

Welcome to Northern Light Health

We're making healthcare
work for you.



Northern LightSM

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,

Terri Vieira

President, Northern Light Inland Hospital

Beth Held, PA-C

Medical Director of Primary Care



Your Path to Health

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

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

We are connected, and all our specialists can access your medical records in our system when they need to. Any specialists you might 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 or text message reminder. Appointment reminders are sent one to two days prior to your appointment.

Missed Appointments or Late Cancellations

To help you avoid a missed appointment, you will receive a confirmation call or text message one to two days prior to your scheduled appointment, with arrival time information. When an appointment is canceled at the last minute or a patient simply does not show up, other patients who could have used that appointment time miss the opportunity to be seen in a timely manner.

Co-Pays

We accept most major insurance carriers and ask that you provide us with the most recent insurance card at each appointment to ensure proper billing. Co-pays will be expected at the time of service. If your insurance plan has co-insurance, this will also be expected. We will use our price estimator tool to ensure accurate co-pay/co-insurance information. Paying your copay ensures you are eligible to receive our 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 has a central billing office with knowledgeable staff who can answer all your questions. Please call us if a bill doesn't make sense or needs clarification. **1.800.395.0232**



How to contact us after regular office hours

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

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



Walk-In Care

No appointment needed

174 Kennedy Memorial Drive, Waterville.....207.861.6140

8 am to 6 pm, seven days a week

Examples of non-emergency conditions:

- Minor cuts that don't require stitches
- Strains and sprains
- Mild to moderate burns
- COVID-19, flu, and cold symptoms
- 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.

Waterville207.861.6140

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

Bangor207.973.8030

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

Caribou207.498.3502

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

Ellsworth207.244.5513

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

Gorham207.535.1400

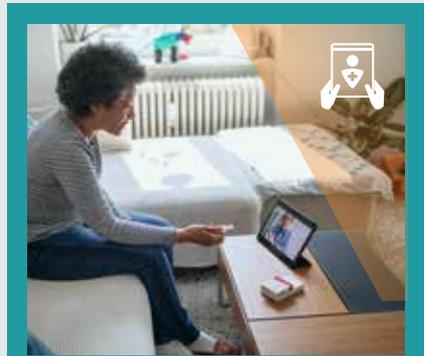
74 County Road
8 am to 8 pm, seven days a week

Presque Isle207.760.9278

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

Windham207.400.8600

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.



myNorthernLightHealth.org Patient Portal

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

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



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

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

You can save that number here: _____



Help Desk.....[1.833.217.9640](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. Or call 1.800.914.1409 or email inlandproviderfinder@northernlight.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 to download one. Print the form, complete it, and bring it with you to your appointment.

Filling your Prescriptions

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

To refill your medication, call your pharmacy to see if refills are available, contact your prescribing provider, or visit the Northern Light Health patient portal at www.MyNorthernLightHealth.org.

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

Northern Light Inland Hospital

Departments and Practices

Main Number.....207.861.3000

Includes access to the following departments:

- Emergency Department
- Nurse’s Station (in-patient)
- Infusion Clinic and Services
- Day Surgery
- Laboratory Services
- Medical Records
- Imaging Services

Administration.....207.861.3012

Patient

Financial Services1.800.395.0232

Community

Health Navigator207.861.6091

Community Wellness207.861.3392

Northern Light Continuing Care, Lakewood

Waterville

220 Kennedy Memorial Dr. 207.873.5125

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

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).

Waterville

16 Concourse West 207.873.1036

Madison

344 Lakewood Rd. 207.474.2994

Oakland

74 Water St. 207.465.7342

Unity

80 Main St. 207.948.2100

Northern Light Home Care & Hospice 1.800.757.3326

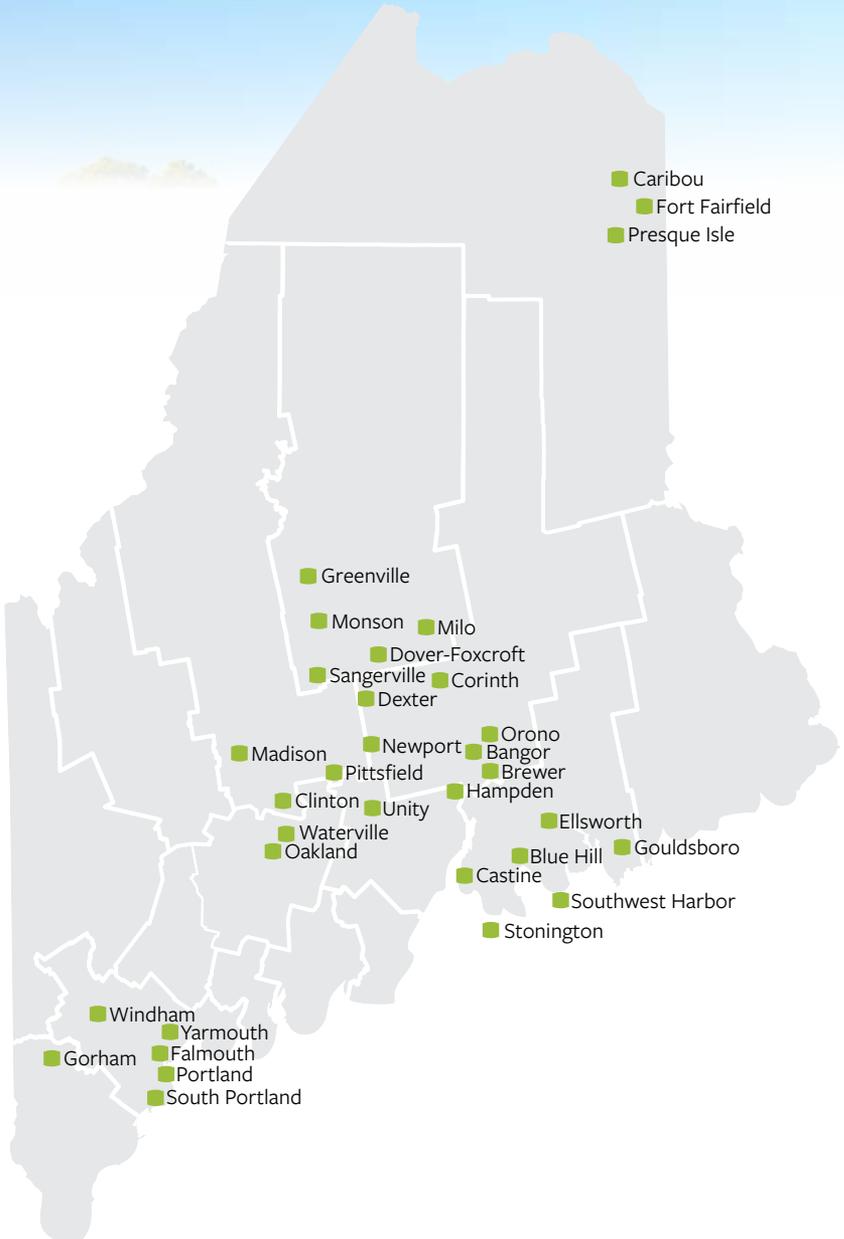
Inland Provider Finder Service.....1.800.914.1409

Northern Light Rehabilitation Services 207.861.3360

- Physical therapy
- Occupational therapy
- Speech therapy
- Ergonomics/Work injury
- Hand therapy
- Pelvic Floor/Urinary incontinence



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