

Welcome to Northern Light Health

We're making healthcare  
work for you.



Northern Light<sup>SM</sup>

Primary Care



# Welcome to Northern Light Health

and thank you for choosing us.

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

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

Sincerely,

**John K. Ronan, FACHE**

SVP Northern Light Health  
President, Northern Light Maine Coast Hospital  
and Northern Light Blue Hill Hospital

**Joe Gaetano**, VP Operations

**Tammy Dickey**, Director Primary Care



## Your Path to Health

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

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

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

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

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

## IMPORTANT New Patient Process

We're committed to guiding you through your care experience. The first step in caring for you is to receive your previous medical records. This is accomplished with a [Release of Information \(ROI\) form](#). When you complete an ROI, 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 three days prior to your appointment.

## Missed Appointments or Late Cancellations

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

## Co-Pays

We accept most major insurance carriers and ask that you provide us with the most recent insurance card at each appointment to ensure proper billing. Co-pays will be expected at the time of service. If your insurance plan has co-insurance, this will also be expected. We will use our price estimator tool to ensure accurate co-pay/co-insurance information. Paying your copay ensures you are eligible to receive our 10% discount at the time of service and up to five days after. Please note that our providers and staff cannot give advice about insurance coverage. If you have questions about your coverage, please contact your insurance company.

## Patient Financial Services

Northern Light Health's billing offices have knowledgeable staff who can answer all your questions. Please call us if a bill doesn't make sense or needs clarification.

### Blue Hill Hospital practices

(Blue Hill, Castine, and Stonington) **207.973.5000**

### Maine Coast Hospital practices

(Ellsworth, Gouldsboro, and Southwest Harbor) **207.664.5495**



## How to contact us after regular office hours

In non-emergency situations, we recommend calling your primary care provider first – even after hours. We have a triage service that will help you get the right level of care. (See Northern Light Primary Care Health Centers listed on page 9)

## When it's not an Emergency



### Same-Day Access

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

### Examples of non-emergency conditions:

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

Please see all our Walk-In Care locations across Maine on Page 6.





## Walk-In Care

No appointment necessary!

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

**Waterville** .....207.861.6140

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

**Bangor** .....207.973.8030

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

**Caribou** .....207.498.3502

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

**Ellsworth** .....207.664.7751

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

**Gorham** .....207.535.1400

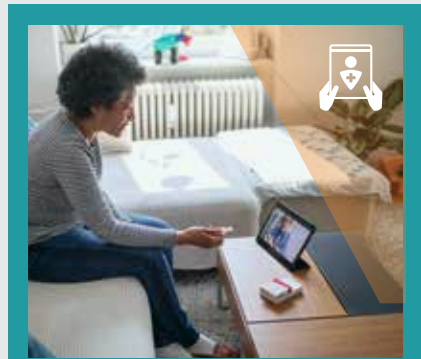
74 County Road  
8 am to 8 pm, seven days a week

**Presque Isle** .....207.760.9278

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

**Windham** .....207.400.8600

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



**We now offer on-demand virtual walk-in clinic visits.**

**Please visit [Northern Light Virtual Walk-In Care](#)**

**What can be seen virtually? Almost all the same things that we can assess in an in-person visit (see page 5).**

**Virtual walk-in care is available 9 am - 7 pm, seven days a week.**

## Telehealth

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

To find out if you qualify, please call [1.800.757.3326](tel:1.800.757.3326) and ask to speak to the manager of our Telehealth service or visit [northernlighthealth.org/Telehealth](http://northernlighthealth.org/Telehealth).



## [myNorthernLightHealth.org](http://myNorthernLightHealth.org) Patient Portal

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

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



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

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

You can save that number here: \_\_\_\_\_



## Help Desk.....[1.833.217.9640](tel:1.833.217.9640)

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

**Monday - Friday**  
**8:30 am to 4 pm**

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



## Finding a Specialized Provider

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

## The Importance of an Advance Directive

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

## Filling your Prescriptions

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

**To refill your medication, call your pharmacy to see if refills are available, contact your prescribing provider, or visit the Northern Light Health patient portal at [www.MyNorthernLightHealth.org](https://www.MyNorthernLightHealth.org).**

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



# Northern Light Blue Hill Hospital

## Departments and Practices

<b>Main Number</b> .....	207.374.3400
<b>Patient Financial Services</b> .....	207.973.5000

# Northern Light Maine Coast Hospital

## Departments and Practices

<b>Main Number</b> .....	207.664.5311
<b>Patient Financial Services</b> .....	207.664.5495

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## Northern Light Primary Care Health Centers

All aspects of pediatric and adult wellness, same day appointments for acute issues, chronic condition management, OMM (Osteopathic Manipulative Medicine), Behavioral Health & Counseling, and MAT (Medication Assisted Treatment).

**Blue Hill** - Northern Light Sussman Health Center  
65 Water Street..... 207.374.2311

**Castine** - Northern Light Health Center  
102 Court Street..... 207.326.4348

**Ellsworth** - Northern Light Health Center  
32 Resort Way..... 207.664.7770

**Ellsworth Pediatric Care** - Northern Light Health Center  
50 Union Street..... 207.664.7744

**Gouldsboro** - Eleanor Widener Dixon Memorial Clinic  
37 Clinic Rd. .... 207.963.4066

**Southwest Harbor** - Northern Light Health Center  
45 Herrick Rd. .... 207.244.5513

**Stonington** - Northern Light Health Center  
354 Airport Road..... 207.367.2311

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**Northern Light Home Care & Hospice** ..... 1.800.757.3326

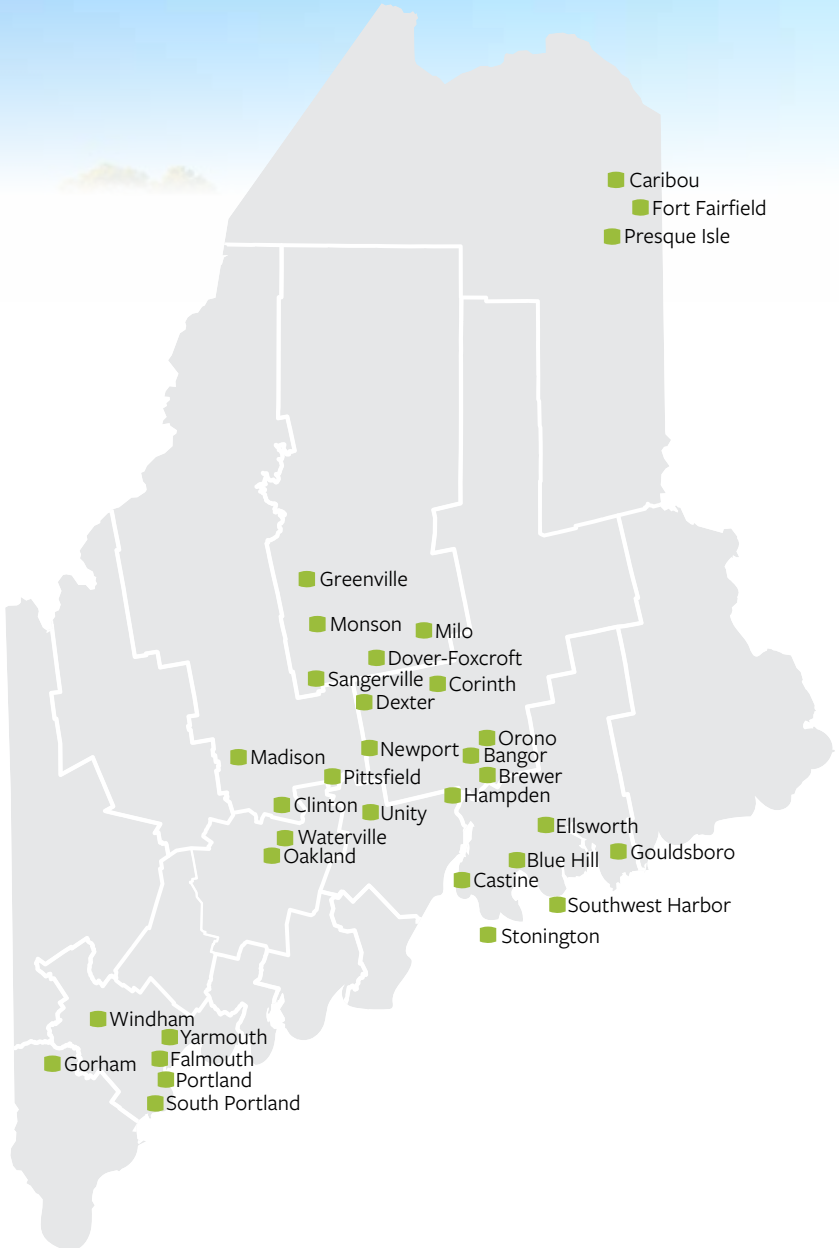
**Northern Light Rehabilitation Services** ..... 207.664.5620

Locations in Blue Hill, Bucksport, Ellsworth, and Somesville

- Physical therapy
- Occupational therapy
- Ergonomics/Work injury
- Pediatric Therapy



## Primary Care Locations



**Northern Light Acadia Hospital**  
**Bangor**  
268 Stillwater Ave ..... 207.973.6100

**Northern Light AR Gould Hospital**  
**Presque Isle**  
140 Academy St ..... 207.768.4000

**Northern Light Blue Hill Hospital**  
**Blue Hill**  
57 Water St ..... 207.374.3400

**Northern Light CA Dean Hospital**  
**Greenville**  
364 Pritham Ave ..... 207.695.5200

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

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

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

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

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

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

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

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

**Northern Light Primary Care**  
**Statewide**

**Northern Light**  
**Sebasticook Valley Hospital**  
**Pittsfield**  
447 N Main St ..... 207.487.4000

**Northern Light Pharmacy**

**Bangor**  
Riverside (Eastern Maine Medical Center)  
Webber Building ..... 207.973.8888

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

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

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

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



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

## Getting better every day.

### Your feedback matters

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

Thank you!



**Northern Light  
Health**

To learn more about Northern Light Health and our statewide system of healthcare, please visit [northernlighthealth.org](http://northernlighthealth.org)