Major leaves behind legacy of service

With standing room only, friends and fellow officers even lined the outside hallways of the SPD Headquarters the afternoon of Jan. 19, to say goodbye and thank you to Major Ron Hartman.

Addressing the crowd were current Police Chief Paul Williams, former Chief Lynn Rowe, Officer Steve James, and other officers and citizens eager to share stories and thank Hartman for his years of service.

Hartman was presented a plaque by the Missouri Highway Patrol, a framed badge signed by many of his fellow officers, as well as an SPD retiree badge.

“He never lost sight of the people above and below him in rank,” Police Chief Paul Williams said. “And when people ask how we are going to do without you, I say we’re going to be fine because of the legacy you left behind.”

Nine apply for Zone 1 council seat

Springfield City Clerk’s office received nine applications for the vacant Zone 1 City Council position. The deadline for submitting applications was 5 p.m. Jan. 20.

City Council, tasked with appointing a replacement after Nick Ibarra resigned, will review the applicants during a lunch meeting Tuesday.

A public meeting will be scheduled in early February to discuss the applications and attempt to narrow the field of applicants down to four to six finalists for in-person interviews.

Mayor Jim O’Neal has said he hopes City Council will make a final choice by the end of February. Whoever is selected will serve the remainder of Ibarra’s term, which runs through April 2013. Those who applied for the position include:

- Richard N. Buchli, a political science and business adjunct instructor at Ozarks Technical Community College
- Jeff Paul, owner/operator of a local lawn care business
- Jeff A. Seifried, manager of regional development at the Springfield Area Chamber of Commerce
- Arthur Hodge, Sr., a retired U.S. Army soldier and public school advisor
- Raymond E. Hassen, a local landlord and former owner of Ray’s Lounge
- Jeanette McKinney, an adjunct instructor in the history department at Drury University
- Bob Vanaman, a retired builder who served on City Council from 1996 to 2001
- Crystal Quade, a field representative for Community Blood Center of the Ozarks
- Mary Collette, a Commercial Street property owner who served on City Council from 2001-2009

Daddy Daughter Dance

Girls, bring your favorite man (dad, grandpa, uncle or special guy) out for a night you’ll always remember at the 6th annual Daddy Daughter Dance, 6-9 p.m., Friday Feb. 17. The dance will be held in the Northview Center Ballroom, 301 E. Talmage St.

Purchase tickets by Feb. 10 at Doling Family Center or Chesterfield Family Center. Cost is $30 per couple; $15 each additional child. Call 837-5900.

Chili Fundraiser for Brittany Dyer

A chili luncheon will take place Wednesday, Feb. 8, to benefit Brittany Dyer, daughter of Tom Dyer, G15, who is suffering from a rare form of cancer.

Lunch will be served 11 a.m. - noon in the break area in the Lower Level of Busch Building.

Menu: Chili or hot dogs, desserts and drinks.

Cost is $5.00 per person donation.

Thanks for your support!

New JVP Building Ribbon Cutting

The new Jordan Valley Maintenance Office at Jordan Valley Park will open for a dedication 10:30 a.m. Feb. 10, following the Park Board meeting at Mediacom Ice Park.

Welcome Cora Scott

Meet new Director of Public Information and Civic Engagement.

Missouri Hotel Fire

Firefighters and City departments offer aid after homeless shelter fire.

Do You Know?

Do you know Julie Holman and Chris Holland?
Welcome Cora Scott, New Director of Public Information and Civic Engagement

After 21 months, the City has a new Public Information Officer with a new (and longer!) title.

Cora Scott, joined the City January 18 as the new Director of Public Information and Civic Engagement.

“The City of Springfield is very fortunate to have someone of Cora’s experience, energy, and talents joining our team,” said Greg Burris, City Manager. “I believe she will be a great addition, and we are looking forward to her leadership in developing creative ways to engage with the community.”

Scott will be the first Public Information Officer at the City to also have responsibilities for civic engagement, in addition to the more traditional PIO-related responsibilities. These additional responsibilities include developing strategies and programs to increase citizen participation and trust in local government, and promoting community understanding of civic issues.

Scott served as Mercy Media Relations Manager for St. John’s Health System, where she was responsible for media and public communication for Mercy’s north central region. Scott has served St. John’s Health System in similar public relations roles since 1993. She holds a bachelor’s degree in Communications from Drury University. She is married and has one daughter. Both she and her husband are Springfield natives.

“I am excited for the opportunity to communicate the City’s vision for the future, encourage community involvement, and hopefully, further open dialogue in ways that help make our great City even better,” Cora said. “I truly believe this community is the best place to live, work, and play.”

For more information on managing your individual departmental sites, go to CityShare / Training / Computer Training / Training Documents / COS SharePoint 2010 or contact the helpdesk to schedule time at Lynda.com for free online training.

Microsoft Office 2007 class schedule

Classes are in L46, Busch Municipal Building.
All classes are one day and begin at 8:15 a.m.

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(Tuesday following Presidents’ Day when the office is closed.)

Contact Judy Stangl at jsangl@springfieldmo.gov with your requested date.
You will receive an e-mail acknowledgement. (Limit of nine per class.)

Hints from the Help Desk

Sharepoint 2010:
The new 2010 version of Sharepoint is now in place. It has many improvements over the legacy version, including the new ribbon for tabular reporting and inline editing. This new cleaner look gives a better user experience.

Additional City Govt. information is available on our website at: www.springfieldmo.gov and videos may be seen on CityView on the web or Mediacom cable and AT&T Uverse.

SCENE Deadline
Feb. 3, 2012
Please direct your submissions to the Department of Public Information. Submissions and ads via e-mail are preferred: thescene@springfieldmo.gov.
Fire Capt. Chris Koester and other firefighters crawled on their hands and knees to rescue residents of the Missouri Hotel homeless shelter during a fire that broke out at 2:18 a.m. Jan. 20. Fire Chief David Hall said the incident could have had a drastically different outcome if it weren’t for the preparedness and professionalism of the units responding. All 185 residents, which included 129 adults and 56 children, made it safely out of the four-story, 85-year-old building. Five firefighters and three residents were treated and released from St. John’s early that day.

A seven-day-old baby was also rescued, and at least one family was awakened by firefighters responding. Residents expressed thanks to the firefighters in media accounts following the incident.

City Manager Greg Burris pulled together an incident command at the Busch Building with representatives from various City departments and community agencies to develop an immediate plan to meet the short-term and long-term needs of the residents.

Two rooms on the second floor of the four-story building and hallway were completely destroyed by the blaze. There is smoke and water damage throughout the building. Hotel executive director Rorie Oregeron said it could take anywhere from a few weeks to a few months before residents will be able to safely return to the homeless shelter.

Office of Emergency Management led further response efforts and several City departments, including Public Works, Building Development Services and City Utilities transporation division, continued to assist with follow-up efforts.

“In times like this, our community comes together in impressive ways to support those in need,” said City Manager Greg Burris. “We ask the citizens at this time to think about what we would need if they woke up in the middle of night and were forced to leave their homes. That’s what is needed.”

Officials agree the most helpful response comes in the form of cash donations, although formula and diapers top the list of immediate needs. Those wishing to donate can call The Kitchen at 857-1500 or donate online at www.thekitchen.org.

Firefighters crawl through Missouri Hotel to save lives

Thank you to all City employees

As we move into this new year, I want to take a moment to say – “thank you” and “congratulations.” I say “thank you” because of all the good work you invested in 2011 to make Springfield an even better place to live, work, and play. I say “congratulations” because of all the things we accomplished as a team in 2011.

Here are just a few highlights:

• We responded to the Joplin tornado disaster. In fact, Springfield was the “tip of the spear” in the response. We were Joplin’s first call, and our Emergency Management and Fire Department crews were the first to arrive in Joplin shortly after the tornado hit. Ryan Nicholls and his staff played a key role in coordinating the response within Joplin, and many of our departments participated in the recovery, clean-up, and security response.

• Through the first half of our fiscal year (July 2011 - June 2012), our sales tax revenues were higher than last year at this time and no additional budget cuts have been necessary thus far this fiscal year.

• The Citizens’ Sales Tax Oversight Committee (CSTOC) gave another “clean” report to City Council, indicating that the City is handling and investing the various sales tax revenues appropriately. These “clean” reports help toward building more trust with our citizens . . . and trust is everything.

• The Police-Fire Pension Fund continues to make progress toward being funded, thanks to the %cent sales tax revenues and positive investment returns.

• Moody’s upgraded our bond rating in the midst of the worst recession in 50 years. In their report, Moody’s noted Springfield’s increasing sales tax revenues, lower unemployment rate (compared to state and national levels), “responsive approach to budgeting,” prior budget cuts, and increasing reserves.

• The Springfield-Branson National Airport received an Airport Safety Enhancement Award from the Federal Aviation Administration for having a perfect score for three consecutive years during the FAA’s annual safety compliance inspection.

• The City purchased the vacant Expo Center lot back from Hammons Hotels for $1.

• We formed and staffed a citizen-based Wastewater Improvements Task Force that evaluated our existing wastewater system and developed a plan to prepare for additional requirements anticipated from EPA and MDNR.

• We received another “clean” financial audit from KPMG, our external auditors.

• The Springfield Fire Department named 2011 the “Year of the Smoke Alarm” and annihilated their goal of installing 1,100 smoke alarms during the year by actually installing 1,499 smoke alarms, 57 “hearing impaired” smoke alarms, and 2,190 batteries in smoke alarms in homes and other residences within the city.

• We developed the Fiscal Year 2012 budget and again were able to develop a balanced budget without borrowing money, without relying on one-time funds, and without raiding our reserves. Not every city can say that. We were also able to reinstate merit steps in the FY12 budget.

• We continue to make progress wrapping up the community strategic planning process. The new plan, FieldGuide 2030, will be available for City Council’s review soon.

• The “Collaborative Community Development” initiative was kicked off to make the City more business and development friendly. A significant amount of work has been invested by Planning and Development, Building Development Services, and Public Works, under the leadership of Fred Marty. This group, working with IS, also recently announced that Springfield will be the first city in Missouri to move to electronic plan reviews. Chris Straw, Director of BDS, was recently awarded the “President’s Award” from the Home Builders Association.

• The Finance Department gave a series of “Finance 101” workshops and posted a video on the web to help every employee learn more about the City’s

See THANK YOU on page 8.
**MILESTONES**

**Service Anniversaries**

**35 years**
- Glenda Hudson
  Financial Analyst
  Finance - 02/09/77

**15 years**
- Linda Williams
  Senior Executive Secretary
  Human Resources - 02/13/97

**10 years**
- Holly Bingham
  Parks Caretaker
  Parks - 02/09/02
- Tracy Campbell
  Zoo Keeper
  Parks - 02/10/02
- Robert Leazer
  Sewer Cleaning
  Working Leader
  Environmental Services - 02/10/02
- Benjamin Kellner
  Parks Supervisor
  Parks - 02/19/02
- John Langley
  Equipment Technician
  Public Works - 02/23/02
- Robert Uckele
  Concession Supervisor
  Parks - 02/25/02

**5 years**
- Keith Ball
  Equipment Operator II
  Public Works - 02/05/07
- Dennis Bright
  Equipment Operator II
  Environmental Services - 02/05/07

**Welcome**

- Evelyn McCullough
  Workforce Development Specialist - Workforce Development
- Connie Wells
  Community Recreation Specialist - Parks
- Joseph Seastrom
  Maintenance Worker - Public Works
- Thomas Moore
  Superintendent of Special Facilities

**Promotions**

- Allen Criger
  Workforce Development Specialist - Workforce Development
- James Morehouse
  Utility Worker - Airport
- Jeffrey Owings
  Truck Company Captain - Fire
- Jason Wells
  Fire Equipment Operator - Fire
- Veronica Zeigler
  Crime Research Analyst - Police

**Hartman from page 1.**

Services Section, Special Response Team, Narcotics Investigations, and Gang Task Force. For the past four years Major Hartman has served as the Uniform Operations Division Commander and also served as the Interim Chief of Police; responsible for all Police Department Operations.

Hartman holds a Bachelor of Science degree in Criminal Justice from Drury University. He is also a graduate of the FBI National Academy and the Northwestern University School of Police Staff and Command in 2001.

Hartman has instructed on a National and International level for organizations such as the International Association of Chiefs of Police (IACP), Police Executive Research Forum (PERF), and the Department of Justice. His instructional areas of expertise include Less Lethal Force Options, Critical Incident Management, Civil Disorder Management, and Contemporary Patrol Administration. He has conducted classes throughout the United States and numerous foreign countries.

Hartman thanked his wife and three children, officers of all rank, support staff and the citizens of Springfield. “We are blessed in this community to have great citizen support. People have been asking me what I’ll miss. I’ll miss all of you, the daily law enforcement brotherhood, the positive interaction with the citizens, and the challenges of the job.”

**The City MARKETPLACE**

**FOR SALE**

One Groupon ticket to Adventure Ziplines in Branson. adventureziplinesofbranson.com $29, valid through March 1 ($60 is their regular price) Call 868-7716, and ask for Chris.

HOUSE FOR RENT - Cute 3BR 2BA, 2 garage house, 1250 s.f. 20 years old in established neighborhood. Excellent condition with new carpet and paint. West Springfield in Willard School District. Washer/Dryer provided. $750/mo. Call 849-9906

For sale: 2 toddler beds. One is a Princess Sleigh bed with mattress in excellent shape $75.00 and the second is a Car bed with mattress in great shape for $40.00. Both beds come with sheets too. Please call Cindy at 818-6296. Pictures are in the Lunchroom of the Busch Building.

Homemade Goats Milk Soap makes a great gift! Made with essential oils especially for moisturizing and skin care. Contact Steve Brawn at 299-0556 AFTER 5 p.m. daily, or visit www.stegsfarm.com to view and order.

**DISCOUNTS**

Check CityShare for City employee discounts to area businesses. Need a great cup of coffee or a pastry to get you through the day? Visit the two new coffee shops across from Government Plaza at the Hub or at Fog City Coffee. See CityShare for details.

**SERVICES**

Do you love candles? Check out www.417scents.com for Wickless Candles by Scentsy, which are a safe, wickless alternative to scented candles. Great gift ideas for holidays, birthdays, and anniversaries. Contact David or Anita Climer at 831-9194 or 858-8710 for more details.

Next Level Sport Karate - 1317 W. Sunshine, Springfield. Offering classes in Tae Kwon Do, Hapkido, and Zumba Fitness. 496-6058 or online at nextlevelsportkarate.com.
### FEBRUARY BIRTHDAYS

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### Important Dates

- **Feb. 12** – Lincoln’s Birthday
- **Feb. 14** – Valentine’s Day
- **Feb. 20** – City Offices are Closed in observance of Presidents’ Day
- **Feb. 21** – Police/Fire retirees meeting, 6:30 pm, Heritage Cafeteria
- **Feb. 22** – Washington’s Birthday

### Abbreviations

- 911 Emergency Comm.
- AIR Airport
- ART Art Museum
- BDS Building Dev.
- CC City Clerk
- CM City Manager
- EM Emergency Mgt.
- ES Environmental Ser.
- FN Finance
- FR Fire
- HL Health
- HR Human Resources
- IS Info. Systems
- LAW Law
- MC Municipal Court
- OG Ozark Greenways
- PRK Parks
- PDV Planning & Dev.
- DPI Public Information
- POL Police
- PW Public Works
- WD Workforce Dev.
Resources available to help tobacco users quit the habit

This time of the year many of us are thinking about charting a healthier course for our lives in 2012 and beyond. A truly healthy lifestyle doesn’t turn on just one decision or action. The types of food we eat, the amount of exercise we get and our mental well-being all play a part.

However, one choice can make a significant impact: quitting tobacco use. If you are a tobacco user, quitting is likely the single most important step to positively impact your health. Quitting can add years to your life and will boost your quality of life during those years. Quitting isn’t easy. Tobacco users should remember that there are many ways to approach quitting, and each person needs to find the best route for them. Here are a few general tips and resources from the Health Department and the American Lung Association for those looking to break the habit.

- Talk to your doctor or healthcare provider. Healthcare professionals are more than willing to talk to you about quitting, and are familiar with various types of treatments and over-the-counter and prescription medications to help you quit.
- Contact the Springfield-Greene County Health Department for information. Public Health Nurse Karen James, RN, leads the “Freedom From Smoking” program and may be reached at 869-1687. The Health Department offers the seven-week course at regular intervals throughout the year. These classes are offered according to demand, so those who are interested should call to find out more.
- Take time to plan. Pick your quit date a few weeks ahead of time and mark it on the calendar. If you can, pick a day when life’s extra stresses are not at their peak, such as after the holidays. Mark a day on the calendar and stick to it. As your quit day approaches, gather the medications and tools you need and map out how you are going to handle the situations that make you want to smoke.
- Get some exercise. If nothing else, go for regular walks. It’s a great way to reduce the stress of quitting. Exercise is proven to not only combat weight gain, but also to improve mood and energy levels. Plus, if you’re looking to lead a healthier lifestyle, exercise will be key to that goal.
- Eat a balanced diet, drink lots of water and get plenty of sleep.
- You don’t have to quit alone. Help is available online and in your community. Anyone who quits will need support from family, friends and co-workers.
- More information is available from the American Lung Association at www.lung.org/stop-smoking or by calling 1-800-LUNG-USA (1-800-586-4872). Free self-help and telephone counseling sessions are available by phone from the Missouri Tobacco Quit Line at 1-800-784-8669.

In April 2011, Springfield took a step forward in smoking prevention when voters passed a comprehensive indoor smoking ban. Springfield joined other Missouri cities such as Jefferson City, Columbia, Kansas City, and St. Louis in instituting a comprehensive smoking ban.

Environmental factors such as this can help those who want to quit or who have considered doing so.

Missouri’s smoking and tobacco use rates are among the highest in the nation. According to the Missouri Department of Health and Senior Services, the adult statewide smoking rate in 2010 was approximately 21 percent – or about one out of every five people. That puts Missouri in 11th place out of 50 states. The smoking rate among high school students is about 18 percent, and when smokeless tobacco use is included, the use rate among Missouri kids jumps to about 27 percent.

Park Board Names Public Information Administrator

The Springfield-Greene County Park Board has named Jenny Fillmer Edwards as its new Public Information Administrator, starting Jan. 23, 2012. Edwards served as PIO for Greene County, Mo. She will replace Bob Nelson, who served eight years with the Park Board before accepting a position with Scottrade Corporation in September.

“We’re thrilled that Jenny will be joining our Springfield-Greene County Park Board team here,” said Bob Belote, Interim Director of Parks. “The park system here means a great deal to this community and with its 100-year anniversary just around the corner, having someone of Jenny’s caliber on board to help us further engage our patrons is truly essential.”

Edwards has worked for Greene County for more than five years, managing communications for the Greene County Commission and coordinating public information for the Springfield-Greene County Office of Emergency Management. Prior to that, she was a reporter with the Springfield News-Leader and KSMU-FM. She holds a Bachelor of Science degree in Mass Media from Missouri State University and is a proud Parkview High School alumna and a Springfield native.

“One of the nicest things about living in Springfield and Greene County is our park system,” said Edwards. “Playgrounds, sports facilities, greenways, pools – these are things that enhance our quality of life, not to mention promote economic growth and a sense of community. The Park Board has a great story to tell and I’m very excited to help share it.”
Helton earns Management certification

Rickey Helton, accounting clerk with the Health Department, has earned the Organizational Management specialty certification from the International Association of Administrative Professionals. The skills tested in this certification include organizational planning, advanced communication, advanced administration and team skills. Earlier this year, Helton earned the Certified Administrative Professional designation from the IAAP. Only those who have earned the CAP designation are eligible to then earn the Organizational Management specialty certification. Helton is one of just a handful of City employees who are Certified Administrative Professionals, and part of an even shorter list of those who have earned the OM certification.

January sales tax up

The City of Springfield’s January 2012 one-percent sales tax check from the Missouri Department of Revenue is up 5.48 percent compared to January 2011. Revenue collected totaled $5,278,410 compared to $5,108,002 in January 2011.

Year to date, sales tax revenue for Fiscal Year 2011-2012 is 9.57 percent above the previous year. Year to date collections total $23,160,792 compared to $21,217,542 last year — a difference of $2,023,250.
THANK YOU from page 3.

finances and budget process. These presentations were very well received.

• The Springfield Police Department rolled out a new neighborhood watch program, one that is unique within the country.

• 24/7 Wall Street ranked Springfield as #3 in the country in job growth.

• Fourth Economy Consulting ranked Greene County #5 in the country based on their “fourth economy” index, which includes factors such as investment, talent, sustainability, place, and diversity.

• Public Works won an award in 2010 from the Ozarks Chapter of International Traffic Engineers for the Diverging Diamond at National and James River Freeway. Public Works also won an award from the Missouri Chapter of the American Public Works Association for the Diverging Diamond at I-44 and Hwy 13.

• We kicked off the inaugural City Ambassadors Program (CAmP). The class is now almost halfway through their program, learning a lot, and having fun.

• We successfully split our traditional Public Works unit into two departments — Public Works and Environmental Services. The creation of a separate Environmental Services department indicates that the environment and sustainability are City priorities.

• We completed the design and began construction on the Regional Police-Fire Training Center at the South District Station on west Battlefield.

• The new Environmental Services department was “flush” with awards . . .

- Our Southwest Treatment Plant was awarded Plant of the Year in Missouri and earned a Platinum Award for five consecutive years without a permit violation.

- Our Northwest Treatment Plant earned a Gold Award for going a year without a permit violation.

- Randy Lyman was awarded the Golden Manhole Award and was inducted into the Golden Manhole Society.

• Public Works coordinated the design and construction of a new pedestrian bridge near Ed V. Williams Elementary, and Stacy Bergmann incorporated the students into the process by teaching them how bridge construction relates to math and science. He also allowed the students and teachers to name the bridge — Mustang Walkway — and probably encouraged and recruited a few future engineers along the way.

• Jaydean Miller won the 2011 Workforce Professional of the Year award by the Missouri Association of Workforce Development.

• Jonathan Gano was named Young Leader of the Year by the American Public Works Association.

• The Springfield-Greene County Park Board received the Distinguished Service Award from the Missouri State High School Activities Association.

• We adopted policies regarding the use of economic development incentives that will provide certainty to businesses interested in locating or expanding in Springfield.

• In our continuing effort to develop a more-diversified transportation system to better accommodate pedestrians and bicycles, we had a ribbon cutting for the first section of The Link, constructed 1.4 miles of greenway trail, marked 2.1 miles of bike lanes, and installed 30 public bike racks.

• Jason Finke was named Buyer of the Year — Large Entities by the Missouri Association of Public Purchasing.

• We were awarded a COPS grant that allowed us to hire five additional police officers.

• Planning & Development was awarded the 2011 Best Practice Award for Affordable Housing Design Guidelines from the U.S. Department of Housing and Urban Development.

• The new Transportation Management Center won the 2011 International Transportation Achievement Award for Facilities from the Institute of Transportation Engineers.

• The Springfield Police Department’s Child Victim Unit was awarded the 2011 Investigative Unit of the Year by the Missouri State Investigators Association.

There were even more accomplishments in 2011, and I’m sure I’m forgetting to include some big ones. As you can see from the list above, there is much to celebrate at the end of 2011, and you should feel good about what you accomplished.

Greg Burris
City Manager
City of Springfield

To: Assistant Director of Parks Miles Park

On behalf of the City of Jonesboro, let me say thank you so much for the fine hospitality we received during our trip and also the wonderful information you gave us concerning the Miracle Field you have in Springfield. I know you all are extremely proud to have such a program and as soon as we complete ours I would certainly like for you all to attend our inauguration of the Miracle Field for the City of Jonesboro. Thanks so much for lunch and your time and we wish you and your family a happy holiday season.

Sincerely,
Harold Perrin
Mayor of City of Jonesboro, AR
Med-Pay’s Employee Web Site  
“**My Med-Pay Data**”  
Provides On-line Access to  
Health Claim Explanation Of Benefits (EOB).

Med-Pay, the City of Springfield Health Plan’s third party administrator, provides on-line access to medical claims history via [www.Med-Pay.com](http://www.Med-Pay.com). You must first contact Med-Pay’s Customer Service to receive your log-in information. Once you have this information, click on the “Employee Login for On-Line EOBs” button in the top right corner of the home page.

Here are some features of Med-Pay’s web site:

- Access to your claims information is available on-line 24 hours a day and 7 days per week through the My Med-Pay Data link.

- Access to the past three years of claims history.

- Claims information for you and any family member who is covered under the Plan is accessed under your login and password. You will see the online Explanation of Benefits (EOBs) for any persons for which you would have received an EOB in the mail.

- Click and fill claim and accident questionnaire forms that can be submitted on-line.

- Printable forms that can be completed then mailed or faxed.

- Helpful Hints, Claims Filing Instructions, Frequently Asked Questions tools are available.

- Order a new ID card; change of address request; precertification; general inquiries, and other helpful tools.

Should you have problems with or questions about accessing your on-line claims information, you may call Med-Pay’s Customer Service department at 417-886-6886 or 800-777-9087.
With MyMercy, Mercy’s new online service, access to your doctor and your family’s health information is at your fingertips.

MyMercy enables you to:

• Schedule office visits
• Email questions directly to the doctor’s office
• Request prescription renewals
• Check lab results
• View and print immunization records and other medical history
• If your child is under 13, you can view their health information online, from anywhere, at any time
• If your child is 13 or older, he or she can grant you the ability to “Act For” them within MyMercy if they have signed up with their own account

What happens when my child turns 13?
Mercy has adopted guidelines for teen access based on legal requirements and practice guidelines established by leading clinical authorities. These guidelines give adolescent children the ability to discuss sensitive medical information directly with their doctor and also protect them in certain abuse situations. Legal guardians can always receive a copy of their children’s health records by completing a records release request at the doctor’s office.

As their legal guardian, you may “Act For” them once they grant you access to their account. For more information, go to www.mercy.net/mymercy/family.

Not a MyMercy registered user?
It’s easy to sign up. From your home computer, simply go to www.mymercy.net, click “Create Account,” then “Start.”

For help, please call MyMercy at 1-888-986-3729.