

**Detach this card and keep it with you - ask your physician these questions if you're referred to a Limited Service Provider.**

Mail the card below today to begin receiving the latest news regarding your health care.

## I want to stay informed!

I'm concerned about the issues affecting the quality of my health care. Please send me updates on health care issues, and let me know what I can do to protect myself and my family.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State, ZIP: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

Missouri Hospital Association  
PO Box 60  
Jefferson City, MO 65102-0060

PRSR STD  
US POSTAGE  
PAID  
WESTERN  
LITHOGRAPH

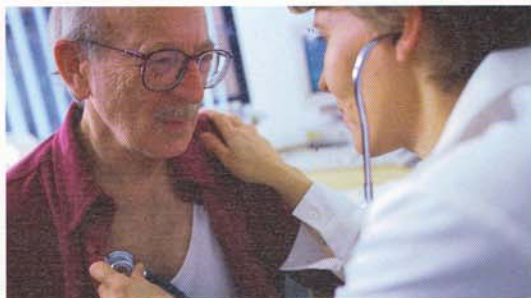
### When it comes to your health care, Missouri hospitals set the standard.

Hospital emergency rooms are always open to treat the sick and injured, regardless of their ability to pay. And your local hospital constantly strives to exceed federal and state requirements and improve the quality and safety of its services.

For more information, visit [www.myhealthcarematters.org](http://www.myhealthcarematters.org)

This mailing is not a sales solicitation. Missouri's hospitals want to share information with you about the safety of your care - we will not share your contact information with any other source, nor will you be contacted by any other source.

To get the latest information on issues regarding the safety of your care, return the attached postage-paid card today!



What You Don't Know  
**Could Hurt You...**

# ...That's why your hospital wants you to know some facts about the safety of your care.

## Not all Missouri health care providers are the same.

In today's health care marketplace, there are a lot of choices – not all of them are equal. When you need health care services, you may be treated in a physician's office, in a hospital or in an ambulatory center that provides limited services.

These ambulatory centers generally provide treatments involving surgery, full or partial sedation, or exposure to radiation or powerful magnetic fields. They offer limited services, and they have limited backup and support services.

That is why they're often called "Limited Service Providers" (LSPs).

## Hospitals are licensed and inspected annually by the state.

As a result, when you receive care in a hospital, you can be assured that you are receiving care in a facility dedicated to patient safety and quality improvement. More importantly, you can be assured that you are being treated in a facility that cares about you and your health care needs.

## Limited Service Providers are not inspected annually... and that could put your safety at risk.

You may be familiar with these Limited Service Providers. One of them may be located near you in an office park or a strip mall. While LSPs offer some of the same outpatient services as hospitals, they are generally not subject to the same oversight and regulation.

Imaging centers and other outpatient facilities such as radiation therapy centers do not undergo comprehensive licensing and inspection by the state.

While ambulatory surgical centers are licensed by the state, they are not held to the same level of accountability for patient safety and quality of care as hospitals.

## That lack of inspection and oversight is a potential threat to your safety.

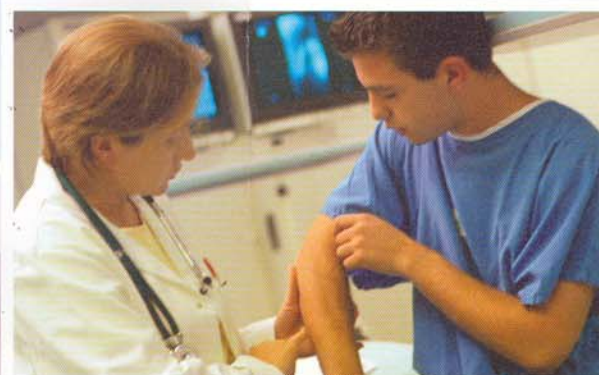
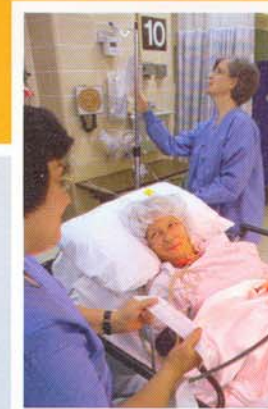
Many Missourians are concerned and have raised the following questions about LSPs:

- Has the center taken precautions to assure that the instruments used to treat you are sterile and safe?
- Are the employees adequately trained to assure your safety?
- Has the imaging equipment been properly maintained so that you are safe and properly diagnosed?
- Will you be transferred to a facility that can provide higher levels of care should something go wrong during your procedure?

Can every Limited Service Provider safely care for patients? Without proper oversight, it's impossible to know. That's why you need answers from your doctor if you are referred to an LSP.

## Stay informed. Protect the quality of your care today.

In the coming months, the Missouri legislature will take up several issues relating to the safety and quality of your medical care. By returning the attached card, Missouri's hospitals will keep you informed as the debate begins. We'll keep you on top of the issues and provide easy ways to contact us with questions. Keep the second card with you which has important questions to ask your physician if you're referred to an LSP.



Return this card today and get the most up-to-date information on the issues that affect your safety!

## If you're referred to a Limited Service Provider, ask your doctor these questions:

- Is this facility licensed by the state of Missouri?
- Does the state inspect this facility to ensure the highest standards of cleanliness and patient safety?
- How does this facility provide after-hours and weekend care if I suffer complications following a medical procedure?
- Is this medical facility affiliated with a local hospital or health system?
- Does your physician have a financial incentive to refer patients to this facility?

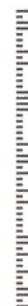
**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO 827 JEFFERSON CITY MO

POSTAGE WILL BE PAID BY ADDRESSEE

MISSOURI HOSPITAL ASSOCIATION  
PO BOX 60  
JEFFERSON CITY MO 65102-9914



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES