



## Northern Light Primary Care, University of Maine Frequently Asked Questions

### **Where is Northern Light Primary Care, University of Maine?**

It is located on the corner of Long and Gannett Roads, across from Barrows Hall on the University of Maine campus. It is open Monday–Friday, 8 a.m.–5 p.m.

### **What services are offered?**

The Center provides professional, quality health care services on campus. Services include allergy shots, acute and chronic care management, physical exams, women’s health, physical therapy and on-site laboratory for patients. Clinical services are provided by Northern Light Health.

### **How do I access services?**

Stop by or call 207.581.4000 to schedule an appointment. Phones open at 8 a.m., Monday–Friday.

### **How quickly can I be seen?**

A limited number of same-day acute appointments. Non-urgent issues can typically be scheduled within 48 hours. Call 207.581.4000, for more information or visit [northernlighthealth.org/EMMCUMaine](http://northernlighthealth.org/EMMCUMaine).

### **Can the staff discuss my care with others?**

With written permission via a Northern Light Health release, staff may discuss patient care with a parent, guardian or other health care professional. The signed release is good for one year and can be completed during a visit.



**Northern Light Health**<sup>SM</sup>

5721 Long Road, Orono, ME 04469–5721  
207.581.4000 • 207.581.4040 (emergencies)  
[northernlighthealth.org/EMMCUMaine](http://northernlighthealth.org/EMMCUMaine) • fax: 207.581.9512

### **How do I pay for services?**

Cash, check, credit and debit cards are accepted. We will gladly bill your insurance company. Please be sure to bring your insurance card with you to your appointment.

### **What happens if I need care or emergency services when the facility is closed?**

If you become ill on the weekend or after we have closed for the day, call 207.581.4000, and you will be directed to an answering service that can page an on-call provider. For emergencies, contact the UMaine Police Department, 207.581.4040 or dial 911.

### **What if I need transportation to the emergency room or an off-campus medical appointment?**

The University Volunteer Ambulance Corps (UVAC) is UMaine's on-campus emergency medical service. UVAC's ambulances respond to emergency calls at UMaine and provide mutual aid to surrounding towns and agencies.

### **Are pharmacy services offered?**

No, however there are several in the community. Northern Light Primary Care, University of Maine will fax prescriptions to the patient's preferred pharmacy (delivery services may be available).

Insurance information and payment arrangements are made directly with the pharmacy. Contact us for a list of pharmacies.

### **Still have questions?**

Visit [northernlighthealth.org/EMMCUMaine](http://northernlighthealth.org/EMMCUMaine) or call 207.581.4000

