



Information About Your Stay



Maine Medical Center
MaineHealth

mmc.org



WE ARE A TOBACCO-FREE AND FRAGRANCE-FREE HOSPITAL

As a reminder, tobacco 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 East 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.

<p>Arabic عربي</p>	<p>مرحبًا! نحن نقدم خدمات المترجم مجانًا. إذا كنت بحاجة إلى مترجم ، يرجى إعلام موظفي المستشفى أو الاتصال بنا على الرقم (207) 662-0111.</p>	<p>French Français</p>	<p>Bienvenue! Nous fournissons des services gratuits d'interprétariat. Si vous avez besoin d'un interprète, prière d'informer le personnel de l'hôpital ou nous contacter au (207) 662-0111.</p>
<p>Somali Soomaali</p>	<p>Soo dhawow! Waxaan bixinnaa adeegyada turjubaanka oo bilaash ah. Haddii aad u baahantahay turjubaan, fadlan ogeysii shaqaalaha isbitaalka ama naga soo wac (207) 662-0111.</p>	<p>Chinese 中文</p>	<p>欢迎！我们提供免费的翻译服务。如果您需要口译员，请告知医院工作人员或拨打 (207) 662-0111 联系我们。</p>
<p>Portuguese Português</p>	<p>Bem-vindos. Facultamos serviços de interpretação grátis. Se precisar de um intérprete, informe um funcionário do hospital ou contacte-nos por telefone através do número: (207) 662-0111.</p>	<p>Spanish Español</p>	<p>¡Bienvenidos! Brindamos servicios de interpretación gratuitos. Si necesita un intérprete, solicítelo al personal del hospital o llámenos al (207) 662-0111.</p>
<p>Khmer ភាសាខ្មែរ</p>	<p>សូមស្វាគមន៍! យើងផ្តល់ជូនសេវាបកប្រែដោយឥតគិតថ្លៃ។ ប្រសិនបើអ្នកត្រូវការអ្នកបកប្រែសូមប្រាប់បុគ្គលិកមន្ទីរពេទ្យឲ្យបានដឹងឬទូរស័ព្ទទៅលេខ (207) 662-0111 ។</p>	<p>Farsi فارسی</p>	<p>خوش آمدید! ما خدمات ترجمه را به صورت رایگان ارائه می‌دهیم. اگر به مترجم نیاز دارید، لطفاً موضوع را به کارکنان بیمارستان اطلاع دهید و یا از طریق شماره تلفن (207) 662-0111 با ما تماس بگیرید.</p>
<p>Kirundi Kirundi</p>	<p>Kaze! Turafise igisata c'Abasiguzi ba semūra indimi k'ubuntu. Mukeneye Umusiguzi musabwe kubimenyesha abakozi b'ibitaro canke muduhamagare ku nomero (207) 662-0111.</p>	<p>Kinyarwanda Kinyarwanda</p>	<p>Murakaza neza! Dutanga serivisi zo gusemura k'ubuntu. Niba ukeneye umusemuzi, wabimenyesha umukozi w'ibitaro cyangwa mukaduhamagara kuri (207) 662-0111.</p>
<p>Dari فارسی</p>	<p>خوش آمدید! ما خدمات ترجمان شفاهی رایگان را فراهم می‌نماییم. در صورتیکه نیاز به یک ترجمان داشته باشید، لطفاً کارمندان شفاخانه را مطلع نمایید. یا از طریق شماره (207) 662-0111 با ما به تماس شوید.</p>	<p>Vietnamese Tiếng Việt</p>	<p>Chào mừng! Chúng tôi cung cấp các dịch vụ thông dịch miễn phí. Nếu quý vị cần một thông dịch viên, vui lòng cho nhân viên bệnh viện biết hoặc gọi cho chúng tôi theo số (207) 662-0111.</p>
<p>Swahili Swahili</p>	<p>Karibu! Tunatoa bila gharama huduma ya utafsiri wa lugha mbalimbali. Ikiwa unahitaji mutafsiri, tafazali uwajulisha wafanya kazi wa hospitali ao kama sivyo utuite kwa namba ya simu ifuatayo: (207) 662-0111.</p>	<p>Lingala Lingala</p>	<p>Boyeyi Bolamu! Tozali ko limbula mpo na ofele minoko ebele. Soki ozali na bosenga ya lialisi ya lokota moko, yebisa basali ya lopitalo soki te, benga biso na (207) 662-0111.</p>
<p>Russian Русский язык</p>	<p>Добро пожаловать! Мы предоставляем бесплатные переводческие услуги. Если вы нуждаетесь в переводчике, пожалуйста сообщите об этом персоналу больницы или позвоните нам по телефону (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 "Jeff D. Sanders". The signature is written in a cursive, flowing style.

Jeff Sanders
President

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During your stay

YOUR SAFE CARE IS OUR NO. 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 DOCTORS, NURSES AND ADVANCED PRACTICE PROVIDERS TO:

- **Introduce themselves** and let you know who is in charge of your care.
- **Check your ID band** and call you by your correct name before giving you medicines or treatment.
- **Explain medicines and care plans,** along with the benefits and possible risks of a treatment, procedure or surgery.
- **Explain what to expect when you go home** (are discharged) and whom to call if you need help.
- **Clean their hands** as they enter your room and as they exit.

EXPECTATION OF OUR PARTNERSHIP WITH YOU. BEHAVIOR SHOULD INCLUDE:

- Treat all hospital staff with dignity and respect.
- Control your behavior if you are feeling angry.
- Do not take pictures, video or recordings without permission from hospital staff.
- Treat other patients and visitors with dignity and respect.
- No disruptive behavior on hospital property.
- **Wear your ID band** at all times.
- Be considerate of others' personal belongings.
- Take responsibility for consequences of refusing care or not following directions.
- **Ask questions** about your care.

TAKE PART IN YOUR CARE *continued*

Speak up if:

- » Anything does not seem right.
- » You're in pain.
- » You don't see your caregiver clean his or her 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

CLEANING HANDS IS THE BEST WAY TO KILL GERMS AND PREVENT INFECTIONS.

Everyone who enters your room should use the hand sanitizer mounted on the wall or wash his or her 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.

During your stay

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. They 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 he or she 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).
- 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, 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.

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. If you would like your personal pastor, priest, rabbi or imam to visit, you may invite him or her.

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 regarding 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 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, 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

1. 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.

2. 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.

3. 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 turn 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.

- As a precaution against interference with equipment, anyone using a cellphone must be at least three feet away from medical equipment and ceiling- or wall-mounted medical telemetry system antennas.
- To protect the privacy of patients, the use of cellphones for sound and video recording and the use of still photography by visitors and patients are prohibited.

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.

There is also a Meditation Room in the East 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.

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.

Coffee Kiosk

OFFERS	LOCATION	HOURS
Coffee, tea and fresh baked goods.	Ground floor, in the Main Entrance Lobby.	Every day from 5:30 a.m. to 4 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.



MAINEHEALTH LEARNING RESOURCE CENTER

The MaineHealth Learning Resource Center is your source for local, reliable health information.

IT OFFERS

- Help learning about a disease or condition, treatment choices and health topics.
- Health information and resources by mail, email, phone and in person.
- Lending libraries with books and DVDs.
- Classes to improve your health.

Contact the Learning Resource Center

VISIT

5 Bucknam Road, Falmouth, or
100 Campus Drive, Scarborough.

PHONE (TOLL-FREE)

(866) 609-5183

EMAIL

healthquestions@mainehealth.org

MAIL SERVICES AND MAILBOXES

Mail delivery

Regular mail and printed greetings from our website (mmc.org/patientgreeting) are delivered to nursing units twice each day.

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.

Mailboxes are located near the South Entrance.

Stamps

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

MASSAGE THERAPY

You may request a massage Monday through Friday from a licensed massage therapist, who is also a registered nurse. He or she will come to your room.

COST

15-minute session	\$30
30-minute session	\$40

Payment is due at the time of treatment.

Ask your nurse for more information or call (207) 662-5327.

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.

Services for you and your visitors *continued*

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) 662-4473

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

THE PHARMACY

(207) 662-2626 mmc.org/pharmacy

The Pharmacy is open 24 hours a day, 7 days a week. It is located on the ground floor of the East 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 and automatic refills.
- Email and text 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 it for free to your bedside before you leave the hospital, Monday through Friday, from 9 a.m. to 5 p.m. Let your nurse or provider know if you are interested in bedside delivery. We accept Visa, Mastercard and Discover payment at the bedside. 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, quality care.

When you get home, you will get a patient survey in the mail, via email or phone call. 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 your time in completing the survey.

MaineHealth MyChart

SECURE ONLINE ACCESS TO YOUR HEALTH RECORD

MyChart is your health record that you can access through the Internet. You may view information about your hospital visit at any time after you are discharged at mychart.mainehealth.org.

NEW TO MYCHART?

Refer to your After-Visit Summary or Discharge Information for sign-up information.

If your personal doctor (primary care physician) is part of Maine Medical Partners, and you have already signed up for MyChart, you can access your account while in the hospital. If you have not signed up yet, you will receive sign-up information in your After-Visit Summary or Discharge Information.

USE MYCHART TO:

- Access your test results and doctor's comments.
- Request prescription refills.
- Manage your medications: all your medications are listed in one place.
- Request an appointment or view past and upcoming appointments.
- Contact your doctor and get answers to medical questions.
- Pay your bill online or view your statement.
- Sign up for paperless billing.
- View outstanding charges.

ACCESS YOUR HEALTH RECORD WHERE AND WHEN YOU NEED IT

At the hospital: Connect to the Internet with any Wi-Fi-enabled device.

At home: Access MyChart in the comfort of your own home. All you need is an Internet connection.

QUESTIONS?

Please call the MaineHealth Information Technology department at (207) 662-6400.

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; please ask your nurse to confirm the visiting hours in your unit.

Please limit the number of visitors in your room to two.

If you wish to have more than two visitors in your room at any one time, please talk with your nurse. Children 12 and older are welcome to visit, but must come with an adult. Children under age 12 may visit if your nurse gives the OK.

Sometimes, visits are not allowed.

At some times, the staff may limit or deny visitors other than your 24/7 support person, if the visits interfere with medical care. Before visiting, it is recommended that visitors call ahead to the nursing unit in charge of your care. Please call (207) 662-0111 and ask for the unit's nursing station.

Visitors are asked to use restrooms on the ground floor.

Visitors may not use patient restrooms. This protects the health and safety of our patients. Public restrooms are located near Impressions Café on the ground floor of the Richards Wing (near the South Lobby). Depending on the unit you are in, there may be additional public restrooms. Please ask your nurse.

No personal pets are allowed.

While we love our personal pets, for the health and well-being of all the patients, personal pets are restricted from visiting. Service dogs are allowed per the Americans with Disabilities Act.



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

- Speak softly.
- Turn phones to silent.
- Patient Rest Time is 8 p.m. to 6 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.

Following are the items we can bring to your room to help you rest. Please let your nurse know.

- 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, and we have financial counselors 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 (207) 887-5100 or toll-free (866) 804-2499.

HOURS

Monday through Thursday, 8 a.m. to 6 p.m.;
Friday, 8 a.m. to 5 p.m.

After normal business hours, or during weekends or holidays, you can leave a voicemail message. Your call will be returned 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 the MaineHealth system. 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 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.

Extra 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

mainehealth.org/paymybill

IN PERSON

Go to the Cashier's Office at any MaineHealth hospital, including MMC.

PROGRAMS TO HELP WITH THE COSTS OF CARE AND BILLS

We sponsor three programs to help you afford the medical care you received:

1. Maine Medical Center Financial Assistance helps patients with hospital charges.
2. CarePartners coordinates the donation of health care services, access to case management and affordable medications for uninsured low-income residents of five counties.
3. MedAccess helps patients save money on prescription medicines.

Learn more about these below.

1. MAINE MEDICAL CENTER FINANCIAL ASSISTANCE

Maine law requires that financial assistance be given to Maine residents with income less than 150% 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.

Paying your bill and financial assistance *continued*

PLEASE APPLY FOR FINANCIAL ASSISTANCE AT PATIENT FINANCIAL SERVICES:

PHONE

(207) 887-5100 or
toll-free (866) 804-2499

HOURS

Monday through Thursday,
8 a.m. to 6 p.m., or
Friday, 8 a.m. to 5 p.m.

EMAIL

pfs@mmc.org

WALK-IN SERVICE AT THREE LOCATIONS

- 22 Bramhall Street, Portland.
- 335 Brighton Avenue, Portland.
- 100 Campus Drive, Scarborough.

HOURS

Monday through Friday, 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 your gross annual income and family size are greater than the guidelines [see mainehealth.org/free-care], you may still qualify for a discount.

If you are already in the hospital, you can speak with a financial counselor to see whether you qualify. Please call (207) 662-1949.

2. CAREPARTNERS

This program provides donated health care services and helps connect uninsured low-income residents of the following six counties with social service needs:

- Cumberland.
- Lincoln.
- York.
- Knox.
- Waldo.

If you are uninsured and live in one of these counties, and you need a medical provider, help with costs of medications or assistance navigating the health care system, please call CarePartners to see whether you qualify, toll-free at (877) 626-1684.



3. MEDACCESS

MedAccess is a free statewide program to help you and your doctor find ways to save on the costs of medicines. Resources that may help include:

- Drug company patient assistance programs.
- Low-cost generic drug programs.
- Medicare Part D and state and local prescription programs.

For more information, please call MedAccess toll-free at (877) 275-1787.

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.
- MaineHealth Learning Resource Center at (866) 609-5183.

EMAIL

healthquestions@mainehealth.org

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 stated in your advance directive. If we have concerns about our ability to do so, we will discuss a compromise with your health care agent. If necessary, this might include transferring you to another doctor or facility that can best meet your needs.

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 race, color, national origin, age, disability or sex.

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 desks, or call the switchboard at (207) 662-0111.

If you believe that MMC has failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance by contacting:

MAIL

Patient and Guest Relations
The Department of Accreditation and Regulatory Affairs
Maine Medical Center
22 Bramhall Street
Portland, ME 04102

PHONE

(207) 662-2983

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Julia Dalphin at the Office of Accreditation and Regulatory Affairs is available to help you. 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) 868-1019
(800) 537-7697 TDD

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

About MMC



Maine Medical Center is the flagship hospital of the MaineHealth system. MaineHealth is recognized as one of the nation's top integrated health care delivery networks and covers a complete range of health care services, from primary care to hospital treatment and everything in between.

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 COMMONLY ASKED QUESTIONS

- (207) 662-2224

CHARGES OR BILLING

- Financial counseling: (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



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

