



Mercy Health Services and the Sisters of Mercy are committed to providing quality health care for patients and families in need of our services. Mercy supports and encourages patient feedback through a number of vehicles, including patient surveys, direct communication with Mercy's staff and Patient Relations Representatives, and online reviews of our doctors, Centers of Excellence and Community Physician Sites.

Patients may choose to write an online review and publically share their experience. The decision to write an online review is expressly the patient's choice. Mercy does not offer incentives for patients who write reviews, nor does writing a review in any way affect the care a patient receives at Mercy Medical Center or any of our Community Physician Sites.

Mercy encourages patients to write online reviews in accordance with the most current policies and recommendations set forth by Google. For example, Mercy provides appropriate links on its websites as well as "how-to" review cards, available to all patients in physician offices. Importantly, all Mercy patients have the opportunity to write an online review. In keeping with the updated Google Review Policy (published in 2018), it is Mercy Health Services' policy that employees of Mercy Health Services are not permitted to write Google reviews for our doctors or services. Finally, Mercy supports Google's stance on preventing and removing "fake" reviews, inappropriate or explicit reviews, and spam from review panels and business listings.

Mercy is committed to patient satisfaction and addressing patient concerns. Patients are encouraged to directly call Mercy's Patient Relations Representatives at 410-332-9242 to discuss an issue or complaint. This approach allows our team to address a concern on a personal level, protecting patient privacy and complying with regulatory standards.