

A sampling of the programs and services Maine Medical Center provides:

- Clinical patient navigators, oncology nurses who work with patients diagnosed with cancer to ensure that patients have all the information needed to make the most informed and timely decisions about treatment plans
- Staffing for Sagamore Village Health Center, a clinic in a disadvantaged Portland neighborhood
- CarePartners, a MaineHealth program that provides free care; access to low-cost or free pharmaceuticals is part of this "safety net" program
- Staffing for Vote & Vax, a program offering vaccinations at voting polls
- Manage Your Health Online, a free service that includes a health information library, a consumer messaging suite, and health management tools for patients to manage and track their health information online
- The Maine Medical Center Research Institute, the largest hospital-based biomedical research facility in northern New England; many scientists and clinicians author scholarly work or participate in various studies and research activities here, and the institute offers a summer student program
- A clinical setting for medical and allied health professions students from several schools



"There aren't a lot of resources available for the uninsured, working poor. But as a team we collaborate to find any services that may help these patients."

The accident that brought Denis* to Maine Medical Center left him with a broken jaw and nose and other injuries that required a tracheostomy (a surgical procedure to create an opening in the neck to allow air to pass through the trachea) and emergency surgery. When Denis came to, he had no idea what had happened to him or how he arrived at the hospital.

A native of Guatemala, Denis, 29, moved to Maine five years ago. He works for a seafood processing company and has no health insurance. Speaking through medical interpreter Diana Coit, Denis says he is thankful for the emergency and follow-up care he received, adding, "I was extremely impressed that they gave me a private room and allowed my local 'family' to stay with me."

Coit says she has never seen a more grateful patient than Denis. Because of Denis' serious injuries, Coit spent a great deal of time with him, interpreting for physicians, nurses, therapists and other staff, a service provided at no charge to patients. "It was a huge pleasure to meet and help Denis," Coit says. "He's a wonderful person who's willing to learn and incredibly appreciative of all that was done for him."

While in the hospital, Denis found out he had diabetes, which meant learning important self-care information and beginning treatment. Paulette Gallant, RNC, MSN, taught him about diet and basic diabetes management and identified resources to help with affordable medications and supplies, such as a blood glucose meter and testing strips.

Gallant and other members of Denis' care team, including social workers and a care coordinator, collaborated to make sure he understood his situation and could start down the road to recovery. For Denis, that included knowing how to care for his tracheostomy, which was still in place when he was discharged. His care team also connected him with MMC's Adult Medical Clinic and home health services for follow-up care and referral to a diabetic program.

"There aren't a lot of resources available for the uninsured, working poor," Gallant says. "But as a team we collaborate to find any services that may help these patients."

One tool the team turned to is MaineHealth's MedAccess program, which identifies pharmaceutical companies' affordable medication programs, specifically tailored to the patient.

Nearly back to normal, Denis has some facial scarring and loose teeth. "That's very painful and makes it hard to eat," he explains. He's now continuing follow-up care with MMC's Adult Medical Clinic, and while still on the road to recovery, he's finding that there are many caring people at MMC to help along the way.

**The patient's name has been changed to protect his identity.*

Community Benefit Financial Summary



	CHARITY CARE (AT COST)	BAD DEBT (AT COST)	UNPAID COST OF MEDICARE, MEDICAID AND OTHER THIRD-PARTY SERVICES	NET COMMUNITY BENEFIT INVESTMENT PROGRAMS	TOTAL VALUE OF QUANTIFIABLE BENEFITS PROVIDED TO THE COMMUNITY
Maine Medical Center	\$13,705,000	\$19,117,000	\$43,827,000	\$45,310,067	\$121,959,067
Western Maine Health Stephens Memorial Hospital	\$1,006,810	\$999,931	\$7,334,333	\$3,193,272	\$12,534,346
Lincoln County Healthcare Miles Memorial Hospital St. Andrews Hospital & Healthcare Center	\$1,205,304	\$1,871,128	\$5,824,116	\$7,108,718	\$16,009,266
Waldo County General Hospital	\$1,200,164	\$2,095,694	\$2,481,625	\$4,361,746	\$10,139,229
Maine Mental Health Partners Spring Harbor Hospital	\$3,668,000	\$269,000	\$997,000	\$197,610	\$5,131,610
NorDx	\$206,000	\$448,000	\$381,000	\$5,000	\$1,040,000
HomeHealth Visiting Nurses	\$298,923	\$208,391	\$490,157	\$34,590	\$1,032,061
Southern Maine Medical Center	\$1,885,000	\$5,150,000	\$9,196,000	\$1,443,546	\$17,674,546
MaineHealth Corporate	\$0	\$0	\$0	\$5,339,861	\$5,339,861
MaineHealth Consolidated Community Benefit Summary	\$23,175,201	\$30,159,144	\$70,531,231*	\$66,994,410	\$190,859,986

*This figure does not include \$43,455,801 owed by the MaineCare program for services provided during FY 2009 and prior years.

MaineHealth