



Mercy Referral Process

1. First time referral to Mercy Washington McAuley Clinic or Mercy Jefferson (Festus)

- Staff must be present with patient to provide information
- Call Mercy pre-registration customer service 844-841-3973.
- Verify if patient is registered in Mercy system. If not, register patient.
- Call Financial Eligibility Department 844-764-6850 (option 3)
- Complete eligibility screening (patient may need to complete this call from home for information on demographics, ssn, financial, etc).

***Note:** RPC staff can assist patients with calls to Mercy Pre-Registration and Financial Eligibility. However, due to HIPPA regulations, patient must speak directly to Financial Eligibility.*

- Approval process can take 2-4 weeks. Patient will receive letter with approval information or request for additional information.
 - Upon approval for Mercy Financial Assistance Program (patient or RPC RN):
 - McAuley Clinic Mercy Washington
 - Contact Mercy Community Health Worker Ellie Repp 636-239-8664
 - Request appointment, state reason for referral and type of specialist needed
 - Mercy Hospital Jefferson
 - RPC staff provide patient with specialty service or provider name, phone number and reason for referral. Patient calls specialist office to schedule appointment.
- ### **2. Patients already established/approved in Mercy Financial Assistance System**
- RPC RN find provider at Mercy Clinic Washington or Jefferson and call provider.
 - **To find provider:** <https://mercy.net/search/doctor>. Enter specialty and zip code or call Mercy Find a Doctor: 877-399-3627.

Other helpful phone numbers and contacts

- Mercy Hospital Washington McAuley Clinic: 636-239-8585
- Mercy Hospital Jefferson: 636-933-1000
- Mercy Hospital Lincoln: 636-528-8551
- Mercy Community Health Workers – assist in access to healthcare, finances and other social needs
 - Lincoln: 636-528-3283 (Vicki)
 - Washington Outpatient Clinic: 636-239-8664 (Ellie)
 - Washington inpatient: 636-239-8525 (Cara)
- [Mercy Neighborhood Ministries](#) resources:
 - Email: neighborhood.ministry@mercy.net

