary Care

Welcome to Northern Light Health

and thank you for choosing us.

At Northern Light Health our promise is to make healthcare work for you. That means providing you with high quality care to meet your individual needs. We are also committed to making care as easy and straightforward as possible, no matter what care you need.

This booklet contains information that makes finding care at Northern Light Health easier. We hope you find it helpful. Please ask your healthcare team if you have any questions. We are always here for you. Thank you for choosing us to be your partner in health and wellness.

Sincerely,

Rand O'Leary, MSA, FACHE
President, Northern Light Eastern Maine Medical Center

Michael Reid
Vice President, Physician Practices

Lisa Billings-Lindsey, DO
Physician Director of Primary Care

Your Path to Health

Your relationship with your Primary Care Provider (PCP) is the first step in reaching and maintaining good health. Whether its annual wellness visits, routine screenings, or specialized follow-up, we will be with you. Your PCP is your first contact and will guide you through whatever healthcare you need. That relationship is important to us and we are committed to making it work.

Because we have a system of healthcare, almost all your needs can be met right here in Maine. And if for some reason the highest levels of care are needed, we have relationships with leading hospitals in the Northeast and can expedite special cases. These relationships are part of what makes healthcare work for you.

We are connected, and all our specialists can access your medical records in our system when they need to. Any specialists you might need to see in our practices or during a hospital visit will enter your treatment information into your medical record so your PCP will be able to see it. They are here for you.

If needed, Northern Light Home Care & Hospice provides long-term care or rehab services at home if possible. They will also coordinate your medications and other services. You can use your own pharmacy or Northern Light Pharmacy, which provides mail-order delivery of medications statewide and local delivery in Bangor.

Northern Light Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ethnicity, age, mental or physical ability or disability, political affiliation, religion, culture, socio-economic status, genetic information, veteran status, sexual orientation, sex, gender, gender identity or expression, or language.

IMPORTANT New Patient Process

We're committed to guiding you through your care experience. The first step in caring for you is to receive your previous medical records. This is accomplished with an Authorization to Release Form. When you complete the form, it gives us permission to request your previous records and prepare for your first appointment with your new Primary Care Provider. We will do our best to obtain these records prior to your visit, but lacking them will not delay your appointment.

Appointment Reminders

When making an appointment at Northern Light Health, you will be given the option to receive a phone call or text message reminder. Appointment reminders are sent two days prior to your appointment.

Pre-Registration

Pre-registration helps us get you in to see your provider more quickly when you arrive at our office. By getting and confirming all of your information ahead of time, your visit goes more smoothly. For any appointment at a Northern Light Health Center in the Northern Light Eastern Maine Medical Center region, pre-register by phone: **207.973.8900**
Patients of Family Medicine Residency in Bangor, please call **207.973.7979**

Missed Appointments or Late Cancellations

To help you avoid a missed appointment, you will receive a confirmation call or text message the day prior to your scheduled appointment, with arrival time information. Please be aware that cancellations and/or requests for a rescheduled appointment less than 24 hours in advance, will be considered a missed appointment. When an appointment is canceled at the last minute or a patient simply does not show up, other patients who could have used that appointment time miss the opportunity to be seen in a timely manner. With this in mind, after the third "no show" or late cancellation, you will be contacted by our office regarding any future scheduling. If there are no openings, you may be directed to a Northern Light Walk-In Care location or Virtual Walk-In Care. If your need is an emergency, you can go to any Northern Light hospital's Emergency Department.

Co-Pays

We accept most major insurance carriers and ask that you provide us with the most recent insurance card at each appointment to ensure proper billing. Co-pays will be expected at the time of service. If your insurance plan has co-insurance, this will also be expected. We will use our price estimator tool to ensure accurate co-pay/ co-insurance information. Paying your copay ensures you are eligible to receive our 20% discount at the time of service and up to five days after. Please note that our providers and staff cannot give advice about insurance coverage. If you have questions about your coverage, please contact your insurance company.

Patient Financial Services

Northern Light Health has a central billing office with knowledgeable staff who can answer all your questions. Please call us if a bill doesn't make sense or needs clarification. **1.800.395.0232**

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 a triage service that will help you get the right level of care. (See Northern Light Eastern Maine Medical Center Primary Care locations listed on page 8)

When you can't get into your practice and it's not an emergency

Same-Day Access

By appointment. First, call your primary care office. If no same-day appointments are available, we will work with our practices across Northern Light Eastern Maine Medical Center sites to find an appointment time and location that works for you.

Examples of non-emergency conditions:

- **Minor cuts that don't require stitches**
- **Strains and sprains**
- **Mild to moderate burns**
- **Colds and coughs**
- **Fevers**
- **Severe sore throats**
- **Back pain**
- **Ear pain**
- **Skin rashes**

Please see all our Walk-In Care locations across Maine on Page 9.

Telehealth

Telehealth support services are available seven days a week from 8 am to 4:30 pm. If you can connect to the internet with a computer, smartphone, tablet, or telephone, then your next appointment could be from the comfort of your own home through Northern Light Telehealth!

To find out if you qualify, please call 1.800.757.3326 and ask to speak to the manager of our Telehealth service or visit northernlighthealth.org/Telehealth.

myNorthernLightHealth.org Patient Portal

The place to go when you need secure, convenient, 24/7 access to manage your health and wellness.

Our patient portal, MyNorthernLightHealth, is available for you through our app or computer. You can securely access your personal medical information anytime, anywhere you have an internet connection.

- **Review your medical information, including your results, conditions, medication, and notes**
- **Send messages to your healthcare team**
- **Request prescription renewals**
- **Request appointments**
- **Connect your health record to your wellness apps**
- **Conduct telehealth visits when appropriate**

It's easy to get started. Contact your PCP office to request an electronic invitation (or do this during your office visit). You can also sign up online at mynorthernlighthealth.org. You'll need your medical record number, which you can find on the patient visit summary you received from your provider.

You can save that number here: _____

Help Desk.....1.833.217.9640

Our Patient Help Desk is here to make sure our tools work for you. If you need help installing, navigating, or just have a question about how things work, we are here to help. If you need help signing up for MyNorthernLightHealth we can do that too.

Monday - Friday
8:30 am to 4 pm

TeleHelpdesk@northernlight.org

Finding a Specialized Provider

If you need a specialist, or help finding the right provider for your medical needs, ask your primary care provider for a referral. You can also find a list of specialized care providers online at https://northernlighthealth.org/Providers.

The Importance of an Advance Directive

An advance directive is a form you complete that tells your provider and others what your medical wishes are if you become unable to speak for yourself. We understand that these conversations can be difficult, and we encourage you to start them early so your loved ones know what matters most to you. We have resources to help get you started, ask your practice for a copy of the Advance Directive form or visit https://northernlighthealth.org/legal/him/advance-directive to download one. Print the form, complete it, and bring it with you to your appointment.

Filling your Prescriptions

Northern Light Pharmacy has locations in Bangor, Brewer, and Portland (free delivery in the Bangor area) and provides free mail-order service throughout Maine.

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. 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.

Northern Light Eastern Maine Medical Center Departments and Practices

Main Number 207.973.7000

Includes access to the following departments:

- Emergency Department
- Nurse's station (in-patient)
- Infusion clinic and services
- Day surgery
- Laboratory services
- Women's Health
- Imaging Services

Patient Financial Services 207.973.5000

Northern Light Home Care & Hospice 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 Health Center - Husson Ave.

302 Husson Avenue, Ste 2 ..... 207.941.2373

Bangor

Northern Light Family Medicine and Residency, Northern Light Health Center

895 Union Street, Suite 12 ..... 207.973.7979

Brewer

Northern Light Health Center - Brewer

234 State St. 207.989.0550

Orono

Northern Light Health Center - Orono

84 Kelley Road 207.866.4399

Hampden

Northern Light Health Center - Hampden

7 Main Road North 207.862.9400

Walk-In Care

No appointment necessary!

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

Waterville 207.861.6140
174 Kennedy Memorial Drive
8 am to 6 pm, seven days a week

Bangor 207.973.8030
915 Union St, Suite 4
8 am to 7 pm, seven days a week

Caribou 207.498.3502
118 Bennett Drive
12 pm to 8 pm, seven days a week

Ellsworth 207.244.5513
32 Resort Way
7 am to 8 pm, seven days a week

Gorham 207.535.1400
74 County Road
8 am to 8 pm, seven days a week

Presque Isle 207.760.9278
23 North St.
8 am to 8 pm, seven days a week

Windham 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.

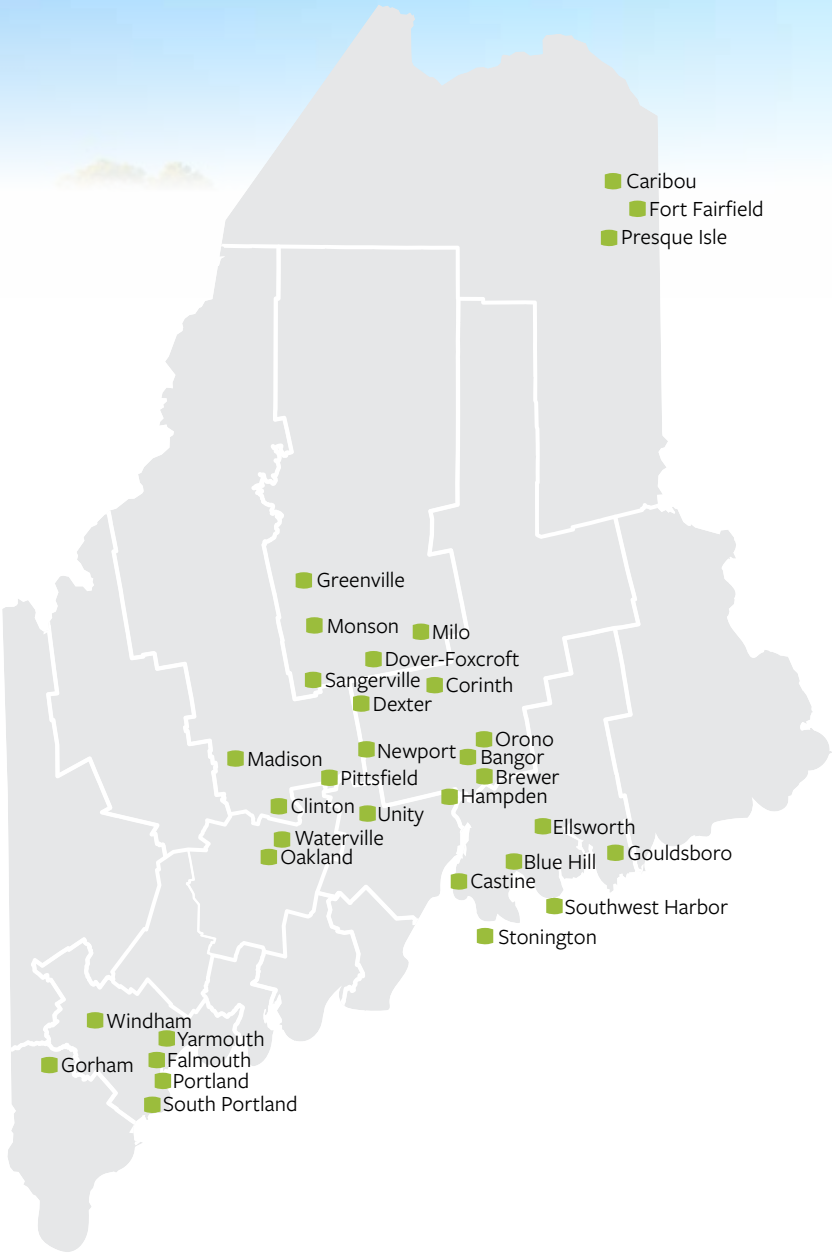
Please visit northernlighthealth.org/Telehealth

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., 833.217.9640 or email us TeleHelpdesk@northernlight.org

Northern Light Health℠

Primary Care Locations



Northern Light Acadia Hospital
Bangor
268 Stillwater Ave 207.973.6100

Northern Light AR Gould Hospital
Presque Isle
140 Academy St 207.768.4000

Northern Light Blue Hill Hospital
Blue Hill
57 Water St 207.374.3400

Northern Light CA Dean Hospital
Greenville
364 Pritham Ave 207.695.5200

Northern Light Continuing Care, Lakewood
Waterville
220 Kennedy Memorial Dr 207.873.5125

Northern Light Eastern Maine Medical Center
Bangor
489 State St 207.973.7000
1.877.366.3662

Northern Light Continuing Care, Mars Hill
Mars Hill
15 Highland Ave 207.768.4915

Northern Light Home Care & Hospice
Statewide (home office in Portland)
Portland 1.800.757.3326

Northern Light Inland Hospital
Waterville
200 Kennedy Memorial Dr 207.861.3000
..... 1.800.491.8600

Northern Light Maine Coast Hospital
Ellsworth
50 Union St..... 207.664.5311
..... 1.888.645.8829

Northern Light Mayo Hospital
Dover-Foxcroft
897 W Main St 207.564.8401

Northern Light Mercy Hospital
Portland
175 Fore River Parkway..... 207.879.3000

Northern Light Primary Care
Statewide

Northern Light Sebasticook Valley Hospital
Pittsfield
447 N Main St 207.487.4000

Northern Light Pharmacy

Bangor
Riverside (Eastern Maine Medical Center)
Webber Building 207.973.8888

Bangor
Westgate
915 Union St, Ste 7..... 207.973.6788

Bangor
State Street
210 State St..... 207.947.8369

Brewer
Whiting Hill
33 Whiting Hill Rd..... 207.973.9444

Portland
Fore River (Mercy Hospital campus)
195 Fore River Parkway..... 207.535.1600

Use the QR Code above to view this book in digital format

Getting better every day.

Your feedback matters

You may receive a survey by mail, email, or text after your visit with us. We encourage you to complete the confidential survey so we know which staff to recognize, or if some aspect of our service needs improvement. Please let us know how we're doing! If you want to share something sooner, please contact the practice manager at your primary care office.

Thank you!

Northern Light Health℠

To learn more about Northern Light Health and our statewide system of healthcare, please visit **northernlighthealth.org**

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