



ST. JOSEPH MERCY CHELSEA

Caring Together

Frequently Asked Questions

1. What is this joint venture?

Saint Joseph Mercy Health System (SJMHS) and Michigan Medicine have formed a joint venture of St. Joseph Mercy Chelsea hospital. Michigan Medicine holds 49 percent interest in St. Joseph Mercy Chelsea (SJMC) and SJMHS retains a majority 51 percent interest.

2. Why did we enter this joint venture?

Both organizations share a common goal – to improve the health and well-being of people in the greater Chelsea community. We intend to develop a sustainable care delivery model that strengthens patient services well into the future.

3. Are more services available in Chelsea?

Michigan Medicine and SJMHS are interested in providing additional specialized surgery programs and other inpatient services at SJMC. In fact, new endourology, urology, gynecology and general surgical procedures are already taking place in Chelsea. Offering these procedures at SJMC expands access to high quality care closer to home for people who live in the greater Chelsea area. This also helps patients avoid long wait times for some care currently performed in Ann Arbor.

SJMC began construction on a seventh and eighth operating room in the spring of 2018. Upon completion, Michigan Medicine will be able to shift even more cases to SJMC.

4. Am I able to receive all of my care in Chelsea or will I need to travel to Ann Arbor?

SJMC continues to be a community-focused hospital providing ambulatory and inpatient care. Highly specialized and tertiary care will not be done at SJMC. Our physicians will refer patients to an appropriate location as close as possible.

5. Will Michigan Medicine doctors start working at St. Joe's Chelsea?

Michigan Medicine physicians have been working at SJMC since 1978 as part of the family medicine residency clinic and inpatient service located on campus. They also see patients through affiliated programs. This joint venture enables more Michigan Medicine physicians to provide services at SJMC as new programs are developed.

6. Does the joint venture impact my insurance coverage?

SJMHS and Michigan Medicine have relationships with many of the same providers and accept many of the same insurances. Because SJMHS (Trinity Health-Michigan) is the managing partner of this joint venture, SJMC continues to contract with payers on behalf of the new venture. A thorough process has been developed to evaluate insurance coverage upfront and inform patients in the rare occurrence insurance coverage is impacted.

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7. Will I receive a bill from St. Joseph Mercy Chelsea and/or Michigan Medicine?

The joint venture does not impact the current billing process. In the same way patients have been billed in the past at SJMC, a patient may receive a bill from Saint Joseph Mercy Health System for the services provided at SJMC. Any physician charges associated with that care often appear on a separate statement. Under the joint venture, patients may receive a statement from SJMHS for the services and a statement from Michigan Medicine for the physician's care. This process is the same for any service or physician at SJMC.

8. How does this affect SJMC's Catholic identity as a member of Saint Joseph Mercy Health System and Trinity Health?

SJMC retains its Catholic identity and continues to follow its core values and mission to "serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities." The hospital continues to be invested in the community through its various community benefit programs that provide treatment or promote health and healing as a response to identified needs. In addition, SJMC abides by the Ethical and Religious Directives of the US Catholic Conference of Bishops.

9. What is the name of the hospital?

The name continues to be St. Joseph Mercy Chelsea.

10. How does joint ownership affect the culture of a small community hospital?

In many ways, the Michigan Medicine physicians and programs have been part of SJMC's staff and caring culture for decades. The joint venture solidifies our existing relationships and expands our capabilities to do more, together, to improve the health of our communities.

11. Does the joint venture affect St. Joseph Mercy Chelsea employees? Will I see the same nurses and staff I have seen before?

The valued physicians, nurses, clinicians and staff of SJMC will continue to be employed in their current positions by Saint Joseph Mercy Health System. Michigan Medicine will introduce new physicians and fellows, as well as residents through its long-standing family medicine residency clinic.

12. How will Michigan Medicine and SJMC share electronic medical records and documentation?

Continuity of care and patient safety is of great importance to Saint Joseph Mercy Health System and Michigan Medicine. While we do not share the same IT platform right now, our long-standing collaborations have led us to develop ways for our medical staff to locate and share patient information within each IT platform, including visit and discharge summaries. A thorough process allows both health systems to access pertinent patient information to ensure high-quality care.

13. Which patient portal should I use?

Patient portals allow easy access to key health information 24 hours a day, seven days a week. Patients may need to access both the SJMHS and Michigan Medicine patient portals. The SJMHS patient portal allows individuals to review records from SJMHS hospitals, including SJMC. This information may include inpatient hospital stays, surgery summary, labs, radiology results or discharge instructions. Patients who have a Michigan Medicine physician will access records of care provided by the physician and services outside of SJMC from the Michigan Medicine patient portal. Patients may also have access to additional patient portals for other physicians they receive care from.

14. As a donor to my community hospital, will my donation stay in Chelsea?

Yes. All gifts to Saint Joseph Mercy Health System for the benefit of St. Joseph Mercy Chelsea will be used for the hospital's facilities, equipment and services.

15. How do I find a Michigan Medicine doctor who works at SJMC?

All physicians who are credentialed and affiliated with SJMC are listed on the hospital's Find a Physician page. Search for the type of physician you are looking for, such as general surgery or family medicine. The results will include all physicians with that specialty and the name of their practice. You may also obtain a physician referral by calling 800-231-2211.