



# MERCY FLIGHTS

*Nonprofit mobile healthcare services*

## Mobile Integrated Healthcare (MIH)

The Mercy Flights Mobile Integrated Healthcare (MIH) program was founded in 2016 to increase health equity in Southern Oregon by providing healthcare access for all.

This unique program provides personalized healthcare in the convenience of a patient's home, delivered by a multi-disciplinary team with specialty training.

Our MIH team serves all of Jackson County and collaborates with healthcare allies and partners to devise effective ways to reach patients in need.





- 3 An alternate response to those who are experiencing behavioral health crises and non-emergency treatment**, reducing the need for a full multi-emergency service response, including police, fire, and ambulance.
- 4 Provides post-hospital care**, focusing on chronic disease management, education, and medication education and management.
- 5 Care coordination in a fragmented healthcare system** by acting as a liaison for all (patient, family, and care team).

## What is MIH?

The Mercy Flights Mobile Integrated Healthcare team is comprised of healthcare professionals including Community Paramedics, EMTs, and Community Health Workers (CHW) that use patient-centered, mobile resources in an out-of-hospital environment.

Our MIH team works diligently to direct patients to primary care, urgent care, mental health or substance abuse treatment centers to reduce unnecessary emergency (??? couldn't read this word) visits and hospitalizations.

## MIH Services in Jackson County

Our Mobile Integrated Healthcare Team provides a variety of services that are tailored to the patient's needs, including:

- 1 Quick response** to patient requests.
- 2 On-the-spot healthcare treatment** is provided at the convenience of the patient's home.

## Connect With Us

We value our partnership with local healthcare providers and are always looking for ways to streamline patient care and remove barriers to meet the healthcare needs of our community.

**Hours of Operation:** The Mercy Flights MIH team healthcare providers work Monday–Friday from 7 a.m.–7 p.m.

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