

***Why were mammography services paused at Freeman’s Women’s Pavilion?***

Freeman Health System has temporarily paused mammography services at our Women’s Pavilion location in Joplin following a recent review by our accrediting body due to regulatory requirements, as part of our ongoing corrective actions from last year. We continue to work with the American College of Radiology (ACR) to gain clarification, address the findings, and become fully reinstated.

***Were patients affected or harmed?***

Although this outcome is extremely disappointing, we are working with the ACR to address their noted concerns. **No patients need to have their images redone**, we do not expect to have to undertake a patient notification process, and continuity of care is being maintained through scheduling existing appointments at the Freeman Neosho Hospital.

***Where can I go for my mammogram now?***

All patients are being redirected to Freeman Neosho Hospital, which remains fully certified to provide high-quality mammography services.

***Will my appointment be rescheduled?***

Yes. Our scheduling team is contacting affected patients to reschedule appointments at Freeman Neosho Hospital. If you have not yet been contacted, please call us at 417-347-7777.

***Is Freeman still committed to breast health services?***

Absolutely. Freeman Health System remains deeply committed to providing safe, accurate, and compassionate breast health services. We are actively working to restore certification and resume services at the Women’s Pavilion.

***Who can I contact with questions?***

We welcome any questions you may have. Please contact us at:

**417-347-8989 or [mammo@freemanhealth.com](mailto:mammo@freemanhealth.com)**