

## Online Care FAQs

### **Why are we offering Online Care to our Employee Health Plan members?**

It's a quick and convenient way to access non-urgent medical care. You can have your healthcare issues addressed in a real-time video visit for low acuity care with a provider located in a department of Northern Light A.R. Gould Hospital. It means you don't have to leave your home to get the care you need. You can save time and money by eliminating travel and avoiding unnecessary office visits.

### **Who can use Online Care?**

During our pilot, the service is available only to members on our Northern Light Employee Health Plan age 16 and over.

### **Do I need to be in Maine?**

Yes, you need to physically be located in Maine while using our online care service. Our providers are only licensed to provide care in the State of Maine.

### **Am I charged for this service?**

No. During our pilot phase there is no charge for this service. However, we do ask that you'll help us make this an exceptional value and product. After your visit you'll be sent a survey, and we encourage you to fill it out and let us know what we did well and what we could do better!

### **How long is the pilot?**

The exact time frame is yet to be determined. We plan to continue the pilot until we can gather enough information to help us determine next steps.

### **Why am I being seen by someone in Presque Isle?**

Providers located in a department of Northern Light A.R. Gould Hospital are offering this service during our pilot.

### **What are the hours and days this online care service is available?**

The online care service is available between the hours of 8am and 8pm every day, excluding Thanksgiving Day and December 25.

### **Will there be appointment times?**

No, this is a first come, first served process. But you can wait to receive care in the comfort of your own home or wherever you happen to be in Maine.

### **Will I need to show photo ID?**

Yes, you will need to show photo ID before starting your online care visit with the provider.

### **Am I being recorded on this video conference?**

No, we are not recording the video visit. Because it is not recorded, you may see the provider making notes on the other monitor in your patient electronic health record ( i.e. Cerner) during the video visit.

**How is my privacy maintained?**

Northern Light A.R. Gould Hospital is committed to protecting the privacy of every person who uses their services, complying with all relevant state and national laws and regulations including the US Health Insurance Portability and Accountability Act of 1996, known as HIPAA. Unless permitted or required by law, your medical information will not be shared without your consent. They may use de-identified information to help improve the online care service.

**Will the provider have access to my medical records to know my health conditions?**

The provider has access to Cerner. If you have an in-system provider, the provider should have access to your records through Cerner.

**Will my primary care provider get this information?**

If your primary care provider uses Cerner, they will be able to see the medical note from our online care provider.

**What symptoms will be treated via online care?**

You can have an online care visit for the conditions listed below. Please understand that the provider will ask you various questions that may require you to end your online care visit and recommend you go to your primary care provider, Urgent Care, or ED.

- **Bronchitis**
- **Cold- Upper Respiratory Infection**
- **Conjunctivitis (pink eye)**
- **Gastrointestinal virus (stomach flu)**
- **Influenza (aka “Flu”)**
- **Minor Ear Irritations**
- **Rash or Skin infection**
- **Sinusitis**
- **Sore throat**
- **Urinary Tract Infection (UTI)**

**Can the provider prescribe medications?**

We do not guarantee a prescription. It is up to the provider to recommend the best treatment.

**What if I want to see a male or female provider?**

Our online care visit isn't designed to support choosing a provider. You have the option of making an appointment with your primary care provider.

**What if I don't want to follow the provider recommendations?**

The provider can explain why they recommended treatment, and if you still don't accept or agree with the recommendation, we recommend you contact your primary care provider.

**What if I have a medical emergency during the online care visit?**

End your online care visit and dial 911.

## INSTALLATION:

**How do I get a username?**

It's easy. You go to [onlinecare.northernlighthealth.org](https://onlinecare.northernlighthealth.org) and create an account. You fill in your first and last name, phone number, email address, and date of birth. Then select your username and password. Once you click "Register", you'll get an email confirming your username. You then "Login Now", fill in your username and password, click "Login" again. Next you download the software, and "Go to Online Care" to start your visit.

**How do I get a password?**

You create it during patient registration.

**What is the procedure to reset my password?**

There are two ways to reset your password:

1. Patient can click on the Change/Reset password link on the login screen to have a new password emailed to them
2. Patient can go to <https://northernlighthealth.virtualvisit.healthcare/admin/password>

**What are the technical requirements?**

You'll need to use a home laptop, desktop, tablet, or cell phone with audio and built in camera that operates in any of these platforms: Windows, Mac OSX, or Android. iOS is coming soon! Please keep in mind your work computers at Northern Light Health can't download and install the Online Care app. The minimum speed needed is 600 kilobits per second.

**How do I install the Online Care app on my computer or cell phone?**

Go to [onlinecare.northernlighthealth.org](https://onlinecare.northernlighthealth.org) where you can create an account. After creating an account, you'll be directed to download the software to start your virtual visit.

## TROUBLESHOOTING THE VIDEO CONNECTION:

**What type of equipment do I need for the online care visit?**

For video visits, you need to have internet connection and a webcam.

**Is there a chat function in the online care visit?**

Yes, there is ability to use a chat box to communicate while using Windows or Mac OSX.

**What happens if I can't hear the provider?**

You can use the chat function in the video visit. You also have the phone numbers listed on your patient welcome letter that was emailed to you. You can call the urgent care at 207-760-9278, or you can call the Customer Care Center at 877-685-3936 to troubleshoot your connection.

**What happens if the video gets cut off?** The provider has the phone number you provided during registration and should be giving you a call back shortly. You can call the urgent care at 207-760-9278, or you can call the Customer Care Center at 877-685-3936 to troubleshoot your connection.

**What happens if I still can't resolve the video issue?**

Your broadband connection may not be good enough for an online care visit. You can call the Customer Care Center for technical assistance 24 hours day, 7 days a week at 877-685-3936.

**What do I do if I want to convert to an in-clinic appointment?**

You can see your PCP, go to the ED, or go to one of our eight Northern Light Urgent Care locations. If you are in the Presque Isle area, you can call Northern Light Urgent Care at 207-760-9278 between the hours of 8am and 8pm Monday through Sunday.

If you are in the Bangor-Brewer area, you can call Northern Light Urgent Care at 207-973-8030 between the hours of 8am and 7pm Monday through Sunday.

If you are in the Portland area, you can call Northern Light Urgent Care at:

Gorham (8am-8pm every day) at (207)535-1400

Windham (8am-8pm every day) at (207)400-8600

Westbrook (8am-6pm every day) at (207)857-8174

Yarmouth (8am-6pm every day) at (207)535-1200

Fore River (10am-10pm every day) at (207)879-3000

**STILL HAVE QUESTIONS:**

**Where can I be directed if I want to provide feedback or complaints?**

There will be an anonymous survey at the end of your online visit to provide comment. Additionally, you have the option of calling the Manager at (207)768-4867 with concerns or feedback.

**Do you have other questions?**

Please reach out to Jennifer Maskala, Director of Telehealth Services at [jmaskala@northernlight.org](mailto:jmaskala@northernlight.org).