

MaineHealth Lincoln Hospital



Information About Your Stay





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. 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.



MAINEHEALTH LINCOLN HOSPITAL

ASL Sign Language Interpreter



1-888-879-1120

Welcome!

We provide free interpreter services. If you need an interpreter, please let hospital staff know or call us at the phone number shown.

<i>Arabic</i> العربية	مرحبًا! نحن نقدم خدمات الترجمة الفورية المجانية. إذا كنت بحاجة إلى مترجم فوري، فيرجى إبلاغ فريق عمل المستشفى أو الاتصال بنا على رقم الهاتف الموضح.	<i>Chinese (Cantonese)</i> 中文（粵語）	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所示的電話號碼聯絡我們。
<i>Chinese (Mandarin)</i> 中文（普通话）	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所示电话号码联系我们。	<i>Dari</i> دری	خوش آمدید! ما خدمات ترجمه رایگان ارائه می‌کنیم. اگر شما ضرورت به ترجمان دارید، لطفاً کارمندان شفاخانه را با خبر بسازید یا با نمبر تلفیون نشان داده شده با ما به تماس شوید.
<i>French</i> Français	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 numéro indiqué.	<i>German</i> Deutsche	Herzlich willkommen! Wir bieten kostenlose Dolmetscherdienste an. Wenn Sie einen Dolmetscher benötigen, wenden Sie sich bitte an das Krankenhauspersonal oder rufen Sie uns unter der angegebenen Telefonnummer an.
<i>Kinyarwanda</i> Ikinyarwanda	Ikaze! Dutanga serivisi z'ubusemuzi ku buntu. Niba ukeneye umusemuzi, usabwe kubimenyesha abakozi b'ibitaro cyangwa ukaduhamagara kuri numero ya terefone yagaragajwe.	<i>Lingala</i> Lingála	Boyei malamu! Topesaka baservice ya kobongola maloba ofele. Soki ozali na mposa ya mobongoli, yebisa basali ya lopitalo to benga biso na nimeroy telephone oyo elakisami.
<i>Portuguese</i> Português	Bem-vindos! Prestamos serviços de interpretação gratuitos. Se precisar de um intérprete, informe a equipa do hospital ou contacte-nos através do número de telefone indicado.	<i>Russian</i> Русский	Добро пожаловать! Мы предоставляем бесплатные услуги по устному переводу. Если Вам нужен переводчик, сообщите об этом персоналу больницы или позвоните нам по указанному номеру телефона.
<i>Somali</i> Soomaali	Soodhawow! Waxaan bixinaa adeegyo turjumaan oo bilaash ah. Haddii aad u baahantahay turjumaan, fadlan ogeysii shaqaalaha isbitaalka ama naga soo wac lambarka taleefanka ee hoos ku qoran.	<i>Spanish</i> Español	¡Bienvenido! Brindamos servicios de interpretación gratuitos. Si necesita un intérprete, comuníquese al personal del hospital o llámenos al número de teléfono que le mostramos aquí.
<i>Swahili</i> Kiswahili	Karibu! Tunatoa huduma za ukalimani bila malipo. Ikiwa unahitaji mkalimani, tafadhali mjuze mhudumu wa hospitali au tupigie simu kwa nambari ya simu ilioonyeshwa.	<i>Thai</i> ภาษาไทย	ยินดีต้อนรับ! เราให้บริการล่ามฟรี หากคุณต้องการล่าม กรุณาแจ้งเจ้าหน้าที่โรงพยาบาล หรือโทรหาเราที่หมายเลขโทรศัพท์ที่แสดงอยู่
<i>Vietnamese</i> Tiếng Việt	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 như trong hình.		

Welcome



Dear Patient,

It is my pleasure to welcome you to MaineHealth Lincoln Hospital. While I am sorry your health has led to an overnight stay in our facility, I consider it an honor and privilege to care for you. I hope your stay is brief and that your recovery is a smooth one.

I believe the care team at MaineHealth Lincoln Hospital is special. Being a small rural hospital, many of our team members live in our towns and are active in our communities. We bring that 'hometown spirit' to work every day, and we're focused on providing the very best care for our neighbors and friends.

This booklet provides you with important information about your stay, and it will help to answer questions about where to find things at our hospital, visitation hours, how to access additional support and naturally, about the food we offer during your time with us.

Our goal is always to deliver a five-star experience for our patients and their families. If we happen to fall short in any way, I encourage you to please let us know.

Sincerely,

Cindy Wade, RN, BSN, MHA
President
MaineHealth Lincoln Hospital

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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.

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.

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During your stay

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How we expect to partner with you

We must work to keep patients and visitors safe during their stay at MaineHealth Lincoln Hospital. 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.
- 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.

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.

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.

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During your stay

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Advanced Practice Providers (APPs)

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

- Nurse practitioners (NPs).
- Certified registered nurse anesthetists (CRNAs).
- Physician assistants (PA-Cs).
- 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.
- Ordering and interpreting tests.
- Diagnosing and treating illness.
- 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 **207-563-4919** 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.

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During your stay

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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.

Ethical care

We are available to help you talk with your doctor, nurse, and other caregivers about your health care goals and values, and we can also help you prepare an Advance Directive. You may also request an ethics consultation, which is a free and confidential hospital service, to help answer questions arising from conflicting values or ethical concerns. Ask your nurse or social worker for help with requesting an ethics consultation.



Social Drivers of Health (SDOH)

In alignment with Centers for Medicare & Medicaid Services (CMS) requirements, MaineHealth has developed inpatient admission screening questions to connect patients to services that can help address their needs. Social drivers of health (SDOH), are life-enhancing resources, such as food supply, housing, transportation, education, economic security and social relationships that affect health outcomes and quality of life. We are required to screen all patients over the age of 18 for these social drivers of health during inpatient admission; however, your participation is voluntary.

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.

A nutritional care assistant will visit you to go over menus and take your order.

Need a light snack?

After room service dining ends, ask a staff member for help. For visitors, please see the Food section on page 13.

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 **207-563-4522**. 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.

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

Wi-Fi
network:
mhguest

No password
is needed.

Using the 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.
- **To reach the switchboard** from inside or outside the hospital, dial **207-563-1234**.
- **For room-to-room calls, dial 44 plus the last two digits of the room number.**

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 **207-563-4520** 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.

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Services for you and your visitors

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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

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 is an ATM available in the Café at the main entrance. The hospital cannot cash checks, except for payment of hospital bills.

Chapel

The Chapel, which is on the first floor 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.

Food

Milestone Café (cafeteria)

OFFERS	LOCATION	HOURS
Hot and cold meals, sandwiches, salads, snacks and more.	Ground floor by the main entrance.	Every day from 8 a.m. to 4 p.m.

Vending machines

Beverage and snack vending machines are located outside of the Café.

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Services for you and your visitors

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Mail services

Mail delivery

Patient mail is delivered to the nursing station daily.

Sending mail

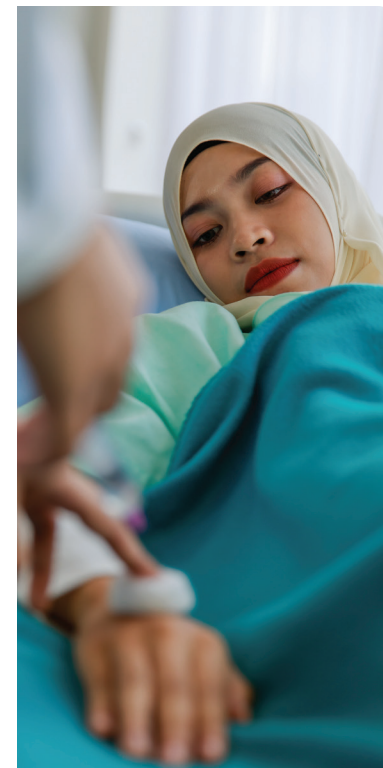
If you wish to send mail, please give it to your nurse or have a family member or friend mail it for you.

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.

Comfort Care

Your comfort and well-being are important to us, including your non-clinical needs. This includes games, newspapers and personal care items. Ask your nurse what is available.



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

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.

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Services for you and your visitors

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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 **207-563-4522** and asking to speak with the nurses' unit in charge of your care; or
- Going to the Patients & Visitors section of our website at **mainehealth.org/lh/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 care team 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.

Quiet Hospitals Help Healing

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

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

For questions or concerns about your bill, please contact Patient Financial Services through MyChart or call **866-804-2499**, Monday through Friday, 8 a.m. to 4:30 p.m.

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

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.

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Paying your bill and financial assistance

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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 **866-804-2499**.

ONLINE

Visit **mychart.mainehealth.org** to make payment using your MyChart account or pay as a guest.

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. MaineHealth 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

866-804-2499

HOURS

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

MYCHART

Send a MyChart
message to
Customer Service

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) **833-644-3571** or email **patientassistline@mainehealth.org**

Monthly Payment Plan

We understand that not all balances can be paid in full at the time of billing. If you are unable to pay the total amount due, MaineHealth offers interest-free, monthly payment plans. You can set up a payment plan online at mychart.mainehealth.org. For assistance, please contact **Patient Financial Services through MyChart** or call **866-804-2499** to discuss payment plan options

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

At any of our practices, through your primary care provider or by calling Patient Registration at **207-563-4520**.

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 **207-563-4250**.

MaineHealth 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 MaineHealth 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 MaineHealth Lincoln Hospital's policy or your rights, please ask a member of our staff.





Nondiscrimination and accessibility notice

Notice of nondiscrimination and accessibility requirements

MaineHealth Lincoln Hospital 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.

MaineHealth Lincoln Hospital 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 MaineHealth Lincoln Hospital, please visit our the front desk or call **1-888-879-1120**.

If you believe that MaineHealth Lincoln Hospital 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

MaineHealth Lincoln Hospital
Quality and Patient Safety
35 Miles Street
Damariscotta, ME 04543

PHONE

207-633-1923

TTY: 711 (Maine Relay Service)

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>

continued...

Nondiscrimination and accessibility notice

...continued

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 Relations at **207-633-1923**.



You can also contact the following agency:

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

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

About MaineHealth Lincoln Hospital



MaineHealth Lincoln Hospital is a full-service health care system with campuses in the coastal communities of Boothbay Harbor and Damariscotta, Maine. We are the largest employer in Lincoln County with more than 1,000 employees working together to make our community the healthiest in America. We are part of the MaineHealth integrated health system and share the MaineHealth mission, vision and values.

Miles Campus — Damariscotta: Lincoln Hospital is a 25-bed community hospital. We also have a multi-specialty physician practice; Cove's Edge, a skilled rehabilitation and long-term care facility; and Chase Point, an assisted living facility which includes Riverside, a residence for people living with Alzheimer's and related dementia. The Miles campus is also home to Schooner Cove, an independent retirement community.

St. Andrews Campus — Boothbay Harbor: The St. Andrews Campus provides family care, urgent care, wound care and outpatient hospital services. The Coulombe Center for Health Improvement is also located on this campus. St. Andrews Village provides independent living, skilled rehabilitation, assisted living, Safe Havens Memory Care and long-term nursing care.

Visit mainehealth.org to learn more.

Our Mission

MaineHealth Lincoln Hospital is dedicated to the MaineHealth vision of "working together so our communities are the healthiest in America." As part of the larger MaineHealth system we are constantly striving to provide the highest quality of care at all times.

Supporting MaineHealth Lincoln Hospital

From volunteering your time to donating funds, there are many ways you can make a positive impact in your local community.

At MaineHealth Lincoln Hospital, we take donor intent very seriously and will make certain your gift is used in the way you choose. You may designate your gift to a specific program, make a gift in memory or in honor of a loved one or contribute to our Annual Fund. If you're using the online form, you will find a drop down menu that will allow you to select which program you wish to support. Thank you for considering a gift to MaineHealth Lincoln Hospital!

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For more information on how to make a gift to MaineHealth Lincoln Hospital, please call **207-563-4570** or visit mainehealth.org/giving.





- Main number: **207-563-1234**

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

- Security: **207-563-4396**
- **mainehealth.org/lincolnhealth**

Notes and questions

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MaineHealth Lincoln Hospital
35 Miles Street
Damariscotta, ME 04543

mainehealth.org