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St. James Mercy Hospital Launches Online Patient Access Center

HORNELL, NY (July 23, 2014) – St. James Mercy Hospital (SJMH) has created an online “patient access center” where consumers can find and print medical forms and test instructions, as well as view health education videos. The new tool is located on the hospital website (www.stjamesmercy.org/patients-visitors.shtml).

“We know that preparing for a healthcare visit can be challenging and sometimes intimidating, especially if you are unfamiliar with that particular service or procedure,” said Kathy Brodbeck, SJMH Chief Nursing Officer. “The new online ‘access center’ provides virtually everything a patient needs to know about our outpatient services and procedures, and how to better manage chronic disease. This helps patients feel better prepared and less anxious, and ultimately provides better health outcomes.”

Patients can get details about tests and services offered at SJMH like nuclear medicine, CT scans, special lab tests, medical nutrition therapy, cardiac tests, rehabilitation services, as well as information on specific medical conditions. “Our online patient library has a wealth of information such as test descriptions and how to prepare for your visit,” said Brodbeck. In addition there is a link to “The Patient Channel”, SJMH’s free education television network service loaded with credible, accurate and updated information for patients, families and caregivers on a variety of health topics and diseases.

SJMH also recently released a secure online tool for physicians and their staff to easily access referral forms and service requisitions. “We work closely with your primary care doctor to expedite the scheduling process and share appropriate information within HIPAA guidelines,” said Brodbeck. “This helps ensure that all necessary forms are completed and that you are as well informed as possible, before you come in for your procedure or visit.”

“We know people have a choice when it comes to health services, and we are continuously improving the way patients access and experience their care at SJMH,” she said. “We welcome the public’s input, and encourage consumers to call our Patient Access Supervisor at (607) 324-8275 with comments and suggestions on their care experience at St. James Mercy Hospital.”

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PATIENTS & VISITORS

- [Patient Access Center](#)
- [Patient Instructions](#)
- [Patient Education](#)
- [Patient Forms](#)

- [Visiting Hours & Restrictions](#)
- [Location Maps](#)
- [Food Services & Cafeteria](#)
- [Gift Shops](#)
- [Financial Counseling & Billing](#)
- [Health Insurance Exchange](#)
- [Support Groups & Meetings](#)
- [Spiritual Care](#)
- [Health Information & Forms](#)
- [The Patient Channel](#)
- [The Newborn Channel](#)
- [Corporate Compliance](#)
- [Volunteer](#)

Patient Instructions



Our goal at St. James Mercy is to make your care experience as pleasant and convenient as possible, from start to finish. We work closely with your primary care doctor to expedite the scheduling process and to ensure that you have all the information you need before your test, procedure or service visit.

Below is a library of procedures/services with helpful information, such as a description of the procedure and how to prepare for your visit.

If you have any further questions please call our Patient Access Supervisor at (607) 324-8275. We look forward to serving you!

Procedures with Preparation Instructions

- Ambulatory Surgery »**
 - [Presurgical brochure](#) (printable PDF)
- CT (CAT Scan) »**
 - [Abdominal or Pelvic CT Scan instructions](#) (printable PDF)
 - [Chest CT Scan Instructions](#) (printable PDF)
 - [Head CT Scan instructions](#) (printable PDF)
- Cardiac Rehabilitation »**
 - [Cardiac Rehabilitation brochure](#) (printable PDF)
- Cardiac Stress Testing »**
 - [Stress Echo Test Instructions](#) (printable PDF)
- DEXA (Bone Scan) »**
 - Information is forthcoming...thanks for your patience.
- Diabetes Education »**
 - [Diabetes brochure](#) (printable PDF)
- Laboratory Services »**
 - [Glucose Tolerance Test Instructions](#) (printable PDF)
 - [Urine Drug Screen instructions](#) (printable PDF)
- Medical Nutrition Therapy »**
 - [Medical Nutrition Therapy brochure](#) (printable PDF)
 - [Medical Nutrition Therapy instructions](#) (printable PDF)

Patient instruction sheets, education materials, forms and other helpful resources are now available at www.stjamesmercy.org/patients-visitors.shtml