

University of Michigan Health and Trinity Health are committed to sharing resources and best practices to drive innovation and provide high levels of care to the people in the communities we serve.

Through strong partnerships and unique collaborations, our two award-winning health systems are providing inpatient care together at two local hospitals.



Chelsea Hospital is a joint venture of Trinity Health and U-M 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. U-M Health 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.



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www.UofMHealth.org/TrinityHealth

Inpatient Care Collaborations with Trinity Health

**Trinity Health St. Joseph Mercy
Ann Arbor**
5301 McCauley Drive
U-M Health Inpatient Service
Ypsilanti, MI 48197
734-712-6451

Chelsea Hospital
775 South Main Street
Chelsea, MI 48118
734-593-6000



Scan here to watch a video introduction to our inpatient care collaborations with Trinity Health



Caring for Our Patients

Our inpatient care collaborations
with Trinity Health



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



Trinity Health St. Joseph Mercy Ann Arbor. Through an innovative collaboration, U-M Health patients can be admitted to a special U-M Health-staffed inpatient service at Trinity Health St. Joseph Mercy Ann Arbor. The service provides inpatient general medical care and specialized geriatric care. U-M Health 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 University of Michigan Health doctor will be overseeing your care in collaboration with Trinity Health nursing and support staff. If your care requires consultation from a specialist, this may be provided by a Trinity Health provider. Rest assured that the entire care team will be working closely together to give you the excellent care you have come to expect from U-M Health.

TRANSPORTATION

If you are being transferred from the U-M Health 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 www.stjoeshealth.org/about-us/visitor-restrictions for more information about the current Trinity Health visitor policies, including COVID-19 restrictions.

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

After 9 p.m., visitors to Chelsea Hospital 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 care 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 Trinity Health as you would at U-M Health. 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. For specific questions about your insurance coverage, you may contact a Patient Financial Counselor at 877-326-9155, Monday – Friday, 8:00 a.m. – 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 Trinity Health, you can expect to receive an explanation of benefits from your insurance, and any bills for your remaining balance will come from Trinity Health and/or Integrated Health Associates (IHA). You may also receive billing paperwork from U-M Health related to your emergency department (ED) visit, if you were initially seen in the U-M Health ED.

ACCESS YOUR RECORDS

Your medical records for the admission to Trinity Health, including information about your hospital stay, lab or test results, and doctor visit summaries, will be available to you through the secure Trinity Health 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 Trinity Health portal account to your MyUofMHealth.org portal account and view your health records from both health systems using one login. If you are interested in linking your accounts, contact the U-M Health 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 U-M Health electronic medical record so it is available to your U-M providers.

YOUR FUTURE CARE NEEDS

If you have a U-M Health provider, contacting your clinic when you are 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 Trinity Health if appropriate.

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



“ I would highly recommend the U-M inpatient service at St. Joe's. It was a wonderful experience, the care was outstanding. ”

– PATIENT TRANSFERRED FROM THE U-M HEALTH EMERGENCY DEPARTMENT TO THE U-M INPATIENT SERVICE AT TRINITY HEALTH ST. JOSEPH MERCY ANN ARBOR