

Welcome to Northern Light Health

We're making healthcare
work for you.



Northern Light.

Inland Hospital



1. Northern Light Inland Hospital and Continuing Care, Lakewood
Waterville
 2. Northern Light A.R. Gould Hospital
Presque Isle
 3. Northern Light C.A. Dean Hospital
Greenville
 4. Northern Light Mayo Hospital
Dover-Foxcroft
 5. Northern Light Acadia Hospital
Bangor
 6. Northern Light Eastern Maine Medical Ctr.
Bangor
 7. Northern Light Sebasticook Valley Hospital
Pittsfield
 8. Northern Light Maine Coast Hospital
Ellsworth
 9. Northern Light Blue Hill Hospital
Blue Hill
 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 Inland 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 Inland 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,

A handwritten signature in cursive script, reading "Tricia Costigan". The signature is written in a dark color, possibly black or dark blue ink, and is positioned below the word "Sincerely,".

Tricia Costigan
President, Northern Light Inland Hospital

HOW ARE YOU?



It's a question we rarely ask ourselves. But we're encouraging you to ask the people in your life, starting with yourself, then connect with us at northernlighthealth.org/howareyou

 **Northern Light**SM Inland Hospital

**HOW
ARE
YOU?**

Main Switchboard 207.861.3000

Administration..... 207.861.3012

Admissions/Registration
Inpatient/Outpatient 207.861.3300

Birthing 207.861.3100

Community Wellness 207.861.3392

Day Surgery 207.861.3255

Discharge Planning 207.861.3199

Emergency Department 207.861.3200

Infusion Care 207.861.3350

Lab 207.861.3130

Medical Records 207.861.3150

Patient Financial Services 800.395.0232

Provider Finder Service.. 800.914.1409

**Northern Light Continuing Care,
Lakewood**

Waterville
220 Kennedy Memorial Dr. 207.873.5125

Primary Care Health Centers

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

Pediatric Primary Care, Waterville
16 Concourse West 207.873.1036
Sick Child Walk-In hours available Mon-Thur

Specialty Care Practices

(Behavioral Health is available in all our Primary Care and Women’s Health practices)

Cardiovascular Care
244 Kennedy Memorial Drive
Waterville 207.861.8030

Endocrinology and Diabetes Care
246 Kennedy Memorial Drive
Waterville 207.872.5529

Gastroenterology
180 Kennedy Memorial Drive
Waterville 207.861.7874

Neurology
180 Kennedy Memorial Drive
Waterville 207.861.7050

Podiatry
180 Kennedy Memorial Drive
Waterville 207.872.6010

Orthopedics
180 Kennedy Memorial Drive
Waterville 207.861.7862

Osteopathic Care
180 Kennedy Memorial Drive
Waterville 207.872.6010

Physiatry
180 Kennedy Memorial Drive
Waterville 207.861.3360

Rehabilitation *(physical, occupational, speech therapy)*
Waterville 207.861.3360
Unity 207.948.2170
Madison 207.474.8847

Rheumatology
180 Kennedy Memorial Drive
Waterville 207.861.7050

Surgery and Urology
180 Kennedy Memorial Drive
Waterville 207.861.7874

Walk-In Care
174 Kennedy Memorial Drive
Waterville 207.861.6140

Women’s Health
180 Kennedy Memorial Drive
Waterville 207.872.5529

Wound Care
180 Kennedy Memorial Drive
Oakland 207.872.6010

Pediatric Specialty Care
325D Kennedy Memorial Drive
Waterville 207.275.4551



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.

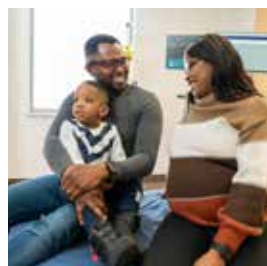
The survey:

- 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 Inland's medical records department at 207.861.3150.

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 your primary care office for more information.



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

(Also see Waterville area locations on page 5)

Scheduling a primary care appointment



Scheduling an appointment is more convenient than ever.

You may schedule online or call:

- northernlighthealth.org/InlandPrimaryCare
- 1.800.914.1409

Scheduling a screening mammogram



You may schedule online or call:

- northernlighthealth.org/ScheduleAMammogram
- Northern Light Women's Health 207.872.5529

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:

174 Kennedy Memorial
Drive, Waterville
207.861.6140 8 am-6 pm
Seven days a week

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

VIRTUAL WALK-IN CARE

is available for on-demand visits using the MyNorthernLightHealth Patient Portal. Access on your desktop computer or mobile device.



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

[Virtual-Walk-In-Care-1](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?

Inland Provider Finder Service: 1.800.914.1409



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.

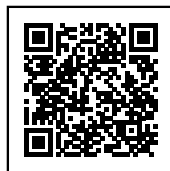


We have resources to help get you started, ask your practice for a copy of the Advance Directive form or visit northernlighthouse.org/Legal/HIM/Advance-Directive to download one.

Inland 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.

Quick access links:

Schedule a primary care appointment:



Schedule a screening mammogram:



Find a care provider:



List of all Northern Light
primary care practices:

