

# Mercy Care Connect Messaging Service

As the number of COVID-19 cases increases, our Mercy care team wants to keep in touch, to keep you well. With our phone messaging service through Care Connect, we check in with you to stay on top of your health symptoms.

## How does it work?

- We'll send messages to your phone asking about your health so we can monitor your symptoms. You can reply with your results.
- If you have a mobile phone, you can get text messages or calls. With a landline phone, you'll receive calls only.
- You'll respond by returning text messages or by pressing numbers on your phone.
- When you call the service back, we'll connect you to a Mercy provider.
- You can opt out at any time by texting STOP or pressing \* during a phone call.

*This service can reach any type of phone, including smartphones and landlines.*

## How often will I reply to messages?

It depends on how often your Mercy care team thinks you should record your symptoms. You may be asked about your condition twice a week, once a day, or three times a day. Unless directed otherwise, please continue to follow instructions from your care team.

## What should I do if I don't feel well or need assistance?

This service is not intended to replace the communication you have with your care team. If you're having unusual symptoms, concerns or questions, contact your care team directly. If you have an emergency, call 911.

## Mercy Care Connect Team

Toll Free at: 833.735.4755

## Example messages

MCC

Are you breathing better, worse or the same compared to normal?

- If you are breathing better, please **press 1**.
- If you are breathing worse, please **press 2**.
- If you are breathing the same as you normally do, please **press 3**.

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PT

MCC

Is your cough better, worse, or the same compared to normal?

- If your cough is better, please **press 1**.
- If your cough is worse, please **press 2**.
- If your cough is the same, please **press 3**.

Mercy 

Your life is our life's work.