MEET YOUR CARE TEAM
Your Michigan Medicine doctor will be overseeing your care in collaboration with Integrated Health Associates (IHA) nurse practitioners or physicians, in addition to St. Joe’s nursing and support staff. Rest assured, the entire care team will be working closely together to give you the best care possible.

TRANSPORTATION TO ST. JOSEPH MERCY ANN ARBOR
If you are being transferred from the Michigan Medicine emergency department (ED), your transport will be facilitated by ED nursing staff. Neither you, nor your insurance, will be billed for the transfer.

DIRECT YOUR FAMILY/LOVED ONES
At St. Joe’s, you will have a private room and can receive or host visitors at any time, 24/7. Your family member is even welcome to sleep in your room if you wish!

Before 10 p.m., visitors can head to the main entrance of St. Joseph Mercy Ann Arbor, located at:

5301 McAuley Dr. | Ypsilanti, MI 48197 | (734) 712-3456

After 10 p.m., visitors can use the St. Joe’s emergency department entrance to obtain badge access to your room.

UNDERSTAND YOUR COVERAGE
Our care management team will validate that you have similar levels of insurance coverage for care at St. Joe’s as you would at Michigan Medicine. If there are any gaps in coverage discovered, you will be informed.

The 10th floor at St. Joe’s is a medical inpatient unit (not a rehabilitation unit). You may be admitted as “inpatient” or “observation,” based on the clinical criteria established by your insurance company.

If you have Medicare, you will receive documentation about your status and financial obligations.

If you have specific questions about your insurance coverage, you may contact a Patient Financial Counselor at (877) 326-9155 Monday through Friday, 8:00 a.m. to 8:00 p.m. After hours and on weekends, you may contact Patient Business Services at (734) 232-9024.
PLAN FOR DISCHARGE
Your care team will work with you to plan for your discharge and ensure a smooth transition back to your primary care doctor and any existing specialists you see. All relevant instructions and information — including recommended follow-up appointments — will be provided to you in your discharge packet, and any follow up questions you may have regarding your care post-hospital stay can be directed to your primary care provider or your designated physician of choice.

ACCESS YOUR RECORDS
Your medical records for the admission to St. Joe’s, including information about your hospital stay, lab/test results, and doctor visit summaries, will be available to you through the secure St. Joseph Mercy Health System patient portal. Visit www.stjoeshealth.org/patientportal to access your key health information 24 hours a day, seven days a week.

Not enrolled? Call Registration at (734) 712-2000 to begin. For any further assistance with your patient portal, please contact the Help Line at (734) 712-5493.

Copies of relevant medical records will be sent to your designated physician of choice and will be scanned into your Michigan Medicine electronic medical record, available for review by any Michigan Medicine provider.

UNDERSTAND HOW YOU WILL BE BILLED
Because your hospital stay is at St. Joseph Mercy Hospital Ann Arbor, your Michigan Medicine physician works in close collaboration with Integrated Health Associates (IHA) and St. Joe’s staff to bill for the services provided. You can expect to receive an explanation of benefits from your insurance, and any bills for your remaining balance will come from St. Joe’s and/or IHA. You may also receive billing paperwork from Michigan Medicine related to your emergency department (ED) visit, if you were initially seen the Michigan Medicine ED.

NEED FUTURE INPATIENT CARE?
The 10E Medicine Unit at St. Joe’s can accept eligible patients from Michigan Medicine clinics and the emergency department, in addition to St. Joe’s emergency department if a Michigan Medicine employee calls ahead for a referral to our unit.

If you would like to provide feedback about your stay, please contact (734) 712-2700.

“I would highly recommend St. Joe’s (10 East). It was a wonderful experience, the care was outstanding.”
— PATIENT TRANSFERRED FROM MICHIGAN MEDICINE EMERGENCY DEPARTMENT TO ST. JOSEPH MERCY ANN ARBOR 10 EAST MEDICINE UNIT