



INFORMATION ABOUT YOUR STAY


Maine Medical Center
MaineHealth

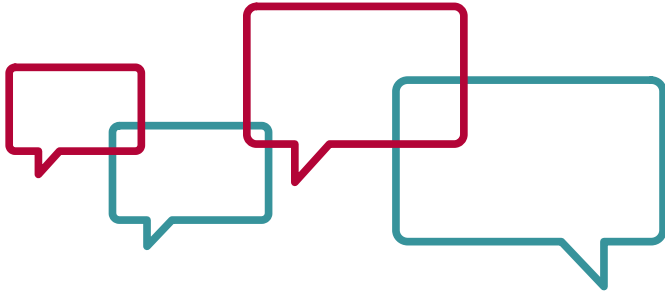
mmc.org



WE ARE A TOBACCO-FREE AND FRAGRANCE-FREE HOSPITAL

As a reminder, tobacco, including e-cigarettes, is not allowed in the hospital or on hospital grounds. Visitors can get free emergency nicotine gum from The Pharmacy on the ground floor of the Coulombe Family Tower. The Pharmacy is open 24 hours a day, every day. Tobacco treatment services are available for patients during their hospital stay. This includes counseling, support and help with nicotine replacement to manage cravings or help with quitting. Ask your nurse or doctor to place an order if you would like this support.

For the health and safety of our patients, visitors and staff with severe allergies, we ask that you remain fragrance-free. This includes not using perfume, cologne, lotions or oils with fragrance and being free of smoke odor.



WELCOME!

We provide free interpreter services. If you need an interpreter, please let hospital staff know or call us at 207-662-0111.

Arabic العربية	<p>مرحبًا! نحن نقدم خدمات الترجمة الفورية المجانية. إذا كنت بحاجة إلى مترجم فوري، فيرجى إبلاغ فريق عمل المستشفى أو الاتصال بنا على 207-662-0111.</p>	Chinese (Cantonese) 中文（粵語）	<p>歡迎！我們提供免費口譯服務。如果閣下需要口譯員，請告知醫院工作人員或致電 207-662-0111 聯絡我們。</p>
Chinese (Mandarin) 中文（普通话）	<p>欢迎！我们提供免费的口译服务。如果您需要口译员，请告知医院工作人员或致电 207-662-0111 联系我们。</p>	Dari فارسي	<p>خوش آمدید! ما خدمات ترجمان شفاهی رایگان را فراهم می نماییم. در صورتیکه نیاز به یک ترجمان داشته باشید، لطفاً کارمندان شفاخانه را مطلع نمایید. از طریق شماره 207-662-0111 با ما به تماس شوید.</p>
French Français	<p>Bienvenue ! Nous offrons des services d'interprétation gratuits. Si vous avez besoin d'un(e) interprète, veuillez en informer le personnel de l'hôpital ou nous appeler au 207-662-0111.</p>	Khmer ខ្មែរ	<p>សូមស្វាគមន៍! យើងផ្តល់ជូនសេវាកម្មអ្នកបកប្រែផ្ទាល់មាត់ដោយឥតគិតថ្លៃ។ ប្រសិនបើអ្នកត្រូវការអ្នកបកប្រែផ្ទាល់មាត់ សូមអនុញ្ញាតឱ្យបុគ្គលិកមន្ទីរពេទ្យជើង ឬហៅទូរសព្ទមកយើងតាមលេខ 207-662-0111។</p>
Kinyarwanda Ikinyarwanda	<p>Ikaze! Dutanga serivisi z'ubusemuzi nta kiguzi. Niba ukeneye umusemuzi, usabwe kubimenyeshya abakozi b'ibitaro cyangwa kuduhamagara kuri 207-662-0111.</p>	Lingala Lingala	<p>Boyeyi Bolamu! Tozali ko limbula mpo na ofele minoko ebele. Soki ozali na bosenga ya lisalisi ya lokota moko, yebisa basali ya lopitalo soki te, benga biso na 207-662-0111.</p>
Pashto پښتو	<p>بڼه راغلاست! موړ وړيا ژباړونکي خدمات وړاندي کوو. که تاسو ژباړونکي ته اړتیا لرئ، مهرباني وکړئ د روغتون کارمندانو ته خبر ورکړئ یا موړ سره په 207-662-0111 اړیکه ونیسئ.</p>	Portuguese Português	<p>Bem-vindos! Prestamos serviços de interpretação gratuitos. Se precisar de um intérprete, informe a equipa do hospital ou contacte-nos através do 207-662-0111.</p>
Russian Русский	<p>Добро пожаловать! Мы предоставляем бесплатные услуги по устному переводу. Если Вам нужен переводчик, сообщите об этом персоналу больницы или позвоните нам по телефону: 207-662-0111.</p>	Somali Soomaali	<p>Soo dhawoow! Waxaan bixinaa adeegyo turjubaan oo bilaash ah. Haddii aad u baahan tahay turjubaan, fadlan ogeysii shaqaalaha isbitaalka ama naga soo wac lambarka 207-662-0111.</p>
Spanish Español	<p>¡Bienvenidos! Brindamos servicios de interpretación gratuitos. Si necesita un intérprete, comuníquese al personal del hospital o llámenos al 207-662-0111.</p>	Swahili Kiswahili	<p>Karibu! Tunatoa huduma za mkalimani bila malipo. Ikiwa unahitaji mkalimani, tafadhali mjuze mhudumu wa hospitali au tupigie simu kwa 207-662-0111.</p>
Vietnamese Tiếng Việt	<p>Chào mừng! Chúng tôi cung cấp dịch vụ thông dịch miễn phí. Nếu quý vị cần thông dịch viên, vui lòng báo cho nhân viên bệnh viện biết hoặc gọi điện cho chúng tôi theo số 207-662-0111.</p>		



Dear Patient,

Welcome to Maine Medical Center. Our goal is to make your stay with us as comfortable as possible. We understand that a hospital stay of any duration can be stressful, sometimes even overwhelming, so we've created a culture focused on making your care personal.

Delivering high-quality, patient-centered care takes a team. From our expert providers, nurses and pharmacists to the many people behind the scenes, our team is dedicated to providing you with the best possible care so you can get back home.

This care team also includes you and your loved ones. Engaged patients (or their representatives) understand their condition, ask questions and help determine the best course of treatment based upon their own preferences. This is the hallmark of patient-centered care, one of our most cherished organizational values.

This guide is designed to answer many of the questions frequently asked by patients. It will help you and your loved ones better navigate and understand the care and services we provide. We hope your stay with us is as pleasant and as short as possible. Thank you for choosing Maine Medical Center.

Sincerely,

A handwritten signature in black ink that reads "Devin Carr". The script is fluid and cursive, with the first letters of "Devin" and "Carr" being capitalized and prominent.

Devin Carr, DNP, RN, RRT, ACNS-BC, NEA-BC, CPPS
Chief Nursing Officer

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DURING YOUR STAY

YOUR SAFE CARE IS OUR #1 GOAL

HELP US PROVIDE EXCELLENT, SAFE CARE

Our doctors, nurses and staff work hard to provide the best and safest care that is right for you. And we need your help in order to do so. If you are not able to act or speak for yourself, please ask a trusted family member or friend to help.

YOU CAN HELP IN 3 WAYS:

1

TAKE PART IN YOUR CARE

EXPECT ALL INVOLVED IN YOUR HEALTH CARE TO:

- **Introduce themselves** and let you know who is in charge of your care.
- **Check your ID band** and identify you by your correct name before giving you medicines or treatment.
- **Explain what to expect when you go home** (are discharged) and whom to call if you need help.
- **Explain medicines and care plans** along with the benefits and possible risks of treatment, procedure or surgery. Benefits and risks of non-treatment will also be discussed with you.
- **Clean their hands** as they enter your room and as they exit.
- **Verify your identity** often by asking your name and date of birth (or other identifier). This is done for your safety.

SPEAK UP IF:

- Anything does not seem right.
- You're in pain.
- You don't see your caregiver clean their hands.
- You don't recognize the medicine you're given, or you don't understand any part of your care.

2

HELP PREVENT FALLS

Extra time in bed allows your muscles to grow weak. This can lead to falls when you try to stand up and walk.

HERE ARE SOME WAYS TO HELP PREVENT A FALL:

- Keep personal items within easy reach.
- Keep your call button close by and use it to get help to get out of bed.

WE'RE HERE TO HELP. JUST ASK.

HOW WE EXPECT TO PARTNER WITH YOU

We must work to keep patients and visitors safe during their stay at Maine Medical Center. If your behavior is disruptive and your health care team feels they cannot give you safe and effective care, you may be asked to leave the hospital. This request is called Administrative Discharge.

- Treat all hospital staff with respect.
- Treat other patients and visitors with respect.
- Respect others' personal belongings. Do not touch or move belongings that aren't yours.
- Take responsibility for the consequences of not following directions or refusing care.

3

HELP PREVENT THE SPREAD OF GERMS

Everyone who enters your room should use the hand sanitizer mounted on the wall or wash their hands with soap and water.

- **You:** Make sure you clean your hands after using the bathroom, before eating, before you leave your room and when you return to your room.
- **Your visitors:** Ask your visitors to use the hand sanitizer when they enter your room and before they leave.

COVER COUGHS AND SNEEZES

- Cough or sneeze into a tissue, throw it away and clean your hands. **OR** cough or sneeze into the crook of your elbow.
- Ask friends and family not to visit if they are feeling ill.

- Do not take pictures, video or recordings without permission from hospital staff.
- Wear your ID band at all times.
- Control your behavior if you are feeling angry. No disruptive behavior, such as yelling, throwing things, hitting, swearing or threatening.
- Do not bring weapons, medication, drugs, alcohol or valuables such as cash and jewelry with you into the hospital.

DURING YOUR STAY CONTINUED

LEARN WHO'S ON YOUR CARE TEAM

Depending on your needs, your care team may include many different hospital staff members. The names of the caregivers you'll see most often will be listed on the whiteboard in your room. Your caregivers will also have name tags.

YOU ARE FIRST ON THE TEAM

If you are able, we urge you to take an active role in your care. You may also ask a trusted friend or family member to help. Please learn about your care, know what's going on and ask questions. If you have a concern, speak up!

OTHER MEMBERS OF YOUR CARE TEAM

DOCTORS

Ask which doctor is in charge of your care. A specialist, such as a surgeon or a heart doctor, may be guiding your overall care. Or a **hospitalist** — a doctor employed by the hospital — may be in charge. Members of the hospitalist team may also include a physician assistant or nurse practitioner.

You might also receive care from a **resident**. A resident is a licensed doctor who is still in specialty training. Residents are guided by **attending doctors** who have completed training. They work together to fulfill our mission as a teaching hospital.

Your **personal doctor** (primary care doctor) will be sent records about your hospital tests and treatments, and they will take over your care when you go home. If you don't have a primary care doctor, we will help you find one.

ADVANCED PRACTICE PROVIDERS (APPS)

These highly skilled providers are nationally certified, state-licensed medical professionals and include:

- Nurse practitioners (NPs).
- Physician assistants (PA-Cs).
- Certified registered nurse anesthetists (CRNAs).
- Certified nurse midwives (CNMs).

Advanced practice providers work along with your doctor, nurses and other health care professionals. They perform medical procedures in nearly every practice setting and medical specialty, including:

- Conducting physical exams.
- Diagnosing and treating illness.
- Ordering and interpreting tests.
- Writing prescriptions.

NURSES

A **registered nurse (RN)** will take care of your day-to-day medical needs. An RN will be assigned as your case manager to work with your doctor and coordinate all your care.

A **certified nursing assistant (CNA)** helps take care of your daily living needs, including helping with bathing, walking and eating. A CNA may also take your blood pressure, temperature and pulse and provide other help as needed.

NUTRITION CARE

Staff members will visit to help you with meal choices and answer questions. Our licensed dietitians help make sure you get the right foods to promote your healing.

SOCIAL WORKERS

A hospital social worker is available if you or your family needs extra support.

PHARMACISTS

A pharmacist helps ensure the safe, effective and appropriate use of medications. A pharmacist is also available to answer any questions you or the care team may have about medication.

REHAB (REHABILITATION) SERVICES

You may see physical, occupational or speech therapists who can help you get back to your everyday activities.

CASE MANAGER

A case manager will help prepare you to go home with a discharge plan.

SPIRITUAL CARE

Chaplains are available around the clock to help with religious and spiritual needs. You may request a visit anytime during your stay. Please call **207-662-2951** or ask your doctor or nurse to contact one for you. If you would like your personal pastor, priest, rabbi or imam to visit, you may invite them.

OTHER SPECIALTY DEPARTMENTS

Depending on your needs, you may receive care from professionals from many different departments, such as diagnostic imaging, respiratory, laboratory, pharmacy, cardiac rehab and more. Please ask if you don't understand someone's role in your care.

OFFICE OF CLINICAL ETHICS

This resource is for patients, family members and health care providers who have questions about ethical issues about the care received at MMC. This resource is available to help you talk with your doctor, nurse and other caregivers about your health care goals and values, and it can also help you prepare an advance directive. To request a free, confidential ethics consultation, please call **207-662-3131** or ask your nurse, care manager or physician to contact the office on your behalf.



SERVICES FOR YOU AND YOUR VISITORS

GETTING STARTED IN YOUR ROOM

THESE SERVICES CAN HELP YOU
FEEL AT EASE IN YOUR ROOM

WE OFFER PATIENTS ROOM SERVICE FOR MEALS.

When you are hungry for a meal between 7 a.m. and 7 p.m., please call **207-662-4644** to order food.

NEED A LIGHT SNACK?

After room service dining ends, ask a staff member for help. For visitors, please see the Food section on page 8.

NEED HELP? USE THE CALL BUTTON.

If you want to talk to or need help from a nurse, just push the red button on the cord clipped to your bed. A nurse will respond as quickly as possible.

CABLE TV IS FREE OF CHARGE.

If you need help with the TV or the controls, please call **207-662-6400**. Closed captioning is also free of charge.



WI-FI INTERNET ACCESS

Wi-Fi is free of charge. You must use a personal device that is able to use a wireless connection.

Wi-Fi network: mhguest
No password is needed.

For questions or assistance, please call the MaineHealth Information Technology department at **207-662-6400**.

USING THE MMC TELEPHONE SYSTEM

MAKING CALLS

- **Local calls:** Dial **9** for an outside line, and then dial **the number** you want.
- **In-state long-distance calls:** Dial **9** and **the number**. Out-of-state long-distance calls must be made collect or charged to a calling card. A calling card can be purchased in The Gift Shop.
- **Room-to-room calls or calls to departments in the hospital:** Dial **662** and the **4-digit extension**.
- **To reach the switchboard** from inside or outside the hospital, dial **207-662-0111**.

RECEIVING CALLS

- **Calls coming through the hospital switchboard:** We will give callers your phone number and ring them through to your room unless you say not to do so.

If you want us to refuse or hold calls, please dial **207-662-0111** to let us know. We cannot give callers your room number or any information about your medical condition.

To protect your rest, urgent calls after 9 p.m. will be sent to the nursing station.

- **Calls dialed directly to your room** will not go through the hospital switchboard.

Please note: Collect calls cannot be accepted on hospital phones.

VIDEOPHONES AND TTY CALLS

- We provide TTYs, videophones, amplified phone receivers and assistive listening devices free of charge. Ask your nurse for help.

To use a calling card to make both direct and collect TTY calls, dial the relay services at 9, and then dial 711. Give the call assistant the information he or she requests. The call assistant will then process the billing and your call. On direct calls, the assistant will drop off the line when the call is answered.



USING CELLPHONES AT MMC

When using cellphones, please talk softly to avoid disturbing other patients. We also ask that you set your cellphone ringer to vibrate or low. Rules for when and where you can use your cellphone vary by area within the hospital; please ask your nurse about your unit.

- Anyone using a cellphone must be at least 3 feet away from medical equipment and antennas. Cellphones can interrupt their signals.
- Visitors and patients are not allowed to take photos or to record videos and sounds on their cellphones. This protects the privacy of all of our patients.

ATM

There are two ATMs near Impressions Café on the ground floor of the Richards Wing. The hospital cannot cash checks, except for payment of hospital bills.

CHAPEL

The Chapel, which is on the first floor of the Maine General Building, is open to everyone at all times for prayer and meditation. Interfaith chaplains are available 24/7. Please ask your bedside nurse to have a chaplain paged.

There is also a Meditation Room in the Coulombe Family Tower near The Pharmacy.

SERVICES FOR YOU AND YOUR VISITORS CONTINUED

FLOWERS

THE FLOWER BOX

OFFERS	LOCATION	HOURS
Cut flowers, flowers arranged in vases and plants.	Ground floor, near the Main Entrance.	Monday through Friday from 9 a.m. to 4:30 p.m., and Saturday from 9 a.m. to 1 p.m.

FOOD

IMPRESSIONS CAFÉ (CAFETERIA)

OFFERS	LOCATION	HOURS
Hot and cold meals, sandwiches, salads, snacks and more.	Ground floor of the Richards Wing.	Every day from 6:30 a.m. to 2 a.m.

Please note: For visitors, guest meals can be delivered to your patient room from 7 a.m. to 7 p.m. There is a \$10.00 charge.

PAVILION GRILL COFFEE SHOP

OFFERS	LOCATION	HOURS
Hot food, sandwiches, snacks, desserts and beverages.	Ground floor, near the South Entrance.	Monday through Friday from 7 a.m. to 3:30 p.m.

VENDING MACHINES

Several vending machines are located on the ground floor, near Impressions Café.

GIFTS

THE GIFT SHOP

OFFERS	LOCATION	HOURS
Candy, magazines, toiletries and gifts.	Ground floor, near the South Entrance.	Monday through Saturday from 9 a.m. to 5 p.m. Closed holidays.

THE BOUTIQUE

OFFERS	LOCATION	HOURS
Everything new mothers want and need for babies, as well as nursing supplies.	Ground floor, near the South Entrance.	Monday through Saturday from 9 a.m. to 5 p.m.



HEALTH EDUCATION

MaineHealth is here to help you find the information you need to live a healthy lifestyle. The more you know, the easier it is to make better choices each day and take control of your health.

WE OFFER

- A free online lending library of eBooks and audio books for you to read on your smartphone, computer, or tablet.
- Classes on many important health topics.
- A resource library with articles, videos, and helpful tools on many different health conditions and common questions.

FOR MORE INFORMATION

ONLINE

mainehealth.org/HealthEd

MAIL SERVICES AND MAILBOXES

MAIL DELIVERY

Regular mail and printed greetings from our website (mmc.org/patientgreeting) are delivered to nurses' units daily.

SENDING MAIL

If you wish to send mail, please give it to your nurse or have a family member or friend mail it for you.

STAMPS

Stamps are sold through the TruChoice Credit Union ATM near Impressions Café and in The Gift Shop.

NOTARY SERVICES

A notary public can visit you in your room at no charge to notarize documents related to your hospital stay. If you need a document notarized, please ask your nurse to arrange this.

CONCIERGE COMFORT CARE

Your comfort and well-being are important to us. Concierge Comfort Care is a complimentary service that is available during your stay with us to address non-clinical needs. This includes games, newspapers and personal care items. For a full list of available items, please check with a member of your care team. You can order items by emailing us at patientexperience@mmc.org or calling **207-662-5775**.

REIKI SESSIONS

You or a family member may request a Reiki session in your room at no charge, Monday through Friday. The Reiki healers are trained, certified nursing staff or volunteers.

TO REQUEST SERVICE

207-662-2205 or

email voluns@mainehealth.org

SERVICES FOR YOU AND YOUR VISITORS *CONTINUED*

THE PHARMACY

PHONE

207-662-2626

ONLINE

mmc.org/pharmacy

The Pharmacy is open 24 hours a day, 7 days a week. It is located on the ground floor of the Coulombe Family Tower. Most insurance plans are accepted, and we offer medication payment assistance programs.

WE OFFER

- A featured list of discounted \$4 generic medications.
- Private consultation areas.
- Prescription transfer assistance.
- MyChart reminders when your prescription or refill is ready.
- Mailing to any address in Maine, New Hampshire and Florida — for FREE.

BEDSIDE DELIVERY PROGRAM

We can fill your discharge medicine(s) and deliver to your bedside before you leave the hospital, daily from 9 a.m. to 7 p.m. Payment options include: Visa, MasterCard, and Discover. We can also apply charges for your prescriptions to your billing account as an additional convenience as needed. Let your nurse or provider know if you are interested in bedside delivery. You may also pick up your prescriptions at The Pharmacy yourself.

PATIENT EXPERIENCE SURVEY

Our goal is to provide you with the safest and best care possible. We like to know from our patients whether we meet high standards for safe, compassionate, quality care.

When you get home, you will get a patient survey via mail, text, email or phone. We hope you will take the time to respond. Your response is important to us. Your personal response remains private, unless you indicate otherwise. Thank you for taking the time to complete the survey.

MaineHealth MyChart

MYCHART BEDSIDE: SECURE ONLINE ACCESS TO YOUR HEALTH RECORD WHILE IN THE HOSPITAL

MyChart Bedside is a secure, free, online application you can access through a tablet or mobile device while in the hospital. The application gives you information about your hospital stay.

HOW TO ACCESS

You can view your information at any time through the MyChart mobile app or MyChart Bedside app. If you have an active MyChart account, you will automatically have access to MyChart Bedside during your hospital stay through the MyChart mobile app. If you have your own tablet or mobile device, you can download the MyChart Bedside app via an email/text message you will be sent when you are admitted. If not, you can use a hospital iPad during your hospital stay.

If you do not have an active MyChart account, you can learn how to set up an account by visiting mainehealth.org/MHMyChart. Once your account is set up, you can view information through the MyChart mobile app or the website.

ACCESS YOUR HEALTH RECORD WHERE AND WHEN YOU NEED IT

When you leave the hospital, your health record can be accessed anywhere, at any time, through the MyChart. MyChart is the easiest way to stay connected to your secure health information and manage your MaineHealth care. With one simple login, you can:

- **SCHEDULE & MANAGE APPOINTMENTS**
Schedule, cancel or request appointments, register before visits and more.
- **UPDATE YOUR PERSONAL INFORMATION**
Provide updated insurance information and race, ethnicity, language and identity preferences.
- **MESSAGE YOUR CARE TEAM**
Send quick, simple questions directly to your provider's office and request prescription refills.
- **VIEW RESULTS & RECORDS**
Get your test results as soon as they're available. When appropriate, view results against expected ranges.
- **MANAGE YOUR MAINEHEALTH ACCOUNT**
Pay bills, view statements, switch to paperless billing and more.
- **ACCESS VIRTUAL CARE SERVICES**
Meet with your provider from the comfort of your own home and participate in health monitoring for specific diagnoses.

QUESTIONS? Please call the MyChart help desk, available 24/7, at **855-255-2300** (toll-free).

TIPS FOR YOUR VISITORS

GUIDELINES TO PROMOTE HEALING

We welcome visitors. We know that family and friends can offer comfort and help you get well. We ask that all visitors follow the guidelines below to help you and other patients heal.

Visiting hours and policies vary throughout the hospital and can change based on federal and state guidelines. Our visitor policy helps us protect the safety and health of our patients, visitors and care team members.

When visitors are allowed, children are usually welcome too. Please ask your nurse to confirm the visiting hours and policy in your unit.

CHECK CURRENT POLICIES BEFORE COMING TO VISIT

We may need to restrict or limit visitors with little or no notice. This could mean that people who have already visited you in the hospital during your stay can no longer visit. Before coming to the hospital, your visitors can get the most up-to-date visitor information by:

- Calling **207-662-0111** and asking to speak with the nurses' unit in charge of your care; or
- Going to the Patients & Visitors section of our website at **mmc.org/patients-visitors**.

VISITORS MAY NOT USE PATIENT BATHROOMS

This protects the health and safety of our patients. Public bathrooms are located near the main and south entrances on the ground floor. Some units also have bathrooms available for public use. Please ask your nurse.

PERSONAL PETS ARE NOT ALLOWED

While we love our personal pets, for the health and well-being of all the patients, personal pets cannot visit. Service dogs are allowed per the Americans with Disabilities Act.



Please help us create a quiet healing environment for our patients.

- Speak softly.
- Set phones to silent.
- Patient rest time is 8 p.m. to 8 a.m.

REST IS IMPORTANT TO YOUR HEALTH AND HEALING

We want to partner with you to make sure all our patients get the rest they need during their stay.

The following are the items we can bring to your room to help you rest. Please let your nurse know if you need one of the items.

- Earplugs.
- Headphones.
(Please use headphones after 8 p.m.)
- Extra pillows.
- Extra blankets.
- Fan.
- Sleep mask.

There are some conditions we can't avoid, like lab work or settling in a new patient.
We'll do our best to keep these as quiet as possible.

PLEASE KEEP CELLPHONES ON SILENT OR VIBRATE.



PAYING YOUR BILL AND FINANCIAL ASSISTANCE

WE'LL HELP YOU UNDERSTAND CHARGES FOR YOUR CARE AND WAYS TO PAY THEM

We understand that hospital bills can be confusing. We have a team of knowledgeable customer service associates ready to help. Please see our contact information below. We also offer financial assistance programs if you meet eligibility guidelines. We do expect patients to arrange payment for their bills. This allows us to continue to serve the medical needs of our communities.

CONTACT INFORMATION

If you have questions or concerns about your bill, please call Patient Financial Services at **207-887-5100** or toll-free at **866-804-2499**.

HOURS

Monday through Friday from 8 a.m. to 5 p.m.

After normal business hours, on weekends or during holidays, you can email **pfs@mainehealth.org** with your inquiry. Emails are responded to within 24 hours or on the next business day.

ESTIMATED CHARGES

If you would like an estimate of charges in advance of getting your bill, please contact Patient Financial Services.

HOW THE BILLING SYSTEM WORKS

MAINEHEALTH SENDS YOUR BILL

Maine Medical Center is part of MaineHealth. Your bills will come from MaineHealth Patient Financial Services.

UNDERSTANDING YOUR BILLS FROM MAINEHEALTH

Depending on the care you received, these charges could be listed on your MaineHealth bill:

- **Inpatient room charges:** These include nursing care, meals, housekeeping, laundry, medical record services, maintenance, social services and discharge planning.
- **Other charges:** These might include diagnostic services, such as X-ray and lab tests; medical supplies; medicines; surgical procedures; physical, occupational, speech or respiratory therapy services; or emergency services.
- **Employed doctor charges:** Charges for doctors and nurse anesthetists employed by the hospital will be included on your bill.

WE BILL YOUR INSURANCE

- If you have insurance, we will bill your insurance company first. If we or your insurance company asks you for more information, please respond as quickly as you can.
- If you do not have insurance or cannot afford to pay your hospital bill, please call Patient Financial Services. We will see whether you qualify for the Financial Assistance Program, which is based on your income and family size.

WE SEND YOU A BILLING STATEMENT

Most of the time, we bill you after your insurance company pays its portion. The bill shows the amount that insurance paid and the amount you owe. If insurance payment is delayed because the insurance company needs information from you, you could get an early bill to alert you of this. Once your insurance company has paid its portion, you will get a final bill for the amount you owe.

ADDITIONAL BILLS YOU MAY RECEIVE

Please be aware that you may get additional bills from your personal doctor or surgeon. In addition, radiologist, pathologist and anesthesiologist charges are NOT included in your hospital bill from MaineHealth. You will get separate bills from these providers for their services.

PAYING YOUR MAINEHEALTH BILL

MaineHealth accepts payments made by cash, check, money order or credit card. We accept Visa, Mastercard, Discover, American Express and your bank debit card.

YOU CAN PAY BY:

MAIL

Use the return envelope that comes with your billing statement. Be sure to write the invoice number on your check.

PHONE

Please call MaineHealth Patient Financial Services at **207-887-5100** or toll-free at **866-804-2499**.

ONLINE

Visit **mychart.mainehealth.org** to make payment using your MyChart account or GuestPay.

IN PERSON

Visit the Financial Assistance Office at the south entrance for support with in-person inquiries.

PAYING YOUR BILL AND FINANCIAL ASSISTANCE CONTINUED

PROGRAM TO HELP WITH THE COSTS OF CARE AND BILLS

MAINEHEALTH FINANCIAL ASSISTANCE

Maine law requires that financial assistance be given to Maine residents with income less than 200% of the federal poverty level. Maine Medical Center gives financial assistance to all patients at 175% of the poverty level. Our Financial Assistance Program is based on family size and your gross annual income. You can see whether your income and family size qualify you for financial assistance here: mainehealth.org/free-care.

PLEASE APPLY FOR FINANCIAL ASSISTANCE AT PATIENT FINANCIAL SERVICES:

PHONE

207-887-5100 or
toll-free **866-804-2499**

HOURS

Monday through
Friday from 8 a.m. to 5 p.m.

EMAIL

pfs@mainehealth.org

WALK-IN SERVICE

- 22 Bramhall Street, Portland.

HOURS

Monday through Friday from 8 a.m. to 4:30 p.m.

You will be asked whether you have insurance of any kind to help pay for your care. You may also be asked to show that neither insurance nor a government program will pay for your care.

Only necessary medical care is given as financial assistance. If you do not qualify for financial assistance, you may ask for a fair hearing. We will tell you how to apply for a fair hearing.

If you are already in the hospital, you can speak with a representative to see whether you qualify. Please call **207-661-5500** or (toll-free) **1-833-644-3571** or email patientassistline@mainehealth.org

MONTHLY PAYMENT PLAN

For those patients unable to pay amounts due in full, we offer an interest-free monthly installment plan. It is our goal to ensure that your monthly payments are reasonable when compared with your monthly income and expenses.

For more information or to set up a payment plan, please call Patient Financial Services at **207-887-5100** or toll-free at **866-804-2499**.



GOING HOME

WE HELP YOU GET READY TO GO HOME

You will likely hear your care team talk about “discharge planning.” This means helping you plan for your ongoing care needs at home, after you have left the hospital. If you are not able to plan with us, please ask a close friend or family member to help. We want to make sure you or your home caregiver knows what to do.

PLEASE ASK QUESTIONS

Ask your doctor, nurse or other hospital staff to explain:

- Information about hospital test results or treatments as well as discharge plans.
- Appointments, tests or treatments you might need after discharge.
- Whom to contact if you have questions or concerns after discharge.

We will also give you written instructions. Please look them over before leaving to make sure they are clear.

UNDERSTAND YOUR MEDICINES

If you need to take medicines at home, be sure you understand them. Ask these questions about each medicine:

- Why am I taking this medicine?
- How do I take it?
- How long will I need to take it?
- What side effects should I watch for?

DOUBLE-CHECK YOUR MEDICINES

It's important to double-check your medications before taking them. Each time you fill a prescription, remember the following:

- Ask: “Is this the drug my doctor ordered?”
- Bring your list of medicines with you and review it with the pharmacist.
- Check that the medicine you get looks like what you've taken before. Also check that the dose on the bottle label matches the dose on your medicine list. If you see differences, ask the pharmacist to explain them.



ADVANCE DIRECTIVES



TAKING CHARGE OF YOUR HEALTH CARE

The Patient Self-Determination Act of 1990 requires that we give all competent adult patients who are admitted information about your rights to:

1. Make decisions about your medical care.
2. Accept or refuse medical or surgical treatment.
3. Provide written instructions about the type of care you want or identify who may make decisions in the event that you become unable to tell us yourself. These instructions are called advance directives. Sometimes they are also called living wills or durable medical powers of attorney.

YOU CAN GET A BLANK COPY OF AN ADVANCE DIRECTIVE BOOKLET

PHONE

- Admitting at **207-662-2117**.

ONLINE

mainehealth.org/advancedirective

HELP WITH AN ADVANCE DIRECTIVE

We can help you to complete or make changes to an advance directive. If you'd like help, please speak with your nurse or contact a member of our palliative care team at **207-662-3500**.

Maine Medical Center does not require you to have an advance directive. You will receive care whether or not you give us one.

WE WILL REFER TO YOUR ADVANCE DIRECTIVE IF YOU CANNOT SPEAK FOR YOURSELF

Your providers will refer to the information you have shared in your advance directive only if you become unable to make decisions for yourself. Otherwise, you will continue to make medical decisions for yourself.

Our goal at Maine Medical Center is to honor your wishes as verbalized or as stated in your advance directive. If we have concerns about our ability to do so, we will discuss the concerns and clinical situation with your health care agent.

IF YOU HAVE QUESTIONS

If you have questions about your health care decisions or treatments, please speak directly with your physician. If you have any questions about Maine Medical Center's policy or your rights, please ask a member of our staff.

NONDISCRIMINATION AND ACCESSIBILITY NOTICE

NOTICE OF NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

Maine Medical Center complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

MAINE MEDICAL CENTER WILL PROVIDE

- Free communication services to people with a disability, such as:
 - » Qualified sign language interpreters.
 - » Written information in other formats (large print, audio, accessible electronic formats, etc.).
- Free language services to people whose primary language is not English, such as:
 - » Qualified interpreters.
 - » Information written in other languages.

If you need language assistance services at Maine Medical Center, please visit our information desk or call the switchboard at **207-662-0111**.

If you believe that Maine Medical Center has failed to provide these services or discriminated in another way on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression, you can file a grievance by contacting:

MAIL

Patient and Guest Relations
Department of Patient Safety
and Risk Management
Maine Medical Center
22 Bramhall Street
Portland, ME 04102

PHONE

207-662-2983
TTY: 711 (Maine Relay Service)

EMAIL

PatientRelations@mmc.org

You can file a grievance in person, by mail, phone or email. If you need help filing a grievance, Natasha Bartlett, DNP, RN, at the Office of Accreditation and Regulatory Affairs is available to help you at 207-662-6510. You can also electronically file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by contacting:

MAIL

U.S. Department of
Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

PHONE

800-368-1019
800-537-7697 TDD

COMPLAINT FORMS AVAILABLE

<http://www.hhs.gov/ocr/office/file/index.html>

HOW TO REPORT A CONCERN OR COMPLAINT ABOUT PATIENT SAFETY OR SATISFACTION

Patient safety and satisfaction are important to us. This means we want you and your family to feel comfortable with and confident about your care. We value your feedback, and we want you to tell us if you have any concerns or complaints.

If you have a concern or complaint, please:

1. Tell a staff member so it can be addressed as soon as possible.
2. If you do not feel the staff member has been able to help, ask to speak to the person supervising the unit or department.
3. If you do not feel the supervisor has been able to help, you can call Patient and Guest Relations at **207-662-2983**.

You can also contact the following agencies:

MAIL

Department of Health and Human Services
Division of Licensing and Regulatory Services
41 Anthony Avenue #11 Statehouse Station
Augusta, ME 04333-0011

PHONE

800-383-2441 or 207-287-9308
TTY: 711 (Maine Relay Service)

EMAIL

dlrs.complaint@maine.gov

MAIL

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

PHONE

800-994-6610

ONLINE

[jointcommission.org](https://www.jointcommission.org)

Important: The Department of Health and Human Services and The Joint Commission do not address concerns about hospital bills. Please contact the hospital if you have a question about your bill.

ABOUT MMC



Maine Medical Center is the flagship hospital of the MaineHealth system. MaineHealth is a not-for-profit family of high-quality providers and health care organizations committed to the health and well-being of the communities and people we serve. As the largest health care organization in Maine and a leading health care provider serving northern New Hampshire, MaineHealth is recognized as one of the nation's top integrated health care delivery networks. Visit mainehealth.org to learn more.

OUR MISSION

Maine Medical Center is dedicated to maintaining and improving the health of the communities we serve by:

- Caring for our community.
- Educating tomorrow's caregivers.
- Researching new ways to provide care.

We proudly carry our unique responsibility as Maine's leader in patient care, education and research. We are dedicated to the traditions and ideas of not-for-profit health care. Our care is available to all who seek it.

OUR VISION

Working together so our communities are the healthiest in America

SUPPORTING MMC

As a not-for-profit institution, Maine Medical Center invites you to make a donation anytime to help further our mission of caring for our communities, educating tomorrow's caregivers and researching new ways of care. We rely on generous donors to help support our growth and our ability to offer the latest treatments. All gifts are tax deductible to the extent allowed by law.

If you would like to recognize a caregiver or staff member who provided outstanding service during your stay, you may do so through our Healthcare Heroes Program by going online to fundraising.mmc.org/Healthcare_Heroes.

For more information on how to make a gift to Maine Medical Center, please call **207-662-2669** or visit mmc.org.

CONTACT INFORMATION

GENERAL QUESTIONS

- Hospital switchboard: **207-662-0111**

RECORDED TELEPHONE SERVICE TO HELP ANSWER FREQUENTLY ASKED QUESTIONS

- **207-662-2224**

CHARGES OR BILLING

- Patient Financial Services: **207-887-5100** or toll-free **866-804-2499**
- **mainehealth.org/patients-visitors/billing-insurance**

DIRECTIONS AND PARKING/VALET INFORMATION

- Security: **207-662-7275**
- **mmc.org/directionsandparking**

LOCAL LODGING

- **mmc.org/local-lodging**

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22 BRAMHALL STREET • PORTLAND, MAINE 04102 • MMC.ORG

