Welcome to Northern Light Health

We’re making healthcare work for you.
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
   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 straightforward 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,

[Signature]

Tricia Costigan
President, Northern Light Inland Hospital
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 Inland Hospital Departments and Practices

**Main Switchboard** 207.861.3000  
Administration .................. 207.861.3012  
Admissions/Registration  
   Inpatient/Outpatient .......... 207.861.3300  
Birth ...................... 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
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

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

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

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/Virtual-Walk-In-Care-1

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
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.

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.
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.northernlighthealth.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 northernlighthealth.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.