

Social Service

Licensed social workers provide support to you and your family. Our Social Service Department can provide referrals to a variety of community, public and private services and programs. Our social workers can refer you to services such as financial assistance, crisis intervention, mental health services, HIV testing and services, child or adult protective services, and substance abuse programs.

Should you require admission to an extended care facility following your stay at Mercy Medical Center, a team of specially trained social workers will assist you by arranging for admission and transfer to a subacute facility, nursing home, rehabilitation center or rest home.



The Role of Your Loved Ones

Mercy Medical Center considers your loved ones to be an integral part of your care team. Due to shorter stays, it is necessary for family members and/or friends to become involved in the treatment plan. Appointments may be arranged for meetings with the health care team as needed and your family's attendance and questions are welcome during any educational session.

So that they may be better prepared to assist you when you return home, loved ones are encouraged to become partners in your recovery process. They may actively participate in your care on the nursing unit, under the supervision of our nursing staff. Observing and participating in your care will provide useful practice in therapy techniques or treatment plans which may continue when you return home. In addition, they can help identify continuing care needs which will assist in preparing you to leave Mercy Medical Center.

Spiritual Care

Through the Spiritual Care Department, chaplains are available 24 hours a day to provide spiritual and emotional support to you and your family.

If you wish to speak with a chaplain, receive a sacrament, discuss a medical/ethical issue, enjoy music or videos for spiritual enrichment, spend time in prayer or spiritual reading, please contact the Spiritual Care Department at 413-748-9453 or ask your nurse to call a chaplain.

Mass is celebrated in the Mercy Medical Center chapel on the first floor, Monday through Friday at 11:45 a.m. and Saturday at 4 p.m. Patients and their visitors are invited to attend. All Masses are televised on Channel 6. Ecumenical services are provided seasonally.