



FAQs: Mammography Services at Mercy Health – Tiffin Hospital and Mercy Health – Perrysburg Hospital

1. Why am I being contacted regarding my prior mammogram?

The Mammography Quality Standards Act of 1992 (MQSA) empowers the Food and Drug Administration (FDA) to make sure that all mammography facilities meet established quality standards. During a recent review of imaging studies from a random sample of mammogram patients at Mercy Health – Tiffin Hospital and at Mercy Health – Perrysburg Hospital, our accrediting body, the American College of Radiology (ACR), determined that some of the studies reviewed did not meet their clinical image quality requirements because of the patient's positioning at the time the images were taken. As a result, the FDA required Tiffin and Perrysburg Hospitals to notify by letter every patient who received their most recent mammogram at either facility over the prior 26-month period.

If you receive a letter from either Tiffin or Perrysburg Hospital, it does not necessarily mean that the results of your most recent mammogram are wrong. During each patient's mammogram, multiple images were taken (including three-dimensional imaging) and then reviewed by a qualified radiologist, who provided their professional clinical interpretation and impression (i.e., the results) of that study. Nevertheless, letters are being sent to all identified patients and their provider with more information and available options so that each patient can talk to their provider and decide the next step in that patient's best interests.

2. Why has Tiffin and Mercy Health – Perrysburg Hospital stopped performing mammography services?

As a result of the ACR's review of these randomly selected imaging studies at each facility, the FDA required Mercy Health – Tiffin Hospital and Mercy Health – Perrysburg Hospital to stop performing mammography. We are continuing to fully comply with this requirement.

Please be assured that patient safety and quality care remain our highest priorities, and both Tiffin and Perrysburg Hospitals have already taken many of the steps towards revitalizing and enhancing our processes, training, and communication so that we can return to providing high-quality mammography services in the future. We apologize sincerely for this disruption.

3. When will I receive a letter?

If you are an identified patient who received your most recent mammogram at either Mercy Health – Tiffin Hospital or Mercy Health – Perrysburg Hospital, you will receive your letter by certified mail from that facility. Per the FDA's strict approval and notification requirements, the letters to the identified patients of Tiffin Hospital were sent by certified mail between October 19 and October 21, 2025, and the letters to the identified patients of Perrysburg Hospital were sent by certified mail between October 22 and October 24, 2025.

4. What will my letter say?

If you receive a letter from either Mercy Health – Tiffin Hospital or Mercy Health – Perrysburg Hospital, your letter will provide you with additional information about why you are receiving the letter, what options are available to you, and who you can contact if you have questions.

5. Will my provider receive a letter?

Yes. If you are an identified patient of either Mercy Health – Tiffin Hospital or Mercy Health – Perrysburg Hospital, the provider who ordered your most recent mammogram will have received a similar letter from that facility.



6. Can I still schedule a mammogram at Mercy Health – Tiffin Hospital or Mercy Health – Perrysburg Hospital?

No. Mammography services have stopped at both facilities until further notice.

7. Can I still get a mammogram within the Mercy Health network?

Absolutely. Patients can schedule and receive their mammograms at any one of our many other Mercy Health network locations in the greater Northwest Ohio area, all of which continue to be MQSA-certified and ACR-accredited:

Facility	Phone Number	City
Mercy Health – St. Charles Hospital	(419) 696-7900	Oregon
Mercy Health – St. Luke’s Mammography	(419) 251-3993	Maumee
Mercy Health – St. Anne Women’s Center	(419) 407-1770	Toledo
Mercy Health – Willard Hospital	(419) 455-7870	Willard
Mercy Health – Defiance Hospital	(419) 783-3239	Defiance
Mercy Health – St. Rita’s Women’s Wellness Center	(419) 226-4500	Lima
Mercy Health – Mobile Mammography Van	(419) 696-7900	Various
Mercy Health-St. Rita's Mammography at Wapakoneta	(419) 941-1160	Wapakoneta
Mercy Health – Putnam Medical Center	(419) 226-9836	Glandorf
Mercy Health – Delphos Ambulatory Care Center	(419) 226-4500 x3	Delphos

Patients who receive a letter may also contact our devoted mammography call line at **(419) 455-7040** for personal assistance scheduling your mammogram.

8. Will my prior mammogram results still be accessible?

Yes. All prior mammography records and imaging are securely maintained and accessible. These can be readily accessed by our other Mercy Health mammography locations or be transferred to an external provider upon request.

9. What if my provider has retired, or I have recently switched providers?

For further guidance and to provide your updated provider information, please contact our devoted mammography call line at (419) 455-7040 or email us at MammographyCallCenter@mercy.com.

We understand the urgency of your questions. To help us serve you efficiently, we request that you leave only one message. Our local clinical staff is committed to returning your call or replying to your message promptly.

10. How will this impact my upcoming appointments?

If you have an upcoming mammography appointment at Mercy Health – Tiffin Hospital or Mercy Health – Perrysburg Hospital, our team will be contacting you and offering to reschedule your mammogram at one of our many other Mercy Health mammography locations, all of which continue to be MQSA-certified and ACR-accredited.



11. Will Tiffin and Perrysburg Hospitals resume mammography in the future?

Yes. Both Mercy Health – Tiffin Hospital and Mercy Health – Perrysburg Hospital are planning to do so. To that end, both facilities are actively working with our accrediting bodies and have already taken many of the steps towards revitalizing and enhancing their processes, training, and communication.

We apologize sincerely for this disruption, and we will provide more information about the resumption of mammography at these facilities as soon as we can.

12. Does this affect my other care at Mercy Health – Tiffin Hospital or Mercy Health – Perrysburg Hospital?

No. This matter was isolated to mammography services only. All other services at Tiffin and Perrysburg Hospitals, including other imaging services, remain unaffected.

13. Who can I contact if I have other questions or concerns?

If you have questions about whether you should have your most recent mammogram reviewed or if a repeat mammogram is right for you, please talk with your preferred health care provider.

If you or your provider would like further information or assistance from Mercy Health, please contact our devoted call line at **(419) 455-7040**. You can also email us at MammographyCallCenter@mercy.com.

We understand the urgency of your questions. To help us serve you efficiently, we kindly request that you leave only one message. Our local clinical staff is committed to returning your call or replying to your message promptly.

