

# Our Journey Forward

*Your Path to Prime Healthcare*

February 28, 2025

## ***A new beginning!***

We are honored to officially welcome you to the Prime Healthcare family, starting Saturday, March 1, 2025. Building upon our legacy of transforming healthcare and preserving access to life-saving services, we are excited to continue setting the standard for excellence in patient care and service innovation together.

## **Next Steps:**

In the coming weeks, Prime executives and leaders will conduct site visits at each hospital to engage with associates and assess ongoing operations. During this period, Prime will be hosting town halls for leaders, physicians, and associates at each hospital location. Additional details regarding dates and times for these visits will be shared soon to ensure everyone's participation.

## **HR Update:**

**Exciting news!** Human Resources offices have been established at every hospital, and an HR Director will be available to assist you with any questions you may have during the transition.

**See page 2 for facility email directory.**

## **JBDev Express-Net Timekeeping System:**

All time clock systems will be turned on by **Friday, February 28**. Any associates that will be working a schedule shift tonight, **Friday, February 28, into Saturday March 1**, must clock out from Kronos timekeeping system at midnight and clock back in at midnight using the JBDev timekeeping system.

## **Illinois Hospitals IT Transition:**

The Information Technology Department is fully prepared to go live with the Epic EMR System at Resurrection Medical Center on **March 1** with the cutover process beginning on **Friday, February 28, at 10:00 p.m. and the official go-live occurring shortly after midnight.**

A welcome packet has also been provided to administration and end-users at all Prime Illinois facilities, including:

- [New Employee Orientation](#)
- [Service Level Agreement](#)
- [Lawson Command Center Support](#)
- [SharePoint FAQs](#)
- [Citrix Login Instructions](#)
- [Google Drive to OneDrive Migration](#)

Please share this information with all your contemporaries and department managers to ensure clear communication with their teams.

We encourage all end-users to utilize the command centers for assistance during this transition.

Thank you for your support in making this a smooth implementation.

**See pages 4 and 5 for a complete list of command centers.**

## **Hospital Websites and SharePoint/Intranet:**

The hospital websites and SharePoint page will officially launch on Saturday, March 1. The current hospital and medical group websites hosted by Ascension will be redirected to newly designed sites for each hospital.

SharePoint will function as Prime's intranet, featuring a range of engaging content, including hospital news, upcoming events, and employee recognition. Furthermore, it will be an important resource for accessing critical documents like HR forms, benefits information, and company policies and procedures.



# Prime Healthcare

*Saving hospitals. Saving jobs. Saving lives.*

**Important Dates and Reminders:**

**First Payroll Clerk**

Prime Illinois will be processing a one-time, semi-monthly payroll for hours worked between **March 1, 2025, and March 15, 2025**. The only semi-monthly pay date will be **March 21, 2025**. Starting with hours worked on **March 16, 2025**, Prime Illinois will be processing a bi-weekly payroll. The first bi-weekly pay date will be **April 4, 2025**.

**Questions regarding IT, HR, Benefits, or Employee Health**

IT issues, please refer to the support options:

- Submit at ticket at <https://servicenow.primehealthcare.com>
- Call the Helpdesk:
  - If you are in the hospitals, dial 8323
  - If you are calling from outside the hospital, dial 1-800-418-1828
- You can also scan QR code with your cell phone



**For Resurrection Medical Center Associates requiring EPIC Support:**

If you are calling from an outside phone, please dial 1-800-418-1828 or RMIL extension #3. Press #1 for EPIC support (**available 24/7**) or you can send an email to [help@primehealthcare.com](mailto:help@primehealthcare.com).

**Prime Benefits Related Questions:**

Reach out to [EHPbenefits.primehealthcare.com](mailto:EHPbenefits.primehealthcare.com)

**Pre-employment health screening process questions:**

Reach out to [IllinoisEH@primehealthcare.com](mailto:IllinoisEH@primehealthcare.com)

**Media Relations or Communications Questions:**

We believe in the importance of relationship-building in our diverse communities and within our hospitals, and welcome any media inquiries about our organization, services, and events. If you are contacted by a member of the media during this transition or during your time with Prime Healthcare, please contact a member of our Corporate Communications team:

**Mark Reece**, Corporate Communications  
 Email: [mreece@primehealthcare.com](mailto:mreece@primehealthcare.com)  
 Cell: 916-303-6440  
 Office: 775-770-7355

**Scott Barboza**, Corporate Communications  
 Email: [sbarboza1@primehealthcare.com](mailto:sbarboza1@primehealthcare.com)  
 Cell: 508-642-3404  
 Office: 909-750-8665

**HR Questions:** Can be directed to your local HR Department



● Facility HR .....	● Department Email
Holy Family Medical Center .....	<a href="mailto:HFIL-HR@primehealthcare.com">HFIL-HR@primehealthcare.com</a>
Home Care and Hospice, Senior Living .....	Contact the HR Dept. closest to you
Mercy Medical Center .....	<a href="mailto:MMIL-HR@primehealthcare.com">MMIL-HR@primehealthcare.com</a>
Prime Healthcare Illinois Medical Group .....	<a href="mailto:PHILMG-HR@primehealthcare.com">PHILMG-HR@primehealthcare.com</a>
Resurrection Medical Center .....	<a href="mailto:RMIL-HR@primehealthcare.com">RMIL-HR@primehealthcare.com</a>
Saint Francis Hospital .....	<a href="mailto:SFIL-HR@primehealthcare.com">SFIL-HR@primehealthcare.com</a>
Saint Joseph Hospital - Elgin .....	<a href="mailto:SJEIL-HR@primehealthcare.com">SJEIL-HR@primehealthcare.com</a>
Saint Joseph Medical Center - Joliet .....	<a href="mailto:SJJIL-HR@primehealthcare.com">SJJIL-HR@primehealthcare.com</a>
St. Mary's Hospital - Kankakee .....	<a href="mailto:SMKIL-HR@primehealthcare.com">SMKIL-HR@primehealthcare.com</a>
Saint Mary of Nazareth Hospital .....	<a href="mailto:SMNIL-HR@primehealthcare.com">SMNIL-HR@primehealthcare.com</a>

## Frequently Asked Questions (FAQ)

### **Will the hospitals continue their Catholic traditions and affiliations?**

Prime Healthcare has entered into a Catholicity agreement with the Archdiocese of Chicago, reaffirming its commitment to delivering quality care while nurturing patients' spirit, mind, and body. The hospitals will continue to uphold their Catholic identity, including traditions, chaplain services, and mission-driven care aligned with Catholic values

### **How will this acquisition impact the communities we serve?**

We will continue to provide high-quality, compassionate care while expanding resources and services to better serve the community. Prime Healthcare has committed **\$250 million** to invest in facility upgrades, capital improvements, substantial technology investments, and system upgrades. These investments will enhance the patient experience while maintaining beloved community programs, including charity care programs that ensure access to care for the most vulnerable. Since 2010, Prime Healthcare has provided over **\$14 billion** in programs, activities, and care to treat and promote health and healing in communities across the United States.

### **Does Prime Healthcare offer educational and career advancement opportunities?**

Yes. We support our valued associates to be the best they can be. Prime Healthcare offers formal training programs and other opportunities that foster professional growth and well-being. Prime Healthcare's Education Department is filled with subject matter experts in all areas to mentor, support, and empower our teams across the country to achieve their career goals while building confidence in their ability to provide quality care to our patients. Our academic partnerships and affiliations, award-winning online PrimE-Academy learning platform, CME allowances, and all of our education technology platforms are intended to provide our team members with the best in clinical and non-clinical resources for every style of learner.

<https://www.primehealthcare.com/welcome-to-the-prime-family/>



# ✦ How can I get support for my IT issues?

Place a ticket at  
<https://servicenow.primehealthcare.com>

Call the Helpdesk for support:  
Inside the hospital?  
*Dial 8323*

Calling from a phone outside?  
*Dial 1-800-418-1828*  
*RMIL Extension #3*  
*Dial #1 for EPIC (24/7 Support)*

Send an email to  
[help@primehealthcare.com](mailto:help@primehealthcare.com)

## Command Center

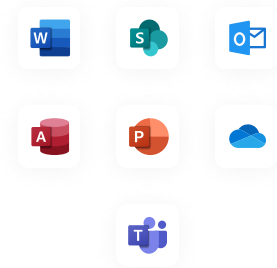
 Resurrection Medical Center  
7435 W Talcott Ave, Chicago, IL 60631

IT Support  
*1st Floor Main Building -*  
*Discharge Lounge Across from Administration*

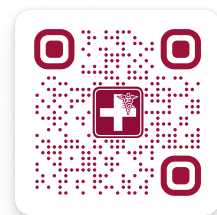
**Epic** Command Center  
*1st Floor Main Building -*  
*Marian Conference Center, Blessed Celine*  
02/28 8:00PM - 03/14 12:00PM - 24x7



## Microsoft Self Paced Training



<https://phitwiki.com/>



# ✦ How can I get support for my IT issues?

## Saint Mary (Chicago) - SMNIL

2233 W Division St, Chicago, IL 60622  
3rd Floor SMER Conference Room

## Saint Francis (Evanston) - SFIL

355 Ridge Ave Evanston, IL 60202  
1st Floor - Glass House (near Cafeteria)

## Saint Joseph (Elgin) - SJEIL

77 North Airlite St Elgin, IL 60123  
1st Floor - Saint Mary's Room

## Mercy (Aurora) - MMIL

1325 North Highland Ave Aurora, IL 60506  
Lower Level - Buckley Conference Room

## Saint Mary (Kankakee) - SMKIL

500 West Court St Kankakee, IL 60901  
Basement (in Education department) - Moisan Training Room

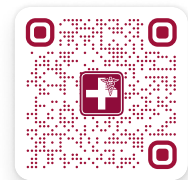
## Saint Joseph (Joliet) - SJJIL

333 Madison St Joliet, IL 60435  
Training room B located on 1st floor behind the coffee shop

## Holy Family (Des Plaines) - HFIL

100 North River Rd Des Plaines, IL 60016  
Lower-Level Main Building - Auditorium

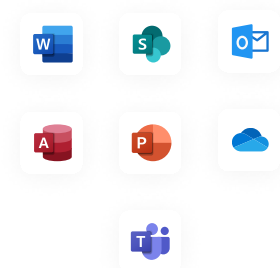
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