

Welcome to Northern Light Health

We're making healthcare  
work for you.



Northern Light<sup>™</sup>

Mayo Hospital



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



Marie Vienneau, FACHE  
President, Northern Light Mayo Hospital





## 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 reminder. Appointment reminders are sent one to two days prior to your appointment.

## Missed Appointments or Late Cancellations

To help you avoid a missed appointment, you will receive a confirmation call prior to your scheduled appointment, with arrival time information. 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.

## 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 for payments made at time of service or 10% discount for prompt pay 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.

**Main Number** ..... [207.564.8401](tel:207.564.8401)

## Northern Light Mayo Hospital Emergency Department

### Dover-Foxcroft

897 W Main St. .... [207.564.4260](tel:207.564.4260)

## Northern Light Primary Care and Health Centers

### Corinth

Northern Light Health Center  
492 Main St. .... [207.285.3435](tel:207.285.3435)

### Dexter

Northern Light Health Center  
41 High St. .... [207.924.5226](tel:207.924.5226)

### Dover-Foxcroft

Northern Light Health Center  
891 W Main St. .... [207.564.4464](tel:207.564.4464)

### Milo

Northern Light Health Center  
135 Park St. .... [207.943.7752](tel:207.943.7752)

## How to contact us after hours

In non-emergency situations, we recommend that you call your primary care provider first, even after hours. We have a triage service that will help you access the right level of care.

## Departments and Services

Birthing. .... [207.564.4292](tel:207.564.4292)  
Cancer Care. .... [207.564.4254](tel:207.564.4254)  
Cardiopulmonary..... [207.564.4395](tel:207.564.4395)  
Diabetes & Nutrition..... [207.564.4466](tel:207.564.4466)  
General Surgery. .... [207.564.4466](tel:207.564.4466)  
Imaging..... [207.564.4243](tel:207.564.4243)  
Orthopedics..... [207.564.8300](tel:207.564.8300)  
Rehabilitation (OT, PT, speech)..... [207.564.4273](tel:207.564.4273)  
Women's Health. .... [207.564.4470](tel:207.564.4470)



## Would you like to thank a Northern Light caregiver?

The Grateful Patient and Family Program at Northern Light Health provides you and your family with an opportunity to express your gratitude to those who have made a difference in your care through monetary donation. Every dollar you donate will be used to support the mission of the location you choose.



Visit [northernlighthealth.org/honor](http://northernlighthealth.org/honor) and complete the online form.

## 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.

### The survey:

- Is anonymous, there are no links associating the person to the individual survey.
- Should only take five minutes to complete.

## How to request medical records

You can request your medical records from one or more of any Northern Light Health facility or hospital at <https://northernlighthealth.org/HIM> or by calling Mayo Hospital's medical records department at 207.564.4270.

## Patient and Family Advisory Council



Northern Light Health has a Patient and Family Advisory Council that helps us improve the patient experience in many ways. During regular meetings, real patients give us regular feedback about their office visits, registration, patient communications, staff interactions, and much more! If you're interested in joining the Patient and Family Advisory Council, please contact your primary care office for more information.



## 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](http://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



# HOW ARE YOU?



It's a question we rarely ask ourselves. But we're encouraging you to ask the people in your life, starting with yourself, then connect with us at [northernlighthealth.org/howareyou](https://northernlighthealth.org/howareyou)



HOW ARE YOU?



## 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



Northern Light Primary Care  
44 practices throughout Maine

[northernlighthealth.org/Services/Primary-Care](https://northernlighthealth.org/Services/Primary-Care)

## EMERGENCY ROOM

Visit the ER 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](https://northernlighthealth.org/Services/Emergency-Care)

## BEHAVIORAL OR MENTAL HEALTH CRISIS

If you are experiencing a behavioral or mental health crisis, please contact the Behavioral Health Resource Center at Northern Light Acadia Hospital any time, 24 hours a day, seven days a week, 365 days a year, at 1.207.973.6100. If you or someone you care about is having thoughts of suicide or thoughts of harm, please call 911. Caring people are standing by to help.

## SUICIDE AND CRISIS LIFELINE



Call or Text

988

In addition to Northern Light Acadia Hospital's behavioral health resource center, 988 is a confidential 24-hour national hotline where you will be connected to a Maine-based crisis counselor who can provide hope, help, and emotional support.

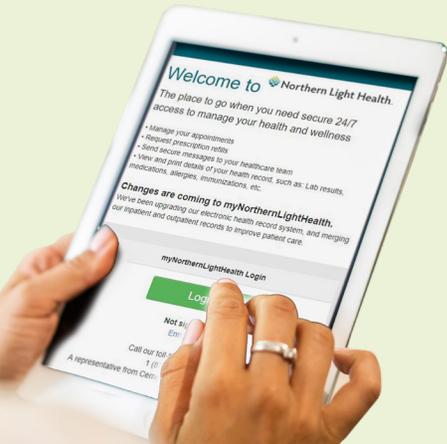
## Patient Financial Services

Northern Light Mayo Hospital has a 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: **207.564.4301**.

*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](http://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](http://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 Waterville, Bangor, Brewer, and Portland**.

Learn more at [northernlighthealth.org/pharmacy](http://northernlighthealth.org/pharmacy).



## Provider Finder Service

Need a specialist or help finding the right provider for your medical needs?



Find a provider online:  
[doctors.northernlighthealth.org](http://doctors.northernlighthealth.org)

## Annual Visits

*It's important for you to schedule an annual check-up with us so that we can be aware of any health changes over the year. Immunizations, physicals, and other regular medical care, will help you get healthy and stay healthy - and that's a goal we share together!*



## The Importance of an Advance Directive

An advance directive is a form that 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 [northernlighthealth.org/Legal/HIM/Advance-Directive](http://northernlighthealth.org/Legal/HIM/Advance-Directive) to download one.

Northern Light Mayo Hospital 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.



[www.northernlighthealth.org](http://www.northernlighthealth.org)