Through an innovative collaboration, Michigan Medicine patients can be admitted to a special Michigan Medicine-staffed inpatient service at St. Joe’s Ann Arbor. The service provides inpatient general medical care and specialized geriatric care. Michigan Medicine physicians provide seamless coordination of care and ensure your primary and specialty care providers have the information they need about your hospital stay to support continued healing after discharge.

THE RIGHT CARE AT THE RIGHT TIME IN THE RIGHT PLACE.

St. Joseph Mercy Chelsea is a joint venture of Saint Joseph Mercy Health System and University of Michigan Health. The 133-bed, newly-renovated hospital is nationally recognized for both quality of care and patient satisfaction. Patients can count on convenient access in a community-centered, state-of-the-art hospital designed for comfort and healing. Michigan Medicine physicians have been caring for patients in Chelsea for more than four decades, and offer an ever-expanding list of specialty services in the Chelsea community.

Caring for Our Patients

Our inpatient care collaborations with Saint Joseph Mercy Health System

Scan here to watch a video introduction to the St. Joe’s units.

St. Joseph Mercy Ann Arbor. Through an innovative collaboration, Michigan Medicine patients can be admitted to a special Michigan Medicine-staffed inpatient service at St. Joe’s Ann Arbor. The service provides inpatient general medical care and specialized geriatric care. Michigan Medicine physicians provide seamless coordination of care and ensure your primary and specialty care providers have the information they need about your hospital stay to support continued healing after discharge.
YOUR CARE TEAM
Your Michigan Medicine doctor will be overseeing your care in collaboration with St. Joe’s nursing and support staff. If your care requires consultation from a specialist, this may be provided by a St. Joe’s provider. Rest assured, the entire care team will be working closely together to give you the excellent care you have come to expect from Michigan Medicine.

TRANSPORTATION
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 LOVED ONES
In most cases, you will have a private room and can receive or host visitors at any time. Please visit stjoeshealth.org/about-us/visitor-restriction for more information about the current St. Joe’s visitor policies, including COVID-19 restrictions.

After 10 p.m., visitors to St. Joe’s Ann Arbor should use the emergency department entrance.

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

PLANS 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 U-M specialists you currently 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 post-hospital stay can be directed to your primary care provider or your designated physician of choice.

UNDERSTAND YOUR COVERAGE
Our care management team will check 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. 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.

Understand how you will be billed
Because your hospital stay is at St. Joe’s, 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 Integrated Health Associates (IHA). You may also receive billing paperwork from Michigan Medicine related to your emergency department (ED) visit, if you were initially seen in the Michigan Medicine ED.

ACCESS YOUR RECORDS
Your medical records for the admission to St. Joe’s, including information about your hospital stay, lab or 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/mychart to access your key health information online.

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. You can link your St. Joe’s portal account to your MyUofMHealth.org portal account and view your health records from both health systems using one log-in. If you are interested in linking your accounts, contact the Michigan Medicine Patient Portal Help Line at 734-615-0872.

Copies of relevant medical records will also be sent to your physician of choice and added to your Michigan Medicine electronic medical record so it is available to your U-M providers.

YOUR FUTURE CARE NEEDS
If you have a Michigan Medicine care provider, contacting your clinic when you’re sick may be the easiest, most efficient way to manage your care. Your provider may be able to see you quickly in the clinic or through a Virtual Care visit, or, if you require inpatient care, they can refer you to either of the units we staff at St. Joe’s if appropriate.

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

“ I would highly recommend the Michigan Medicine inpatient service at St. Joe’s. It was a wonderful experience, the care was outstanding.”

– PATIENT TRANSFERRED FROM MICHIGAN MEDICINE EMERGENCY DEPARTMENT TO THE MICHIGAN MEDICINE INPATIENT SERVICE AT ST. JOE’S