



September 16, 2005

Administrative Offices

5535 Delmar Boulevard
St. Louis, MO 63112
Tel. 314.879-6308
Fax. 314-879-6372

Lillian E. Courtney Health Center

1717 Biddle Street
St. Louis, MO 63106
Tel. 314.829.6100
Fax. 314.829.6198

Florence Hill Health Center

5541 Riverview Boulevard
St. Louis, MO 63120
Tel. 314.829.7000
Fax. 314.829.7096

Homer G. Phillips Health Center

2425 Whittier Street
St. Louis, MO 63113
Tel. 314.829.6000
Fax. 314.829.6098

Max C. Starkloff Health Center

2220 Lemp Avenue
St. Louis, MO 63104
Tel. 314.829.7100
Fax. 314.829.7198

Dear Patient,

Saint Louis ConnectCare is pleased to announce a decision that we believe will make the St. Louis region's health-care network stronger. Effective on or about October 24, 2005, Saint Louis ConnectCare's primary care clinics will be owned, operated, and managed by Grace Hill Neighborhood Health Center for Lillian E. Courtney and Max C. Starkloff. Myrtle Hilliard Davis Comprehensive Health Centers will own, operate, and manage Florence Hill and Homer G. Phillips.

This new healthcare delivery system will allow Saint Louis ConnectCare to focus on Specialty Clinics and the Urgent Care Center. We will continue to provide the specialized services you need, such as heart, orthopedics, dermatology, surgery, infectious diseases, neurology, eyes, lung, urology, women's health, kidney and ear, nose and throat. In addition, Saint Louis ConnectCare will continue to be your urgent care provider in cases when you cannot wait to see your primary doctor, but do not need the life-saving services of a hospital emergency room.

Attached you will find important information about your doctor and appointments, your medical records and your medicines. You also can expect to receive information soon from Grace Hill Neighborhood Health Centers and Myrtle Hilliard Davis Comprehensive Health Centers about their health center operations.

Our after-hours telephone service, Intellicare, remains available between 4:30 p.m. and 8 a.m. daily to provide answers about how to access the health centers during the next day's business hours if needed. Call 314-361-CARE (2273), and press 1.

We appreciate the trust you have placed in Saint Louis ConnectCare in providing health care to you and your family. Under the new ownership of Myrtle Hilliard Davis and Grace Hill Health Centers, we are confident that your primary care will continue to be in the best of hands. We look forward to continuing to serve you and your family when you have the need for specialty care or have urgent care needs when your doctor is not available.

If we can be of assistance to you, please contact us at 314-361-2273 between 8 a.m. and 4:30 p.m. We appreciate the opportunity to serve you.

Sincerely,

A handwritten signature in cursive script that reads 'Glendia Hatton'.

Glendia Hatton
President and Chief Executive Officer

Medical Affairs
Providers & Clinical
Affiliations
Questions & Answers
September 2005

1. After the transition, will I see my same doctor? Will I see the same doctors, nurses, clinical and support staff at the centers?

Patients will see many familiar faces. We expect a majority of the doctors, nurses, clinical and support staff to remain at the health centers. You will be receiving more detailed information from Grace Hill and Myrtle Hilliard Davis.

2. I currently receive care at the Delmar Specialty clinics; can I continue to use these services?

You may continue receiving your specialty treatment here at Delmar. Saint Louis ConnectCare will serve as the specialty provider for the healthcare network. In fact, with Grace Hill and Myrtle Hilliard Davis Centers now managing primary care services, Saint Louis ConnectCare will be able to expand its specialty care offerings for additional services such as Rheumatology and Endocrinology.

3. How do I make appointments after the transition takes place?

- If you have a primary care or specialty appointment already scheduled you should keep that appointment
- If you require a specialty service appointment the process will remain the same:
 - Your primary care physician will give you a referral to the specialty service;
 - To set up your appointment call ConnectCare's appointment line 314-879-6369.
- For a primary care appointment after Oct. 21,2005 you will need to contact:

For Patients of:
Lillian Courtney and Max C.
Starkloff

Contact:
Grace Hill Community Health
Centers' Appointment &
Transportation line:
314-421-4949

For Patients of:
Homer G. Phillips and Florence-
Hill

Contact:
Myrtle Hilliard Davis
Comprehensive Health Center's
Appointment line:
314-367-5820 xt 303

4. Will the Smiley Urgent Care Center (UCC) remain open?

Yes! The UCC will remain open treating episodic and acute medical problems, such as "minor lacerations, fractures, sore throats, ear infections, upper respiratory infections, and other "just don't feel good conditions," when your primary care physician is unavailable.

UCC hours will remain the same:

Monday through Friday	9 am – 7 pm
Saturday, Sunday and Holidays	8 am – 5 pm

Administrative Offices

5535 Delmar Boulevard
St. Louis, MO 63112
Tel. 314.879-6308
Fax. 314-879-6372

Lillian E. Courtney Health Center

1717 Biddle Street
St. Louis, MO 63106
Tel. 314.829.6100
Fax. 314.829.6198

Florence Hill Health Center

5541 Riverview Boulevard
St. Louis, MO 63120
Tel. 314.829.7000
Fax. 314.829.7096

Homer G. Phillips Health Center

2425 Whittier Street
St. Louis, MO 63113
Tel. 314.829.6000
Fax. 314.829.6098

Max C. Starkloff Health Center

2220 Lemp Avenue
St. Louis, MO 63104
Tel. 314.829.7100
Fax. 314.829.7198

Pharmacy
Affiliations
Questions & Answers
September 2005

1. **How do I get my prescriptions once St. Louis ConnectCare no longer operates the health centers?**
If it is a prescription from your Primary Care doctor at Courtney, Starkloff, Florence-Hill, or Homer G. Phillips, you will continue to obtain your prescription at those health centers. You will receive more detailed information about your pharmacy and prescriptions from Grace Hill Community Health Centers for Courtney and Starkloff and Myrtle Hilliard Davis Comprehensive Health Centers for Florence- Hill and Homer G. Phillips.
2. **How can I tell my new doctor what medications I am taking?**
Your medication list may be obtained by requesting a copy of your medication list when you pick up a refill at the health centers or you may call the Delmar pharmacy at 314-879-6208.
3. **Will the Pharmacy staff remain the same at the health centers?**
Patients will see many familiar faces. A majority of the pharmacy staff will continue working with Grace Hill Community Health Centers at Courtney and Starkloff and Myrtle Hilliard Davis Comprehensive Health Centers at Florence-Hill and Homer G. Phillips.
4. **What is the new pay status and fee structure?**
Grace Hill Community Health Centers and Myrtle Hilliard Davis Comprehensive Health Centers will send you information on their respective sliding fee structures.
5. **Will St. Louis ConnectCare Delmar Pharmacy remain open?**
Yes! St. Louis ConnectCare Delmar pharmacy will remain open and may be accessed in the following ways:
 - a. You are seen in the Urgent Care Center and the physician writes a prescription;
 - b. You are seen in a Specialty Clinic and the physician writes a prescription.
 - You may obtain a 3 day starter supply from the Delmar pharmacy; or
 - If the prescription is for an antibiotic you will receive the full prescription up to a 14 day supply;
 - c. *The Delmar pharmacy will operate as a retail pharmacy. Any written prescription may be filled for a fee.*

Medical Records
Affiliations
Questions & Answers
September 2005

1. What will happen to my Saint Louis ConnectCare Medical Records (including child immunization records)?

Grace Hill will own, operate, and manage Courtney and Starkloff and Myrtle Hilliard Davis will own, operate, and manage Florence-Hill and Homer G. Phillips. Should you need a copy of your medical records for care given between the years 2003 to 2005 you should contact the Medical Records department at that health center

2. How do I get a copy of my medical records (including child immunization records) if I was seen by a doctor prior to 2003?

If the last time you were seen at the health centers was prior to 2003, you can receive a copy of your medical records at Saint Louis ConnectCare, Medical Records Department at 5535 Delmar Blvd. You must fill out a release of information form and provide us with proper photo identification.

3. Will my doctor be able to request my medical records?

Yes. Your doctor can request your medical records at no charge. Once we receive a written request from your physician's office, we will send the information to that particular physician.

4. Is there a charge for this service if I request my own medical record?

Yes! You will be charged a copy-processing fee of \$17.05 and \$0.40 per page.

5. How long will it take for me to receive a copy of my medical records?

It will take us 5 to 7 working days to process a request and provide you with a copy of your medical records.

6. Can someone else pick up my medical records for me?

Under normal conditions no. However, if you are unable to come in person due to illness or hardship you may designate someone else to pick up your medical records under the following rules:

- a. You must obtain and fill out a release of information form. This form may be picked up at 5535 Delmar Blvd., Medical Records department;
- b. You must put in writing your approval and naming your designated representative. Both you and your representative must sign this letter;
- c. Your representative must have your picture ID and their picture ID for signature verification.