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Mercy Southeast Patients Better Connected with New Electronic Health Record System

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Patients of Mercy Southeast now have a single, comprehensive electronic health record to provide more coordinated care. All Mercy caregivers will have access to the new Epic system, which gives patients 24/7 access to their health records through the MyMercy patient portal and MyMercy+ app, to online scheduling through mercy.net and virtual care options.

On Oct. 6, Mercy Hospital Southeast, its clinics and all Mercy services and locations in the Cape Girardeau area transitioned to Epic, software designed to provide high-quality, personalized results for both patients and Mercy co-workers. This state-of-the-art system provides one patient health record available to all Mercy health care providers at all Mercy locations. The transition to Epic includes the Mercy Computing Mobile Platform, which gives key caregivers mobile capability.

The changeover fully integrates Mercy Southeast with the rest of the Mercy health system across Missouri, Kansas, Oklahoma and Arkansas, with the exception of Mercy Stoddard, which will transition to Epic's electronic health record in summer 2025.

"Completing this project is an important, significant investment in the future of health care in Southeast Missouri," said Eric Ammons, regional president. "Mercy has the most comprehensive electronic health data over time, which is a tremendous benefit to our patients. That depth of data is vital to our physicians, nurses and other caregivers, who can use it to provide proactive, predictive and personalized care for our patients."

Epic is just one piece of Mercy's \$45 million, multi-year IT investment in adding new technology and tools to assist Mercy's health care team in combining the newest medical technology with exceptional care across the Southeast Missouri community. Those advancements include numerous virtual care options, digital platforms and convenient access to health care when patients need it.

"Transitioning Mercy Southeast to a new electronic health record was a massive undertaking," Ammons said. "Over the last year, our Mercy Southeast co-workers, physicians and advanced practice providers spent countless hours ensuring we were ready to make this transition smoothly. With co-workers across Mercy coming to Southeast Missouri to work alongside us, we successfully completed this extremely complex transition. I couldn't be more proud of the effort of our Mercy Southeast team to help us fulfill our promise to improve access and provide quality care right here where it's needed."

All Mercy Southeast services and locations can now be found in one online location: mercy.net, a user-friendly online experience for finding services, doctors, locations and online scheduling throughout Southeast Missouri and the Mercy health system.

Patients will also find advantages of the new MyMercy+, including a free, easy-to-use app that allows anyone – not just Mercy patients – to manage their health online via phone or tablet. Benefits include:

- Viewing future health summaries
- Tracking and reviewing test results
- Messaging care teams
- Access to Mercy Now to find and schedule the most appropriate type of care 24/7

- Requesting prescription refills
- Reviewing and paying bills
- Requesting estimates or financial assistance for care
- Linking health accounts from other health systems
- Real-time alerts for updates about care and new features
- Connecting seamlessly to Wi-Fi to take advantage of all MyMercy+ features

MyMercy+ is available for free download from the [Apple Store](#) and [Google Play Store](#).

[Mercy](#), one of the 20 largest U.S. health systems and named the top large system in the U.S. for excellent patient experience by NRC Health, serves millions annually with nationally recognized care and one of the nation's largest and highest performing Accountable Care Organizations in quality and cost. Mercy is a highly integrated, multi-state health care system including more than 50 acute care and specialty (heart, children's, orthopedic and rehab) hospitals, convenient and urgent care locations, imaging centers and pharmacies. Mercy has over 900 physician practice locations and outpatient facilities, more than 4,500 physicians and advanced practitioners and 50,000 co-workers serving patients and families across Arkansas, Kansas, Missouri and Oklahoma. Mercy also has clinics, outpatient services and outreach ministries in Arkansas, Louisiana, Mississippi and Texas. In fiscal year 2023 alone, Mercy provided more than half a billion dollars of free care and other community benefits, including traditional charity care and unreimbursed Medicaid.

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