Patient Portal FAQs
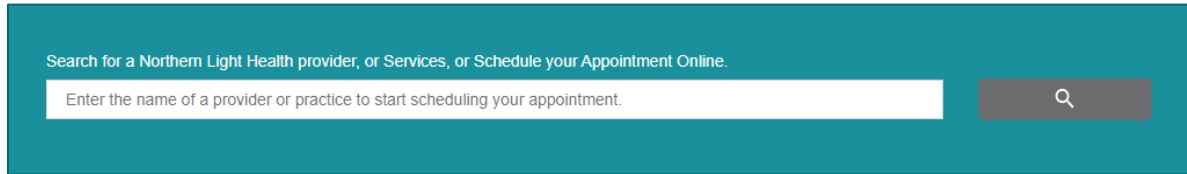
Tuesday, July 9, 2024

Table of Contents

Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!

Direct Book: Self-Scheduling

➢ Direct Book allows patients to self-schedule for Primary Care appointments and mammograms online.

➢ Direct Book can be accessed on the Patient Portal by selecting Find a Provider under the Menu or on the Home page.

➢ Patients are able to search by condition, specialty, and provider name.

➢ After finding the provider the patient then schedules the appointment.

➢ The patient also has access to the practice phone number in case the patient has any issues with scheduling the appointment.
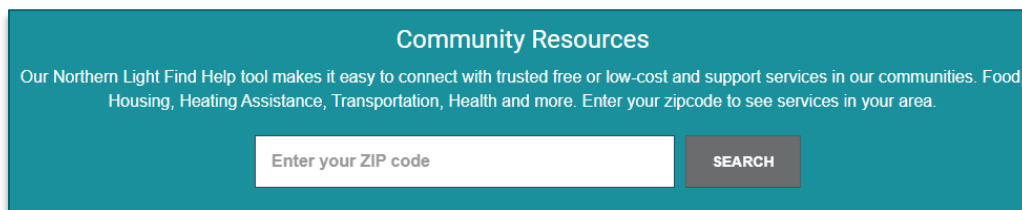
Search for a Northern Light Health provider, or Services, or Schedule your Appointment Online.

Enter the name of a provider or practice to start scheduling your appointment.

FindHelp

➢ FindHelp allows patients and communities to connect with free or low-cost resources and support services in their communities.

➢ Resources include food assistance, heating assistance, transportation, and healthcare.

➢ Patients can access FindHelp from the Home page on the Patient Portal under Community Resources. They will enter their zip code to find the available resources and get connected.

Community Resources

Our Northern Light Find Help tool makes it easy to connect with trusted free or low-cost and support services in our communities. Food, Housing, Heating Assistance, Transportation, Health and more. Enter your zipcode to see services in your area.

Enter your ZIP code   SEARCH

GetWell Loop

➢ GetWell Loop allows staff to engage and guide patients throughout episodes of care as they make their way through specific elements of care through specific elements of care strengthening our current patient education tools. Using pre-planned communication at set intervals, the tool empowers patients to actively engage, improving patient understanding and compliance with care plans.

Get Well Loop

Check-ins Completed

Thank you for keeping me updated.
Your follow-up period has ended.

Review Your Loop

➢ Within the patient portal, staff can send automated, monitored messages at specific times to reinforce the delivery of important care components, which improves patient satisfaction, patient outcomes, cost, and enhances operational efficiency.
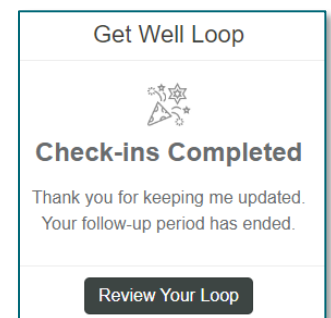
Pay My Bill

➢ Pay My Bill is now available on the Patient Portal to help patients with paying their bill, requesting financial assistance, and viewing price transparency and estimates.

➢ Pay My Bill is found under the Menu within the Patient Portal.
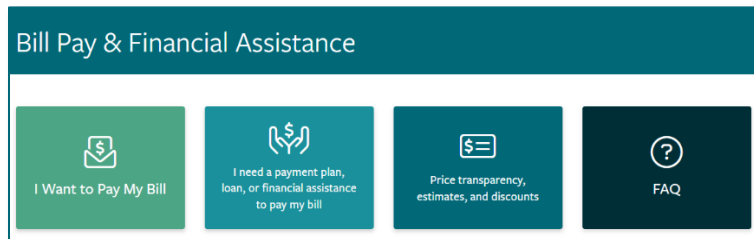
Request Full Medical Records

➢ On the Patient Portal, patients can request full medical records by either submitting a secure online request to Release Healthcare Information or download the Authorization to Release Healthcare Information form.

➢ Patients can also request a change to their medical record, request a deceased patient's medical record, or contact Health Information Management Department for additional information.

➢ In addition to accessing medical records, patients can also download the Health Care Advance Directive Form for Maine and the Power of Attorney for Healthcare Form, as well as opt-in to the HealthInfoNet and Common Well.

➢ Request Full Medical Records is found under the Menu within the Patient Portal.
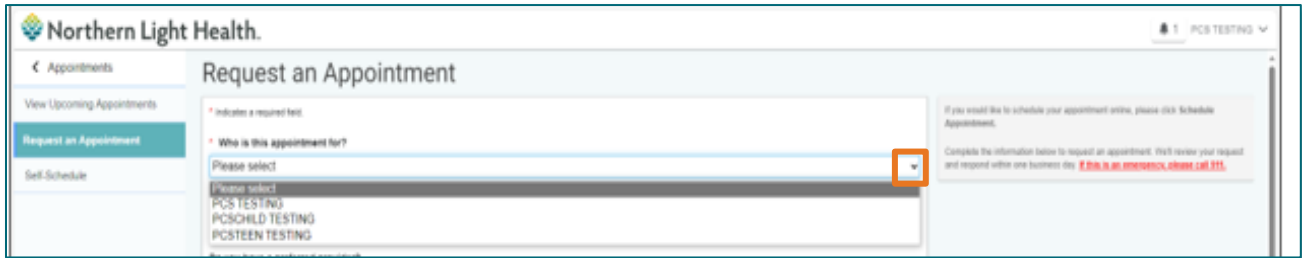
Portal Proxy

➢ Select which patient health record to view by clicking the dropdown arrow in the upper-right hand corner when proxied to more than one person.
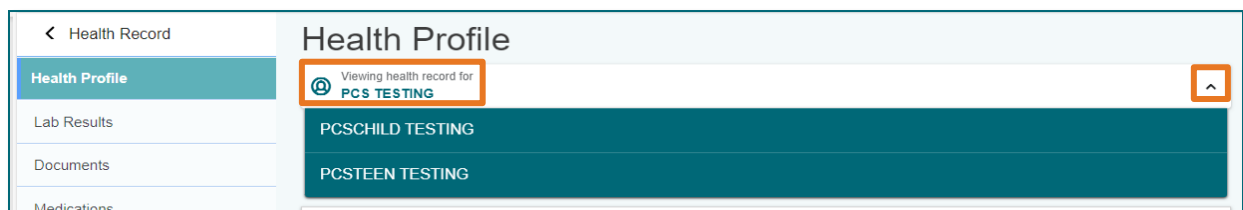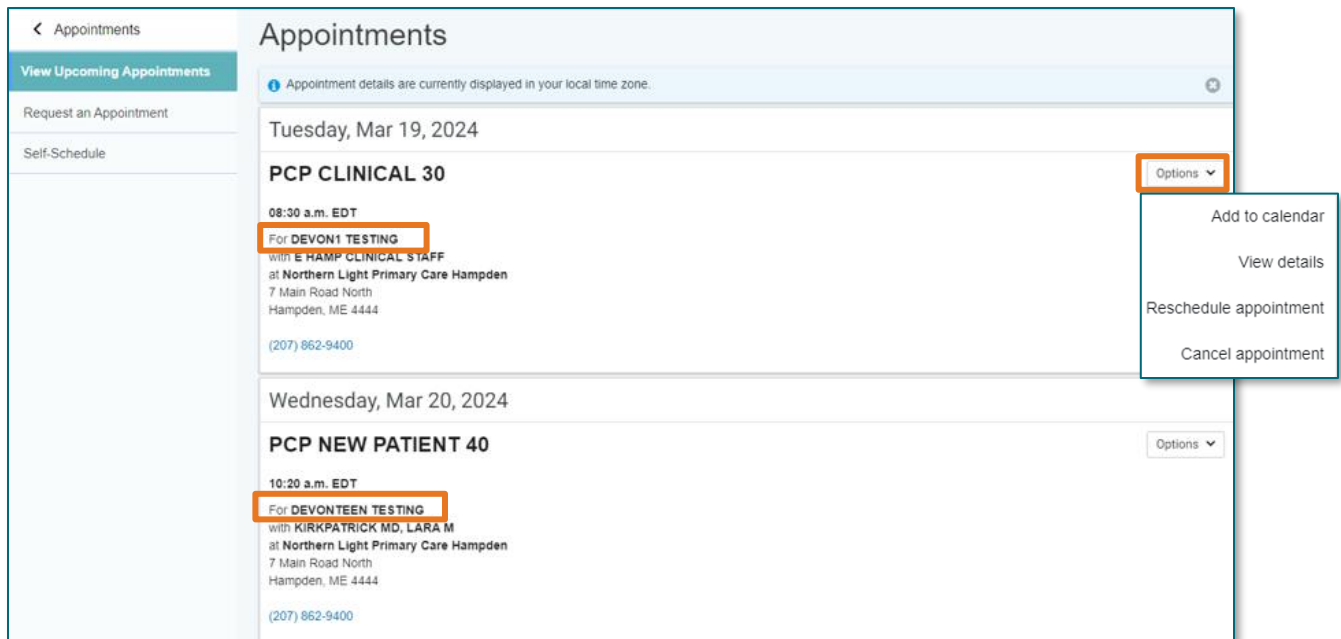
Appointments

➢ When requesting an appointment, select the patient to schedule from the dropdown arrow on the proxied list.

➢ When viewing scheduled appointments, it shows appointments for all proxied patients in one view.
➢ The option dropdown allows the ability to add the appointment to calendar, view details, reschedule, or cancel appointment.

Virtual Patient Intake (Tonic)

➢ Virtual Patient Intake (Tonic) is a real-time mobile patient intake and contactless check-in platform that provides a seamless and interactive way for patients to complete or update certain health intake questionnaires. Virtual patient intake (Tonic) enables patient data to automatically integrate in appropriate Cerner PowerForms.

➢ Within the patient portal, the forms can be completed on iPads or Computer screens which allow for a larger view.

- The forms will only be seen in the portal if the patient signed up for text reminders and one was sent to generate the forms.
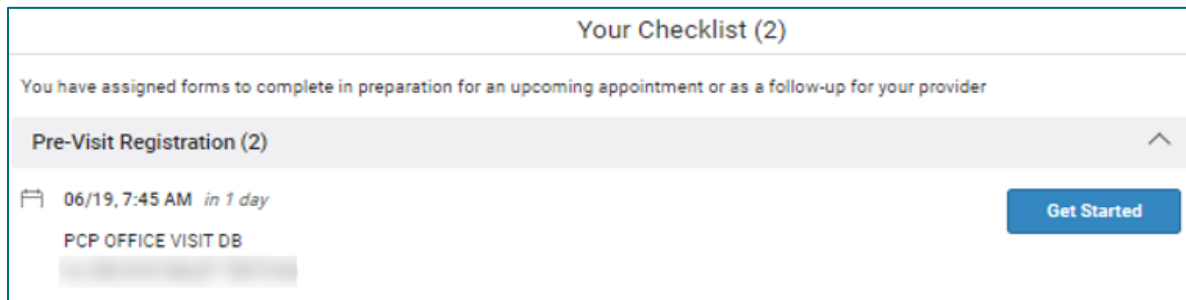
For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:
207-973-7728 or 1-888-827-7728.

Return to Table of Contents