Welcome to Northern Light Health We're making healthcare work for you.



**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 Sebasticook Valley Hospital

**Paul Arsenault** Vice President, Primary and Specialty Care

**Stacy Hubel** 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 need to 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 <u>Release</u> 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 two days prior to your appointment.

# **Pre-Registration**

Pre-registration helps us get you in to see your provider more quickly when you arrive at our office. By getting and confirming all of your information ahead of time, your visit goes more smoothly. You can do this by phone using the information below:

Northern Light Sebasticook Valley Hospital Pre-Register by phone: **207.487.4040** 

# **Missed Appointments or Late Cancellations**

To help you avoid a missed appointment, you will receive a confirmation call or text message 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, we will be unable to pre-schedule appointments for you. You will need to call our practice the same day for an appointment if one is available. 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 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 8)

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

<b>5</b> Same-Day Act By appointment	cess	
470 Somerset Ave., Pittsfield 8 am to 4 pm M-F	d	
Examples of non-emerg • Minor cuts that don't requ • Strains and sprains • Mild to moderate burns • Colds and coughs		• Ear pain • Skin rashes

Please see all our Walk-In Care locations across Maine on Page 9.

# 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 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

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



# 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 <a href="https://northernlighthealth.org/Providers">https://northernlighthealth.org/Providers</a>.

## 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 <u>https://northernlighthealth.org/legal/him/advance-directive</u> 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 Sebasticook Valley Hospital Departments and Practices

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#### Includes access to the following departments:

- Emergency Department
- Nurse's station (in-patient)
- Infusion clinic and services
- Day surgery

- Laboratory services
- Women's Health
- Imaging Services

Administration	207.487.4016
Community Wellness	207.487.3890
Patient Navigator	
Access and Referral Center	
Patient Financial Services	.1.800.395.0232

### Northern Light Primary Care Health Centers

All aspects of pediatric and adult wellness, same day appointments for acute issues, chronic condition management, OMT (osteopathic manipulation therapy), Behavioral Health & Counseling, MAT (Medication Assisted Treatment), Primary Care Pharmacist and Registered Dietitian consults, RN-led Annual Wellness Visits.

#### Clinton

1309 Main St	207.426.0976
<b>Newport - Newport Plaza</b> 26 Main St., Ste 2	207.368.5747
Newport - Newport Triangle 8 Main St., Ste A	207.368.4292
Pittsfield 470 Somerset Ave	207.487.5154

Northern Light Home	Care & Hospice	
Northern Light Specia	alty Care	
Northern Light Rehabilitation Services		
Physical Therapy	• Speech therapy	• Lymphedema treatment
<ul> <li>Occupational Therapy</li> </ul>	Cardiac rehab	<ul> <li>Ergonomics/Work Injury</li> </ul>



🚹 Walk-In Care

No appointment necessary! Northern Light Walk-In Care is available at seven locations across Maine.

<u>Waterville</u> 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

32 Resort Way7 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

<u>Windham</u> 207.400.8600 409 Roosevelt Trail 8 am to 8 pm, seven days a week

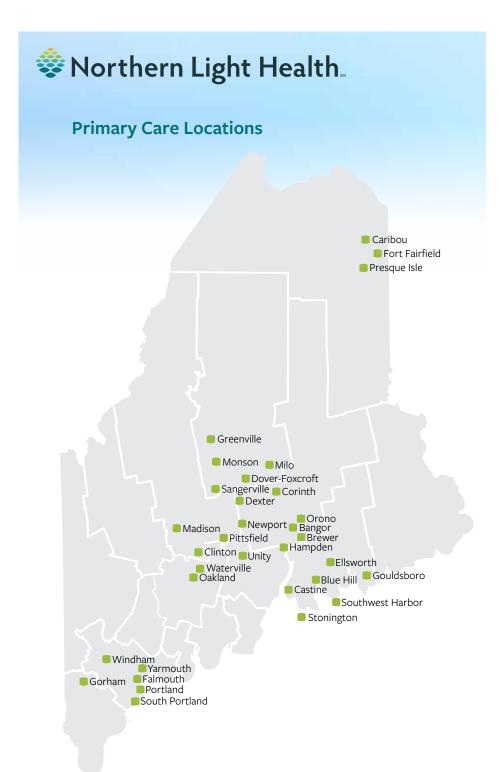


We also have Virtual Walk-In Care available via <u>Telehealth</u>.

Please visit northernlighthealth.org/Telehealth

Telehealth is available seven days a week from 8 am to 4:30 pm.

If you need help registering for telehealth, please call our help desk., 833.217.9640 or email us TeleHelpdesk@northernlight.org



#### 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

#### 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

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# Northern Light

Home Care & Hospice

#### Northern Light Inland Hospital Waterville

#### Northern Light

#### 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

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#### Northern Light Pharmacy

#### Bangor

#### 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

You may receive a survey by mail, email, or text after your visit with us. 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!



To learn more about Northern Light Health and our statewide system of healthcare, please visit **northernlighthealth.org**