YOUR STAY AT ST. JOSEPH MERCY CHELSEA

What you need to know

St. Joseph Mercy Chelsea is a joint venture of Michigan Medicine and Saint Joseph Mercy Health System. Together, these two award-winning health systems bring new services to Chelsea, while sharing resources, best practices and more.

MEET YOUR CARE TEAM

Your Michigan Medicine doctor will oversee your care in collaboration with St. Joe’s specialists, nursing and support staff while you are in the hospital. Rest assured, the entire care team will be working closely together to give you the best care possible.

TRANSPORTATION TO ST. JOSEPH MERCY CHELSEA

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 Chelsea, 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 9 p.m., visitors can head to the main entrance of St. Joseph Mercy Chelsea, located at:

775 S. Main St. | Chelsea, MI 48118

After 9 p.m., visitors can use the St. Joe’s Chelsea emergency department entrance.

UNDERSTAND YOUR COVERAGE

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

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 Chelsea, including information about your hospital stay, lab/test results, and doctor visit summaries, will be available to you through the secure Saint 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 Chelsea, your Michigan Medicine physician works in close collaboration with St. Joe’s Chelsea staff to bill for the services provided. You can expect to receive an explanation of benefits from your insurance, and any bills for your inpatient hospital stay will come from St. Joe’s Chelsea. If there are any physician charges, they often appear on a separate statement from Michigan Medicine. You may also receive billing paperwork from Michigan Medicine related to your emergency department (ED) visit, if you were initially seen at the Michigan Medicine ED.

NEED FUTURE INPATIENT CARE?
Michigan Medicine’s inpatient care team at St. Joe’s Chelsea (the Michigan Medicine Chelsea Family Medicine service) can accept eligible patients from both St. Joe’s Chelsea and Michigan Medicine emergency departments.

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