“The best interest of the patient is the only interest to be considered...”

Dr. William J. Mayo
To our Mayo Clinic Hospital Patients and Families:

Thank you for placing your trust in us. Our team of health care professionals is committed to working together on your behalf to provide you outstanding medical care, skilled and compassionate nursing care and a supportive environment. We strive to make your stay at Mayo Clinic Hospital as comfortable as possible.

This guide is intended to answer some of your questions about what to expect during your time as a patient. If you have other questions about your care, the services you receive or the hospital in general, please contact any hospital staff member. All of us – staff and volunteers – are ready to help. You may dial ‘0’ at any time and the hospital operator will direct your call.

Sincerely,

Wyatt W. Decker, M.D.
Chief Executive Officer
Mayo Clinic in Arizona
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Mayo Clinic developed gradually from the family medical practice of Dr. William Worrall Mayo and his sons, Dr. William James Mayo and Dr. Charles Horace Mayo. The elder Dr. Mayo moved to Rochester, Minnesota, in 1863 to practice medicine. His sons shared their father’s pioneering zest and passion for medicine. They began a family group practice, which evolved into the world’s first private, integrated group practice. Working as a team, they diagnosed patients and determined treatments. As the demand for their services increased, the Mayo family invited other physicians to join their practice.

The pioneering venture in the private group practice of medicine became known in the early 1900s as Mayo Clinic. This name today describes an organization of more than 1,500 physicians and scientists working together as a team for the advancement of medical care, education and research. Mayo Clinic is an integrated medical practice with clinics and hospitals in Minnesota, Florida and Arizona.
Mayo Clinic Facilities in the Valley

Since opening in Scottsdale in 1987, Mayo Clinic has evolved into an integrated multi-campus system that includes:

Scottsdale Campus:
Mayo Clinic Building
Samuel C. Johnson Research Building
Mayo Clinic Collaborative Research Building

Phoenix Campus:
Mayo Clinic Hospital
Mayo Clinic Specialty Building

Mayo Clinic Family Medicine - Arrowhead
Mayo Clinic Family Medicine - Thunderbird

Mayo Clinic Building
The Mayo Clinic Building located at the foot of the McDowell Mountains in northeast Scottsdale, is a multi-specialty outpatient clinic. We use a team approach to health care in which physicians combine their skills for the benefit of each patient. Our physicians have expertise in 65 specialties and programs and they apply this expertise to the prevention of disease, maintenance of overall wellness and treatment of the most complicated medical and surgical problems.

For more information, please call 480-301-8000.

Mayo Clinic Hospital
Mayo Clinic Hospital is located in the high-growth corridor of northeast Phoenix and is the first hospital planned, designed and built by Mayo Clinic. It is designed to provide state-of-the-art inpatient medical care with maximum efficiency in a patient-and-visitor-friendly environment. The hospital provides inpatient care to support the 65 medical and surgical specialties and programs at Mayo Clinic. Because the hospital and emergency facilities are close to the Pima Freeway (Loop 101), they are easily accessible for local, national and international patients.

Mayo Clinic is dedicated to patient care of the highest quality, founded upon leading programs in clinical innovation, medical research and medical education.
Mayo Clinic Specialty Building
The Mayo Clinic Specialty Building is connected to the northeast corner of Mayo Clinic Hospital, providing greater efficiencies and convenience for patients. The Mayo Clinic Specialty Building includes several clinical specialty areas, including organ transplantation, radiation oncology and surgical practices.

Mayo Clinic Primary Care – San Tan Practice
The providers at Mayo Clinic Primary Care – San Tan offer comprehensive care for everyone and can take care of all your family’s health care needs, providing pediatric and adult care.

Your care team will help you with preventive care and assist you in identifying and treating medical conditions. Providers have expertise in all aspects of family oriented care, including structure and dynamics, family development, family planning, pediatric/child rearing, aging, end-of-life issues, counseling and education, and preventive care.

Addresses:

Mayo Clinic
13400 East Shea Boulevard
Scottsdale, Arizona 85259

Mayo Clinic Hospital
5777 East Mayo Boulevard
Phoenix, Arizona 85054

Mayo Clinic Specialty Building
5779 East Mayo Boulevard
Phoenix, Arizona 85054

Mayo Clinic Family Medicine - Arrowhead
20199 North 75th Avenue
Glendale, Arizona 85308

Mayo Clinic Family Medicine - Thunderbird
13737 North 92nd Street
Scottsdale, Arizona 85260

Mayo Clinic Primary Care - San Tan Practice
1850 East Northrop Boulevard, Suite 160
Chandler, Arizona 85286
Food Services

Your Meals
Each day you may select your meals with the help of your nutrition associate. If you have questions about the menu or have special food requests, please let your nutrition associate know.

Guest Trays
Visitors may dine with you in your room. Guest trays may be ordered for a fee through the nutrition associate, dietetic technician or nurse. Guest trays are served during patient meals. Let your nurse or nutrition associate know at least two hours prior to the meal if a guest tray is needed.

Special Occasions
We are happy to help celebrate special occasions in your life and will be pleased to serve a complimentary cake for your birthday or wedding anniversary. Please contact your nurse, diet technician or nutrition associate.

Visitor Meal Service
Meals are available in the cafeteria located on the first floor (ground level). Hot entrees, sandwiches, salad bar and soup are available for lunch and dinner. Fresh-baked muffins and cookies are available daily.

The cafeteria is open from 6:30 a.m. to 8 p.m. and from midnight to 3 a.m. Meal hours are:

- Breakfast 6:30 to 10 a.m.
- Lunch 11 a.m. to 3 p.m.
  - Weekend/Holidays 11 a.m. to 2 p.m.
- Dinner 4:30 to 7:30 p.m.
- Midnight Meal Service Midnight to 3 a.m.

We accept Visa, Master Card, and Discover credit cards in the cafeteria, but do not accept personal checks. There is also an automatic teller machine (ATM) located on the first floor, just outside the cafeteria entrance. The ATM accepts Cash, Tyme and Plus System cards.
Vending
Vending machines are available 24 hours a day in various locations throughout the hospital. Your nurse or unit secretary can direct you to the closest location. Microwave ovens are located in the cafeteria for your convenience. They are not available on the units.

Nutritional Care Staff
Registered nurses guide the nutritional support necessary for your health. If your medical condition requires that you control or modify your diet, a diet technician or dietitian will individually counsel you so that you can follow your eating plan during your stay and when you return home.

Nutrition associates and dietetic technicians work under the guidance of the dietitian. They will help you select your food and suggest alternatives when necessary. If you have any questions related to the menu, please discuss it with the nurse or dietary staff.
Care Management Services

Care Management Services provides advocacy for patient and families. Staff include chaplains, social workers and case managers. You can request assistance either through your nurse, hospital operator or by calling the department at 2-1124.

**Chaplains**
Hospital chaplains are available 24 hours a day, seven days a week, to offer counseling and comfort to patients and families. The nursing staff can contact a chaplain for you at any time. If you have your own clergy, you may contact them personally to visit you at the hospital. A chapel, located on the first floor in the atrium, is always open for prayer and quiet reflection.

**Social Workers**
Social Workers can provide supportive counseling and help identify options when your medical situation is complicated by worries about health and the impact of adjusting to illness. They are especially skilled in assisting with community resources, even if you live out of the area.

**Case Managers**
Case Managers are registered nurses who specialize in assisting patients and families with complex discharge needs and matching health insurance resources with patient care needs. They can provide information regarding benefit and health care coverage considerations.

**Community Resource Coordination**
Case Managers and Social Workers will assist you with a variety of discharge planning needs. Mayo staff will provide information regarding several community agencies for your transition home, (home health, skilled nursing facilities or hospice). Mayo Clinic does not endorse any agencies, but will provide options, and welcomes your involvement in the planning of these services.
Visitor Support Services

Gift Shop
The Mayo Clinic Hospital Gift Shop is located on the first floor. The Gift Shop is open during the following hours:

Winter Hours:
Monday through Friday  9 a.m. - 7:30 p.m.
Saturday 11 a.m. - 3 p.m.
Sunday  11 a.m. - 3 p.m.

Summer Hours:
Monday through Friday 9 a.m. - 5 p.m.
Saturday 11 a.m. - 3 p.m.
Sunday  11 a.m. - 3 p.m.

Automatic Teller Machine
An Automatic Teller Machine (ATM) is located on the first floor across from the Gift Shop. The ATM accepts Cash, Tyme and Plus System cards.

Mail and Postage
A box for U.S. mail is located outside the main entrance to the hospital. U.S. postage stamps by the book may be purchased at the Gift Shop.

Newspapers
Newspapers may be purchased from the cashiers in the cafeteria. U.S.A. Today is delivered to patient rooms daily free of charge.

Pharmacy
At the time of discharge, your physician may print/generate prescriptions for medication you should take at home. These prescriptions can be filled at our Outpatient Retail Pharmacy located on the first floor next to the Gift Shop. The hours of operation for the MCH Outpatient Retail Pharmacy are 8 a.m. to 8 p.m., Monday through Friday, and 9 a.m. to 6 p.m., Saturday and Sunday. If you need information regarding local pharmacies that offer 24-hour service, please ask your caregiver.

Copy and Fax Service
Visitors can request copy and fax services in Admissions on the first floor.
Personal Computer
A personal laptop computer may be brought in by a patient or visitor for use in the patient care rooms. Mayo Clinic Hospital has a strong wireless environment for personal computer use. Guest Internet service is mayoguest. Connection to any Mayo network outlet (red outlets) is prohibited. Certain areas do not allow use of a personal computer. Please ask your nurse or health care provider if you have specific questions regarding computer use in patient areas. You may bring your laptop and other electronic devices to the surgical waiting area but the staff will not be able to store those devices for you during your surgery. Please have a family member or friend take care of your electronic devices. In addition, there are patient library kiosks located in the waiting area on the third floor of the MCSB located next to the hospital. Patients and family members will find access to useful health information web sites on these computers.

Interpreters
Interpreters from Mayo Clinic may be available if you speak a language other than English, or are hearing impaired. To arrange for an interpreter, please call the Mayo Clinic Hospital operator by dialing 0.

Volunteer Services
Mayo Clinic Volunteer Services provides several special services for patients. For more information or to learn about how to become a volunteer, please call 2-2160.

CaringBridge
Mayo Clinic offers CaringBridge, free of charge, for our patients while they are at Mayo Clinic. A CaringBridge site offers many ways for people to stay connected with loved ones back home and elsewhere during any type of health event. It can be created wherever a patient or family member has Internet access. Patients and their families can post messages, updates and pictures, and loved ones can respond with messages of support and encouragement. The service is confidential, secure and private and is accessible only to individuals selected by the patient or loved one. To set up a CaringBridge site, patients can visit the following page: https://www.caringbridge.org/createtime.
Family and Friends

Visitors
Mayo Clinic’s philosophy and family-centered care acknowledges that family and friends can promote healing and are an integral part of the therapeutic environment. Mayo Clinic Hospital strives to be receptive to overnight visitor stays when visits are believed to be beneficial. Individual nurses or nursing areas may adjust visiting hours for specific patient and family needs.

All visitors are cautioned against visiting when they suspect they may have a contagious illness. If you have a cold, sore throat, the flu or are not feeling well, please do not visit patient(s).

Visiting Hours
General Hospital Visiting Hours 6 a.m. to 9 p.m.
Quiet Time 10 p.m. to 6 a.m.
Intensive Care Unit 9 a.m. to 6:30 p.m. and 8 to 11 p.m.

Visitor Identification
After 8 p.m., all visitors must have a visitor identification badge. At 8 p.m., any visitor planning to stay overnight or past visiting hours must see a staff member to receive a temporary visitor identification badge. The badge will indicate the date and time the badge was issued, as well as the room number of the patient with whom the visitor is staying. The badge is valid until 5 a.m. the following morning. A new badge will be issued to each visitor wishing to stay additional evenings.

Visitors who wish to enter the hospital between 9 p.m. and 5 a.m. must do so through the Emergency Department entrance. Visitors will be issued a temporary identification badge by Security after a Security staff member has verified with the appropriate nurse that the visitor may see the patient.

Children under age 12 are permitted to visit patients in their rooms during general visiting hours, provided an adult accompanies them at all times, that they do not show any obvious signs of infection and that they maintain a quiet environment.

Overnight Accommodations
Information on overnight accommodations near Mayo Clinic Hospital is available by calling Care Management Services at 480-342-1124 (Ext. 2-1124).

Pets
For the safety of all patients, pets are not allowed in Mayo Clinic Hospital. Guide dogs for the hearing or sight-impaired and other assistance animals are permitted in Mayo Clinic Hospital. Also, if the patient is able to ambulate and has a physician order to leave the patient care area, the patient may visit with the family pet in an area outside of Mayo Clinic Hospital.
If you need a list of nearby kennels to board your pet, please contact the Care Management Services at 480-342-1124 (Ext. 2-1124).

Thank you for your assistance in adhering to this policy.

Parking
Patient and visitor parking is available on the north side of the hospital in parking lots A and B. (Please refer to the map on the last page of this guide.) Parking for patients and visitors is complimentary, and parking passes are not required.

Valet parking is available for patient and visitor use. The drop-off location is in front of the hospital main entrance. There is a fee for this service, but if you have handicap plates/placard valet parking is complimentary. Hours of operation are Monday-Friday, 7 a.m. to 6 p.m.. If you find that you have to leave after 6 p.m., please call Security at 2-0576 and they will assist you in getting your vehicle.

Handicapped parking spaces are located throughout the hospital campus. All entrances to the hospital are wheelchair-accessible.

Parking for RVs is not available at this time. Staff at the Information Desk in the atrium can provide you a list and maps of RV sites and campgrounds located on the east side of metro Phoenix. Please contact Security for special needs at 2-0576.

Parking for the Emergency Department is available across the driveway from the entrance into the Emergency Department.

Directional Assistance/Escorts
Security staff members are available to accompany you to and from your vehicle 24 hours a day, seven days a week. To arrange for this service, please call 2-0576 from any courtesy telephone. Once inside the hospital, General Service staff members can provide directions or escort you to a patient room. The Information Desk is staffed as follows:
5 a.m. to 9 p.m., Monday through Friday
7 a.m. to 7 p.m., Saturday, Sunday, and holidays

Restrooms
Public restrooms are located in the Atrium and on each floor of the hospital in close proximity to the visitor elevators. Restrooms are wheelchair-accessible. Please do not use the patient restrooms. Baby changing tables are available in some of the public restrooms.
Safety and Security

How to Contact Security
Security staff members are available 24 hours a day, seven days a week at Mayo Clinic Hospital. To contact Security, please call 2-0576.

Safekeeping of Your Valuables
Valuables such as jewelry, money, credit cards and medications should not be kept in your room. The hospital cannot be responsible for the loss of articles kept in your room.

Whenever possible, please send valuables home with family members. If valuables do need to be secured, please notify your nurse. Your valuables will be placed in a safe in the Security Office. Withdrawals will be done on the day of discharge unless otherwise requested.

You will receive a receipt for the items deposited. Please be sure to have your receipt when you make a withdrawal.

Lost and Found
To inquire about lost and found items, please call Security at 2-0576.

Electrical Appliances
Use of the personal electrical equipment in the hospital by patients is prohibited except for the following: hair dryers, curling irons, razors and battery-operated devices. All electrical devices must be in good operating condition and free of damage that could result in an unsafe electrical condition. No warming blankets or heating pads are allowed. If you have any questions about this policy, please consult your caregiver.

Identification Bracelet
As a patient, you will wear an identification band with your name, Mayo Clinic account number and date of birth. The band ensures accurate patient identification. You may also be given a color alert bracelet to identify allergies, risk of falling and code status alert.

Infection Precautions
You may see your caregivers wearing gloves, gowns, safety glasses or facemasks. These items are designed to protect you and the staff member from infection.
Hand Hygiene
• Hand washing or hygiene is a simple and effective method of preventing the spread of infection.
• When should you practice hand hygiene while you are in the hospital?
  • after using the restroom
  • after blowing your nose or coughing
  • before eating
• Health care workers should practice hand hygiene before and after any contact with you.
• Visitors should be encouraged to practice hand hygiene before entering or leaving your room.
• How should you cleanse your hands?
  • either wash with soap and water for at least 15 seconds, when hands are visibly soiled, or use a waterless, alcohol-based hand rub, which is found outside each room.

Medications: Administration of an Inpatient’s Own Medications
The patient’s own medications from home are only administered during a hospitalization in situations where the specific medications must be continued during the inpatient stay and the drug is non-formulary or not readily available from the hospital pharmacy and no acceptable therapeutic equivalent is available.

Smoking Policy
The building and grounds of Mayo Clinic Hospital are designated as smoke-free. Smoking is not permitted in the hospital, on the grounds or in vehicles on the grounds because Mayo Clinic is committed to the prevention, as well as diagnosis and treatment, of disease. Additionally, this restriction on smoking also complies with the Smoke-Free Arizona state law.

Severe Weather Alerts
In the event Mayo Clinic Hospital experiences severe weather conditions, overhead announcements will be made.

Emergency Drills
To assure quick and efficient response in the event of an emergency, we conduct regular drills in the hospital as part of our Emergency Preparedness Plan. These include fire and external disaster drills. During a fire drill, a chime will sound in hospital corridors, and an automated announcement will activate indicating where the drill is taking place. The fire doors throughout the hospital will close automatically when a drill is in progress. We ask that you not use the elevators during the drill. We appreciate your understanding of our need to test our emergency readiness.
Television and Communication Services

Television
To access the channel listings, locate the ‘Guide’ button on the remote control.

Close Caption
The televisions in all of the patient rooms are equipped with closed caption service. Close caption will appear on any program/channel that regularly provides caption service. The movie channel (media-on-demand) does not provide close caption service. To activate close captioning, please contact the nursing staff.

Video On-Demand
You may wish to watch a wide variety of Mayo Clinic Information, Patient Education or Complimentary Movies, using the Video On-Demand (VOD) system from your bed and at your convenience.

To access the VOD system through the television in your room, use the black wireless remote.

If the TV is not on, press the ON/OFF button on the Nurse Call bedside remote control, or the TV power button on the black wireless remote control.

However, if the TV is already ON, simply press the (# 9) button on the black wireless remote control three (3) times to access Channel 999, the MCTN “Mayo Clinic Television Network” main menu.

Note: If your TV is on, but you don’t see programming on the TV, there is a chance your cable set top box – (STB) is turned off. Simply press the cable – (CBL) button, on the black wireless remote, and you should see TV programming on the TV.

Once at the MCTN main page, utilize the arrow buttons on the top half of the remote to scroll up and down and make your selection from the available options.

When you highlight an option area, press the (SELECT) button, and it will take you into the content of the area you selected. Again, use the arrow buttons to select the content you wish to view. Once you have selected the content you wish to view, use the (SELECT) button to access that particular selection.
The VOD system utilizes a digital signal to step through the interactive process, which sometimes does not always make appropriate contact. If subsequent attempts to access “Video On-Demand” are not successful, please report it immediately to your nurse, who will report it to the Support Center at 2-3900. Failure reports are addressed 24 hours a day for any TV, cable programming or VOD programming problems.
**Telephones**

Telephone service is available to all patients. You are not charged for local calls. Long distance calls may be charged to your credit card, phone card or you may call collect. Please remember to dial the area code for all long distance calls, even long distance calls within the same area code.

*Local Calls (no charge):*
Dial 9 + xxx-xxxx

*Long Distance (collect and credit card):*
Dial 9 + 0 + 1 + Area Code + xxx-xxxx

*Long Distance calls with a calling card:*
Dial 9 and follow your phone card instructions

*Phone for the Hearing Impaired:*
Dial 0 to arrange

A telephone, TDD phone and a long phone cord are available at no charge for those with hearing impairments. Call “0” to arrange for your use of this equipment. If you are calling in to the hospital and need to access TDD services, please call 480-342-1882 or 480-342-2660.

For access to other carriers, please refer to information provided by the carrier of your choice. For additional information, please dial “0” for the hospital operators.

**Cellular Phones**

Use of Cellular phones is prohibited only in the Intensive Care Unit, Surgical Services and Endoscopy, because of the possibility of electronic interference with medical equipment.

**Mail**

Mail will be delivered to your room. Letters to be mailed may be dropped off at the U.S. mailbox located outside the main entrance of the hospital. Mail received after your discharge will be forwarded to your home address.
General Information

Living Wills/Advance Directives
Living Will/Advance Directive information brochures are provided in your admission packet. If you did not receive this information, your nurse will give you a copy on request. Our policy is to resuscitate you unless you tell us differently.

Notary Public
Notary public services are available at no charge through Care Management Services. You may call 2-1124 and a representative will arrange for this service.

Patient and Health Education Library
For those who want to know more about their health problems or what they can do to stay healthy, the Mayo Clinic Patient and Health Education Library is a convenient resource. It houses medical reference books, textbooks, brochures and health-related videos. The Patient and Health Education Library is located on the Scottsdale campus, Concourse level, behind the fountain. To obtain printed or scanned information, patients and family members may call 480-301-8946 between the hours of 8 a.m. and 4:30 p.m., Monday - Friday. Various educational brochures can also be found on inpatient units at the hospital.

Videotaping
In some instances, a family member who will assist with your care after you are dismissed may wish to videotape specific home-going patient care procedures. This may be done with permission of the manager. If you need to have Mayo personnel videotape your procedures, this can be requested of Media Support Services through the unit manager. Videotaping or photographing of daily patient care activities or staff members, however, is not permitted.

Family members, visitors or other patients who wish to videotape or photograph you may do so only with your permission and only in your room. If the patient is unable to give permission, permission should be obtained from the patient’s family member and the nursing supervisor. Videotaping or photographing of another patient is not permitted.
**Patient Complaints**

In the event you or your family have a question or concern or feel your rights as a patient were not upheld, we want to know about it; our first concern is for your well being.

Most complaints can and should be handled quickly and efficiently by contacting the manager on your unit first. (If after hours, please speak with a House Supervisor.) Working with the appropriate persons, the manager will make every attempt to settle the complaint as quickly as possible. You have the right to request and receive a written response to any complaint. If satisfaction is not achieved by working with the grievance/complaint procedure, you may contact the Arizona Department of Health Services at 602-674-4200. Visit [www.hs.state.az.us](http://www.hs.state.az.us) or write them at 1647 E. Morten, Suite 160, Phoenix, AZ 85020. You will find additional information in the Patient Rights and Responsibilities material inside the cover of this guide. If the Patient Rights and Responsibilities material is missing, please request a copy from the unit secretary or your nurse.

**We Invite Your Comments**

At Mayo Clinic, our primary mission is to provide you with the finest care possible. We welcome your comments, criticisms, complaints or suggestions, because they enable us to continuously improve our service to you. If for some reason we have not met your expectations, please ask for the team leader or manager of the area so we may promptly resolve your concern.

You may send a letter addressed to:

Mayo Clinic Hospital  
Patient Liaison Office  
5777 East Mayo Boulevard  
Phoenix, AZ 85054

For billing concerns, please contact the Patient Financial Services Customer Service at 480-301-7033, Monday through Friday, 8 a.m. to 5 p.m. (MST). For calls outside the Phoenix metropolitan area, please dial toll-free 1-800-603-0558.

Patients who are Medicare beneficiaries have the right to contact the Arizona Medicare peer review organization:

Health Services Advisory Group, Inc.  
1600 East Northern Avenue  
Suite 100  
Phoenix, AZ 85020  
602-264-6382
Patients may also contact the Arizona Department of Health Services (ADHS):
  Arizona Department of Health Services
  Assurance and Licensure Services
  Office of Medical Facilities
  1647 East Morten, Suite 170
  Phoenix, AZ 85020
  602-674-9750

Gratuities
Mayo Clinic Hospital staff and volunteers are here to serve you. Tips are neither expected nor permitted. If you wish to express appreciation with a financial contribution, please write to the Development Office.

Partners in Philanthropy
Generous private financial support keeps Mayo Clinic’s programs at the leading edge of medical scientific discovery.

In 1915, Drs. William and Charles Mayo created a foundation at Mayo for medical education and research. Today, forward-looking benefactors help make possible the laboratories and technology that Mayo scientists use for tomorrow’s discoveries. Thoughtful gifts also support Mayo’s education programs, which train future generations of physicians and scientists.

Participating with Mayo offers a way to meet your philanthropic goals and provide for your loved ones. Members of Mayo’s Development staff will be pleased to discuss with you the many options for making philanthropic gifts in support of Mayo’s programs and activities.

For more information, please contact:
  Office of Development
  Mayo Foundation
  13400 East Shea Boulevard
  Scottsdale, AZ 85259
  Telephone: 480-301-8326
  Toll-free: 1-800-297-1185
First Floor:
- Atrium (main lobby) — includes Admissions/Registration, Information Desk, Care Management Services, Chapel, Cafeteria and Gift Shop
- Cardiology
- Emergency Department
- Medical Records
- Outpatient Retail Pharmacy
- Radiology
- Laboratory Services
- Volunteer Services
- Security Services
- Administration
- Mayo Clinic Education Center - Juanita Kious Waugh Auditorium

Second Floor:
- Critical Care Unit
- Surgery
- Surgical Services and Post Anesthesia Care Unit (PACU)
- GI/Endoscopy

Third Floor:
- Medical/Surgical Patient Rooms
- Rehabilitation (Physical, Occupational, Speech and Recreation Therapies)
- Rehabilitation Unit

Fourth Floor:
- Inpatient Dialysis
- Medical/Surgical Patient Rooms
- Oncology/Outpatient Infusion

Fifth Floor:
- Medical/Surgical Patient Rooms
- Sleep Studies
- Neurosurgery, Epilepsy, Stroke Center
- Pain Clinic

Seventh Floor:
- Medical/Surgical Patient Rooms
- Palliative Care
- Bariatrics
- Oncology/Outpatient Infusion
Your Hospital Team

Patient Care
The members of your health care team include specialty physicians, physician assistants, nurse practitioners, registered nurses, patient care assistants, licensed rehabilitation therapists and health unit coordinators. In collaboration with our Mayo Clinic physicians, your health care team strives to provide you with comprehensive care throughout your stay.

Your plan of care, including teaching and discharge planning, is tailored to meet your needs. Educational material may be provided by any members of the health care team to supplement the teaching you receive.

The hospital participates in programs for training of health care personnel. Some services may be performed by residents or nursing students under the supervision and instruction of Mayo doctors and hospital RNs.

In an effort to provide the best health care and to meet your individualized needs, you may request to speak to the nurse manager for questions, concerns or feedback that you may have at any time during your hospital stay.

Surgery
If you are a surgical patient, Surgical Services staff will transport you from your room to the Preoperative Waiting area. Your family can wait in the surgical waiting room while you are in the surgical department. Nurses and the anesthesia team will prepare you for your surgery in the Preoperative area. You will remain in the Preoperative area until the operating room team and surgeons are ready for you. Depending upon the surgical procedure performed and the type of anesthesia you receive, you may be taken to the Post Anesthesia Care Unit (PACU) following surgery. Visitors are not allowed in the PACU area as a general rule; however, there may be exceptions when the patient is delayed in moving to his/her private room on the specified patient care unit. The PACU nurse will arrange for family visits during this extended PACU stay. Visitors will be kept informed of your progress. When you are ready for dismissal from PACU, the Surgical Services staff will transport you to your patient care unit.

If you have any questions, the Surgical Services staffs (including Preoperative Waiting, PACU, and Operating Room) are available to respond to your needs.
Outpatient Surgical Care and Procedures
Outpatient surgical care is provided for patients who do not need to be hospitalized before surgery and who can be discharged shortly after their surgical procedure. Endoscopy procedures and casting, both initial cast application and cast changes, are also done in this unit. Patients may check in at the 2nd floor Surgical Waiting Room. The nursing team will prepare you for your outpatient procedure in the Preoperative area. You will remain in the Preoperative area until the operating room team and surgeons or proceduralists are ready for you.

Your length of stay will vary depending upon the nature of the surgery or procedure. Depending upon the surgery or procedure performed and the type of anesthesia you receive, you may be taken to the Post Anesthesia Care Unit (PACU) following your surgery or procedure. When you are discharged, you will be given specific instructions about follow-up care. Surgical Services or Endoscopy staff will transport you to the first floor and your designated driver. In some instances, outpatients may be admitted to the hospital following their surgery or procedure. If you have any questions, the Surgical Services or Endoscopy staffs are available to respond to your needs.

Educational Trainees
An academic environment is essential for optimal patient care. For the benefit of our patients, Mayo Clinic and Mayo Clinic Hospital are committed to educating the next generation of physicians and other caregivers. Your patient care team may include Residents, Fellows and medical students completing educational assignments in our academic medical center. Mayo also provides allied health training opportunities across all allied health professions.

Pharmacy Service
A team of registered pharmacists and pharmacy technicians is available 24 hours a day to meet your needs for inpatient medication and intravenous therapy. A pharmacist verifies each medication order entered by your physician into the hospital computer system. Each dose of medication is individually prepared by the pharmacy for administration. At the time of discharge, your physician may print prescriptions for you. These prescriptions can be filled at our Outpatient Retail Pharmacy or at the pharmacy you currently use. The hours of operation for the Mayo Clinic Hospital Outpatient Retail Pharmacy are 8 a.m. to 8 p.m., Monday through Friday, and 9 a.m. to 6 p.m., Saturday and Sunday. Please ask your caregiver if you need information regarding pharmacies in the area that offer 24-hour service.
Radiology
While you are hospitalized, your physician may schedule various X-ray or other imaging examinations for you. Some of the examinations will last only a few minutes, while other examinations may take several hours and require more extensive testing or invasive interventional radiology procedures. Some of the procedures may require special preparation the night preceding the examination. While you are in Radiology, your images (e.g. general X-rays, CT, MRI, nuclear scans, ultrasounds) will be obtained by a radiologic technologist or sonographer. The physician responsible for interpreting your images is a diagnostic or interventional radiologist. Questions regarding your imaging examinations should be addressed to your physician, your nurse or the staff member conducting your exam within the Department of Radiology.

General Services
General Service staff are available at the Information Desk on weekdays from 5 a.m. to 9 p.m., and weekends and holidays from 7 a.m. to 7 p.m. Staff can provide directions or transport you to your room and to appointments within the hospital. They will also assist you when you are ready to be discharged.

Housekeeping
Your room will be cleaned daily by members of the Environmental Services staff. If you have questions or concerns about the housekeeping services being provided, please notify your nurse.

Occupational Therapy
A referral from your physician is required for occupational therapy. The occupational therapist will assess your needs in activities of daily living, which include dressing, eating, grooming, bathing and homemaking skills. He or she may assist you in evaluating architectural barriers in your home and provide you with information on how to modify or eliminate them. The therapist will select activities that will help you maintain, regain or maximize your abilities. A certified occupational therapy assistant may also provide care. Your physician may determine that you need to continue with outpatient occupational therapy upon discharge. Mayo offers outpatient therapy at the Mayo Clinic Building on Shea Boulevard and at Mayo Clinic Hospital.

Physical Therapy
A physical therapist will plan and administer a physical therapy program based on your individual needs with a referral from your physician. Your physician may refer you to a physical therapist for any of the following reasons: to prevent disability and pain, to restore function and relieve pain, to promote healing or to facilitate
adaptation to permanent disability. A physical therapist assistant may also provide care. Your physician may determine that you need to continue with outpatient physical therapy upon discharge. Mayo offers outpatient therapy at the Mayo Clinic Building on Shea Boulevard, at Mayo Clinic Hospital, and at the Arrowhead Family Medicine in the West Valley.

**Respiratory Therapy**
A Respiratory Therapist will assess and administer respiratory therapy based on your individual needs upon receiving an order for therapy or consult. The respiratory therapist works collaboratively with nurses, physicians and the entire multidisciplinary care team.

**Speech and Language Pathologist**
Speech and Language pathologists at the Mayo Clinic Hospital and the clinic are master degree level prepared and provide services for the prevention, identification, diagnosis, consultation, education and rehabilitation of patients with acquired communication and swallowing disorders. Speech/language pathologists may work with patients on communication skills such as auditory comprehension, language expression, or speech production. They also work to assess a patient’s swallowing functions, safety for an oral diet and treatment of swallow dysfunction. Speech/language pathologists also work with patients with cognitive disorders and provide cognitive rehabilitation in areas such as attention, memory, and executive functions. Speech/language pathologists work closely with the patient, family, caregivers and other members of a physician-led team in providing individualized treatment to achieve the highest level of function for the patient. A referral from your physician is required.

**Therapeutic Recreation**
A therapeutic recreation therapist works with patients to assess their recreational needs and abilities and then helps patients develop leisure values, attitudes and leisure skills. Assistance in identifying leisure resources within the patient’s home and community is also available.

Mayo Clinic Hospital’s therapeutic courtyard features activities for people to re-learn coordination and movement skills. A putting green and a curb area with different surfaces and heights also help patients re-learn mobility skills. A referral from your physician is required for therapeutic recreation.

**Unit Coordinators**
Each nursing station has a unit coordinator who is responsible for the reception and clerical functions of the unit. This person is a good source of general information for both you and your family.
Clinical Nurse Specialist
Clinical Nurse Specialists (CNS) are nurses with a graduate degree in nursing and advanced clinical preparation in a specialty area, such as wound/ostomy, stroke, heart disease and organ transplant. You may call upon a CNS to help you understand your illness, provide education and answer specific questions about your care. A CNS is involved in research, education and daily care of patients. If you or your family member wishes to contact a CNS, please call Nursing Administration at 2-2210.

Pathology and Clinical Laboratory Services
Your physician is likely to order laboratory tests during your hospital stay. A phlebotomist from laboratory services may visit your room to obtain blood samples, or your nurse may obtain blood samples and other samples. Mayo Clinic Hospital operates a full-service clinical laboratory 24 hours a day, with professional staff on site to perform laboratory analysis. Board-certified pathologists perform tissue examinations and direct the clinical laboratories. Some specialized tests may be sent to a reference lab such as Mayo Medical Laboratories in Rochester, Minnesota for analysis.

Telephone Operators
Telephone Operators are available 24/7 to assist you in placing local and long-distance calls. If you need to make a long-distance call, the operator will transfer your call to the AT&T operator. Please have a credit card ready.
Information for Your Hospital Stay

Hospital Stay
When you arrive in your hospital room, your vital signs, incision and/or dressings will be checked frequently. Once you are settled in your room, your family members may join you. A member of your surgical team may visit you and your family to discuss your surgery and answer your questions.

You may expect frequent monitoring of your vital signs such as blood pressure, heart rate, respiration rate and oxygen saturation. Your nurse will assess your pain and pain level for at least the first 24 hours.

Medical equipment routinely used after procedures:
- IV fluids and IV pump for hydration and medications
- Urinary Catheter to drain your bladder
- Oxygen
- Compression device on legs to prevent blood clots
- Pulse Oximeter to measure oxygen level in blood
- Blood pressure cuff and machine to automatically measure BP

You will be closely monitored throughout the night as well and may be awakened by the nurse to assess your sedation level, pain level and take your vital signs. You may hear various alarms throughout your stay. Alarms assist in keeping you safe and alerting staff to potential concerns.

Deep breathing
Breathing exercises speed your recovery and lower your risk of lung problems such as pneumonia. To deep breathe correctly, use your abdominal muscles, not just your chest muscles.
1. Breathe in through your nose as slowly and deeply as possible.
2. Hold your breath for 5 to 10 counts.
3. Let your breath out through your mouth, slowly and completely.
4. Rest.
5. Repeat these steps 10 times.

Incentive spirometer
Your physician may order an incentive spirometer, a simple device that works by inhaling (breathing in) to help you breathe deeply after surgery (Figure 1). This device measures the volume of the deep breath you take. Use the spirometer as follows:
1. Exhale (breathe out) normally, then place your lips tightly around the mouthpiece.
2. Inhale (breathe in) slowly to raise the piston in the chamber. When inhalation is complete, remove the mouthpiece and exhale normally. Allow the piston to return to the bottom of the chamber.
3. Rest.
4. Repeat these steps 10 times.

**Coughing**
Coughing is not advised after some surgeries. Talk to your health care provider about any coughing restrictions. If you are instructed to cough, follow this procedure:
1. Take a slow, deep breath. Breathe in through your nose and concentrate on fully expanding your chest. Breathe out through your mouth, and concentrate on feeling your chest sink downward and inward.
2. Take a second breath in the same manner.
3. Take a third deep breath. This time, hold your breath for a moment. Then, cough vigorously. As you cough, concentrate on forcing all the air out of your chest.
4. Repeat this exercise two more times.

**Walking**
You may be asked to walk the same day as your surgery. Walking helps circulation (blood flow), speeds recovery and helps relieve gas pain. Slowly increase the time and distance you walk. For your safety and to prevent a fall, call your nurse to help you. You may not be as strong or steady as you think. Continue to ask for help until your health care team tells you it is safe for you to get up without assistance.

**Diet and fluids**
The surgical procedure, medications, anesthetics and other factors during surgery may affect your digestive system. It may take a few days for your digestion to return to normal.

You may not be allowed fluids or food by mouth for a few days. During this time, you may have one or more IV lines that provide fluids and medications. When you
are allowed to eat, your diet gradually progresses from liquids to solids. A dietitian is available to help you make healthy food choices.

**Bowel movements**
You might not have a bowel movement for three or four days after your surgery. Walking helps your bowels return to their normal function. Please tell your nurse when you begin to pass gas or have a bowel movement.

**Other suggestions**
- Wear shoes or nonskid slippers when out of bed.
- Discourage family and friends from visiting if they have flu symptoms, a cold or other respiratory symptoms.
- Tell your nurse if the bandage over your incision becomes loose, wet or soiled.
- Practice good personal hygiene, such as washing your hands before and after using the bathroom.

**Your Role as a Patient**

**Fall Prevention**
- Nobody plans to fall but:
  - You are not as well as you usually are.
  - You may be weaker than you think.
  - The environment is strange to you.
  - You may have taken medications that you are not used to.
  - You may be attached to IV lines or other tubes which may make it difficult to move.
- Your safety is important to us.
- Please do not hesitate to ask for assistance to get in and out of bed or walk around the room.
- We would rather help you than have you experience a fall that may:
  - Extend your hospital stay.
  - Result in unexpected surgery.
  - Result in serious injury or even death.
- Your door will remain open if your risk for falls is determined to be high.

**Intentional Rounding**
- Your nurse will check on you approximately every hour during the day and every 2 hours during the night.
- The nurses will be able to attend to your needs much more effectively if you let them know what you might need while they are in the room.
- When your nurse is in the room, it is a good time to ask for non-urgent items, such as another blanket or fresh water.
- Feel free to use the notepad in the Speak Up packet to make a list, so you don’t forget what you’d like to ask the nurse or doctor.
- Please use the call light for urgent requests that cannot wait.
Preparing to Leave the Hospital

Nursing staff will help you plan for specific aspects of your discharge. This will provide the continuity of care that is important to maintain the progress you have made while in the hospital. Your family or the person you designate will also be asked to participate in your discharge planning.

Hospital allied health staff and your physician will work with you to design a plan for your continued care outside the hospital. The plan will include specifics such as use of medications, diet instructions, limitations on exercise or other activities of daily living and discussion of supplies or equipment you will need.

Once your physician informs you of your pending discharge, there may be expected and unexpected delays. Some delays involve pending test results, diet instructions, and/or medication administrations. The process for discharge may take longer than planned. Communicate with your nurse before making transportation arrangements.

Discharge Supplies
A convenient service is offered for you to purchase a package containing the dressing supplies you may need for your wound care. Any solutions such as saline or sterile water require a prescription, so these supplies will not be included in the package. There will be enough supplies to last until you have your next doctor’s appointment.

This service is optional, and you may choose to purchase your wound care supplies at another place (CVS, Walgreens, etc.). If you choose to use this service, you will pick up your supplies in the outpatient retail pharmacy on the first floor of the hospital when discharged. You will need to pay for the package at the time of purchase with cash or a credit card.

Prescriptions
You may be given a prescription upon discharge. Many insurance plans provide a listing of pharmacies that will fill prescriptions and bill directly (and in many cases with an out-of-pocket co-payment) to your insurance company. Please check with your insurance plan for a listing of pharmacies that are covered. Most pharmacies will also do this for you but may have variable out-of-pocket expenses.

We encourage you to ask questions and share concerns about your home situation with our staff before your day of discharge.
For more complex discharge needs, a social worker or case manager will work with you to make all the necessary discharge arrangements. To contact a social worker or case manager, please consult your nurse or call Care Management Services at 2-1124.

Discharge Procedure
Before you leave the hospital, an order for your discharge will be written by your physician. Your nurse will also assist you with the discharge procedure. An admissions representative will contact you prior to your discharge regarding payment of your account.

Making Arrangements for Payments of Your Hospital Bill
You will receive a consolidated billing statement for Mayo Clinic Hospital and physician services. Arrangements for payment of your account must be made with an admissions representative when you are pre-admitted or as soon as possible after admission.

It is important for you to be aware of your financial arrangements since you may be asked to pay all or part of your bill when you are discharged. Payments can be made by cash, check, money order or credit card (VISA, MasterCard, Discover or American Express).

In an effort to assist you, an admissions representative is available to discuss questions regarding charges, payments, insurance, discharge procedures or any other financial concern. Please call 2-1201 for assistance.

Making a Return Appointment
If you need to schedule a return appointment, please call the Mayo Clinic Appointment Office at 480-301-1735.

Mayo Clinic on the Internet
Look for Mayo Clinic on the Internet at: www.mayoclinic.org
Patient Rights and Responsibilities

We respect and consider your rights as a patient and recognize that you as an individual have unique healthcare needs. Therefore, we respect your personal dignity and want to provide care based upon your individual needs.

Not only do you have rights and responsibilities, but these rights and responsibilities also apply to the people who are legally responsible for making your healthcare decisions. These people may include parents of patients under the age of 18, legal guardians and those you have given decision-making responsibility in a Durable Power of Attorney for Health Care.

Your Rights:

1. The right to communicate with family members and/or significant others.
2. The right to receive visitors who you designate, including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner), another family member, friend or support person. Additionally you have the right to withdraw or deny consent for any visitor at any time.
3. The right to receive assistance from a family member, representative or other individual in understanding, protecting or exercising the patient’s rights.
4. The right to considerate and respectful care, regardless of race, color, religion, sex, sexual orientation, marital status, age, physical or mental handicap, diagnosis or national origin. Respectful care includes but is not limited to: freedom from abuse, neglect, exploitation, coercion, manipulation, sexual abuse or assault.
5. The right to have your pain managed.
6. The right to a quiet, restful and healing environment.
7. The right to have a registered nurse assigned to you during your hospitalization.
8. The right to know the name of the physician who is most responsible for your care.
9. The right to know if other healthcare providers or healthcare people in supervised training are assisting with your treatment.
10. The right to agree to treatment before your physician begins any procedure, test or surgery.
11. The right to request a chaperone be present when examined.
12. The right to know about any specific procedure or treatment, including possible risks and other choices.
13. The right to complete, up-to-date information about your diagnosis, treatment and prognosis.
14. The right to receive treatment that supports your choice, strengths and abilities and respects your individuality, including participation by you or your representative in the development of your treatment as well as the right to refuse care as permitted by law.

15. The right to prepare a Living Will and/or appoint a person to make healthcare decisions for you as permitted by law.

16. The right to receive written information on your rights under state law to make decisions about medical care, including the right to accept or refuse medical or surgical treatment and the right to prepare a Durable Power of Attorney for Health Care or Living Will. You have the right to receive written information on our policies about these rights.

17. The right to have your legally authorized representative make healthcare decisions for you if you become incompetent according to law, or if your physician decides that you can’t understand proposed treatment(s) or procedures, or if you can’t communicate your wishes regarding your treatment.

18. The right to know that you will not be discriminated against or your treatment limited based upon whether or not you decide to prepare a Living Will or Durable Power of Attorney for Health Care.

19. The right to participate in discussions about any ethical issues affecting your care.

20. The right to personal privacy. We will discuss your case or exam only with healthcare providers caring for you and other authorized persons.

21. The right to review and maintain the privacy of your medical records. Without your consent, we will not release your medical record unless authorized by law or to those responsible for paying all or part of your bill. You have the right to restrict the release of your medical information.

22. The right to be informed of clinical research which may provide you with an investigational drug, device, or other treatment available only through participation in a Mayo Institutional Review Board (IRB) approved Clinical Research Protocol.

23. The right to participate or refuse to participate in research or experimental treatment. We will ask your permission before we include you in any research project and you may refuse without fear of being denied treatment.

24. The right to receive a referral if we are unable to provide the services including the right to know about the need for transfer to another facility. We will obtain the other facility’s acceptance prior to your transfer.

25. The right to examine and receive an explanation of your bill, regardless of the source of payment.

26. The right to be free from restraints and/or seclusion imposed for purposes of discipline or convenience and not required to treat medical symptoms.

27. The right to know about our procedures to protect your property from theft and loss.
28. The right to access any federal or state regulatory or accreditation agency. Our procedure for accessing information or service is available upon request.

29. The right to express concerns about any aspect of your care without fear of retaliation. Our procedure for sharing your concerns is available upon request.

**Your Responsibilities:**

1. Give your physician and the staff complete and accurate information about your condition and care.

2. Follow your physician’s orders and instructions and the staff’s instructions for your care.

3. If you have a Living Will or a Durable Power of Attorney for Health Care, you should periodically review it with your family physician and the person you have selected to represent you.

4. Bring an updated copy of your Living Will or Durable Power of Attorney for Health Care to be placed in your medical record at the time of each admission.

5. Accept responsibility for refusing treatment or not following your physician’s recommendations. Ask your physician about the risks and consequences for refusal prior to making decisions.

6. Place in the designated safe or locker or send home all valuables and take care of personal items such as dentures, glasses or hearing aids.

7. Be considerate of other patients for privacy and quiet. Consider other patients when using your television, radio or telephone.

8. Observe visiting hours and discharge times.

9. Notify your caregiver if you wish to withdraw visitation privileges.

10. Observe the non-smoking policy.

11. Accept responsibility for informing Mayo medical records or admitting/registration staff of your wish to restrict release of your medical information.

12. Supply insurance information and pay your bill promptly so we can continue to serve you and the community effectively.

*We want to hear from you if your expectations are not being met. Thank you.*
Notice of Nondiscrimination Policy

As a recipient of federal financial assistance, Mayo does not exclude, deny benefits, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Mayo directly or through a contractor or any other entity with whom Mayo arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of The Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.)

If you have questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please contact:

Mayo Clinic in Arizona
Director of Human Resources
480-342-3506
5777 East Mayo Boulevard,
Phoenix, Arizona 85054
Telephone Directory

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(Mayo Clinic - Scottsdale campus)

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Main Telephone Numbers:

- Mayo Clinic Hospital, Phoenix 480-342-2000
- Mayo Clinic Building, Scottsdale 480-301-8000

Travel Information

Airport
Phoenix Sky Harbor International Airport is served by major airlines and provides the following services:
- Wheelchairs
- Courtesy transportation provided by certain area hotels/motels
- Taxi service, vans and wheelchair vans
- Limousines

Airport Shuttle Services
Super Shuttle is available 24 hours a day, seven days a week, for travel to and from Phoenix Sky Harbor International Airport. For reservations, please call 602-255-9000; non-hearing patients may call TDD 602-243-7786.

Accommodations

Information on overnight accommodations near Mayo Clinic Hospital is available by calling Care Management Services at 2-1124.