

**OBSERVER CODE OF CONDUCT AND CONFIDENTIALITY STATEMENT  
NORTHERN LIGHT EASTERN MAINE MEDICAL CENTER**

Code of Conduct

I have received a copy of the Northern Light Health Code of Conduct, Notice of Privacy Practices and the Orientation to Privacy, Confidentiality and Information Security at Northern Light Health. If I have any question about these documents, I will ask my administrative contact for more information.

If I become aware of any possible violation of the Code or policy, I will report it as soon as possible. I can report violations to my administrative contact person, the NLEMMC Compliance Officer (ext 8551), the NLH Compliance Officer (5100) or the Employee Compliance Hot Line (1-866-621-2122).

Confidentiality, Privacy and Security

I will protect the patients' right to privacy – all information about the patient is confidential. I will not obtain, use or give out confidential information other than that directly related to my role as an observer/student. **I will not access my medical record or medical records of my family members or friends.** I will never mention a patient's name or illness to anyone outside of Northern Light Eastern Maine Medical Center. I will only discuss a patient's name or illness with my supervisor or the individuals involved in the patient's care if it relates to my role as an observer/student.

***If I am given or select a user name and password for using computers, voice mail or other electronic information systems at work, I will not tell anyone else what they are. My user name and password are the same as my signature and when used they mean that I obtained, used or gave out information. I am responsible for all activities if someone else uses my user name and password. The NLH Security Office monitors use of the electronic information systems. I will contact my chief, administrative contact or the NLH Security Officer (ext. 7047) immediately if I believe someone else knows my password.***

When I leave Northern Light Eastern Maine Medical Center, I will leave behind all information I have heard or seen.

I understand that I may be excluded from Northern Light Eastern Maine Medical Center and/or the Northern Light Eastern Maine Medical Center Authorized Observer/Student Program at any time and without notice by the responsible Northern Light Eastern Maine Medical Center officials, if, in their sole discretion, they determine it to be in the best interests of Northern Light Eastern Maine Medical Center or its patients or if I violate the Code of Conduct or any policy I should follow.

Print Name: \_\_\_\_\_ Print Role & Dept: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office Phone #: 973-7320

Fax #: 973-5237

clinicaleducation@northernlighthealth.org



**NORTHERN LIGHT HEALTH**  
**NOTICE OF PRIVACY PRACTICES**  
**Revised Effective Date: December 16, 2022**

This Notice of Privacy Practices (Notice) describes how medical information about you may be used and disclosed and how you can access your information. PLEASE REVIEW THIS NOTICE CAREFULLY.

**This Notice describes the privacy practices of the members of the Northern Light Health Organized Health Care Arrangement (“Northern Light Health OHCA” or “Northern Light Health”).**

Northern Light Health protects the privacy and confidentiality of your health information pursuant to Federal and state laws. When you need healthcare, you give information about yourself and your health to our doctors, nurses, other healthcare professionals, and staff. This includes medical, financial, and contact information, and any other personal information. We use this information for various purposes, including providing healthcare to you, obtaining payment for this care, and conducting and supporting our operations. We also create electronic and paper records for these same purposes. All of this information is called “protected health information” (or “PHI”) or “health information.” We describe how we use your health information in this Notice. Federal law requires that we offer you a copy of this Notice so you are able to learn about:

1. How, when and why we share your health information;
2. How the law requires us to protect your health information;
3. Your rights to your health information; and
4. What happens if your health information is lost or improperly used or shared.

There are special protections for health information at Northern Light Acadia Hospital, Northern Light Acadia Healthcare and the former Northern Light Mayo Behavioral Health Office. Some of these special protections appear in *italics* in this Notice.

WHO FOLLOWS THIS NOTICE – This Notice is followed by all of our hospitals, doctor’s offices, clinics, physicians, health care professionals, employees, students, volunteers, entities, facilities, home care programs, other services and affiliated facilities.

Northern Light Health hospitals and facilities include but are not limited to the following: Northern Light Acadia Hospital and Acadia Healthcare • Northern Light A.R. Gould Hospital • Northern Light Blue Hill Hospital • Northern Light C.A. Dean Hospital • Northern Light Eastern Maine Medical Center • Northern Light Home Care & Hospice • Northern Light Inland Hospital • Northern Light Laboratory • Northern Light Maine Coast Hospital • Northern Light Mayo Hospital • Northern Light Mercy Hospital • Northern Light Medical Transport & Emergency Care • Northern Light Pharmacy • Northern Light Sebasticook Valley Hospital

A complete list of Northern Light Health hospitals and locations is listed on our website [Northernlighthealth.org/System](http://Northernlighthealth.org/System) or may be obtained by contacting your Northern Light Health physician office directly.

This Notice does not cover the privacy practices your personal healthcare professional may use in their private office unless they are employed by Northern Light Health. However, your personal healthcare professional will follow this Notice when they treat you at any Northern Light Health OHCA member.

**ACKNOWLEDGEMENT OF RECEIPT OF THIS NOTICE** – Except in emergencies, we may ask you to sign a statement affirming that you were offered a copy of this Notice. The statement does not mean you agree with our Notice, only that we offered you a copy of it. We will treat you even if you do not sign the statement.

**OUR DUTIES REGARDING YOUR HEALTH INFORMATION** – The law requires that we:

1. Keep your health information private and secure;
2. Let you know promptly if a breach occurs that compromises the privacy or security of your health information;
3. Follow the practices described in this Notice and offer you a copy of this Notice; and
4. Not use or share your health information other than as described in this Notice unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. You must notify us in writing if you change your mind.

We may change our privacy practices and this Notice at any time. If we change this Notice, the revised Notice will cover all of your health information that we have. We will provide the revised Notice to you upon request and post it in our service delivery sites and on our website.

**A. HOW WE MAY USE OR DISCLOSE (SHARE) YOUR HEALTH INFORMATION WITHOUT YOUR PERMISSION**

Here are some of the ways that we may share your health information.

**FOR YOUR TREATMENT** – We will share your health information to provide you with healthcare services. This means we can talk with other healthcare organizations and professionals (“healthcare providers”) about your healthcare. We can also send your health information to another healthcare provider for treatment. For example, we will share your health information with a specialist when seeking their advice on how to treat you.

Northern Light Health OHCA members participate in electronic health information exchanges (HIEs), including statewide through Maine’s HealthInfoNet and nationally through CommonWell. We use these HIEs to share, request, and receive electronic health information with other health care organizations to improve and coordinate the care you receive. If you have any questions or want to opt out of sharing your information using either HealthInfoNet or CommonWell, you may contact any Northern Light Health location.

*Northern Light Acadia Hospital and Northern Light Acadia Healthcare share your health information with each other to treat you. Any information from a federally assisted alcohol and drug abuse treatment program will not be shared with other healthcare providers without your permission, except in an emergency or pursuant to a court order.*

**FOR THE TREATMENT OF OTHERS** – We may use your health information to treat other patients.

**FOR APPOINTMENT REMINDERS** – We may use or share your health information to remind you of an appointment.

**TREATMENT ALTERNATIVES** – We may use or share your health information to tell you about different healthcare treatments.

HEALTH BENEFITS AND SERVICES – We may use or share your health information to tell you about health benefits and services.

NORTHERN LIGHT HEALTH-RELATED FUNDRAISING ACTIVITIES – We may use or share your health information to tell you about our fundraising efforts. You can ask us not to send you fundraising information. Any fundraising request you receive will tell you how to let us know if you do not want to receive such requests. We will not send you fundraising requests if you tell us you do not want to receive them. If you change your mind, we will let you know how to start having fundraising information sent to you again.

PAYMENT FOR SERVICES YOU RECEIVE – To the extent permitted by law, we may use or share your health information (including behavioral health information) with payors or persons engaged in paying for the healthcare services and products we provide to you. *Northern Light Acadia Hospital shares your behavioral health information this way.* For example, we may contact your insurance company to find out if it will pay for your treatment.

FOR OUR HEALTHCARE OPERATIONS – We may use or share your health information to run our facilities, including to improve your care and manage your treatment and services. We sometimes share your health information with other parties who need this information to support our operations. These parties are called our “business associates,” and they must protect your health information the same way we do.

## **B. OTHER USES AND DISCLOSURES**

WHEN REQUIRED BY LAW – We may share your health information if a law or regulation requires us to do so.

FOR PUBLIC HEALTH ACTIVITIES – We may share your health information with a public health agency or with law enforcement when required by law. For example, we may share your health information to:

1. Prevent a threat to the health or safety of any person;
2. Report births and deaths;
3. Tell a person who may have been exposed to a communicable disease or who could get or spread a disease or condition;
4. Report bad reactions to medications or medical products; and
5. Tell the appropriate government agency if we believe a patient has been the victim of abuse, neglect, or domestic violence.

TO THE FOOD AND DRUG ADMINISTRATION – We may share your health information with the Food and Drug Administration (“FDA”). This agency tracks the quality, safety and effectiveness of certain products that may be used in your care.

FOR HEALTH OVERSIGHT ACTIVITIES – We may share your health information with Federal or state government agencies. The government may need your health information for audits, investigations, or inspections. The government also uses this information to review Medicare and MaineCare, and to make sure we meet our legal requirements.

FOR LEGAL PROCEEDINGS – We may share your health information to respond to a court order or some other legal process.

FOR LAW ENFORCEMENT – We may share your health information for law enforcement purposes when permitted by state and Federal law.

TO CORONERS, MEDICAL EXAMINERS AND FUNERAL DIRECTORS – We may share health information with a coroner or medical examiner to identify a person who has died, or to find the cause of death. We may share health information with a funeral director so that they can do their work.

FOR ORGAN AND TISSUE DONATION – If you are an organ donor, we may share your health information for organ, eye and tissue donation and transplant purposes.

FOR HEALTHCARE RESEARCH – We may use and disclose your protected health information for research if such research has been approved by an institutional review board or privacy board that has reviewed the research proposal and established protocols to preserve the privacy of your protected health information. For example, a research project may involve comparing the health of patients who received one treatment to those who received another treatment for the same condition. Before we use or disclose protected health information for research purposes, the research project will go through a special review and approval process. Even without special approval, we may permit researchers to review your protected health information if it is necessary to help them prepare for a research project, as long as they do not remove or take a copy of any protected health information.

TO THE MILITARY OR VA – If you are a member of the Armed Forces, we may share your health information as required by the military or the Department of Veterans Affairs. If you are in a foreign military, we may also share your health information with that foreign military agency.

FOR NATIONAL SECURITY – We may share your health information with the government for national security reasons, or for the protection of the President.

IF YOU ARE AN INMATE – We may share your health information with a prison or jail or with a law enforcement official: (1) for your treatment; (2) to protect your health or safety or the health or safety of others; or (3) to ensure the safety and security of the prison or jail.

FOR WORKERS' COMPENSATION – We may share your health information for workers' compensation and other programs that provide benefits for work-related illnesses and injuries.

PARENTAL ACCESS – Some Maine laws about minors limit, allow, or require the sharing of health information with parents, guardians, and persons in a similar legal status. We will follow Maine law.

### **C. USES AND DISCLOSURES YOU MAY LIMIT OR NOT PERMIT**

This section lists some situations where you can limit the sharing of your health information. Even if you allow us to share your health information in these instances, you always have the right to take back your permission.

- In our patient directories – Some of our Northern Light Health OHCA members use patient directories to help family members and other visitors locate you while you are in the hospital. The directories may include your name, location, general condition, and religion, if any. Your location (room number or department) will be shared with people who ask for you by name. Clergy can see your name and religion. If you do not want to be listed in the patient directory, please let us know. *Northern Light Acadia Hospital, Northern Light Acadia Healthcare, and our federally assisted alcohol and drug abuse treatment programs do not have a patient directory. These facilities and programs will only share information about your status as a patient if you allow this in writing or if the disclosure is otherwise permitted or required by law.*
- With family members and others involved in your care – We may share your health information with your family members or others who are involved in your care or in payment for your healthcare. We

may share your health information during disasters so your family can find out about your condition and location. If you do not want us to share your health information with family members or others, please let us know. *Northern Light Acadia Hospital, Northern Light Acadia Healthcare, and our federally assisted alcohol and drug abuse treatment programs generally will not release any information to family, friends, or others involved in your healthcare or who help pay for your healthcare without your written permission.*

If you are in an emergency condition and cannot make your wishes known, or if we cannot understand your wishes due to a communication difficulty, we will use our best judgment when deciding to share your health information with family members or others we believe are involved in your care.

#### **D. USES AND DISCLOSURES WE CANNOT MAKE WITHOUT YOUR AUTHORIZATION**

In some situations, we must get your written permission before sharing your health information. We will ask you to sign a standard authorization form used by all Northern Light Health OHCA members. Even if you sign this form, you can at any later time ask us to stop sharing your health information. If you withdraw your permission, this will not affect any of your health information that you already allowed us to share. Types of situations that require your written authorization include:

- Sharing your health information for marketing purposes;
- Communications with you that we are paid to make;
- Selling your health information; and
- Most uses and disclosures of psychotherapy notes.

Some types of health information have special protections under the law. We may be required to get your written permission to share, or make a reasonable effort to notify you when we share:

- Your HIV/AIDS infection status;
- *Your health information held by Northern Light Acadia Hospital, Northern Light Acadia Healthcare and the former Northern Light Mayo Behavioral Health; or*
- *Information obtained by a federally assisted drug and alcohol abuse treatment program except as permitted by law. In most situations we must have your written permission or a court order to share this information. One exception is in an emergency to provide you with the treatment you need.*

Any use or disclosure of your health information not described in this Notice requires your written authorization.

#### **E. YOUR RIGHTS REGARDING YOUR PROTECTED HEALTH INFORMATION**

You have the following rights related to your health information. If you want to exercise any of these rights, please reach out to your Northern Light Health provider's office directly or contact the Northern Light Health Privacy Office at [Privacy@Northernlight.org](mailto:Privacy@Northernlight.org). You may be asked to put your request in writing by completing our standard form.

**REQUEST RESTRICTIONS ON WHAT WE SHARE** – You can ask that we not share your health information or a portion of your health information. We do not have to agree to such requests. If we agree, we will do what was agreed upon, except in an emergency or if the law requires otherwise. You can end such a restriction at any time by telling us in writing.

If you make full and timely payment for your care out of your own pocket, you may ask that we not share health information about that care with your insurance. We must honor this request.

REQUEST CONFIDENTIAL COMMUNICATIONS – You can ask us to contact you in a certain way or at a certain place. For example, you may ask us to call you on your cell phone instead of your home phone. We will agree to all reasonable requests.

INSPECT AND COPY YOUR HEALTH INFORMATION – You can look at and get a paper or electronic copy of your health information. You can direct us to share your health information with others. We may require you to put your request in writing. You may be charged a reasonable cost-based fee to cover the cost of making copies of your records and sending the copies to you or others as requested.

We will respond, in writing, to your request within 30 days.

If we think there is information that could put your health or safety in danger, or the health or safety of others, we can deny your request to look at or copy your records.

If you are a patient of Northern Light Home Care and Hospice, your clinical record will be made available to you, free of charge, upon your request at the next home visit or within four business days (whichever comes first).

ASK US TO AMEND YOUR HEALTH INFORMATION – If you think something is not correct or missing in your healthcare record, you can ask us in writing to change it. We will respond to your request, in writing, within 60 days. In certain cases, we may deny a request for an amendment. If we deny such a request, you have the right to file a statement of disagreement with us. If you file such a statement, we may prepare and send you a rebuttal to your statement.

ACCOUNTING OF DISCLOSURES – You can ask us to tell you to whom we disclosed your health information. The list we give to you will not include information about when we shared your health information:

- For your treatment;
- To receive payment for your treatment;
- For our business operations; or
- If you were the one who asked us to share your health information.

We will provide you with one free list in any 12-month period. We may charge a reasonable, cost-based fee for any additional lists you request within 12 months.

OBTAIN A COPY OF THIS NOTICE – You can get a paper copy of this Notice from us at any time. Ask for a copy from the place where you receive your healthcare. An electronic version of this Notice is available on our website at <http://northernlighthealth.org/Legal/Notice-of-Privacy-Practices.aspx>.

CHOOSE SOMEONE TO ACT FOR YOU – If you have appointed somebody your agent to make healthcare decisions on your behalf, or if someone is your legal guardian, that person will be able to exercise your rights and make decisions for you about how your health information is used and disclosed.

FILE A COMPLAINT – If you have concerns about your privacy or how we have used or disclosed your health information, please contact the Northern Light Health Privacy Office at [Privacy@Northernlight.org](mailto:Privacy@Northernlight.org). We will answer your questions about this Notice and look into your concerns.

You may also file a complaint with the U.S. Department of Health and Human Services, Office of Civil Rights at:  
200 Independence Avenue, S.W., Washington, D.C. 20201  
Phone: 1-800-696-6775  
Website: <http://www.hhs.gov/hipaa/filing-a-complaint>

## **WE WILL NOT RETALIATE AGAINST YOU FOR FILING A COMPLAINT.**

If you have questions about your privacy rights or this Notice, please contact the Northern Light Health Privacy Office at [Privacy@Northernlight.org](mailto:Privacy@Northernlight.org).

## **NONDISCRIMINATION STATEMENT**

Northern Light Health and its affiliates (Northern Light Health) comply with applicable Federal civil rights laws **and** do 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. Northern Light Health does not exclude people or treat them differently because 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.

Northern Light Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, please call 1-888-986-6341. If you have a TTY, you may also dial 711 Maine Relay.

If you believe Northern Light Health or any of its affiliates has failed to provide these services or discriminated in another way 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, you can file a grievance with your Northern Light Health Civil Rights Coordinator, 43 Whiting Hill Road, Suite 200, Brewer, ME 04412, 1-866-769-8363 (telephone), or at [nondiscrimination@northernlight.org](mailto:nondiscrimination@northernlight.org) (email). If you need help filing a grievance, your Northern Light Health Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.



French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-986-6341 (ATS: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-986-6341 (TTY: 711).

Oromo (Cushite): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-986-6341 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-986-6341 (TTY: 711)

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Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-986-6341 (TTY: 711).

Tagalog (Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-986-6341 (TTY: 711).

Cambodian (Khmer): ប្រជុំ៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-986-6341 (TTY: 711)។

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-986-6341 (телетайп: 711).

Arabic:

(رقم 1-888-986-6341 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 711 هاتف الصم والبكم: 711)

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-986-6341 (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-986-6341 (TTY: 711)번으로 전화해 주십시오.

Thai: เรียชน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-888-986-6341 (TTY: 711).

Nilotic (Dinka): PIN̩ KENE: Na ye jam nē Thuonjan, ke kuony yenë koc waar thook atö kuka lëu yök abac ke cîn wënh cuatë piny. Yuopë 1-888-986-6341 (TTY: 711)

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-986-6341 (TTY:711) まで、お電話にてご連絡ください。

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-986-6341 (TTY: 711).



**NORTHERN LIGHT HEALTH**  
**HOSPITAL LOCATIONS AND SERVICE DELIVERY SITES**  
**CONTACT PERSONS AND TELEPHONE NUMBERS**

**NORTHERN LIGHT ACADIA HOSPITAL AND NORTHERN LIGHT ACADIA HEALTHCARE**

Contact for all locations: Jennifer Lee, (Interim) Compliance/Privacy Officer, 207-973-6010 or [jelee@northernlight.org](mailto:jelee@northernlight.org)

Mailing address: 268 Stillwater Avenue, Bangor, ME 04401

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| Northern Light Acadia Hospital<br>268 Stillwater Avenue<br>Bangor, ME 04401   | Northern Light Acadia Healthcare<br>268 Stillwater Avenue<br>Bangor, ME 04401                           |
| Northern Light Acadia Healthcare Family Behavioral Health Services<br>91 Camden Street, Suite 104<br>Rockland, ME 04841 | Northern Light Acadia Healthcare Family Behavioral Health Services<br>23 Mill Lane<br>Belfast, ME 04915 |
| Northern Light Healthcare Community Support<br>Jackson Laboratory<br>600 Main Street<br>Bar Harbor, ME 04609            |   |

**NORTHERN LIGHT A.R. GOULD HOSPITAL**

Contact for all locations: Cherri Fitzpatrick, Compliance/Privacy Officer, 207-768-4834 or [cfitzpatrick@northernlight.org](mailto:cfitzpatrick@northernlight.org)

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| Northern Light A.R. Gould Hospital<br>140 Academy Street<br>Presque Isle, ME 04769          | Northern Light Cancer Care<br>140 Academy Street<br>Presque Isle, ME 04769       |
| Northern Light Continuing Care<br>15 Highland Avenue<br>Mars Hill, ME 04758                 | Northern Light Dialysis<br>23 North Street<br>Presque Isle, ME 04769             |
| Northern Light Ear, Nose and Throat Care<br>140 Academy Street<br>Presque Isle, ME 04769    | Northern Light Eye Care<br>140 Academy Street<br>Presque Isle, ME 04769          |
| Northern Light Cardiology<br>140 Academy Street<br>PO Box 151<br>Presque Isle, ME 04769     | Northern Light Medical Transport<br>140 Academy Street<br>Presque Isle, ME 04769 |
| Northern Light OB/GYN<br>140 Academy Street<br>Presque Isle, ME 04769                       | Northern Light Orthopedics<br>140 Academy Street<br>Presque Isle, ME 04769       |
| Northern Light Outpatient Specialty Clinics<br>146 Academy Street<br>Presque Isle, ME 04769 | Northern Light Pediatrics<br>23 North Street<br>Presque Isle, ME 04769           |
| Northern Light Primary Care<br>23 High Street<br>Fort Fairfield, ME 04742                   | Northern Light Primary Care<br>118 Bennett Drive<br>Caribou, ME 04736            |

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| Northern Light Primary Care<br>23 North Street<br>Presque Isle, ME 04736         | Northern Light Pulmonary<br>146 Academy Street<br>Presque Isle, ME 04769      |
| Northern Light Sleep Diagnostics<br>140 Academy Street<br>Presque Isle, ME 04769 | Northern Light Surgery<br>146 Academy Street<br>Presque Isle, ME 04769        |
| Northern Light Urology<br>140 Academy Street<br>Presque Isle, ME 04769           | Northern Light Walk-in Care<br>23 North Street<br>Presque Isle, ME 04769      |
| Northern Light Walk-In Care<br>118 Bennett Drive<br>Caribou, ME 04736            | Northern Light Women's Health<br>140 Academy Street<br>Presque Isle, ME 04769 |

#### **NORTHERN LIGHT BLUE HILL HOSPITAL**

Contact for all locations: Benjamin Motley, Compliance/Privacy Officer, 207-374-3068 or [bmotley@northernlight.org](mailto:bmotley@northernlight.org)

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| Northern Light Blue Hill Hospital<br>57 Water Street<br>Blue Hill, ME 04614          | Northern Light Cardiovascular Care<br>65 Water Street<br>Blue Hill, ME 04614 |
| Northern Light Endocrine and Diabetes Care<br>65 Water Street<br>Blue Hill, ME 04614 | Northern Light Orthopedics<br>65 Water Street<br>Blue Hill, ME 04614         |
| Northern Light Primary Care<br>102 Court Street<br>Castine, ME 04421                 | Northern Light Primary Care<br>65 Water Street<br>Blue Hill, ME 04614        |
| Northern Light Primary Care<br>354 Airport Road<br>Stonington, ME 04681              | Northern Light Rehabilitation<br>58 Main Street<br>Bucksport, ME 04416       |
| Northern Light Urology<br>58 Main Street<br>Bucksport, ME 04416                      | Northern Light Women's Health<br>65 Water Street<br>Blue Hill, ME 04614      |

#### **NORTHERN LIGHT C.A. DEAN HOSPITAL**

Contact for all locations: Cheryl Theriault, Compliance/Privacy Officer, 207-564-4516 or [chtheriault@northernlight.org](mailto:chtheriault@northernlight.org)

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| Northern Light C.A. Dean Hospital<br>364 Pritham Avenue<br>PO Box 1129<br>Greenville, ME 04441 | Northern Light Primary Care<br>364 Pritham Avenue<br>Greenville, ME 04441   |
| Northern Light Primary Care<br>7 Greenville Road<br>Monson, ME 04464                           | Northern Light Primary Care<br>22 Haley Court Road<br>Sangerville, ME 04479 |
| Northern Light Primary Care<br>Specialty Clinics<br>364 Pritham Avenue<br>Greenville, ME 04441 |   |

#### **NORTHERN LIGHT EASTERN MAINE MEDICAL CENTER**

Contact for all locations: Tracy Roberts, Compliance/Privacy Officer, 207-973-8551 or [tjroberts@northernlight.org](mailto:tjroberts@northernlight.org)

Mailing address: PO Box 404, 489 State Street, Bangor, Maine 04402-0404

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| Northern Light Eastern Maine Medical Center<br>489 State Street | Northern Light Cardiology<br>1 Northeast Drive |
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|---|---|
| PO Box 404<br>Bangor, ME 04402-0404   | Bangor, ME 04401  |
| Northern Light Internal Medicine<br>302 Husson Avenue<br>Bangor, ME 04401   | Northern Light Medical Weight Management<br>404 State Street, Suite 310<br>Bangor, ME 04401   |
| Northern Light Neurology<br>498 Essex Street, Suite 105<br>Bangor, ME 04401   | Northern Light Pediatric Primary Care<br>133 Corporate Drive<br>Bangor, ME 04401  |
| Northern Light Pediatric Specialty Care<br>133 Corporate Drive<br>Bangor, ME 04401  | Northern Light Pediatric Specialty Care<br>325D Kennedy Memorial Drive<br>Waterville, ME 04901  |
| Northern Light Primary Care<br>302 Husson Avenue<br>Bangor, ME 04401  | Northern Light Primary Care<br>84 Kelly Road<br>Orono, ME 04473   |
| Northern Light Primary Care<br>234 State Street<br>Brewer, ME 04412   | Northern Light Primary Care<br>600 Main Street, Building 11<br>Bar Harbor, ME 04609   |
| Northern Light Primary Care<br>7 Main Road North<br>Hampden, ME 0444  | Northern Light Primary Care<br>5721 Cutler Health Center, University of Maine<br>Orono, ME 04469-5721   |
| Northern Light Rehabilitation<br>900 Hammond Street, Suite D<br>Bangor, ME 04401  | Northern Light Sleep Diagnostics<br>290 State Street<br>Bangor, ME 04401  |
| Northern Light Surgical Endoscopy<br>489 State Street (Kagan Bldg)<br>PO BOX 404<br>Bangor, ME 04402-0404   | Northern Light Urology<br>55 Broadway, Suite 2<br>Bangor, ME 04401  |
| Northern Light Vascular Care<br>489 State Street (Kagan Bldg)<br>PO Box 404<br>Bangor, ME 04402-0404  |   |
| <b>NORTHERN LIGHT HEALTH CENTER</b><br>885, 905, 915 & 925 Union Street<br>Bangor, ME 04401<br><u>Services at this location include:</u> <ul style="list-style-type: none"> <li>– Northern Light Allergy and Immunology</li> <li>– Northern Light Anticoagulation Clinic</li> <li>– Northern Light Behavioral Health</li> <li>– Northern Light Ear, Nose and Throat Care</li> <li>– Northern Light Endocrinology and Diabetes Care</li> <li>– Northern Light Eye Care</li> <li>– Northern Light Family Medicine and Residency</li> <li>– Northern Light Hearing Care</li> <li>– Northern Light Imaging</li> <li>– Northern Light Interventional Pain Management</li> <li>– Northern Light Orthopedics</li> <li>– Northern Light Rehabilitation</li> <li>– Northern Light Retina Care</li> <li>– Northern Light Surgical Weight Loss</li> <li>– Northern Light Walk-in Care</li> </ul> | <b>PHYSICIAN PRACTICES IN WEBBER BUILDINGS</b><br>417 State Street<br>Bangor, ME 04401<br><u>Services at this location include:</u> <ul style="list-style-type: none"> <li>– Northern Light Cardiothoracic Surgery</li> <li>– Northern Light Gastroenterology</li> <li>– Northern Light Geriatrics</li> <li>– Northern Light Imaging, Webber</li> <li>– Northern Light Infectious Disease Care</li> <li>– Northern Light Laboratory</li> <li>– Northern Light Maternal Fetal Care</li> <li>– Northern Light Neuropsychology</li> <li>– Northern Light Neurosurgery and Spine</li> <li>– Northern Light Oral Surgery Care</li> <li>– Northern Light Palliative Care</li> <li>– Northern Light Pediatric Cardiology</li> <li>– Northern Light Pediatric Orthopedics</li> <li>– Northern Light Pediatric Specialty Care</li> <li>– Northern Light Plastic and Hand Surgery</li> <li>– Northern Light Structural Heart Program</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>– Northern Light Surgery</li> <li>– Northern Light Surgery and Trauma</li> <li>– Northern Light Women's Health</li> </ul> |
| <b>NORTHERN LIGHT CANCER CARE</b><br>33 Whiting Hill Road, Brewer, ME 04412<br><u>Services at this location include:</u> <ul style="list-style-type: none"> <li>– Northern Light Anemia Care</li> <li>– Northern Light Breast Surgery</li> <li>– Northern Light Cancer Care</li> <li>– Northern Light Cancer Care – Breast Lymphedema Clinic</li> <li>– Northern Light Imaging</li> <li>– Northern Light Imaging - PET</li> <li>– Northern Light Laboratory</li> <li>– Northern Light Patient Blood Management</li> <li>– Northern Light Pediatric Cancer Care</li> <li>– Northern Light Radiation Oncology</li> <li>– Northern Light Rheumatology</li> </ul> |  |

#### NORTHERN LIGHT HOME CARE & HOSPICE

Contact for all locations: Rosemary Unnold, Compliance/Privacy Officer, 207-210-5268 or [unnoldr@northernlight.org](mailto:unnoldr@northernlight.org)

Mailing address: Corporate Office, 225 Gorham Road, Suite 200, South Portland, ME 04106

|   |  |
|---|--|
| Northern Light Home Care & Hospice<br>225 Gorham Road, Suite 200<br>Portland, ME 04106                              | Northern Light Home Care & Hospice<br>Waterville Branch<br>325D Kennedy Memorial Drive<br>Waterville, ME 04901 |
| Northern Light Home Care & Hospice<br>Bangor Branch<br>885 Union Street, Suite 220<br>Bangor, ME 04401              | Northern Light Home Care & Hospice<br>Ellsworth Branch<br>441 Main Street, Suite 2<br>Ellsworth, ME 04605      |
| Northern Light Home Care & Hospice<br>Presque Isle Branch<br>18 Green Hill Drive, Suite 1<br>Presque Isle, ME 04769 |  |

#### NORTHERN LIGHT INLAND HOSPITAL

Contact for all locations: Cheryl Theriault, (Interim) Compliance/Privacy Officer, 207-564-4516 or

[chtheriault@northernlight.org](mailto:chtheriault@northernlight.org)

|  |   |
|--|---|
| Northern Light Inland Hospital<br>200 Kennedy Memorial Drive<br>Waterville, ME 04901   | Northern Light Cardiovascular Care<br>244 Kennedy Memorial Drive, Suite 102<br>Waterville, ME 04901             |
| Northern Light Cardiovascular Diagnostics<br>244 Kennedy Memorial Drive, Suite 203<br>Waterville, ME 04901   | Northern Light Cardiovascular Rehabilitation<br>244 Kennedy Memorial Drive, Suite 204<br>Waterville, ME 04901   |
| Northern Light Continuing Care - Lakewood<br>Attention: Kendall Bailey, Administrator<br>220 Kennedy Memorial Drive<br>Waterville, ME 04901 (207) 873-5125 | Northern Light Endocrinology and Diabetes Care<br>180 Kennedy Memorial Drive, Suite 101<br>Waterville, ME 04901 |
| Northern Light Gastroenterology<br>180 Kennedy Memorial Drive, Suite 304<br>Waterville, ME 04901   | Northern Light Imaging<br>200 Kennedy Memorial Drive<br>Waterville, ME 04901                                    |

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| Northern Light Infusion Care<br>200 Kennedy Memorial Drive<br>Waterville, ME 04901               | Northern Light Neurology<br>180 Kennedy Memorial Drive, Suite 201<br>Waterville, ME 04901        |
| Northern Light Orthopedics<br>25 First Park Drive, Suite C<br>Oakland, ME 04963                  | Northern Light Osteopathic Care<br>180 Kennedy Memorial Drive, Suite 201<br>Waterville, ME 04901 |
| Northern Light Physiatry<br>180 Kennedy Memorial Drive, Suite 201<br>Waterville, ME 04901        | Northern Light Podiatry<br>25 First Park Drive, Suite D<br>Oakland, ME 04963                     |
| Northern Light Primary Care<br>80 Main Street<br>Unity, ME 04988                                 | Northern Light Primary Care<br>16 Concourse West<br>Waterville, ME 04901                         |
| Northern Light Primary Care<br>74 Water Street<br>Oakland, ME 04963                              | Northern Light Primary Care<br>344 Lakewood Road<br>Madison, ME 04950                            |
| Northern Light Rehabilitation<br>80 Main Street<br>Unity, ME 04988                               | Northern Light Rehabilitation<br>366 Lakewood Road<br>Madison, ME 04950                          |
| Northern Light Rehabilitation<br>180 Kennedy Memorial Drive, Suite 103G<br>Waterville, ME 04901  | Northern Light Rheumatology<br>180 Kennedy Memorial Drive, Suite 201<br>Waterville, ME 04901     |
| Northern Light Sleep Diagnostics<br>180 Kennedy Memorial Drive Suite 203<br>Waterville, ME 04901 | Northern Light Surgery<br>180 Kennedy Memorial Drive, Suite 204<br>Waterville, ME 04901          |
| Northern Light Urology<br>180 Kennedy Memorial Drive, Suite 204<br>Waterville, ME 04901          | Northern Light Walk-in Care<br>174 Kennedy Memorial Drive<br>Waterville, ME 04901                |
| Northern Light Women's Health<br>180 Kennedy Memorial Drive, Suite 104<br>Waterville, ME 04901   | Northern Light Women's Imaging<br>180 Kennedy Memorial Drive, Suite 104<br>Waterville, ME 04901  |
| Northern Light Wound Care<br>25 First Park Drive, Suite C<br>Oakland, ME 04963                   |  |

#### NORTHERN LIGHT MAINE COAST HOSPITAL

Contact for all locations: Benjamin Motley, Compliance/Privacy Officer, 207-374-3068 or [bmotley@northernlight.org](mailto:bmotley@northernlight.org)

|   |   |
|---|---|
| Northern Light Maine Coast Hospital<br>50 Union Street<br>Ellsworth, ME 04605 | Northern Light Podiatry<br>318 Main Street<br>Ellsworth, ME 04605   |
| Northern Light Primary Care<br>32 Resort Way<br>Ellsworth, ME 04605           | Northern Light Primary Care<br>45 Herrick Road<br>Southwest Harbor, ME 04679                                  |
| Northern Light Primary Care<br>37 Clinic Road<br>Gouldsboro, ME 04607         | Northern Light Primary Care<br>The Jackson Laboratory<br>600 Main Street, Building 11<br>Bar Harbor, ME 04609 |
| Northern Light Rehabilitation<br>65 Church Street<br>Ellsworth, ME 04605      | Northern Light Rehabilitation<br>1049 Main Street<br>Kittredge Building<br>Mount Desert, ME 04660             |

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| Northern Light Rehabilitation<br>306 Main Street<br>Ellsworth, ME 04605   | Northern Light Walk-In Care<br>32 Resort Way<br>Ellsworth, ME 04605  |
| <b>NORTHERN LIGHT MARY DOW CENTER</b><br>50 Union Street<br>Ellsworth, ME 04605<br><u>Services at this location include:</u> <ul style="list-style-type: none"> <li>– Northern Light Cancer Care</li> <li>– Northern Light Cardiovascular Care</li> <li>– Northern Light Rheumatology</li> <li>– Northern Light Wound Care</li> </ul> | <b>NORTHERN LIGHT HEALTH CENTER</b><br>50 Union Street<br>Ellsworth, ME 04605<br><u>Services at this location include:</u> <ul style="list-style-type: none"> <li>– Northern Light Breast Care</li> <li>– Northern Light Ear, Nose, and Throat Care</li> <li>– Northern Light Pediatric Care</li> <li>– Northern Light Orthopedics</li> <li>– Northern Light Surgery</li> <li>– Northern Light Urology</li> <li>– Northern Light Women’s Health</li> </ul> |

### NORTHERN LIGHT MAYO HOSPITAL

Contact for all locations: Cheryl Theriault, Compliance/Privacy Officer, 207-564-4516 or [chtheriault@northernlight.org](mailto:chtheriault@northernlight.org)

|  |  |
|--|--|
| Northern Light Mayo Hospital<br>897 W Main Street<br>Dover Foxcroft, ME 04426                | Northern Light Behavioral Health<br>41 High Street<br>Dexter, ME 04930                                     |
| Northern Light Behavioral Health<br>69 High Street<br>Dover Foxcroft, ME 04426               | Northern Light Internal Medicine, Dexter<br>41 High Street<br>Dexter, ME 04930                             |
| Northern Light Orthopedics<br>43 Dwelley Avenue<br>Dover Foxcroft, ME 04426                  | Northern Light Pain Management<br>43 Dwelley Avenue<br>Dover Foxcroft, ME 04426                            |
| Northern Light Primary Care, Corinth<br>492 Main Street<br>Corinth, ME 04427                 | Northern Light Primary Care, Dover Foxcroft<br>891 West Main Street, Suite 200<br>Dover Foxcroft, ME 04426 |
| Northern Light Primary Care, Milo<br>135 Park Street<br>Milo, ME 04463                       | Northern Light Surgery<br>891 West Main Street, Suite 500<br>Dover Foxcroft, ME 04426                      |
| Northern Light Women’s Health<br>891 West Main Street, Suite 500<br>Dover Foxcroft, ME 04426 |  |

### NORTHERN LIGHT MERCY HOSPITAL

Contact for all locations: Paula Jutting-Anderson, Compliance/Privacy Officer, 207-553-6114 or [jutting-andersonp@northernlight.org](mailto:jutting-andersonp@northernlight.org)

Mailing address: 175 Fore River Parkway, Portland, Maine 04102

|  |   |
|--|---|
| Dr. Harry E. Davis Pediatrics<br>195 Fore River Parkway, Suite 160<br>Portland, ME 04102 | Dr. Harry E. Davis Pediatrics<br>385 Route One<br>Yarmouth, ME 04096                          |
| Dr. Harry E. Davis Pediatrics<br>409 Roosevelt Trail<br>Windham, ME 04062                | Northern Light Breast Care<br>195 Fore River Parkway, Suite 250<br>Portland, ME 04102         |
| Northern Light Cancer Care<br>195 Fore River Parkway, Suite 360<br>Portland, ME 04102    | Northern Light Cardiovascular Care<br>195 Fore River Parkway, Suite 460<br>Portland, ME 04102 |

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| Northern Light Ear, Nose and Throat Care<br>195 Fore River parkway, Suite 420<br>Portland, ME 04102           | Northern Light Endocrinology and Diabetes Care<br>155 Fore River Parkway<br>Portland, ME 04102                  |
| Northern Light Gastroenterology<br>155 Fore River Parkway, Suite 130<br>Portland, ME 04102                    | Northern Light Internal Medicine<br>43 Baxter Boulevard<br>Portland, ME 04101                                   |
| Northern Light Lymphedema Care<br>Westgate Plaza<br>1364 Congress Street, Suite 3<br>Portland, ME 04102       | Northern Light Mercy Outpatient Specialty and Surgery<br>Center<br>155 Fore River Parkway<br>Portland, ME 04102 |
| Northern Light Mercy Hospital<br>175 Fore River Parkway<br>Portland, ME 04102                                 | Northern Light Mercy Midwives<br>527 Ocean Avenue<br>Portland, ME 04103   |
| Northern Light Orthopedics<br>20 Northbrook Drive<br>Falmouth, ME 04105                                       | Northern Light Pain Management<br>195 Fore River Parkway, Suite 120<br>Portland, ME 04102                       |
| Northern Light Physical Therapy<br>Westgate Plaza<br>1364 Congress Street, Suite 3<br>Portland, ME 04102      | Northern Light Primary Care<br>409 Roosevelt Trail<br>Windham, ME 04062   |
| Northern Light Primary Care<br>385 Route One<br>Yarmouth, ME 04096  | Northern Light Primary Care<br>19 South Gorham Crossing<br>Gorham, ME 04038                                     |
| Northern Light Primary Care<br>25 Long Creek Drive<br>South Portland, ME 04106                                | Northern Light Primary Care<br>75 Gray Road<br>Falmouth, ME 04105   |
| Northern Light Spine Surgery<br>195 Fore River Parkway, Suite 440<br>Portland, ME 04102                       | Northern Light Surgery<br>195 Fore River Parkway, Suite 210<br>Portland, ME 04102                               |
| Northern Light Urgent Care<br>409 Roosevelt Trail<br>Windham, ME 04062  | Northern Light Urgent Care<br>19 South Gorham Crossing<br>Gorham, ME 04038                                      |
| Northern Light Women's Health<br>195 Fore River Parkway, Suite 310<br>Portland, ME 04102                      | Northern Light Women's Imaging<br>195 Fore River Parkway, Suite 260<br>Portland, ME 04102                       |
| Northern Light Wound and Hyperbaric Medicine<br>155 Fore River Parkway, Suite 110<br>Portland, ME 04101 04102 |   |

#### **NORTHERN LIGHT MEDICAL TRANSPORT & EMERGENCY CARE**

Attention: Dayna Emerson, Compliance/Privacy Officer, 207-973-7649 or [dmemerson@northernlight.org](mailto:dmemerson@northernlight.org)

Mailing address: PO Box 940, Bangor, ME 04402-0940

#### **NORTHERN LIGHT PHARMACY**

Contact for all locations: Dayna Emerson, Compliance/Privacy Officer, 207-973-7649 or [dmemerson@northernlight.org](mailto:dmemerson@northernlight.org)

Mailing address: PO Box 1779, Bangor, ME 04402-1779 *(for all Northern Light Pharmacy locations)*

|   |   |
|---|---|
| Northern Light Pharmacy<br>401 North Main Street, Suite A and B<br>Brewer, ME 04412 | Northern Light Pharmacy Fore River<br>195 Fore River Parkway, Suite 170<br>Portland, ME 04102 |
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|   |   |
|---|---|
| Northern Light Pharmacy Riverside<br>417 State Street, Suite 130<br>Bangor, ME 04401              | Northern Light Pharmacy State Street<br>210 State Street<br>Bangor, ME 04401              |
| Northern Light Pharmacy Westgate<br>915 Union Street, Suite 7<br>Bangor, ME 04401                 | Northern Light Pharmacy Whiting Hill<br>33 Whiting Hill Road, Suite 4<br>Brewer, ME 04412 |
| Northern Light Pharmacy Penny Hill<br>295 Kennedy Memorial Drive, Suite 8<br>Waterville, ME 04901 |   |

#### **NORTHERN LIGHT SEBASTICOOK VALLEY HOSPITAL**

Contact for all locations: Dayna Emerson, (Interim) Compliance/Privacy Officer, 207-973-7649 or [dmemerson@northernlight.org](mailto:dmemerson@northernlight.org)

|  |   |
|--|---|
| Northern Light Seabasticook Valley Hospital<br>447 North Main Street<br>Pittsfield, ME 04967 | Northern Light Primary Care<br>470 Somerset Avenue<br>Pittsfield, ME 04967          |
| Northern Light Primary Care<br>1309 Main Street, Unit #1<br>Clinton, ME 04927                | Northern Light Primary Care<br>8 Main Street, Suite A<br>Newport, ME 04953          |
| Northern Light Primary Care<br>26 Main Street<br>Newport, ME 04953                           | Northern Light Rehabilitation<br>118 Moosehead Trail, Suite #3<br>Newport, ME 04953 |
| Northern Light Rehabilitation<br>141 Leighton Street<br>Pittsfield, ME 04967                 | Northern Light Sleep Diagnostics<br>130 Leighton Street<br>Pittsfield, ME 04967     |
| Northern Light Specialty Physicians<br>425 North Main Street<br>Pittsfield, ME 04967         |   |

(Site Locations section updated July 11, 2023)

Print Name: \_\_\_\_\_ Print Role & Dept: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Dress Code for Future Health Care Observers

Patients and their families judge the competence and professionalism of hospital staff and future healthcare providers in many ways. One important measure is the personal appearance of those who work or visit with the staff here.

These rules are the minimum standards for appearance when visiting the clinical site.

Jewelry that could be hazardous to a patient, employee or healthcare visitor may not be worn during the visit.

Visible body piercing jewelry may be worn only on the ears. Other bodily piercing jewelry that is normally visible must be removed while visiting the clinical site. It is insufficient to cover up such jewelry.

Personal cleanliness is essential. Body odor, which is offensive to others, must be avoided.

Nail polish, if worn, must be in good repair without cracks or chips.

Shorts, tank tops, sleeveless or short-crop tops, halter tops, tee shirts, flip-flops, jogging suits, torn or frayed clothing, or blue jean pants **may not be worn for the visit.** For safety reasons shoes must cover your entire foot (no open toed shoes or sandals are allowed)

Perfumes, cologne, after-shave and other strongly-scented products are prohibited to protect the health of our patients and employees.

Body art: tattoos or other body art that depicts nudity, profanity or violence must be covered so as to not be visible during the visit.

The dress code above is what all NLEMMC employees adhere to in their every day practice. Please help us by following our dress code during your visit.

We certainly hope your future is bright and that we have in some way contributed to your future success with a visit to NLEMMC.

Thank you from all the patients and employees at Northern Light Eastern Maine Medical Center

Print Name: \_\_\_\_\_ Print Role & Dept: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Northern Light Health

Acadia Hospital  
AR Gould Hospital  
Beacon Health  
Blue Hill Hospital  
CA Dean Hospital  
Eastern Maine Medical Center  
Home Care & Hospice  
Inland Hospital  
Maine Coast Hospital  
Mayo Hospital  
Mercy Hospital  
Northern Light Health Foundation  
Northern Light Laboratory  
Northern Light Medical Transport &  
Emergency Care  
Northern Light Pharmacy  
Sebasticook Valley Hospital  
Work Force  
Work Health

## Compliance Hotline

**Compliance Hotline:** 1.866.621.2122

Compliance Hotline Web Form: go to the Northern Light Health intranet and click on “compliance hotline reporting” at the bottom of the page.

Reports made to the compliance hotline or using the web form are received by a third-party vendor. After completing your report, you will be given a personal identification number (PIN) and report number. Use these to get information about the status of your report. All reports are investigated by Northern Light Health and/or member organization compliance officers.

# Code of Conduct

A path in the right direction.



Choose the right path by using the Northern Light Health Code of Conduct as your guide.



Dear Colleagues,

Welcome to the Northern Light Health Code of Conduct. Maine made us dedicated to service, and as a Northern Light Health employee, it is vital that you take time to read this document, so you are knowledgeable about the foundational elements that are grounded in our mission, vision and values.



Tim Dentry  
President and CEO,  
Northern Light Health

Northern Light Health has evolved into a true statewide healthcare system, and our Code of Conduct is more important than ever, to ensure consistency across our organizations when it comes to delivering quality care that is in full compliance with all federal, state, and local laws and regulations.

The Code is not only based on our values of integrity, respect, compassion, and accountability, but also on an individual’s right to privacy, legal and regulatory compliance, a safe and healthy work environment, and the appropriate use of social media and technology.

As a professional and representative of Northern Light Health, I encourage you to not only understand the standards but to also feel empowered to take the right actions if you are concerned that the standards are not being followed. That is why we have mechanisms in place for employees to be able to speak up in an appropriate manner, with no fear of reprisal. No person will be retaliated against for reporting a compliance problem or concern in good faith, either through the compliance line or through any other appropriate channel.

Each of you is a critical part of our family of services, stretching from Presque Isle to Portland, and many Maine communities in between. I continue to be impressed with our breadth and depth of talent and passion and want to thank you for all you do to help us earn the respect of our patients on a daily basis.

**Ways to report a compliance concern:**

- Talk to your supervisor, manager, or department head
- Call your compliance officer or HR Director
- Call Northern Light Health Compliance and Internal Audit at 207.973.5100
- Call a 24-hour compliance line 1.866.621.2122
- File a compliance line web report by going to the Northern Light Health intranet and clicking on “compliance hotline reporting” at the bottom of the page

**Code of Conduct**

Northern Light Health has adopted a systemwide Code of Conduct for the purpose of reinforcing our mission, vision, and values and to serve as a guide for moral, ethical, and legal behavior. Adherence to the Code of Conduct promotes Northern Light Health’s reputation for integrity and honesty in the community and also ensures that we are compliant with applicable laws, regulations, and policies.

The term “conduct” refers to our behavior both at work and in the community. This Code of Conduct outlines expected behaviors that will help us fulfill our mission, achieve our vision, embrace our values, and deliver on our brand promise. Our culture is to promote actions that are ethical, honest, and in conformity with all the laws and regulations that affect us, and we expect our employees, medical staff, board members, volunteers, students, and vendors to act in accordance with this Code of Conduct.

The essence of our mission—the singular goal of everything we do—is to improve the health of the people and communities we serve. Our actions either contribute to or detract from realizing our mission. Meeting the standards in this code is essential to achieving our vision that Northern Light Health will be a national leader in healthcare excellence.



In order to accomplish our mission and realize our vision, we must embrace our values: Integrity, Respect, Compassion, and Accountability. Our values are designed to direct our behaviors when interacting with patients and their families, co-workers, and in the community.

**Integrity:** We commit to the highest standards of behavior and doing the correct thing for the right reasons.

**Respect:** We respect the dignity, worth, and rights of others.

**Compassion:** We deliver care focused on the needs of each person and guide families and individuals through the experience with kindness and professionalism.

**Accountability:** We take a responsible and disciplined approach to achieving our priorities and responding to an ever-changing environment.

**In addition to embracing our values, we must also uphold the following principles:**

**Privacy and Confidentiality**

We protect the privacy of patients, employees, medical staff, board members, donors, students, volunteers, vendors, and others we serve. Keeping private and sensitive information confidential is a moral obligation as well as a legal requirement. We secure our systems from unauthorized access, maintain the integrity of data we collect, and comply with information security policies.

**Legal and Regulatory Compliance**

We comply with applicable laws, regulations, and policies.

**Safe and Healthy Work Environment**

We work together to create a safe and healthy workplace. We aspire to develop a culture of safety and have zero tolerance for disruptive behaviors that undermine that culture.

**Social Media and Technology**

Our patients trust and rely on us during times when they are most vulnerable. Any content published via social media or otherwise must not be derogatory towards our patients, compromise their privacy, or be harassing or discriminatory towards our patients and their families, our co-workers, or our workplace.

We are also committed to delivering on our brand promise: “We make healthcare work for you.” “You” refers to our patients and their families, our partners in the community, and all Northern Light Health employees.

**Our brand commitments include:**

- Raising quality through innovation, teamwork, and efficiency
- Making health and care accessible and straightforward
- Guiding families and individuals through the care experience
- Delivering care focused on the needs of each person

We all have a duty to follow this Code of Conduct and voice concerns whenever we are aware of anything that we believe violates the code, or any policy, law, or regulation. Northern Light Health does not retaliate—or tolerate retaliation—against anyone for reporting in good faith an actual or potential violation of this Code of Conduct, or any policy, law or regulation, or for participating in an investigation of an alleged violation.



**We’re here for you.**

Northern Light Health has policies and procedures on its Policy Portal, as well as other resources, which explain in greater detail many of the topics discussed in this Code of Conduct and which direct our behavior in these areas. Additional expectations may also be outlined for specific roles, or at certain member organizations, but these expectations must never be contrary to this overarching Code of Conduct or any Northern Light Health policies or procedures. If you have questions, please speak to your supervisor, your compliance officer, or the Northern Light Health vice president and chief compliance and internal audit officer or call the compliance hotline at 1-866-621-2122.

By fostering an open-door policy, encouraging our staff and others who work with us to raise concerns, and listening to and addressing these concerns, we demonstrate our commitment to our mission, vision, and values and to this Code of Conduct.

**Print Name:** \_\_\_\_\_ **Print Role & Dept:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Northern Light  
Eastern Maine Medical Center

Student Badge Request

☒ NEW  
☐ REPLACEMENT

**New Badge**

|                    |  |
|--------------------|--|
| First Name         |  |
| Last Name          |  |
| Title              |  |
| College/University |  |
| Length of Rotation |  |
| Student Department |  |

REASON FOR REPLACEMENT

- ☐ Lost (If old badge is found, return it to the badge Room)
- ☐ Broken (Do not discard. All damaged badges must be returned to Badge Room)
- ☐ Name Change    ☐ Remove Last Name    ☐ New Photo Update    ☐ Other

**Replacement Badge**

|                    |  |
|--------------------|--|
| First Name         |  |
| Last Name          |  |
| Title              |  |
| College/University |  |
| Student Department |  |

| EDUCATION AUTHORIZATION |             |
|-------------------------|-------------|
| NAME _____              | TITLE _____ |
| SIGNATURE _____         | DATE _____  |

**NORTHERN LIGHT EASTERN MAINE MEDICAL CENTER**  
**ORIENTATION TO LIFE SAFETY**  
**(This form MUST be signed and returned)**

Name \_\_\_\_\_ Location Desired \_\_\_\_\_

**The following is to be read and signed by every applicant requesting an observational experience at Northern Light Eastern Maine Medical Center.**

**Reporting Incidents/Emergencies**

**Northern Light Eastern Maine Medical Center Campus** – Dial x4444 to report all emergencies, such as fire, doctor stat, child or adult abductions, and toxic spills.

Code Designations (will be pages overhead on Northern Light Eastern Maine Medical Center campus):

**CODE RED:** Fire

**CODE BLUE:** Adult medical emergency

**CODE BLUE PEDIATRIC:** pediatric medical emergency

**CODE PINK:** Infant/child abduction

**CODE YELLOW:** Bomb threat

**CODE GRAY:** Combative person

**CODE SILVER:** Person with weapon/hostage

**CODE ORANGE:** Hazardous material spill or release

**CODE GREEN:** Trauma team response

**CODE TRIAGE:** (Internal or external) Possibility of disaster situation.

**RAPID RESPONSE TEAM:** to provide intervention by the rapid response team early in the patient's deterioration with the goal of preventing cardiac or respiratory arrest.

**CODE RED:** Announcement via page system means there is a fire in the hospital. In the event of fire, think "**RACE**".

**R** – rescue anyone in immediate danger

**A** – alarm – activate fire alarm and dial x4444

**C** – confine the fire

**E** – Extinguish the fire if your safety can be assured.

- Do not use elevators during a fire or earthquake.
- Store flammable substances in flammable storage containers.
- Keep aisles and passage ways clear for emergency access or evacuation.

**OFF CAMPUS:**

Dial x4444 as above if on Northern Light Eastern Maine Medical Center's telephone system. Dial 911 otherwise.

**Hand Antisepsis:**

1. Can occur simultaneously with hand washing when soaps or detergents are used.
2. Category 1A Center for Disease Control and Prevention (CDC) recommendation to utilize alcohol-containing antiseptic hand rubs when hands are not visibly soiled with dirt or organic matter.
3. Hands must be cared for by hand washing with soap and water or by hand antisepsis with alcohol-based hand rubs (if hands not visibly soiled).

**Sneezing and Coughing:**

1. If you are ill or have a fever, cancel your job shadow and reschedule.
2. Expected or unexpected sneezing, coughing, please bend your arm and direct the moisture into your sleeve.

**Hospital Safety:**

1. Walk, don't run.
2. Familiarize yourself with emergency exits, fire alarms, and extinguishers.
3. Return to assigned area in the event of an emergency unless unable to do so.

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***I have read and understand the above Life Safety Orientation checklist.***

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Signature

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Date:

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Name (Print)

# EMHS CONFIDENTIALITY AND INFORMATION SECURITY AGREEMENT AND ACCEPTABLE USE AGREEMENT (Consolidated)

**Purpose:** The Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH) and other federal and state laws and regulations were established to protect the confidentiality of medical and personal information, and provide, generally, that patient information may not be disclosed except as permitted by law or unless authorized by the patient. These privacy laws apply to all members of the workforce. All EMHS workforce members are required to agree to and sign this agreement.

## CONFIDENTIALITY STATEMENT

As an EMHS workforce member, I understand I may be working with confidential patient health and other sensitive information. This information may include, but is not limited to, medical records, personnel information, financial information, proprietary business information regardless of whether such information is communicated electronically, verbally, graphically or on paper.

I understand and acknowledge that under HIPAA I am required to receive education on privacy and security regulations and organizational policies, procedures and directives relating to the protection of health information. I agree to obtain all required education before I access, use, or disclose any patient information.

I acknowledge it is my responsibility to respect and protect the privacy and confidentiality of patient and other sensitive information. I will not access, use, or disclose patient or other confidential information unless I do so in the course and scope of fulfilling my duties as an EMHS workforce member. I understand that I am required to report immediately any information about the unauthorized access, use, or disclosure of patient information. Initial reports go to my supervisor and to the Privacy Officer (Acadia 973-6010; ALI, AHS, Meridian, and Miller Drug 973-7649; Beacon 973-4612; BMMH 374-3919 x3890; CA Dean 695-5265; EMMC Compliance Officer, 973-8551; EMHS Compliance Officer, 973-5100; Inland 861-3385; Lakewood 873-5125; MCMH 664-5962; Mercy Hospital 553-6114; Rosscare 973-7853; SVH 487-4022; TAMC 768-4280; VNA HHH 275-2128; and EMHS Information Security, 973-5948). If electronic media is involved, I will report the incident to the EMHS Help Desk at 207-973-7728 or 1-888-827-7728.

I understand and acknowledge that, should I breach any provision of this agreement, I may be subject to civil or criminal liability and/or corrective actions consistent with applicable EMHS and Member Organization policies and/or directives. For more information on HIPAA-related policies, procedures or directives, contact your supervisor.

Initial \_\_\_\_\_ Date \_\_\_\_\_

## INFORMATION SECURITY ACCEPTABLE USE POLICY

**Purpose:** To establish requirements that all workforce members of EMHS and any other persons with access to EMHS information systems must follow to prevent the improper disclosure of confidential information and to prevent unauthorized persons from gaining access to confidential information. EMHS has a duty to safeguard confidential information available within its information systems and to ensure that any use of its computers, laptops and other electronic devices complies with federal and state laws and regulations, and organizational policies and directives.

**Access:** The information systems of EMHS are used to further the business and patient care objectives of EMHS and its members. This use is called "acceptable use."

1. Access to EMHS organizational and patient information is permitted only according to approved policies and procedures.
2. All patient information on EMHS information systems are an extension of the medical record and are subject to approved policies and procedures governing patient medical records.
3. Only employees or approved agents of EMHS have access to business applications.
4. Other persons needing access must have a Data Access Agreement in place before being granted access to clinical applications.
5. Incidental personal use of information systems is permitted according to organizational policy and must not interfere with your work or the work of others.

6. Only the minimally necessary privileges or network services for the performance of assigned job tasks are allowed.
7. Security mechanisms that protect information systems may not be disabled or circumvented for any reason.
8. EMHS Information Security monitors access to EMHS information systems and systems use.

Initial \_\_\_\_\_ Date \_\_\_\_\_

**Passwords:** Your password must meet EMHS standards for length and content.

Initial \_\_\_\_\_ Date \_\_\_\_\_

**Workstation Use:** There are many ways in which network resources can be breached through an individual workstation.

1. Do not leave your workstation logged on in your absence. Lock your computer to protect it from unauthorized access. Turn your workstation off at the end of the day unless it is shared with another user.
2. EMHS Information Systems determines which hardware and software are installed on workstations and portable computers. Users must not install additional hardware or software without the permission of the System Administrator. This includes free software or shareware downloaded from the Internet.
3. Do not connect any device to the network without the approval of EMHS Information Security.
4. Report any suspected infection by malware to the EMHS Help Desk.
5. A deliberate introduction of malware onto an EMHS computer will result in corrective action up to and including termination for the user.
6. The use of this internet connection for the following activities is strictly prohibited:
  - a. Spamming and Invasion of Privacy  
Sending of unsolicited bulk and/or commercial messages over the Internet using this connection or using it for activities that invade another's privacy.
  - b. Intellectual Property Right Violations  
Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any party.
  - c. Hacking  
Accessing illegally, or without authorization, computers, accounts, equipment or networks belonging to another party, or attempting to penetrate security measures of another system.
  - d. Distribution of Internet Viruses, Trojan Horses, or Other Destructive Activities  
Distributing actual or information regarding Internet viruses, worms, Trojan Horses or denial of service attacks. Certain high bandwidth or potentially destructive protocols may not be available on this connection (e.g., bittorrent or p2p).
  - e. Export Control Violations  
The transfer of technology, software, or other materials in violation of applicable export laws and regulations, including, but not limited to, the U.S. Export Administration Regulations and Executive Orders.
  - f. Other Illegal Activities  
Using this connection in violation of applicable law and regulation, including, but not limited to, advertising, transmitting, or otherwise making available ponzi schemes, pyramid schemes, fraudulently charging credit cards, pirating or inappropriately distributing copy written material, or making fraudulent offers to sell or buy products, items, or services.
7. You understand that EMHS monitors all internet activity and you further understand that you should have no expectation of privacy whatsoever while visiting this connection.

Initial \_\_\_\_\_ Date \_\_\_\_\_



**Miscellaneous:**

1. Patient information or protected health information (PHI) is any information related to the diagnosis, treatment or payment for healthcare that identifies the patient.
2. Patients have specific rights under Maine Law and HIPAA regarding their rights to privacy and confidentiality. These rights are outlined in our Notice of Privacy Practices.
3. Do not remove or send patient information or other confidential information outside the workplace without authorization.
4. Use an approved fax cover sheet containing the EMHS confidentiality notice with any outgoing fax.
5. Confidential information sent outside of EMHS by email must have "emhsecure" typed in the subject line of the message.
6. You may not access the medical record or account information of family members, dependents or any other individual, even if the person has signed a valid authorization giving you access or, if you are a legal guardian or personal representative, unless such access is necessary for patient care or to complete your assigned job duties. EMHS will not give you access to the electronic medical record just to look at your own record.
7. Documents containing confidential information must be disposed of in secure shredding bins. Magnetic media (disks, CDs, hard disks, backup tapes, etc.) must be disposed of in accordance EMHS policies and must be degaussed, shredded, or formatted to render them unusable for retrieving information.
8. Users must observe all intellectual property rights protected by copyright, patent, or trademark.
9. Users may not engage in communications that are threatening, defamatory, obscene, offensive or harassing.
10. Use of systems and other resources for political activity; illegal activities; gambling, or for personal gain or the gain of others for a non-EMHS purpose is prohibited.
11. Violations of this agreement and/or organizational policies relating to the protection of EMHS confidential information and the integrity of its information systems may result in a loss of access to information systems or to civil and criminal liability and/or corrective action consistent with applicable organizational policies.

Initial \_\_\_\_\_ Date \_\_\_\_\_

**Non-retaliation:** EMHS will not permit retaliation for reporting a perceived or potential violation of the Code of Conduct, policies, laws or regulations including HIPAA or for participation in an investigation of any alleged violation.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Date**

**RETURN A COPY TO YOUR HUMAN RESOURCES DEPARTMENT. HR: RETAIN FOR DURATION OF EMPLOYMENT + 6 YEARS.**