Using Patient Online Services

Your Patient Online Services account provides you with easy access to important health care information.

Whether you need to review your appointment schedule, eCheck-In for an appointment, send a message to your health care team, look over test results and medical records, or review your bill, you’ll find that information easily accessible through Patient Online Services.

Request Appointments

You can request a non-urgent face-to-face visit with a member of your health care team through Patient Online Services. Select the Get Care Now button on the home page, and then select Request an Appointment. Follow the online instructions to complete your request. You’ll be notified by secure message or a phone call when your appointment is scheduled.

View Upcoming Appointments

You can view upcoming appointments and review instructions by selecting the Appointments & Notes icon.

Send and Receive Secure Messages

Patient Online Services lets you send secure messages, along with attachments, to your care team. Keep in mind that secure messages are intended for nonemergency situations in which you

■ Seek clarification about your plan of care
■ Ask follow-up questions about test results
■ Share updates on your health status

When a member of your health care team sends a secure message through Patient Online Services, you’ll receive an email or text letting you know. Just click on the embedded link to get to that message.

Use eCheck-In to Complete Pre-Appointment Tasks

As early as seven days before an appointment, you can complete appointment-related questionnaires and update your demographics using eCheck-In. Select Appointments & Admissions and look for the eCheck-In icon near your appointment.

When you arrive at Mayo, complete your check-in by using a kiosk or going to the desk.
**Use Express Care Online**

Mayo Clinic patients who live in Iowa, Minnesota, or Wisconsin between the ages of 18 months and 75 years old can use Express Care Online. Just select the Get Care Now button, and then select the Start Visit button under Express Care Online.

If you have one of the conditions listed, you can be treated within one hour when you start the visit between 8 a.m. and 7 p.m., any day of the year. If you start the visit after hours, your visit will be resolved by 9 a.m. the next day.

**View Test Results, Clinical Notes, Medication Lists and Medical Record**

Staying engaged in your health care is important. Patient Online Services gives you access to your test results, clinical notes, medication lists and other portions of your medical record. Select the appropriate link or icon on the home page to view this information.

**Manage Your Prescriptions**

Through your Patient Online Services account, you can request refills for your prescriptions at Mayo Clinic pharmacies.

**Request Caregiver Access**

You can use Patient Online Services to request access to another Mayo Clinic patient’s account. This can be done if you are that person’s parent, guardian, or caregiver, or if you have legal authority for health care decisions for that person.

You can request a caregiver access account by selecting your name on the home page. Then, select the Add another patient account button. Follow the online instructions. You’ll be contacted through email once the request is processed.

**Create an Account for a Minor**

Patients 13-17 years old can create their own Patient Online Services account. However, the minor and parent or guardian must go to a Mayo Clinic site to create this account. A minor account cannot be created online.

**Review Billing and Insurance Information**

You can view and pay your bill online and sign up for paperless billing when you select the Pay My Bill tab. You can also update your insurance information in the Insurance Summary section as well as view billing estimates by selecting the Estimates tab.

**Update Your Settings**

Select My Settings to update your address, phone numbers and other demographics as well as your password, user name and security question. You can also choose whether you prefer an email or a text to let you know when new information is available on Patient Online Services. If you don’t want any notifications, you can choose that option, too.

**Download the Mayo Clinic App**

It’s easy to get access to Patient Online Services anytime, anywhere when you use your smartphone, tablet or watch. Visit www.mayoclinic.org/mayo-apps and click the Download Now button.

**Call Us With Questions**

If you have any questions about Patient Online Services or the Mayo Clinic App, please call 1.877.858.0398 (toll free) Monday through Friday, 7 a.m. to 7 p.m., Central Time.