

A move across country? Retirement? Lost connection? Have you found yourself without a Primary Care Provider? Establishing a new relationship with a health care provider may feel daunting.

We can help you at Eastport Health Care. Here are some tips to save you time and help you understand the process to establish care at Eastport Health Care:

1. Pick up a New Patient Packet – The New Patient Packet will tell you all about EHC and the services we offer. It will also contain the registration forms you must complete to get things started.
2. Return your registration forms – Help us get to know you and your health history. You may come across parts that you're unable or uncomfortable answering. That is okay. Complete to the best of your ability and we'll let you know if we have questions.
3. Our Medical Records Coordinator will process and collect your health history information to create an accurate current picture for our providers and you can then expect a call from our Front Desk staff to schedule your initial appointment.
4. A text message or email will be sent to you prior to your first appointment. It contains a link that allows us to engage and collect information about your current situation before you get here. This is designed to give your provider insight into your concerns or topics you want to discuss before you arrive. If you don't use email or text, you're welcome to arrive early and connect with our device. Don't worry, if you're not comfortable with electronics, this part of the appointment is optional.
5. Once you're here, you can check in with the Front Desk staff. It's always a good idea to make yourself a list of things you'd like to discuss with your doctor. That way you won't forget anything. Also, don't forget to bring your insurance card on the day of your appointment.
6. If you would like to engage with your new provider between appointments, EHC offers an online portal to view lab results, access appointment summaries, request an appointment, and even message your provider who can read and respond directly to you. Download our AthenaPatient App on your device to take advantage of this easy to use service.
7. Finally, our Eastport and Machias locations, including primary care at both sites, dental in Eastport, and pediatrics in Machias are open from 7:00 am until 5:30 pm, Monday through Friday. We monitor our phones at all times with our answering service and can be reached for emergencies after hours. Please reach out to our Medical Records coordinator if you would like to learn more about establishing with Eastport Health Care.