Welcome to Northern Light Health
We’re making healthcare work for you.
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 [Release of Information (ROI) form](https://www.northernlighthealth.org). 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**

**Same-Day Access**

By appointment

470 Somerset Ave., Pittsfield .......................................................... 207.487.5154
8 am to 4 pm M-F

**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 9.
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: ________________________________
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 https://northernlighthealth.org/Providers.

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 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.

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.
Main Number .......................................................... 207.487.4000
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 ...................................................... 207.487.6411
Access and Referral Center ........................................ 207.487.4040
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

Newport - Newport Plaza
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 .................. 1.800.757.3326
Northern Light Specialty Care .............................. 207.487.4019
Northern Light Rehabilitation Services ............... 207.487.9293

- Physical Therapy
- Occupational Therapy
- Speech therapy
- Cardiac rehab
- Lymphedema treatment
- Ergonomics/Work Injury
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** ...................207.244.5513
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 also have Virtual Walk-In Care available via Telehealth.

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
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<th><strong>Northern Light Acadia Hospital</strong></th>
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<tr>
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<th><strong>Northern Light AR Gould Hospital</strong></th>
<th><strong>Presque Isle</strong></th>
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<td>220 Kennedy Memorial Dr</td>
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<th><strong>Northern Light Eastern Maine Medical Center</strong></th>
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<td>15 Highland Ave</td>
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<th><strong>Northern Light Mayo Hospital</strong></th>
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<th><strong>Northern Light Pharmacy</strong></th>
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<tr>
<td>Riverside (Eastern Maine Medical Center)</td>
<td>Webber Building</td>
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<th><strong>Portland</strong></th>
<th><strong>Fore River (Mercy Hospital campus)</strong></th>
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<td>195 Fore River Parkway</td>
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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