



FREQUENTLY ASKED QUESTIONS ABOUT PATIENT CARE AND THE TRANSITION OF COOPER GREEN MERCY

Jefferson County's strategic decision to transform Cooper Green Mercy Hospital into a sustainable 21st century health care facility enters the next phase at the close of the business day Monday, December 31, 2012. Cooper Green Mercy will discontinue inpatient and emergency room services. Effective Tuesday, January 1, 2013, an urgent care center will be open from 8am-midnight, seven days a week. In addition, primary and subspecialty outpatient clinics will operate as they do now. In order to assist patients and service providers in the transition, a list of questions and answers are provided below to specifically address blue card holders.

URGENT CARE

What will happen if I go to the urgent care center?

You will be greeted, registered, assessed, treated and discharged. If you are given a prescription at the urgent care center, it can be filled at the pharmacy at Cooper Green Mercy as it has always been.

Will I have to pay for services in the urgent care center?

Cooper Green Mercy uses a sliding scale co-pay system today. There will be no change after January 1, 2013.

What happens if I need to go to the emergency room?

If you have a potentially life-threatening medical emergency, call 911 immediately. If you are unable to do so, ask someone to call 911 or to take you to the nearest emergency room. The federal Emergency Medical Treatment and Labor Act ensures public access to emergency services regardless of ability to pay.

What do I do if the urgent care center says I need to go to the emergency room?

If you are an urgent care patient and the doctor refers you to the emergency room, you will be stabilized while we arrange a medical transport to the nearest emergency room at no charge to you.

How much will I have to pay if I go to a hospital emergency room?

If you are referred by a Cooper Green Mercy doctor, no payment will be required by you and you will not get a bill for that visit.



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OUTPATIENT CARE, HOSPITALIZATION, PHARMACY AND RECORDS

What will happen to the primary and subspecialty care outpatient clinics?

There will be no change. As of January 1, 2013, all of our primary and subspecialty care clinics will continue as they do now.

What if my doctor says I need to be hospitalized?

If your doctor at Cooper Green Mercy decides, as in the past, that you need additional clinical services not available at Cooper Green Mercy, that doctor will refer you to another facility.

What will I pay if my doctor sends me to another facility?

If you are referred by your Cooper Green Mercy doctor to another facility, no payment will be required by you.

What will happen to the pharmacy at Cooper Green Mercy?

It will remain open.

Will I pay more for my prescription drugs after January 1?

Prices will stay the same for the patient. There will be no change in the price for prescription drugs for the patient at the pharmacy at Cooper Green Mercy.

What will happen to my medical records?

Medical records will be maintained at Cooper Green Mercy as they have always been. If you need your medical records, as always, you can make a request to the Medical Records department.