Welcome... CARING, FOR YOUR LIFE

Austin Medical Center
Mayo Health System
Healthcare Providers

Austin Medical Center
1000 First Drive N.W.
Austin, MN 55912
507-433-7351
888-609-4065
(see appointment information on page 3)

Austin Eye Clinic
510 Second St. N.W.
Austin, MN 55912
507-433-1884

Adams Clinic
908 W. Main St.
Adams, MN 55909
507-582-3547

Behavioral Healthcare
101 14th St. N.W.
Austin, MN 55912
507-433-7389 or
24 hour: 800-422-1295

Blooming Prairie Clinic
405 E. Main St.
Blooming Prairie, MN 55917
507-583-7225

Grand Meadow Clinic
113 Main St. N.
Grand Meadow, MN 55936
507-754-5245

Home Healthcare/Hospice
408 Fourth Ave. N.W.
Austin, MN 55912
507-434-1415

LeRoy Clinic
671 E. Main St.
LeRoy, MN 55951
507-324-5305
Welcome to
AUSTIN MEDICAL CENTER

Austin Medical Center is a comprehensive medical facility offering a full range of outpatient and inpatient services in Austin and four regional locations. The medical center emphasizes primary and secondary care, including surgery, physical and occupational therapy, emergency medicine, home healthcare, hospice, behavioral health, chemical dependency services and ophthalmology.

At Austin Medical Center, we have a dedicated team of approximately 60 primary and secondary care physicians and 800 staff and volunteers whose dedication, expertise and community involvement ensure that residents in the communities we serve have access to the highest quality healthcare services available.

We are committed to meeting your healthcare needs. We want to help keep you well by providing you with information, resources, education and access to convenient preventive healthcare services. But, when you do get sick or have an emergency, we are here seven days a week, 365 days a year.
**Hours of Operation**

**Clinic**  
*Monday through Friday*  
8 a.m. to 5 p.m.

**Hospital**  
24 hours  
*Visiting hours are*  
8 a.m. to 8 p.m.

**Austin Eye Clinic**  
*Monday through Friday*  
8 a.m. to 5 p.m.

**Adams Clinic**  
*Monday through Friday*  
9 a.m. to 4:30 p.m.

**Behavioral Healthcare**  
*(Austin Medical Center West Building)*  
*Monday through Friday*  
8 a.m. to 5 p.m.

**Blooming Prairie Clinic**  
*Monday through Friday*  
8:30 a.m. to 5 p.m.

**Grand Meadow Clinic**  
*Monday through Friday*  
9 a.m. to 4:30 p.m.

**LeRoy Clinic**  
*Monday through Thursday*  
8 a.m. to 4 p.m.  
*Friday*  
8 a.m. to 2 p.m.

*See inside front cover for phone numbers and addresses.*
Austin Medical Center appointments can be scheduled during office hours by calling:

- **Desk A**  507-434-7705
- **Desk B**  507-433-8758
- **Desk III**  507-437-6919
- **Toll Free**  888-609-4065
- **Cardiology**  507-434-1262
- **Dermatology**  507-433-9088
- **Ear/Nose/Throat & Hearing Aids**  507-433-9088
- **Orthopedics**  507-437-7654
- **Specialty Clinic**  507-434-1453

Appointments can be scheduled at all other regional locations by calling their direct number (listed on inside front cover).

- The best time to call for an appointment is during the mid-morning or mid-afternoon.
- Please specify the nature of your health concern so we can schedule the appropriate amount of time for your appointment.
- Have paper and a pen handy to write down your appointment date and time as well as any other instructions we may give you.
- If you are unable to keep your appointment, please cancel it at least 24 hours in advance so your appointment time can be given to another patient.
Urgent care includes problems such as a possible ear infection or strep throat.

Emergency care includes serious situations such as broken bones or a possible heart attack.

Emergency care is available at all times. If you are uncertain as to whether you or a family member should be treated at the clinic or at the hospital, call 507-433-7351 or 888-609-4065.

If you have urgent healthcare needs, please call ahead whenever possible. Patients will be seen on a first come, first serve basis except when critical cases require immediate attention.

On evenings and weekends, call Austin Medical Center at 507-433-7351 or 888-609-4065. Ask to speak to the nurse in charge.
Austin Medical Center has a dedicated staff of physicians, certified nurse midwives, physician assistants and nurse practitioners who provide primary and some secondary care for you and your family in the following areas:

- Behavioral Health
- Cardiology
- Chemical Dependency
- Dermatology
- Family Medicine
- General Surgery
- Home Health Care/Hospice
- Internal Medicine
- Massage Therapy
- Neurology
- Obstetrics/Gynecology
- Ophthalmology
- Orthopedics
- Pathology
- Pediatrics
- Podiatry
- Psychiatry
- Rehabilitation Services (physical, occupational and speech/language therapy)
- Urology
- Allergy (adult and pediatric)
- Audiology
- Ear, Nose and Throat
- Endocrinology
- Oncology
- Rheumatology

In addition, visiting specialists from Mayo Clinic provide care for patients at Austin Medical Center’s specialty clinic in the following areas:

St. Olaf Pharmacy
Austin Medical Center has an on-site pharmacy located across from the Gift/Coffee Shop on the main floor. To get a prescription filled at the St.Olaf Pharmacy, either stop in or call 507-434-1422. Free daily at-home prescription delivery service is available Monday-Saturday.
To make your office visit as convenient, efficient and helpful to you as possible, we offer the following tips:

Please bring the following items with you:
- Medications you are taking
- Your insurance and/or Medicare or Medicaid ID cards
- Completed information form you received prior to your appointment (if applicable)

Tips for a successful clinic visit:
- Please check in at the appropriate registration desk where your healthcare provider is located. It’s a good idea to arrive a few minutes early if possible.
- Please let the receptionist know of any changes in address, telephone number, insurance coverage, marital status, etc., that might have occurred since your last visit.
- If your physician or nurse asks to see you at a later date for a follow-up visit or lab work, please make arrangements for that appointment as directed before your departure.
Insurance and Payment Options

Insurance
If you have insurance, Austin Medical Center will file an insurance claim on your behalf directly to your insurance company. Please provide our cashier with:

- Insurer name and address
- Appropriate policy numbers or Medicare numbers

Questions about insurance can be directed to our Customer Service Department at 507-433-8848 during regular business hours.

Payment options
You can make payment arrangements with Austin Medical Center during your first visit.

Payment is requested at the time of service and can be made in:

- Cash
- Check
- Major credit card
  (MasterCard, Visa or Discover)

If you have any questions or foresee difficulty in making timely payments, please call Patient Accounts at 507-437-8192 or 507-437-7410.
Hospitalization

If you need to be hospitalized for medical or surgical treatment, your primary physician will make arrangements for your hospital admission. Your physician also will give you any pre-admission instructions you might need and will be involved in your hospital and follow-up care.

Payment for Hospitalization
Austin Medical Center, Adams Clinic, Blooming Prairie Clinic, Grand Meadow Clinic, LeRoy Clinic and Austin Eye Clinic are the same business organization. You will receive one bill for services provided, which will include charges for any medical care administered during your hospital stay. A billing statement will follow for payment.

Referrals to Mayo Clinic
Patients who choose to go to Mayo Clinic for more specialized healthcare will find they have smooth access to care, due in part to Austin Medical Center’s affiliation with Mayo Clinic. Your primary physician or specialist will help you obtain a referral.
Your medical records — including lab tests and X-rays — are readily available to Mayo Clinic physicians. The smooth transfer process of medical records prevents duplication of services and saves costs for Austin Medical Center patients.

You might receive registration material from Mayo Clinic via mail. Please complete and send that information to Mayo Clinic in order to save time during your Rochester visit.

Once your specialized care is completed at Mayo Clinic, your Austin Medical Center physician will continue your regular care.

Referrals to Other Hospitals or Specialized Centers
You have the option to receive inpatient care at hospitals other than Austin Medical Center or seek services at medical centers, clinics and healthcare providers other than Mayo Clinic. Your specialist or primary physician can explore those options with you. Once your hospital care is completed and you return home, your regular physician is available to provide follow-up care.
Mayo Health System

Mayo Health System is a family of clinics, hospitals and other healthcare facilities serving 60 communities across Minnesota, Iowa and Wisconsin that provides patients with convenient, local access to high-quality healthcare services.

By working together, sharing resources and knowledge; and implementing new programs, services and technology; Mayo Health System and Mayo Clinic meet the highest standards for medical care and health improvement.

For people in Minnesota, Iowa and Wisconsin, Mayo Health System means quality healthcare close to home.