



Cooper Clinic Joins Mercy – Frequently Asked Questions

We are pleased to announce that Cooper Clinic will join Mercy Clinic effective November 1, 2017. This is an exciting time for our organizations and for health care in the River Valley. All participating Cooper Clinic providers, more than 400 co-workers and 10 office locations will be integrated into Mercy to provide expanded services and better coordination of your care and wellness. We have addressed below some questions you may have.

- **When will Cooper Clinic join Mercy Clinic?** The transition will begin November 1, 2017. Some business operations will be merged into Mercy Clinic immediately; others will be phased in over several months.
- **How will this benefit local communities and me?** This is a unique opportunity to unite the strengths of two organizations with long-standing reputations for community-based, quality care. Mercy has been caring for patients in the River Valley since 1853. Cooper Clinic's legacy spans 97 years. Together, we can build on our commitment to compassionate care and exceptional service in ways that could not have been accomplished as separate organizations.
- **Are all Cooper Clinic doctors joining Mercy?** Most Cooper Clinic physicians will join Mercy. Patients will be made aware if their physicians are not participating in this integration. Additionally, office locations and contact information for non-participating physicians will be posted on cooperclinic.com and mercy.net/Cooper.
- **Will my doctor's office location change?** Very few physician offices will move. Patients will be notified of any office relocations.
- **Will my insurance be accepted at Mercy?** Mercy and Cooper Clinic are generally in-network with the same insurers. Call 479.573.3939 if you require clarification.
- **Who will bill me for medical services?** Cooper Clinic will collect/bill for services rendered before November 1. Mercy will collect/bill for services on or after November 1. If you receive services before and after November 1, you will receive and be responsible for payment of two statements.
- **Will my future appointments be affected?** Appointment dates/times will remain the same after November 1 for Cooper Clinic doctors who join Mercy.
- **How will I be reminded of my appointments after November 1?** You will receive automated telephone reminders. Reminder letters will not be mailed. Once the transition period concludes, you will have multiple options for receiving reminders through mymercy.net.
- **How will I be advised of test results?** Initially, your test results will be relayed to you in the same manner that your physician used at Cooper Clinic. That might be by mail, phone or in person. When the integration transition period concludes, you will have access to your test results through mymercy.net.
- **Will my physician's nurse and staff continue to assist with my care?** It is our goal to keep your physician's staff working together whenever possible. All 400+ Cooper Clinic employees will be offered the opportunity to continue their employment as Mercy co-workers.



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- **Can I continue to request or cancel an appointment online?** That service through cooperclinic.com will continue to be available for appointments with Cooper Clinic physicians who have joined Mercy on mercy.net/Cooper.
- **Will my doctor continue to have access to my medical records?** Cooper Clinic physicians who join Mercy will continue to have access to your files after November 1.
- **When will my medical records become available throughout the Mercy system?** As part of the transition, Cooper Clinic physicians will join Mercy's electronic health record (EHR) system in the near future. Once this system is available, physicians and patients will have online access to their medical record anywhere, anytime. Your medical record will be available at any Mercy facility across a four-state service area including Arkansas, Oklahoma, Missouri and Kansas.
- **How do I request a transfer of my medical records?** To transfer your records to a non-Mercy physician, it will be necessary that you complete a Release of Information form. That form is available at cooperclinic.com or mercy.net/MedicalRecords and all Mercy Clinic locations.
- **Who do I call if I have questions?** Your questions can be addressed by calling 479.274.3333. Please be assured we are committed to answering your questions, addressing your concerns and making this transition as smooth as possible without interruption to your care. We value the opportunity to continue to meet your health care needs as part of Mercy Clinic.