MyMercy Facts

What will logging into MyMercy.net allow me to do?
- Make doctor appointments
- Request prescription renewals
- View lab results
- Contact your doctor
- Track your health history
- Manage care for your loved ones (children, aging parents)
- Organize health information and receive reminders about upcoming appointments

Where is My Mercy available?
It's currently available through Mercy primary care doctors (internal medicine, family medicine and pediatric) in:
- Arkansas: Bella Vista, Bentonville, Berryville, Centerton, Lowell, Rogers
- Kansas: Fort Scott, Independence
- Missouri: Lebanon, Mountain View, Noel, Rolla, Springfield, St. Louis, Washington
- Oklahoma: Ardmore, Bethany, Edmond, El Reno, Healdton, Oklahoma City, Yukon

In 2011, MyMercy will also be available in Fort Smith and Hot Springs, Ark., as well as Joplin, Mo.

Is there a fee to use MyMercy?
No. MyMercy is a free service offered to Mercy patients.

How secure is MyMercy?
Access to MyMercy information is controlled through secure access codes, personal IDs and passwords. MyMercy uses the latest encryption technology and does not store any personal health information to your computer. Unlike regular e-mail, all MyMercy messaging is done while you are securely logged onto the MyMercy website.

How can I help manage a MyMercy account for my child or another family member, such as a spouse or aging parent?
You can connect your MyMercy account via "proxy access" with family member's permission.

What kind of information will I need to sign up?
- Full name (as your Mercy physician knows you)
- E-mail address
- Date of birth
- Gender
- Last four digits of Social Security

What are the computer requirements to use MyMercy?
You need a computer or smart phone that can connect to the Internet and an up-to-date browser, such as Internet Explorer or Firefox.

MyMercy by the numbers
- 19,000+ people across the four states are already using MyMercy
- 57 percent of enrollees are 46 or older
- Mercy is among only 3 percent of health care organizations nationwide with a comprehensive, integrated electronic health record that provides access to medical records at Mercy facilities in a four-state area