

Welcome to Northern Light Health

We're making healthcare
work for you.



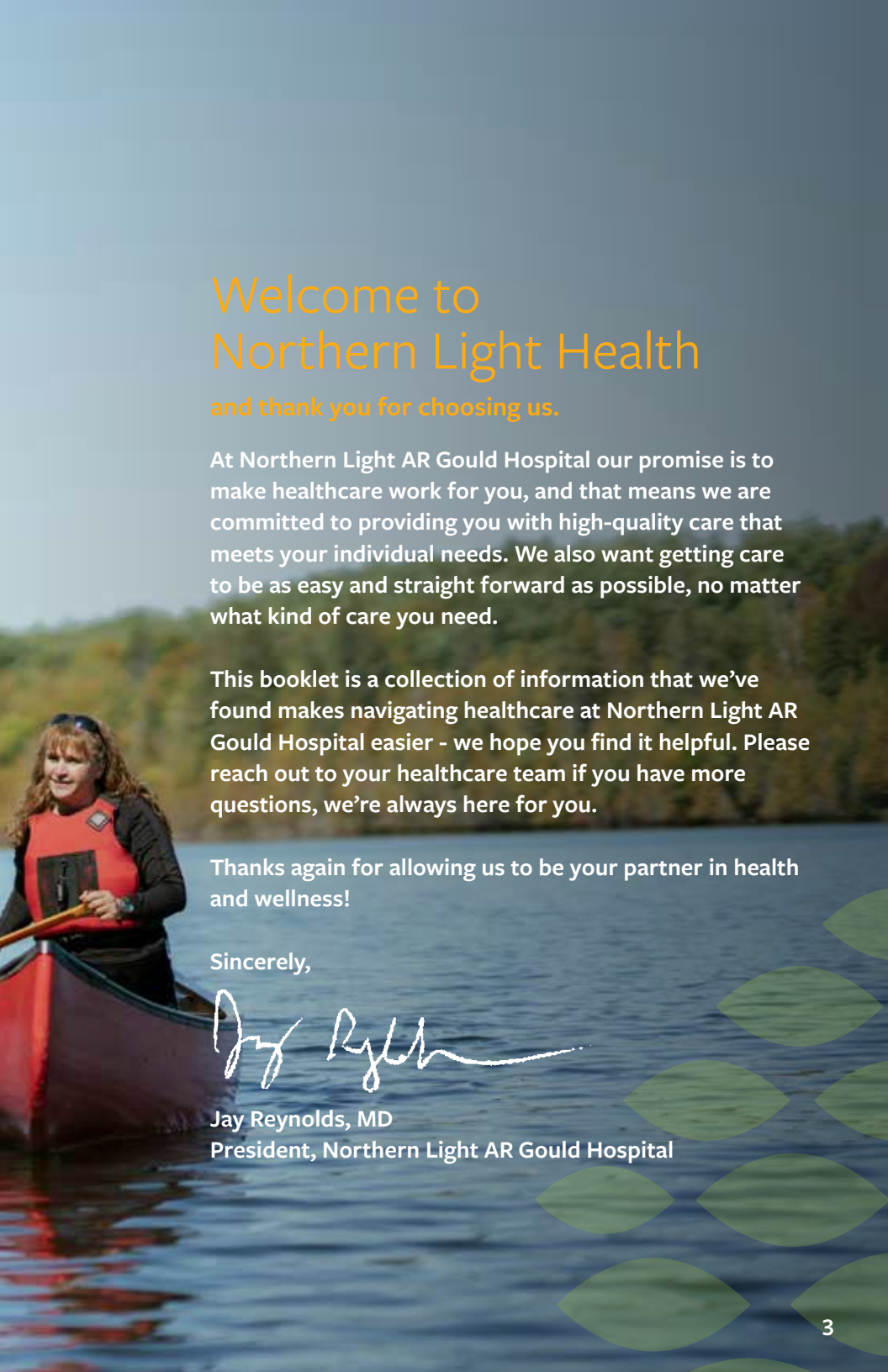
Northern Light™

A.R. Gould Hospital



1. Northern Light A.R. Gould Hospital
Presque Isle
 2. Northern Light C.A. Dean Hospital
Greenville
 3. Northern Light Mayo Hospital
Dover-Foxcroft
 4. Northern Light Acadia Hospital
Bangor
 5. Northern Light Eastern Maine Medical Ctr.
Bangor
 6. Northern Light
Sebasticook Valley Hospital
Pittsfield
 7. Northern Light Maine Coast Hospital
Ellsworth
 8. Northern Light Blue Hill Hospital
Blue Hill
 9. Northern Light Inland Hospital
and Continuing Care, Lakewood
Waterville
 10. Northern Light Mercy Hospital
Portland
-  Northern Light Home Care & Hospice region serving, Cumberland, York, Kennebec, Somerset, Penobscot, Hancock, and Aroostook Counties





Welcome to Northern Light Health

and thank you for choosing us.

At Northern Light AR Gould Hospital our promise is to make healthcare work for you, and that means we are committed to providing you with high-quality care that meets your individual needs. We also want getting care to be as easy and straight forward as possible, no matter what kind of care you need.

This booklet is a collection of information that we've found makes navigating healthcare at Northern Light AR Gould Hospital easier - we hope you find it helpful. Please reach out to your healthcare team if you have more questions, we're always here for you.

Thanks again for allowing us to be your partner in health and wellness!

Sincerely,



Jay Reynolds, MD

President, Northern Light AR Gould Hospital



IMPORTANT New Patient Process

We're committed to guiding you through your care experience. The first step in caring for you is to receive your previous medical records. This is accomplished with 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 you have an appointment at Northern Light Health, you will receive a phone call reminder one to two days prior to your appointment.

You will also get your appointment reminder by text message if the phone number associated with your patient account rings to a mobile device. You may then easily confirm or cancel the appointment with a simple click. You can even complete your registration information online using the link and save time the day of your appointment.

Missed Appointments or Late Cancellations

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

Co-Pays

We accept most major insurance carriers and ask that you provide us with the most recent insurance card at each appointment to ensure proper billing. Co-pays will be expected at the time of service. If your insurance plan has co-insurance, this will also be expected. We will use our price estimator tool to ensure accurate co-pay/co-insurance information. Paying your copay ensures you are eligible to receive our 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.

Northern Light AR Gould Hospital

Departments and Practices

Main Number [207.768.4000](tel:207.768.4000)

Includes access to all hospital departments

Patient Advocate [207.768.4394](tel:207.768.4394)

Patient Financial Services [1.866.750.5001](tel:1.866.750.5001)

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), and Behavioral Health & Counseling.

Caribou - Northern Light Health Center

Primary Care 118 Bennett Dr., Suite 130 [207.498.3476](tel:207.498.3476)

Pediatrics [207.498.6153](tel:207.498.6153)

Fort Fairfield - Northern Light Health Center

23 High St. [207.768.4753](tel:207.768.4753)

Presque Isle - Northern Light Health Center

Primary Care 23 North St., Suite 4 [207.764.3142](tel:207.764.3142)

Pediatrics 23 North St., Suite 1 [207.764.5437](tel:207.764.5437)

Women's Health Center

140 Academy St. [207.769.6636](tel:207.769.6636)

Northern Light AR Gould Specialty Practices/Departments

Cancer Care [207.768.4151](tel:207.768.4151)

Cardiology [207.764.1898](tel:207.764.1898)

Ear, Nose, and Throat [207.760.8100](tel:207.760.8100)

Eye Care [207.764.7900](tel:207.764.7900)

Imaging/Radiology [207.768.4211](tel:207.768.4211)

OB/GYN [207.768.5944](tel:207.768.5944)

Orthopedics [207.764.3734](tel:207.764.3734)

Rehabilitation Services [207.768.4735](tel:207.768.4735)

(Includes physical, occupational, and speech therapy; pediatric therapy; wound care)

Specialty Clinics [207.768.4457](tel:207.768.4457)

(Includes dermatology, kidney care, pain, palliative care, podiatry, pulmonary, vascular surgery)

Sleep Medicine [207.768.3011](tel:207.768.3011)

Surgery (General) [207.764.6310](tel:207.764.6310)

Urology [207.768.4562](tel:207.768.4562)



Would you like to thank a Northern Light caregiver?

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



Visit northernlighthealth.org/honor and complete the online form.

Your experience matters

You may receive a survey asking you about your visit. Please complete the survey. We value your feedback and use it to provide the best possible care for all of our patients.

The survey:

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

How to request medical records

You can request your medical records from one or more of any Northern Light Health facility or hospital at <https://northernlighthealth.org/HIM> or by calling A.R. Gould's medical records department at 207.768.4175.

Patient and Family Advisory Council



Northern Light Health has a Patient and Family Advisory Council that helps us improve the patient experience in many ways. During regular meetings, real patients give us regular feedback about their office visits, registration, patient communications, staff interactions, and much more! If you're interested in joining the Patient and Family Advisory Council, please contact Jessica St. Peter, 207.768.4091 or jstpeter2@northernlight.org.



Finding Help in your community



We all need a little help sometimes. Northern Light Health FindHelp links you with local services for everything from food assistance, transportation, and healthcare. Enter your zip code, review your resource list, and get connected!

Find Local Resources Online

Visit NorthernLightHealth.FindHelp.com or scan the QR code and enter your zip code to find services close to you.

Need help getting connected to Northern Light FindHelp?

Contact the Patient Help Desk at 1-833-217-9640



Where to go for the right care

Scheduling an appointment is more convenient than ever.

(Also see Waterville area locations on page 5)

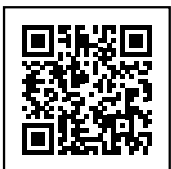
Scheduling a primary care appointment



You may schedule online or call your primary care office:

- northernlighthealth.org/Our-System/AR-Gould-Hospital/Care-Centers-Services/Primary-Care

Scheduling a screening mammogram



You may schedule online or call your primary care office

- northernlighthealth.org/ScheduleAMammogram

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 an on-call provider who will get back to you and help you get the right level of care.



BEHAVIORAL OR MENTAL HEALTH CRISIS

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

SUICIDE AND CRISIS LIFELINE



Call or Text

988

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



PRIMARY CARE

This is evidence-based care from your regular trusted healthcare provider or group.

- Earaches/colds/flu
- Preventative Health
- Annual exams and screenings
- Immunizations
- Chronic disease support
- Chronic condition management
- Prenatal care
- Non-urgent healthcare needs



Northern Light
Primary Care
44 practices
throughout Maine

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



WALK-IN CARE

No appointment necessary!
Visit Walk-In Care for non-urgent, minor illness and injuries when you can't get in to see your primary care provider and it's not an emergency

- Flu/COVID-19 vaccine shots
- Cold symptoms
- Urinary tract infections
- Earaches
- Fevers
- Sprains and strains
- Minor cuts
- Allergies
- Skin irritations
- Headache or Migraine
- And other non-emergency care

Seven locations including:

Presque Isle	Caribou
23 North Street	118 Bennett Drive
207.760.9278	207.498.3502
Open daily*	Open daily*
8am-8pm	12pm-8pm



*Closed on Thanksgiving and Christmas

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

EMERGENCY ROOM

Visit the ER whenever you believe something needs urgent attention, including any potentially life-threatening illness or injury such as:

- Chest pain
- Difficulty breathing/severe shortness of breath
- Fainting/loss of consciousness
- Warning signs of stroke: numbness in face, arms, legs
- Harmful feelings towards yourself or others
- Poisoning/drug overdose
- Seizures
- Severe abdominal pain, bleeding
- Head injuries
- Automobile or industrial accidents



Northern Light
Emergency Care
at nine hospital
locations

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

Patient Financial Services

Northern Light Inland Hospital has a central billing office with knowledgeable, friendly staff who can answer all your questions. Please call us when a bill doesn't make sense or needs clarification: **1.800.395.0232**

Northern Light Health is committed to treating all patients who need our care, regardless of their health insurance or financial status.

Patient Portal Online www.MyNorthernLightHealth.org

We have a convenient, confidential and secure way to access your medical records and contact your provider with non-urgent questions – all from your computer.



Our patient portal gives you access to:

- **Send secure messages to your provider**
- **Request routine appointments**
- **Request prescription refills, view test results, and other medical records**

Sign up at your first appointment and get connected... or ask how to sign up, and we'll help you.

Prescription Refills

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

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

If needed, Northern Light Pharmacy provides mail-order service throughout Maine, and has **locations in Waterville, Bangor, Brewer, and Portland.**

Learn more at northernlighthealth.org/pharmacy.



Provider Finder Service

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



Find a provider online:

doctors.northernlighthouse.org



Annual Visits

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



The Importance of an Advance Directive

An advance directive is a form that you complete that tells your provider and others what your medical wishes are if you become unable to speak for yourself. We understand that these conversations can be difficult, and we encourage you to start them early so your loved ones know what matters most to you.



We have resources to help get you started, ask your practice for a copy of the Advance Directive form or visit northernlighthouse.org/Legal/HIM/Advance-Directive to download one.

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

Making the most of digital resources?



Primary Care Self-Scheduling

Online scheduling for primary care and pediatric patients is available 24 hours a day, seven days a week, so you can schedule an appointment at your convenience!



Patient Portal

Online scheduling for primary care and pediatric patients is available 24 hours a day, seven days a week, so you can schedule an appointment at your convenience!



TeleHealth

For many types of visits, you don't even need to leave your home or work to get the care you need thanks to our Telehealth service.

Appointment Reminder Texts

You will get appointment reminders by text message if the phone number associated with your patient account rings to a mobile device. You may then easily confirm or cancel the appointment with a simple click. You can even complete your registration information online using the link and save time the day of your appointment.