

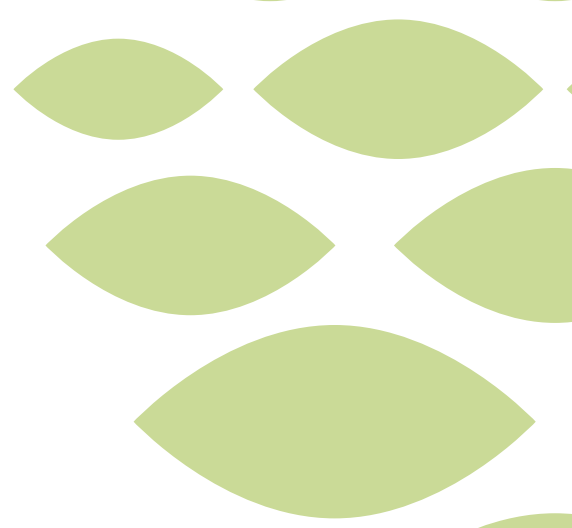
Welcome to Our Care

Patient and Family Guidebook



Northern LightSM

Eastern Maine Medical Center



Welcome to Eastern Maine Medical Center

This booklet was created by our staff to provide information that will help you get around our hospital and the community as you support your loved one. We hope it helps ease any concerns you or your family may have. We are dedicated to making your experience with us as comfortable and reassuring as possible.

Additional Contact Information

Main Number/Operator:	207-973-7000
Patient Experience:	207-973-8110
Patient Account Services:	207-973-5000

Northern Light Eastern Maine Medical Center

489 State Street
Bangor, ME 04401

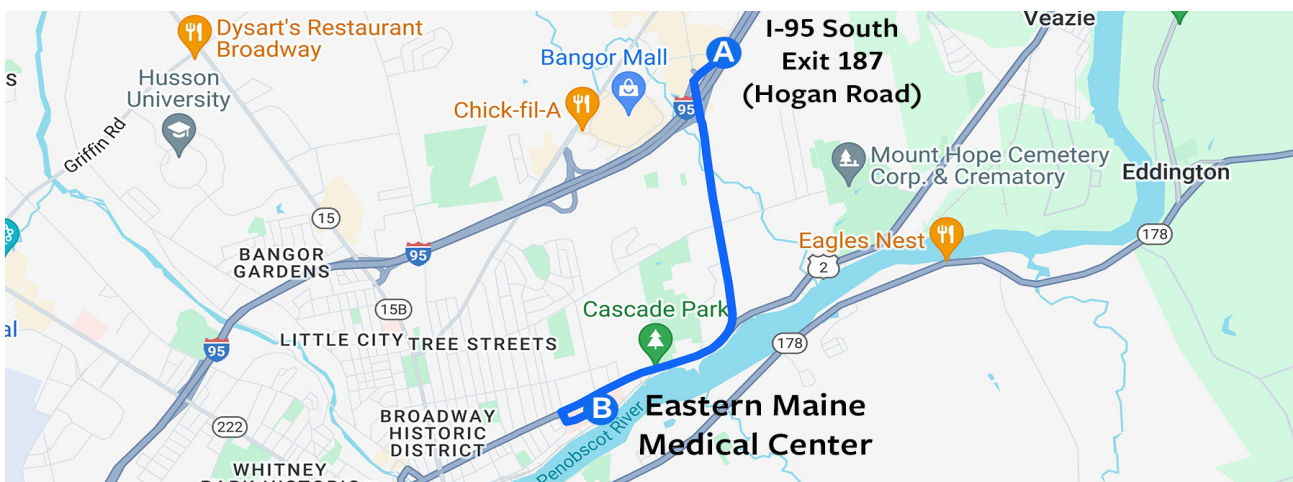
northernlighthealth.org/eastern-maine-medical-center

At Eastern Maine Medical Center, we're grateful for the opportunity to serve you. EMMC's staff is trained to respect your individuality, your privacy, and your dignity. Our goal is to think always of the patient first. That means that while you are here, we will do everything we can to make you comfortable, both physically and emotionally.

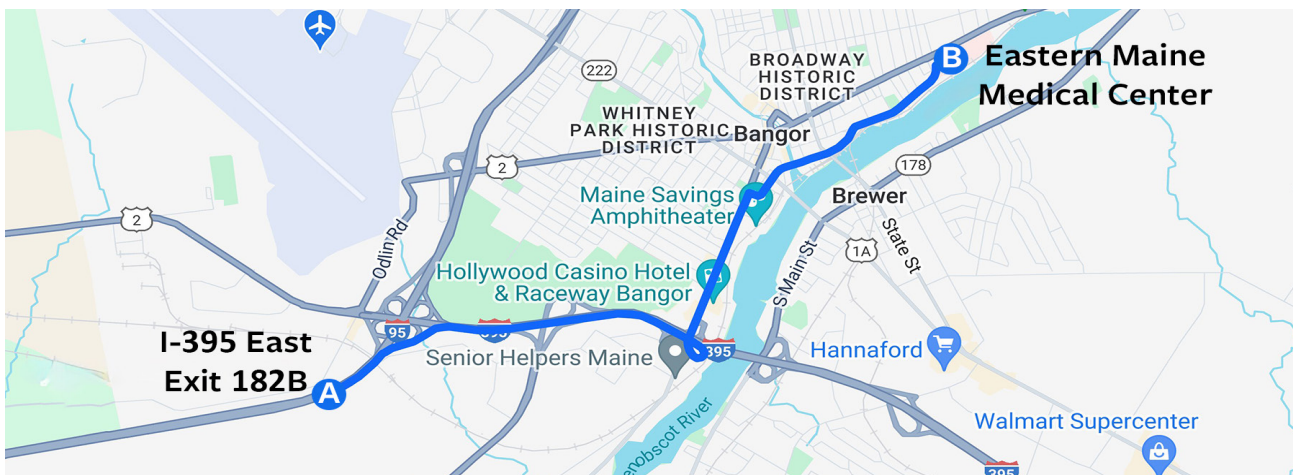
Our team of healthcare professionals offers countless special skills, all coming together to provide the most satisfactory hospital experience possible. We try to anticipate the needs of each patient, but if you feel something is missing in our efforts, please talk to a member of your care team. For answers to questions your care team cannot resolve, please contact Patient Experience by dialing 38110 from any hospital phone or 973-8110 from outside the hospital during regular business hours.

Directions to Eastern Maine Medical Center

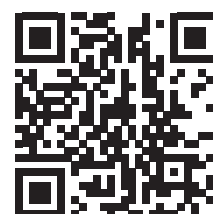
From north: Take I-95 south to exit 187 (Hogan Road). Keep left at the end of the ramp and follow Hogan Road for 1.3 miles until it merges onto State Street. Continue on State Street for one mile. You will soon see the hospital on your left. To get to the Main Entrance, pass the campus and take the first left at the light onto Hancock Street. Take a left on Debroah Carey Johnson Drive at the next light to get to the main entrance.



From south: Take I-95 north to Exit 182A (Bangor-Brewer) and merge onto I-395 east. Travel for 1.3 miles to exit 3B (Downtown Bangor). Continue onto Main Street for one mile, then turn right on Cedar Street. Follow the road for 1.2 miles. You will soon see the hospital on your right — take a right on Deborah Carey Johnson Drive to get to the main entrance.



Scan this code with your phone's camera for directions to the medical center using your navigation app.





Parking information

Access to quality healthcare begins the moment you arrive at our hospital. We know that offering hassle-free parking is an important step in providing the care you deserve.

Parking Garage and Surface Parking / Parking Lot

The medical center's parking garage offers more than 450 parking spaces. You can enter the parking garage from State Street or Deborah Cary Johnson Drive. There are handicap spaces located on each level of the garage and in the adjacent surface lot.

The Webber Parking Lot is a surface lot with an entrance from Deborah Cary Johnson Drive.

Park and Ride

The medical center offers free Park and Ride service between the Webber Parking Lot, the Penobscot Pavilion Main Entrance, and the Webber Building. To use this service, go to the shuttle shelter located in the Webber Parking Lot. This service is available Monday through Friday, 5 am to 5 pm, excluding holidays.

Patient Drop Off and Pick Up

If you are dropping off or picking up a loved one in our care, there are dedicated lanes at the Penobscot Pavilion Main Entrance. Due to fire regulations, please do not leave your vehicle unattended in this area.

Directions and Assistance

As you enter the Main Lobby, Patient Experience Representatives and other staff will be available to help you find your destination.



Bangor Area Transportation

Car Rental

Enterprise Rent-a-Car
1222 Hammond St., Bangor
207.942.3772

Alamo Car Rental
299 Godfrey Blvd
844.366.2658

Hertz Car Rental
299 Godfrey Blvd
207.942.5519

National Car Rental
299 Godfrey Blvd
844.366.8835

Budget Car Rental
299 Godfrey Blvd
207.945.9429

Bangor Community Connector

The Community Connector is a public transit system operated by the City of Bangor that operates within the communities of Bangor, Brewer, Veazie, Orono, Old Town, and Hampden. The Community Connector has a fleet of 22 transit buses and 6 minivans, all of which are wheelchair accessible.

The Community Connector provides service system-wide Monday through Saturday from 6:15 am. to 6:15 p.m. For routes and schedules, visit <https://bangormaine.gov/communityconnector>.

Taxi Service

Bangor Taxi | 207-942-6403
Black Bear Taxi | 207-990-0300
Checker Randall Taxi | 207-942-5581
Dick's Taxi | 207-942-6403
Fab Cab | 207-299-7399

Harold's Taxi | 207-942-8752
Paul's Taxi | 207-942-9424
Penobscot Taxi Co. | 207-947-4894
R & L Taxi | 207-942-2226

River City Taxi | 207-947-8294
Taxi Express | 207-659-5404
Town Taxi | 207-945-5671
Yellow Cab | 207-945-6441



Lodging

When calling local hotels for a reservation, please mention you are in town with a loved one at the hospital and feel free to ask if they offer a discount for EMMC.

Bangor Area Hotels

Hotel Name	Address	Phone	Shuttle Service
Bangor Motor Inn	701 Hogan Rd.	207-947-6721	Variable availability
Best Western White House Inn	155 Littlefield Ave.	207-862-3737	No
Comfort Inn	10 Bangor Mall Blvd.	207-990-0888	Variable availability
Country Inn	936 Stillwater Ave.	207-941-0200	No
Courtyard by Marriott	236 Sylvan Rd.	207-262-0070	No
Fireside Inn	570 Main St.	207-942-1234	No
Hampton Inn	261 Haskell Rd.	207-942-1234	No
Hilton Garden Inn	250 Haskell Rd.	207-262-0099	Yes
Holiday Inn	404 Odlin Rd.	207-947-0101	Yes
Quality Inn	750 Hogan Rd.	207-942-7899	No
Residence Inn	22 Bass Park Blvd.	207-433-0800	Yes
Sheraton Four Points	308 Godfrey Blvd.	207-947-6721	No
Towneplace Suites	246 Sylvan Rd.	207-262-4000	No

Ronald McDonald House

The Ronald McDonald House serves families of patients ages 21 or younger who are receiving treatment at hospitals far from their homes and have a referral from the medical center. Stays are available on a first-come, first-served basis. Eligible families are welcome to stay free of charge.

Amenities

- Complimentary laundry facilities
- Complimentary WIFI
- For nursing moms, shared hospital-grade breast pumps are available
- Full kitchen with shared refrigerators and a stocked pantry
- Guest Chef meals prepared by groups are often available
- Indoor playroom and outdoor playground
- Private bedroom, shared bathroom
- Walking distance from the medical center (.8 miles)



Groceries

Having access to everyday essentials can make your visit more comfortable. Below, you'll find grocery stores and pharmacies located nearby.

Ask a member of your care team about our **Community Cupboard**, located right here in our medical center. This food pantry ensures you have access to nutritious food any time of day. Our team is always here to help, ensuring you can focus on what really matters — supporting your loved one.

Store Name	Address	Distance
BJ's Wholesale Club (membership required)	110 Longview Dr., Bangor	2.4 miles
Hannaford	383 Wilson St., Brewer	1.7 miles
	653 Broadway, Bangor	1.7 miles
	663 Stillwater Ave., Bangor	1.9 miles
Sam's Club (membership required)	47 Haskell Rd., Bangor	1.6 miles
Shaw's Supermarket	353 Main Street, Bangor	1.6 miles
Target	60 Longview Dr., Bangor	2.3 miles
Walmart	900 Stillwater Ave., Bangor	2.2 miles
	24 Walton Dr., Brewer	2.5 miles

Pharmacies

Pharmacy Name	Address	Distance
CVS Pharmacy	60 Longview Dr., Bangor	2.3 miles
Hannaford Pharmacy	383 Wilson St., Brewer	1.7 miles
	653 Broadway, Bangor	1.7 miles
Northern Light Pharmacy — Riverside — State Street	417 State Street, Bangor	0 miles
	210 State St., Bangor	.6 miles
Shaw's Pharmacy	353 Main St., Bangor	1.6 miles
Walgreen's Pharmacy	437 Wilson St., Brewer	1.8 miles
Walmart Pharmacy	900 Stillwater Ave., Bangor	2.2 miles
	24 Walton Drive, Brewer	2.5 miles



Maine Café

The Maine Café offers a wide selection of hot and cold food for our visitors and staff. The Café, located on Level 2 of the Penobscot Pavilion, includes a grill, a made-to-order sandwich bar, a different main entree each day, stone-fired pizza, and a salad bar, along with pre-made sandwiches, salads, and soft drinks. The Café is open from 6 am to 2 am, seven days a week, and accepts Mastercard, Visa, American Express, Discover, debit, cash, and checks.



Gift Shop

The Gift Shop provides a wide range of products to meet your needs. Hours are Monday through Friday from 8 am to 5 pm, Saturday from 10 am to 4 pm, and Sunday from 10 am to 2 pm. The Gift Shop accepts Mastercard, Visa, American Express and Discover, and will deliver throughout the Northern Light Eastern Maine Medical Center State Street campus.



Patient Experience

In your journey with us at Northern Light Eastern Maine Medical Center, we encourage you to share your experiences, both the moments that touched your heart and the times you feel we could do better. If there's something you'd like to share, please don't hesitate to reach out directly to our Patient Experience team. Whether it's to offer a word of praise for a staff member who went above and beyond, or to provide feedback on how we can improve, we're here to listen and act on your valuable insights.

How to Reach Us

You can contact the Patient Experience department directly by calling 207-973-8110 or toll-free at 877-366-3662. We're available Monday through Friday from 8 am to 4:30 pm.

Leaving a Message

We understand that your time is valuable, and we strive to be available whenever you need us. If you call, please leave a message including your name, contact information, and a brief overview of your feedback or inquiry. We are committed to returning your call as quickly as possible—usually within two hours during our regular business hours. Your experiences, your stories, and your voice are crucial to us in our mission to continually enhance the quality of care and support we provide to you and your family.

Your partnership with us in this feedback process is invaluable. By telling us about your experiences, you play a direct role in helping us elevate our care, making a real difference in the lives of the patients and families we serve.



Scan this code with your phone's camera to visit our **Patients and Visitors** webpage, where you'll find all the information you need to make your experience with us as comfortable as possible.

Northern Light Health

Acadia Hospital

A.R. Gould Hospital

Beacon Health

Blue Hill Hospital

C.A. Dean Hospital

Eastern Maine Medical Center

Home Care & Hospice

Inland Hospital

Maine Coast Hospital

Mercy Hospital

Northern Light Health Foundation

Sebecooc Valley Hospital

northernlighthealth.org