Mayo Clinic, Saint Marys Hospital and Rochester Methodist Hospital are smoke-free institutions. Smoking is not permitted in any Mayo facility or on the clinic or hospital grounds. Your cooperation is appreciated.
Telephone numbers

To reach the following numbers from inside Saint Marys Hospital, Mayo Clinic or Rochester Methodist Hospital, dial only the last five digits. The area code for these phone numbers is 507.

Saint Marys Administration ..................255-5941
Saint Marys Admissions ......................255-5724
Auxiliary errand service ......................255-5952
(Monday–Friday)
Auxiliary Gift Shop ............................255-5951
Barber shop ........................................255-5531
Beauty shop .......................................287-6939
Business Office .................................255-5994
Cashiers ..........................................255-5276
Chaplain Services ...............................255-5780
Development Office ............................284-8540
or 800-297-1185
Hospital operator
Inside the hospital ..............................0
Outside the hospital ............................255-5123
Language Department
(Interpreters) ......................................284-2741
Lifeline .............................................255-6908
Mayo Clinic ........................................284-2511
Mayo Clinic Social Services .................284-2131
Office of Patient Affairs .......................284-4988
Patient and Visitor Library ...................255-5434
Poverello Fund ....................................284-8540
or 800-297-1185
Rochester Methodist Hospital ..............266-7890
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Throughout this handbook, phone numbers are listed with all seven digits. However, if you are calling a number at Mayo Clinic, Rochester Methodist Hospital or Saint Marys Hospital from within the hospital, you need only to dial the last five digits.
Welcome to Saint Marys Hospital...
Thank you for placing your trust in us to provide your health care. Our team of health-care professionals is committed to working together on your behalf to provide outstanding medical care, skilled and compassionate nursing, and a supportive environment to make your stay at Saint Marys Hospital as comfortable as possible.

While you are here, you may have questions about your care, the services you receive, or the hospital in general. This handbook will cover some of those items. However, we encourage you or members of your family to contact any staff member if you have questions or concerns. All of us – staff and volunteers – are ready to help you in any way we can. For information at any time, you may call the hospital operator by dialing “0” or call the Mayo Clinic operator at 284-2511.

Saint Marys Hospital
Saint Marys Hospital is a 1157-bed, tertiary-care hospital sponsored by the Sisters of Saint Francis of Rochester, Minn. As a Mayo Foundation hospital, it is a private, not-for-profit corporation whose medical staff is that of Mayo Clinic.

Saint Marys Hospital’s history began in 1883 when the Sisters of Saint Francis were called upon to care for the injured after Rochester suffered a devastating tornado. Dr. William Worrall Mayo directed the medical care. When the victims recovered, the Sisters, led by Mother Alfred Moes, proposed to build and staff a hospital if Dr. Mayo and his sons would agree to provide the medical care. In 1889, Saint Marys Hospital opened and became the first general hospital in southeastern Minnesota.

Mayo Clinic
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 came to Rochester in 1863 to practice medicine. He and his sons began a family group practice which evolved into one of the world’s first private, integrated group practices. As the demand for their services increased, the Mayos invited other physicians to join their practice. This 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 1,000 specialists, surgeons and
scientists working together as a team for the advancement of medical care, medical and biomedical education, and research in medicine and related sciences.

Mayo Clinic’s two hospitals, Rochester Methodist and Saint Marys, share the Mayo heritage and a common governance structure through Mayo Foundation. These three partners offer patients virtually every kind of medical expertise, treatment and diagnostic tool.

**Saint Marys Hospital Sponsorship Board**

As part of the Sponsorship Agreement between the Sisters of Saint Francis and the Mayo Foundation Board of Trustees, a Sponsorship Board was created to ensure the continuance of Saint Marys Hospital’s mission and to promote the philosophy of sponsorship of the Sisters of Saint Francis.

Franciscan Sponsorship continues the unique relationship of the Sisters of Saint Francis with Mayo Clinic and Saint Marys Hospital. The common goal which prompted and now sustains this relationship is to provide compassionate health care with the highest standards of ethics and quality.

The Sponsorship Board and its committees affirm the following purposes as central to Sponsorship.

- To strengthen the infusion of the spiritual dimension into Saint Marys Hospital and Mayo Clinic.

- To reinforce trust among staff members and encourage the anticipation of trustworthiness by patients and their families.

- To nurture those values which are synonymous with Saint Marys and Mayo Clinic: primacy of the patient; commitment to excellence through teamwork; and compassion and respect for persons served and serving.

**Mayo Eugenio Litta Children’s Hospital**

At Saint Marys is a hospital-within-a-hospital: Mayo Eugenio Litta Children’s Hospital. This 85-bed hospital consists of a Neonatal Intensive Care Unit (NICU), the Pediatric Intensive Care Unit (PICU), the infant/toddler area, general pediatric care area, the Adolescent Unit, and areas for preschool and elementary children. For more information about the children’s hospital, please refer to the booklet *Welcome to Mayo Eugenio Litta Children’s Hospital* (reference number MC1831-07). You may request a copy from your nurse.

**Mayo Psychiatry and Psychology Treatment Center**

The Mayo Psychiatry and Psychology Treatment Center is located in the Generose Building on the campus of Saint Marys Hospital. In this state-of-the-art facility, adults, adolescents and children are provided with a full range of psychiatric services.

**Historical display**

Patients and visitors are invited to visit the historical display on the wall behind the information desk in the Mary Brigh Building, main floor. From this display, you will learn
Teamwork
Teamwork is an important aspect of care at Mayo Clinic, Rochester Methodist Hospital and Saint Marys Hospital. Your physicians, nurses and other care providers will work with you as a member of the team to best meet your individual needs. For instance, telling your care providers if you are in pain and indicating your level of pain is the most accurate way for them to understand what you are experiencing. If you have information, questions or concerns about your care, discuss them with your care providers.

Physicians
Saint Marys Hospital is staffed exclusively by Mayo Clinic physicians. In addition to staff physicians, members of the following groups may assist with your care.

- **Residents from the Mayo Graduate School of Medicine**
  Residents are physicians training for a particular medical or surgical specialty. While advancing their skills, they participate in patient care by helping with exams, tests, diagnoses, surgery and other treatment.

- **Fellows**
  Fellows are physicians who have completed their residency training and are continuing their studies in a subspecialty area. They help with patient care while under supervision of a Mayo Clinic physician.

- **Students from Mayo Medical School**
  These students are in a four-year course of study for a medical degree. They help with
patient care while under supervision of a Mayo Clinic physician.

**Nursing staff**
For demonstrating excellence in nursing services, Saint Marys Hospital and Rochester Methodist Hospital received the Magnet Hospital Recognition Award. This honor, the highest nursing-services award given by the American Nurses Credentialing Center, recognizes excellence in patient care, nursing practices, leadership, professional growth and attention to the cultural diversity of staff and patients.

The members of your nursing team include registered nurses, licensed practical nurses and patient-care assistants who work under the supervision of a nurse manager. If you have questions regarding your nursing care, feel free to ask any member of the nursing team or your nurse manager.

**Pharmacy service**
A team of pharmacists, technicians and service assistants is available 24 hours a day to meet your needs for medication and intravenous therapy. Medication orders written by your physician are entered into the pharmacy computer and pharmacy staff individually prepare the doses of medication. At the time of your dismissal, your physician may write prescriptions for you. You have the option of having your prescriptions filled at Mayo Clinic Pharmacy – Mary Brigh or at your local pharmacy. The Mayo Clinic Pharmacy – Mary Brigh is located in the Mary Brigh Building, main floor, lobby.

**Medical Social Service**
Illness or accident can cause many disruptions for you and your family. When you need help in planning for employment, financial assistance, ongoing care or nursing home placement, medical social workers can help. When your medical situation is complicated by worries about health, marital difficulties or parent/child problems, a social worker can assist you in identifying options. Your medical social worker also can provide you with information about agencies in your home town.

If you or your family member wishes to see a social worker, call Medical Social Services, 284-2131, or ask your nurse or physician to request a Social Service consultation. There is no charge for this service.

**Chaplains**
Chaplains are available to offer spiritual and emotional support and to accompany patients and families in crisis or grief. They also can provide consultation regarding ethical concerns and decisions. A chaplain is assigned to each nursing unit. You can reach the unit chaplain through your nurse or unit secretary. If you have a specific denominational or sacramental need, a chaplain from your faith tradition will be contacted for you. Staff chaplains are Christian, Jewish and Muslim. If your need cannot be met by our staff, we will contact a local representative of your faith tradition. To reach Chaplain Services, call 255-5780 between 8 a.m. and 5 p.m., Monday through Friday. You may also ask your nurse to page the on-call chaplain at any time.
Nutrition care staff
Good nutrition is important for healing and recovery. Registered dietitians help you plan to meet your needs for foods or special fluids. Dietetic technicians and nutrition assistants work under the guidance of the dietitians. They will assist you with food selections and suggest alternatives when necessary.

If your medical condition requires that you modify your diet, arrangements will be made for you to learn about the changes needed to meet your nutrition requirements. If you have questions about your meals, or about changes you may need to make in your diet, please ask your nurse to contact the nutrition care staff.

Unit secretaries
Each nursing station has a unit secretary who is responsible for the receptionist and clerical functions of the unit. This person is a good source of general information for both you and your family.

All Saint Marys Hospital staff are here to serve you. Tips are neither expected nor accepted. If you wish to express appreciation, please write to the hospital administrator.

You play an important role in safety while in the hospital. If you have concerns about safety, or about any other aspect of your care, please do not hesitate to alert your caregivers.

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

Please deposit your valuables with the cashier staff. Your valuables will be placed in a safety deposit box in the Cashier’s Office, located in the main hospital lobby, Mary Brigh Building, main floor. Withdrawals may be made at the Cashier’s Office during the following hours:

- Monday-Friday: 6 a.m. to 6 p.m.
- Weekends: 8 a.m. to noon
- Holidays: closed

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

Electrical appliances
You may use the following personal, cord-connected electrical equipment at the hospital: hair dryers, curling irons, razors and personal computers. Any equipment that looks to be in questionable condition should be inspected by the maintenance staff.

Protecting patients from infection
Family and friends should not visit patients in the hospital if they have a cold, sore throat, the flu or are not feeling well. Visitors should wash their hands or use a waterless, alcohol-based cleanser before entering a patient room and
Chaplains are available to all patients and loved ones.

- To listen and offer spiritual and emotional support
- To accompany those in crisis or grief
- To share prayer, sacraments and to lead worship
- To reflect and consult on ethical concerns and decisions

**Chaplain visits**
The services of a chaplain are available 24 hours a day, seven days a week. To assure a visit from one of our chaplains, call Chaplain Services, 255-5780, between 8 a.m. and 5 p.m., Monday through Friday. You may ask your nurse to page the on-call chaplain at any time. Chaplain Services is located in the Joseph Building, main floor, room M-61. If you would like to receive a visit from your local pastor, please feel free to call him or her.

**Chapels and prayer spaces**
- Saint Marys Chapel is located at the east end of the Domitilla Building, first floor. All scheduled services at Saint Marys Hospital are held in this chapel.
- Saint Francis Chapel is located in the Francis Building, fifth floor, and is available for prayer and meditation.

Chapels are open 24 hours a day. Patients may come in hospital attire. You are invited to write prayer requests in the book located in the chapels so others may pray for your intentions. Spiritual support booklets are available in both chapels.

**Fire drills**
In order to assure quick and efficient response in the event of a fire, drills are conducted regularly in the hospital. When a drill begins, chimes will sound and fire doors will close in parts of the hospital, depending on the drill’s location. We ask that you not use the elevators during the drill. We appreciate your understanding of our need to test our emergency readiness.
• Groves’ Meditation Room in the Mary Brigh Building, seventh floor, is available 24 hours a day for persons of all faith traditions. This area is designed for quiet time and meditation.

• The Saint Francis Peace Garden, on the west side of the Generose Building, is open from dawn to dusk during the spring, summer and fall. Patients and families are welcome to use the garden for meditation and reflection.

Worship services
The following services are available to hospital patients and visitors at Saint Marys. You may also refer to TV channel 11 to verify the times and locations of all chapel services.

• Catholic
Mass is held Monday through Saturday at 4:30 p.m. and Sunday at 8:30 a.m in the Saint Marys Chapel, Domitilla Building, first floor. These Masses are televised on channel 11. The Masses from the Rochester Methodist Hospital Chapel are broadcast live at 3:30 p.m. Sunday through Friday on channel 11.

Sacrament of Reconciliation is held Saturday from 3:30-4:15 p.m. in the Saint Marys Chapel, Domitilla Building, first floor. A priest is also available for individual confession by request.

Sacrament of the Sick (anointing service) is Wednesday at the 4:30 p.m. Mass in the Saint Marys Chapel, Domitilla Building, first floor. A priest is also available for individual anointing by request.

Communion can be brought to your room upon request. To request Communion, please contact your nurse.

• Interdenominational
An interdenominational worship service is held Sunday at 10:45 a.m. in the Saint Marys Chapel, Domitilla Building, first floor. The service is televised on channel 11. On Sundays, the 9:30 a.m. service from the Rochester Methodist Hospital Chapel also is broadcast live.

A service also is held Sundays at 9:45 a.m. in the Helen Hayes Lecture Hall, Generose Building, second floor, for Generose patients and family members.

Communion and anointing are available upon request.

• Other faith traditions
Arrangements can be made through Chaplain Services for contacts with other religious groups. Call 255-5780 for service times and locations.

Programs and meditations from Chaplain Services are televised daily. For a complete listing, refer to the TV menu on channel 11.
Food services

Your meals
Each day you may select your meals from the menu provided by your nutrition assistant. If you have questions about your menu or have special food requests, please contact your nutrition assistant or nurse.

Guest trays
Visitors may dine with you in your room. Guest trays may be ordered for a fee through the nutrition assistant, dietetic technician or unit secretary.

Special occasions
We are happy to help celebrate special occasions in your life and will be pleased to serve you a decorated cupcake for your birthday or wedding anniversary.

Visitor Cafeteria
The Visitor Cafeteria is located in the Francis Building, main floor. The cafeteria features a complete breakfast menu, hot entrees, pizza, grilled and deli sandwiches, soups, salad bar and desserts. Nutritional information is available on menu items to assist you in making healthy food selections. All food is available for take-out. The Visitor Cafeteria is open seven days a week from 7 a.m. to 7 p.m.

  Breakfast – 7 a.m. to 10 a.m.
  Lunch – 11 a.m. to 2 p.m.
  Dinner – 4:45 p.m. to 7 p.m.

The Visitor Cafeteria accepts personal checks. Checks may also be cashed at the Cashier’s Office, Mary Brigh Building, main floor. Automatic teller machines are in the Mary Brigh Building near Admissions.

Vending machines are available 24 hours a day. They are located in the Francis Building, tower section, ground floor and in the Domitilla Building, ground floor.

Visitors are asked to refrain from bringing food from home or restaurants to patients in the hospital. Patients may contact their nutrition assistant to arrange for individual preferences.
Communication services

**Television**
Television service at Saint Marys Hospital provides an extensive list of channels, including patient information, patient education and entertainment programming.

When you turn on your television, the Saint Marys Hospital welcome channel will automatically appear on the screen. This channel provides information on how to use your remote control. Please note that the volume control for the television is located on a pillow-speaker panel at your bedside.

The following channels will help you find specific types of programs:

- **Channel 13:** Entertainment channels menu
  This channel shows the line-up of free local and cable television channels.

- **Channel 36:** Patient education channels menu
  This channel provides a listing and schedule of educational programming about various medical tests, procedures and illnesses.

Channel 10 is Mayo Clinic’s patient/visitor channel. It broadcasts programs about Mayo Clinic and its patient services. The daily schedule for channel 10 is broadcast between each program.

The patient/visitor channel (10) broadcasts programs about Mayo Clinic, patient services and your visit here. The daily schedule is broadcast between each program.

**Mail**
Mail will be delivered to your room once a day. Stamps are available in the mailroom or Auxiliary Gift Shop. Mail received after your dismissal will be forwarded to your home address. Mail may be held for you on request.

**Newspaper stands**
Newspaper stands are located in the Mary Brigh Building near the east patient elevators and in the vending area, Francis Building, tower section, ground floor. The gift shop will purchase and deliver other newspapers upon request.

**Copy service**
The Patient and Visitor Library in the Francis Building, tower section, seventh floor, has a copy machine where you may make copies for a nominal fee.

**Fax service**
Fax service is available from 8 a.m. to 4 p.m., Monday through Friday, in the mail room in the Domitilla Building, main floor, room M-105A.

**Telephones**
Telephone service is available to all patients. You are not charged for local calls. Long distance calls may be charged to your home telephone number or to your telephone credit card. You also may call collect.
To call phone numbers at Saint Marys Hospital, Mayo Clinic and Rochester Methodist Hospital from within the hospital, you need only to dial the last five digits of the number.

Please remember to dial the area code for all long-distance calls, even long-distance calls within the same area code.

• Local calls: Dial 9 and the local number
• Long distance: Dial 9, 0, area code and number (AT&T provides Saint Marys Hospital’s long distance service.)
• International calls: Dial 9, 0, 11, country code, city code and number
• MCI access: Dial 9-1-800-950-1111
• Sprint access: Dial 9-1-800-877-8000

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 operator.

A telephone for those with hearing impairments, a TTY phone and a long phone cord are available at no charge. Ask your nurse to arrange for your use of this equipment. Public pay phones are available in the Francis Building lobby, on each floor near the Francis elevator, and in the Mary Brigh lobby.

**Resources and amenities**

**Saint Marys Hospital Auxiliary/Volunteers**

To help make your hospital stay more comfortable, the Auxiliary provides several special services at no charge.

- **Auxiliary Gift Shop**
  Phone - 255-5951
  Joseph Building, main floor, room M-43
  Hours:
  - Monday-Friday 8:30 a.m. to 7:30 p.m.
  - Saturday 9:30 a.m. to 3:30 p.m.
  - Sunday 12:30 p.m. to 3:30 p.m.

- **Errand service**
  Phone - 255-5952
  The errand service is available Monday through Friday. Volunteers will deliver items to you in your room. They also will purchase items in the gift shop or shop for essential items the gift shop does not carry.

- **Hospitality lounges**
  Volunteers serve complimentary hot beverages and are available for listening or conversation in the following locations:
  - **Joseph Building** – 9 to 11 a.m., weekdays, first floor, A Unit
  - **Mary Brigh Building** – 9 to 11 a.m., weekdays, third and fifth floor, B and G Units/west atrium
  - **Mary Brigh Building** – 9 to 11 a.m., weekdays, sixth and seventh floor, all units/east atrium
Automatic teller machines and change machines
Two automatic teller machines (ATMs) are located in the Admissions area in the Mary Brigh Building. Change machines are located in the Francis Building, tower section, ground floor and in the Domitilla Building, ground floor, room G-101.

Barber shop and beauty salon
A barber shop is located in the Francis Building, ground floor, room G-6. Room service to patients is available upon request. Hours are 8 a.m. to 5:30 p.m., Monday through Friday, 8 a.m. to 2 p.m., Saturday. Appointments are preferred. Call 255-5531.

A beauty salon is located in the Francis Building, ground floor, room G-4. Room service for patients is available. Hours are 9 a.m. to 5 p.m., Tuesday through Saturday. Appointments are preferred. Call 287-6939.

Erickson Hair and Skin Care Center
The Erickson Hair and Skin Care Center is a service to assist patients who experience hair loss or skin problems because of medical treatment. The staff will help you select a wig or other head coverings. Synthetic wigs or caps are available at no cost to patients. The wigs, which are fitted and styled at the center, may be selected from the current stock. Skin care classes are offered for oncology patients by appointment with the cosmetologist.

The center is located at Rochester Methodist Hospital, Eisenberg Building, subway level, room S-60, and is open from 8:30 a.m. to 4:30 p.m., Monday through Friday. You do not need
an appointment. To reach the Erickson Hair and Skin Care Center from Saint Marys Hospital, you may take the patient shuttle which is a free service. Call 266-1700 if you have questions.

**Health care/advance directives**
Health care/advance directives information brochures are available at all hospital information desks, at the Mayo Patient Education Center, Siebens Building, subway level, and through Mayo Clinic’s Medical Social Services. If you have questions, please contact Medical Social Services at 284-2131.

**Interpreters**
Interpreters from Mayo Clinic are available 24 hours a day for patients who speak a language other than English. An interpreter also is available for the deaf and hard of hearing. For more information, ask your nurse. There is no charge for these services.

**Lifeline**
If you have a disability or chronic medical problem and live in southeastern Minnesota, Saint Marys Hospital offers a program called Lifeline: a personal emergency response system that provides a link between your home and Saint Marys. There is a charge for this service. For more information, call 255-6908.

**Lost and found**
To inquire about lost and found items, please call 255-5368.

**Notary public**
A notary public service is available at no charge. Please contact the nursing staff or unit secretary to make arrangements, or based on availability, a notary public may be provided through Admissions and Business Services located in the Mary Brigh Building, main floor.

**Organ donation information**
If you wish to become an organ and/or tissue donor, you are encouraged to discuss your decision with your family members. Brochures containing information about organ and tissue donation are available in brochure racks throughout the hospital.

**Patient and Visitor Library**
The Sister Joseph Patient and Visitor Library, located in the Francis Building, seventh floor, is well stocked with books from fiction and non-fiction to medical reference materials, including best sellers and large-print editions. The library offers Internet access for e-mail and research; a fax machine and copier; and modem lines for portable computers. Books and videotapes in languages other than English also are available. Videotapes for entertainment and health information, audio books, CDs, tapes, current magazine and board games also are available, as are a limited number of compact disc and tape players. Patients may have library materials delivered to their rooms by calling 255-5434.

Library hours are 9:30 a.m. to 4:30 p.m. Monday through Friday, and 1 p.m. to 4:30 p.m. on Saturday and Sunday.
Members of the nursing staff will help you plan for specific aspects of your discharge. Your family or a person you designate also will be asked to participate in your discharge planning. Hospital nursing 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, any limitations on exercise or other activities of daily living, and discussion of any supplies or equipment you will need.

We encourage you to ask questions and share concerns about your home situation with our staff before your day of discharge. If you have some concern about your readiness to leave the hospital, please ask a member of the nursing staff about alternative programs to help with the transition from hospital to home or to another setting.

**Discharge procedure**

Before you leave the hospital your physician will write an order for your discharge. Your nurse also will assist you with the discharge procedure. If you have not made arrangements for payment of your medical bill, you may be asked to stop at the Cashier’s Office in the Mary Brigh Building, main floor. If you are unable to go to the Cashier’s Office in person, you may send a family member.

Cashier hours:
- Monday-Friday 6 a.m. to 6 p.m.
- Weekends 8 a.m. to 12 p.m.
- Holidays closed

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**Visitors from community organizations**

Representatives from various community organizations often visit the hospital. If you would like to receive a visit during your hospital stay, please call the number listed for your organization.

- Alcoholics Anonymous ................. 289-5636
- Amateur Radio ................................... 282-3930
- American Legion ............................. 252-1659
- American Legion Auxiliary .............. 289-6062
- Arthritis/SEMCIL Peer Visitors .............. 285-1815, ext. 20
- Does Drove #19 ................................ 282-6702
- Eagles ............................................. 289-5931
- Eagles Auxiliary .............................. 289-5931
- Elks, BPOE #1091 ............................. 282-6702
- RMH Auxiliary .................................. 266-8625
- Royal Neighbors ................................ 289-8738
- Saint Marys Auxiliary ....................... 255-5653
- Veterans of Foreign Wars & Auxiliary Post 1215 ................. 289-6299

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Dismissal prescriptions
You may continue to need medications after you are dismissed from the hospital. At the end of your stay, be prepared to purchase take-home medications at Mayo Clinic Pharmacy – Mary Brigh or at the pharmacy of your choice. Please bring your prescription drug-benefit card and a way to pay for your prescription.

Mayo Clinic Pharmacy – Mary Brigh is located in the Mary Brigh Building, main floor, lobby, next to the registration desk.

Hours are Monday through Friday, 7 a.m. to 9 p.m.; weekends, 7 a.m. to 6 p.m.

Medical supply items
You may need certain medical supply items after you leave the hospital. If so, prior to discharge a member of the nursing staff will provide you with a list of the medical supply items you will need. At the end of your hospital stay, please be prepared to purchase these items at the Mayo Clinic Store, Siebens Building, subway level, or at the medical supply store or pharmacy of your choice.

Making arrangements for payment of your medical bill
Arrangements for payment of your medical bill must be made with a Business Office representative when you are preadmitted 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 leave the hospital. Payment can be made by cash; by check; or by MasterCard, VISA, Discover, American Express or Diners Club credit card.

If you have questions regarding financial aspects of your care, a Business Office representative is available to help you. Please call 255-5994 for assistance.

Making a return appointment
If you need to schedule a return appointment, please call the Mayo Clinic Appointment Information Desk at 507-284-2111.
Visitor information

Guidelines for visitors
Please limit the number of visitors to no more than two or three in a patient’s room at one time. We also ask you to keep your visits brief.

Children, accompanied by parents or an adult, are permitted to visit patients in their rooms during normal visiting hours. Children may not, however, visit patients in some types of isolation, and children under 14 are not to visit patients in an intensive care unit without authorization from the nurse manager.

Flowers, balloon bouquets and cards brighten up a patient’s surroundings and are welcome in patient rooms. But, because of possible allergic reactions, latex balloons are not allowed. Some special units, such as intensive care, do have restrictions on floral arrangements. Please check with a nurse or unit secretary in such units prior to bringing live flowers.

Please do not sit on the patient’s bed or on an unoccupied bed in a semi-private room.

Mayo Clinic, Saint Marys Hospital and Rochester Methodist Hospital are smoke-free institutions. Smoking is not permitted in any Mayo facility or on the clinic or hospital grounds.

Visiting hours

<table>
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<th>Visiting Hours</th>
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<tr>
<td>General units</td>
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<tr>
<td>Mayo Eugenio Litta Children’s Hospital</td>
<td>8 a.m. to 8:30 p.m.</td>
</tr>
<tr>
<td>Intensive care units</td>
<td>As stated on the unit</td>
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Locating a patient’s room

Visitors can obtain a patient’s room number at the information desks located on the main floors of the Mary Brigh Building (two locations, east and west desks) and the Francis Building. You may also call 255-5980 or 255-4534 for help locating a patient’s room.

Rooms at Saint Marys Hospital are identified by a room number which incorporates a building abbreviation followed by a four-digit number. The building name is a two-letter abbreviation. In the room number, the first number indicates the floor level and the remaining numbers identify the area and individual room.

Example: Mb6-510 = Mary Brigh Building, 6th floor, room 510.

Building Abbreviations:

- Alfred Building Al
- Generose Ge
- Domitilla Building Do
- Joseph Building Jo
- Francis Building Fr
- Mary Brigh Building Mb

Mayo Eugenio Litta Children’s Hospital is located on the second and third floors of the Francis and Mary Brigh buildings. Please use the elevators from the Mary Brigh Lobby. For
Parking passes
You may purchase a multiple-day parking pass from parking attendants in the patient/visitor ramps. These passes have no expiration date and are valid in all Mayo Clinic, Saint Marys Hospital and Rochester Methodist Hospital patient/visitor parking ramps.

Restrooms
Public restrooms that are wheelchair accessible are located near the information desk in the Francis Building and near the Admissions Desk in the Mary Brigh Building. Baby changing tables are available in some of the public restrooms. Visitors are asked not to use patient restrooms.

Tours
Visitors may take a self-guided tour of Saint Marys Hospital between 8 a.m. and 8:30 p.m. Tour brochures are available at the information desks. Children must be accompanied by an adult.

Videotaping
In some instances, a family member who will assist with a patient’s care after dismissal may wish to videotape specific home-going patient care procedures. This may be done with the permission of the nurse manager. Videotaping or photography of daily patient care activities, however, is not permitted.

Family members, visitors or other patients who wish to videotape or photograph a patient may do so only with his/her permission and only in the patient’s room. If the patient is unable to give permission, permission should be

Visitor identification
When a family member or friend must remain in the hospital overnight, (between 9 p.m. and 5:30 a.m.) he or she will be issued a visitor identification badge by a member of the nursing staff.

Parking
Parking is available in the following areas:

• Patient/visitor underground parking facility: Turn off 14th Avenue S.W. and drive through the patient drop-off area at the hospital’s main entrance. Follow the signs to the underground parking.

• Generose Parking Ramp, levels two and three: Turn off 14th Avenue S.W. and proceed east on Peace Garden Drive to the entrance of the ramp.

• Emergency Department parking lot: Parking is available to patients and visitors going to the Emergency Department in the surface lot across the driveway from the Emergency Department’s entrance.

Valet parking is available from 6 a.m. to 9 p.m., Monday through Friday, at the main hospital entrance in the Mary Brigh Building. For further information, call the door attendant, 255-5483.
Patient shuttle service
The patient shuttle arrives and departs from the west door of the Gonda Building and the main entrance of Saint Marys Hospital in the Mary Brigh Building. This free shuttle runs continuously between from 6:45 a.m. to 5:30 p.m., Monday through Friday, on days the clinic is open. The shuttle is wheelchair accessible.

Hotel courtesy cars
Many local hotels and motels offer guests complimentary shuttle service to and from Mayo Clinic, Saint Marys Hospital and Rochester Methodist Hospital. For more information, please ask the attendants at the main entrance in the Mary Brigh Building. Arrivals and departures are announced in the hospital lobby over the public address system.

City buses
City buses leave from the front door of the Francis Lobby for downtown Rochester approximately every 30 minutes between 6:30 a.m. and 6:30 p.m. and every hour from 7 p.m. to 10 p.m. There is no bus service on Sunday.

Airport bus service
Airport shuttle service is available from downtown hotels and motels and from Saint Marys Hospital. Call 282-2222 to arrange a pick-up time. There is a charge for this service.
Questions about your care
If you have questions or concerns about any aspect of your care, do not hesitate to alert one of your care providers. A member of your care team will talk with you about your care and describe what you can expect as a result of the care you receive. If the outcome of your treatment is significantly different from what was anticipated, your care provider will discuss the outcomes with you and, if appropriate, with a member of your family.

We invite your comments
At Mayo, our primary mission is to provide you with the finest care possible. We welcome your comments and suggestions because they enable us to continuously improve our service to you.

Please complete the patient comment card included in this booklet. Your comments will be forwarded to the staff member who can take action on your suggestions. If the comment card was missing, your nurse can get one for you. You may give the card to your unit secretary or return it through the U.S. Postal Service.

Grievances/complaints
In the event you or your family has a question or concern or feel your rights as a patient were not upheld, we want to know about it because our first concern is for your well-being.

Normally, most grievances or complaints can and should be handled quickly and efficiently by contacting the nurse manager on your unit. If, however, you are unable to obtain satisfaction in this manner, either you or your representative may contact the hospital patient relations coordinator in the Office of Patient Affairs at 284-4988 between the hours of 8 a.m. and 5 p.m., Monday through Friday. At all other times ask to speak with the nurse supervisor. Working with the appropriate persons, the patient relations coordinator will make every attempt to settle the grievance or complaint as quickly as possible.

You have the right to request and receive a written response to any grievance. If satisfaction is not achieved by working with the hospital’s grievance procedure, you may contact the Office of Health Facilities Complaints at 85 East 7th Place, PO Box 64970, St. Paul, Minn. 55164; or phone 651-215-8702 or 800-369-7994. You will find additional information in the Patients’ Bill of Rights that you received upon admission to the hospital. A copy is also included in this booklet (see pp. 41-53).

Hospital Ethics Consultation Service
An ethics consultation may be requested by a patient or family member when an ethical or moral conflict is perceived with a health-care provider. The health-care team also may request a consultation. Upon your request, the unit secretary will contact the Ethics Consultation Service member on call.

Arrangements will be made to discuss the case with you within 24 hours. If the consultation is accepted, a multi-disciplinary team will review the case, speak with parties involved and make recommendations for resolving the conflict. Results of consultations are not binding.
A tradition of giving

Generous private financial support keeps Mayo Clinic’s programs and facilities at the leading edge of medical discovery.

In the early 1900s, Dr. William J. Mayo and Dr. Charles H. Mayo gave the assets of their medical practice and the majority of their personal savings to create what today is Mayo Foundation: a private trust for public purposes. Today, our patients and friends continue this tradition by making contributions to Mayo Foundation. Your tax-deductible gift helps support innovative ways to treat illnesses for patients at Mayo Clinic and throughout the world. Thoughtful gifts also support laboratories and technology that our scientists use for tomorrow’s discoveries, and education programs that train future generations of health-care leaders.

In addition, friends support Mayo Clinic programs for patients who need financial assistance to meet their hospital expenses. The Poverello Fund and the van der Steen Trust serve patients at Saint Marys Hospital. The Good Samaritan Fund assists patients at Rochester Methodist Hospital.

For further information, please contact:

Department of Development
Mayo Foundation
200 First Street SW
Rochester, MN  55905
507-284-8540 or 800-297-1185
e-mail: development@mayo.edu

Minneapolis
Patients’ Bill of Rights

The text of this Patients’ Bill of Rights is provided by the Minnesota Hospital and Healthcare Partnership.

**Legislative intent:** It is the intent of the legislature and the purpose of this statement to promote the interests and well-being of the patients of health care facilities. No healthcare facility may require a patient to waive these rights as a condition of admission to the facility. Any guardian or conservator of a patient or, in the absence of a guardian or conservator, an interested person, may seek enforcement of these rights on behalf of a patient. An interested person may also seek enforcement of these rights on behalf of a patient who has a guardian or conservator through administrative agencies or in probate court or county court having jurisdiction over guardianships and conservatorships. Pending the outcome of an enforcement proceeding the health care facility may, in good faith, comply with the instructions of a guardian or conservator. It is the intent of this section that every patient’s civil and religious liberties, including the right to independent personal decisions and knowledge of available choices, shall not be infringed and that the facility shall encourage and assist in the fullest possible exercise of these rights.

**Definitions:** For the purposes of this statement, “patient” means a person who is admitted to an acute care inpatient facility for a continuous period longer than 24 hours, for the purpose of diagnosis or treatment bearing on the physical or mental health of that person. “Patient” also means a minor who is admitted to a residential program as defined in section 7, Laws of Minnesota 1986, Chapter 326. For purposes of this statement, “patient” also means any person who is receiving mental health treatment on an out-patient basis or in a community support program or other community-based program.

**Public Policy Declaration:** It is declared to be the public policy of this state that the interests of each patient be protected by a declaration of a patient’s bill of rights which shall include but not be limited to the rights specified in this statement.
1. Information about rights
Patients shall, at admission, be told that there are legal rights for their protection during their stay at the facility or throughout their course of treatment and maintenance in the community and that these are described in an accompanying written statement of the applicable rights and responsibilities set forth in this section. In the case of patients admitted to residential programs as defined in section 7, the written statement shall also describe the right of a person 16 years old or older to request release as provided in section 253B.04, subdivision 2, and shall list the names and telephone numbers of individuals and organizations that provide advocacy and legal services for patients in residential programs. Reasonable accommodations shall be made for those with communication impairments, and those who speak a language other than English. Current facilities policies, inspection findings of state and local health authorities, and further explanation of the written statement of rights shall be available to patients, their guardians or their chosen representatives upon reasonable request to the administrator or other designated staff person, consistent with chapter 13, the Data Practices Act, and section 626.557, relating to vulnerable adults.

2. Courteous treatment
Patients have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.

3. Appropriate healthcare
Patients shall have the right to appropriate medical and personal care based on individual needs. This right is limited where the service is not reimbursable by public or private resources.

4. Physician’s identity
Patients shall have or be given, in writing, the name, business address, telephone number, and specialty, of any, of the physician responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the attending physician in a patient’s care record, the information shall be given to the patient’s guardian or other person designated by the patient as his or her representative.

5. Relationship with other health services
Patients who receive services from an outside provider are entitled, upon request, to be told the identity of the provider. Information shall include the name of the outside provider, the address, and a description of the service which may be rendered. In cases where it is medically inadvisable, as documented by the attending physician in a patient’s care record, the information shall be given to the patient’s guardian or other person designated by the patient as his or her representative.

6. Information about treatment
Patients shall be given by their physicians complete and current information concerning their diagnosis, treatment, alternatives, risks and prognosis as required by the physician’s legal duty to disclose. This information shall be in terms and language the patients can reasonably be expected to understand. Patients may be accompanied by a family member or other chosen representative. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the attending physician in a patient’s medical record, the information shall be given to the patient’s guardian or other person designated by the patient as his or her representative. Individuals have the right to refuse this information.

Every patient suffering from any form of breast cancer shall be fully informed, prior to or at the time of admission and during her stay, of all alternative effective methods of treatment of which the treating physician is knowledgeable, including surgical, radiological, or chemotherapeutic treatments or combinations of treatments and the risks associated with each of those methods.
7. Participation in planning treatment

Notification of Family Members: (a) Patients shall have the right to participate in the planning of their health care. This right includes the opportunity to discuss treatment and alternatives with individual caregivers, the opportunity to request and participate in formal care conferences, and the right to include a family member or other chosen representative. In the event that the patient cannot be present, a family member or other representative chosen by the patient may be included in such conferences.

(b) If a patient who enters a facility is unconscious or comatose or is unable to communicate, the facility shall make reasonable efforts as required under paragraph (c) to notify either a family member or a person designated in writing by the patient as the person to contact in an emergency that the patient has been admitted to the facility. The facility shall allow the family member to participate in treatment planning, unless the facility knows or has reason to believe the patient has an effective advance directive to the contrary or knows the patient has specified in writing that they do not want a family member included in treatment planning. After notifying a family member but prior to allowing a family member to participate in treatment planning, the facility must make reasonable efforts, consistent with reasonable medical practice, to determine if the patient has executed an advance directive relative to the patient’s health care decisions. For purposes of this paragraph, “reasonable efforts” include:

1. examining the personal effects of the patient;
2. examining the medical records of the patient in the possession of the facility;
3. inquiring of any emergency contact or family member contacted whether the patient has executed an advance directive and whether the patient has a physician to whom the patient normally goes for care; and
4. inquiring of the physician to whom the patient normally goes for care, if known, whether the patient has executed an advance directive. If a facility notifies a family member or designated emergency contact or allows a family member to participate in treatment planning in accordance with this paragraph, the facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient’s privacy rights.

(c) In making reasonable efforts to notify a family member or designated emergency contact, the facility shall attempt to identify family members or a designated emergency contact by examining the personal effects of the patient and the medical records of the patient in the possession of the facility. If the facility is unable to notify a family member or designated emergency contact within 24 hours after the admission, the facility shall notify the county social service agency or local law enforcement agency that the patient has been admitted and the facility has been unable to notify a family member or designated emergency contact. The county social service agency and local law enforcement agency shall assist the facility in identifying and notifying a family member or designated emergency contact. A county social service agency or local law enforcement agency that assists a facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient’s privacy rights.

8. Continuity of care

Patients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.
9. Right to refuse care
Competent patients shall have the right to refuse treatment based on the information required in Right No. 6. In cases where a patient is incapable of understanding the circumstances but has not been adjudicated incompetent, or when legal requirements limit the right to refuse treatment, the conditions and circumstances shall be fully documented by the attending physician in the patient’s medical record.

10. Experimental research
Written, informed consent must be obtained prior to patient’s participation in experimental research. Patients have the right to refuse participation. Both consent and refusal shall be documented in the individual care record.

11. Freedom from maltreatment
Patients shall be free from maltreatment as defined in the Vulnerable Adults Protection Act. “Maltreatment” means conduct described in Section 626.5572, Subdivision 15, or the intentional and nontherapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress. Every patient shall also be free from nontherapeutic chemical and physical restraints, except in fully documented emergencies, or as authorized in writing after examination by a patient’s physician for a specified and limited period of time, and only when necessary to protect the patient from self-injury or injury to others.

12. Treatment privacy
Patients shall have the right to respectfulness and privacy as it relates to their medical and personal care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. Privacy shall be respected during toileting, bathing, and other activities of personal hygiene, except as needed for patient safety or assistance.

13. Confidentiality of records
Patients shall be assured confidential treatment of their personal and medical records, and may approve or refuse their release to any individual outside the facility. Copies of records and written information from the records shall be made available in accordance with this subdivision and section 144.335. This right does not apply to complaint investigations and inspections by the department of health, where required by third party payment contracts, or where otherwise provided by law.

14. Disclosure of services available
Patients shall be informed, prior to or at the time of admission and during their stay, of services which are included in the facility’s basic per diem or daily room rate and that other services are available at additional charges. Facilities shall make every effort to assist patients in obtaining information regarding whether the Medicare or Medical Assistance program will pay for any or all of the aforementioned services.

15. Responsive service
Patients shall have the right to a prompt and reasonable response to their questions and requests.

16. Personal privacy
Patients shall have the right to every consideration of their privacy, individuality, and cultural identity as related to their social, religious, and psychological well-being.

17. Grievances
Patients shall be encouraged and assisted, throughout their stay in a facility or their course of treatment, to understand and exercise their rights as patients and citizens. Patients may voice grievances and recommend changes in policies and services to facility staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Notice of the grievance procedure of the facility or program, as
well as addresses and telephone numbers for the Office of Health Facility Complaints and the area nursing home ombudsman pursuant to the Older Americans Act, section 307(a)(12) shall be posted in a conspicuous place.

Every acute care in-patient facility, every residential program as defined in section 7, and every facility employing more than two people that provides outpatient mental health services shall have a written internal grievance procedure that, at a minimum, sets forth the process to be followed; specifies time limits, including time limits for facility response; provides for the patient to have the assistance of an advocate; requires a written response to written grievances; and provides for a timely decision by an impartial decision-maker if the grievance is not otherwise resolved. Compliance by hospitals, residential programs as defined in section 7 which are hospital based primary treatment programs, and outpatient surgery centers with section 144.691 and compliance by health maintenance organizations with section 62D.11 is deemed to be compliance with the requirement for a written internal grievance procedure.

18. Communication privacy
Patients may associate and communicate privately with persons of their choice and enter and, except as provided by the Minnesota Commitment Act, leave the facility as they choose. Patients shall have access, at their expense, to writing instruments, stationery, and postage. Personal mail shall be sent without interference and received unopened unless medically or programmatically contraindicated and documented by the physician in the medical record. There shall be access to a telephone where patients can make and receive calls as well as speak privately. Facilities which are unable to provide a private area shall make reasonable arrangements to accommodate the privacy of patients’ calls. This right is limited where medically inadvisable, as documented by the attending physician in a patient’s care record. Where programmatically limited by a facility abuse prevention plan pursuant to the Vulnerable Adults Protection Act, section 626.557, subdivision 14, paragraph (b), this right shall also be limited accordingly.

19. Personal property
Patients may retain and use their personal clothing and possessions as space permits, unless to do so would infringe upon rights of other patients, and unless medically or programmatically contraindicated for documented medical, safely, or programmatic reasons. The facility may, but is not required to, provide compensation for or replacement of lost or stolen items.

20. Services for the facility
Patients shall not perform labor or services for the facility unless those activities are included for therapeutic purposes and appropriately goal-related in their individual medical record.

21. Protection and advocacy services
Patients shall have the right of reasonable access at reasonable times to any available rights protection services and advocacy services so that the patient may receive assistance in understanding, exercising, and protecting the rights described in this section and in other law. This right shall include the opportunity for private communication between the patient and a representative of the rights protection service or advocacy service.

22. Right to communication disclosure and right to associate
Upon admission to a facility, where federal law prohibits unauthorized disclosure of patient identifying information to callers and visitors, the patient, or the legal guardian or conservator of the patient, shall be given the opportunity to authorize disclosure of the patient’s presence in the facility to callers and visitors who may seek to communicate with the patient. To the extent possible, the legal
Inquiries or complaints regarding medical treatment or the Patients’ Bill of Rights may be directed to:
Minnesota Board of Medical Practice
2829 University Ave. SE
Suite 400
Minneapolis, MN 55414-3246
612-617-2130 or 800-657-3709
OR
Office of Health Facility Complaints
P.O. Box 64970
St. Paul, MN 55164-0970
651-215-8702 or 800-369-7994

Inquiries regarding access to care or possible premature discharge may be directed to:
Ombudsman for Older Minnesotans
121 East Seventh Place
Suite 410 (Metro Square Building)
St. Paul, MN 55101
651-296-0382 or 800-657-3591

Federal rights
Starting Aug. 2, 1999, the federal Patients’ Bill of Rights law (42 CFR Part 482) went into effect. Patients have rights afforded them under federal laws in the areas of notification of rights; the exercise of his/her rights in regard to his/her care; privacy and safety; confidentiality of his/her records; freedom from restraints used in the provision of acute medical and surgical care unless clinically necessary; and freedom from seclusion and restraints used in behavior management unless clinically necessary. Patients who believe they have been aggrieved under their federal rights should refer to Provision 17 in this document. Those wanting a full copy of the federal law may obtain one by contacting the hospital business office.
Access to health records – Practices and rights
A health care provider or a person who get health records from a provider may not release a patient’s health records without a signed and dated consent from that patient. Sometimes the law makes exceptions.

Release of health records and confidentiality
Certain federal and state laws protect patient’s rights to confidentiality of their health records. Under Minnesota law, a patient may review any information in his or her health records, regarding any diagnosis, treatment and prognosis. If a patient asks in writing, a provider must give the patient copies of either the records or copies of a summary of the information in the records unless the provider has determined that the information is detrimental to the physical or mental health of the patient, or is likely to cause the patient to inflict self harm, or to harm another. If such a determination had been made, then the information can be given to another provider or appropriate third party. Minnesota statute sets a maximum charge for finding and copying records.

Release of health records without patient consent
In circumstances specified in statute, health record information may or must be released without the patient’s consent. The following are some, but not all examples:

- In a medical emergency
- When federal law requires it
- When someone receives a court order or a federal grand jury subpoena requiring release of health information

Under Minnesota law to the following persons or organizations for specific purposes:

- Department of Health
- Department of Human Services
- Department of Public Safety
- Department of Commerce
- Department of Employee Relations
- Department of Labor and Industry, insurers and employers in workers’ compensation cases
- Office of Mental Health Practices
- Ombudsman for Mental Health and Mental Retardation
- State Fire Marshal
- Health Boards
- Community Action Agencies
- Health professional licensing boards or agencies
- Schools and child care facilities may transfer immunization records without consent
- Law enforcement agencies
- Public or private postsecondary education institutions
- Local welfare agencies
- Medical examiners or coroners
- Medical or scientific researcher
- Minnesota Health Data Institute
- Potential victims of serious threats of physical violence
- Guardians or conservators of incompetent persons
- Parents/legal guardians of minor who is being treated where failure to inform could create serious health problems
- Insurance companies and other payors paying for independent medical examinations
- Proxies, ombudsmen, attorneys-in-fact

If you have any questions or require additional information, call the Minnesota Department of Health at 651-282-6314.
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Mayo Clinic, Saint Marys Hospital and Rochester Methodist Hospital are smoke-free institutions. Smoking is not permitted in any Mayo facility or on the clinic or hospital grounds. Your cooperation is appreciated.