WELCOME

In 1910, Dr. William J. Mayo told a group of graduating medical students “the best interest of the patient is the only interest to be considered.” For nearly a century, those words have continued to guide the practice of medicine at Mayo Clinic. Our patients remain at the center of everything we do.

Whether you are coming to Mayo for diagnosis, treatment or both, you will be cared for by an exceptional team of providers. Our physicians, nurses, medical technicians and allied health staff will work with you to determine the cause of your symptoms and develop a treatment plan to meet your needs. If you require hospitalization, you will be admitted to Mayo Clinic Hospital, Methodist Campus or Mayo Clinic Hospital, Saint Marys Campus, both part of Mayo Clinic.

Once on our campus, please feel free to speak with any of our staff or volunteers about questions you may have. We will be happy to provide assistance in any way possible.

On behalf of Mayo Clinic, I thank you for choosing to come to us for your health care. We look forward to the opportunity to be of service to you.

Sincerely,

John H. Noseworthy, M.D.
President and Chief Executive Officer
Mayo Clinic
PLANNING FOR YOUR VISIT

A checklist

Please bring the following with you when you come to Mayo Clinic:

- **Your Patient Appointment Guide**
  Section A includes the schedule and specific instructions to prepare for all of your tests and procedures, including diet or fasting instructions. Refer to this guide as you prepare your own meals. Take this guide when you dine out and tell your server what special diet you need to follow.

- **A list or the original bottles of all medications** (prescription, over-the-counter medications, herbal and dietary supplements, vitamins, etc.) you currently take; include dosages and how often you take them. Health care providers prefer you bring the original bottles because they provide the most accurate information.

- **Medical information and X-rays** supplied by your home physician, if requested. Please bring paper radiology reports, along with either hard copy or electronic images on a CD.

- **Contact information** for the physician who referred you to Mayo Clinic

- If possible, a **letter from your home physician** summarizing your condition

- **Any forms** you were asked to bring with you

- **Written authorization from your HMO or PPO**, if either provides your insurance

- **Pre-certification and/or second surgical opinion** information
Working with your physician

Knowing in advance what you want to discuss with your physician can help you get the most from your visit.

- Prepare a list of the main concerns you want to discuss.
- Arrive on time to your appointment.
- Briefly explain the reason for your visit.
- Focus on your problems and symptoms.
- Answer questions accurately and completely.
- Listen carefully and ask for an explanation if you need one.
- Bring along a detailed list or the original bottles of all medications and dietary supplements (herbal products) you may be taking. This list also should include things like aspirin or other pain relievers and nonprescription cold or allergy remedies you may be taking.
- Follow instructions.
- Speak up if you have questions or doubts about your diagnosis or treatment.
- Try to have an advocate on hand — a trusted friend or family member who can ask questions or seek additional help on your behalf if a problem arises.
- You, your legal representative or your care provider has the right to request a chaperone during your examination or treatment.

Before you leave Mayo Clinic, you should have a clear understanding of what your physician told you. If you don’t, schedule a follow-up visit or arrange for a phone call with your physician.
Ask us

At Mayo Clinic, we are committed to providing you with high-quality, safe medical care. Help us give you the best care possible by being an active, involved and informed member of your health care team.

Ask us about:

- Your care or treatment. Be sure you understand your diagnosis or condition, and discuss treatment options with your doctor to find the best one for you.
- Medications. If you don’t feel well after taking a medication, tell your health care provider.
- Preventing infection. Expect your health care providers to clean their hands or wear gloves before they have contact with you, and be sure to clean your hands frequently, too. If you’re sick, masks are available to prevent spreading the illness to others.
- Safe surgery and procedures. Be sure you know the purpose and risks of any surgery or procedure, and follow directions for avoiding certain medications or foods before the procedure. Mayo Clinic staff will ask you the same information several times for your safety, including your name, birth date, type of procedure, and your medical history.

Clothing

During the winter, bring cold-weather clothing. Wear lightweight clothing in summer, as well as a light sweater to wear inside the clinic. Coat checkrooms are available at the information desks in the subway levels of the Mayo and Gonda buildings, as well as the Gonda lobby level.

Length of your visit

The length of your stay depends upon the number of tests and consultations you have. Medical evaluations usually can be completed within three to six working days; however, additional testing or consultation may require more time or a return visit.

If you require a hospital stay

You may choose a semiprivate room, private room or private suite if you require an inpatient hospital stay. All room requests are taken at time of admission.

Coming without an appointment

If you come to Mayo Clinic without an appointment, you will be directed to the Unscheduled Appointment Area where you will visit with a nurse who will assess your medical needs. Your waiting time for an appointment may range from a few days to several months. The length of your wait depends upon your medical urgency, the number of scheduled appointment cancellations and the time of year. Shorter waiting times usually occur from November through March. For additional information about coming to Mayo without an appointment, please call a scheduling representative at 507-284-2111.

Canceling your appointment

If you must cancel or reschedule your appointment, call the telephone number listed on your confirmation letter or refer to the inside cover of this guide for the appropriate number.
TRAVELING TO ROCHESTER AND MAYO CLINIC

Mayo Clinic is located in downtown Rochester, MN. Hotels, restaurants and shops are within easy walking distance. Many of these facilities are connected to clinic buildings by pedestrian walkways, called subways and skyways.

Transportation

Rochester is 10 miles north of Interstate 90 and 50 miles east of Interstate 35. U.S. Highway 52 connects Rochester to Minneapolis and St. Paul, which are approximately 80 miles to the northwest. U.S. Highways 14 and 63 also intersect in Rochester. A detailed map of the Mayo campus is on pages 24–25.

Weather reports

For weather reports, current traffic and road conditions, see www.511mn.org or contact:
Iowa.................................800-288-1047
Minnesota.........................800-542-0220
South Dakota.....................866-697-3511
Wisconsin .........................866-511-9472

Travel planning assistance

Concierge services

International Center, Mayo Building lobby
Monday – Friday from 8 A.M. – 5 P.M., until 6 P.M. by phone 507-538-8438 concierge@mayo.edu

Concierge services for domestic and international patients, including lodging and transportation assistance, public notary services, lodging, shopping, and entertainment information.

Patient travel service

Siebens, Subway level
Monday – Friday from 8 A.M. – 6 P.M.
866-551-3392 (toll-free)
720-956-6055 (if calling from outside U.S./Canada)
Fax: 507-266-6276 or 866-551-4609 (toll-free)
mayopatienttravelservices@mayo.edu

Onsite travel assistance is available for patients and families. Mayo Clinic patient discount rates are available; service fees may apply. No appointment necessary.

• New reservations
• Changes to existing itineraries
• Hotel and car reservations
• Ground transportation including shuttles and limousine service

Traveling by air

Things to remember before booking:
• Several cities in the United States are named Rochester. Mayo Clinic is in Rochester, Minnesota, airport code RST.
• A few flights coming into Rochester International Airport are not jet service. Check with your airline to determine the type of service provided.
Medical transportation

507-255-2808 or 800-237-6822 (toll-free)
Mayo Medical Transport provides air and ground transportation services to patients with special needs through Mayo MedAir and Gold Cross.

Mayo MedAir
Provides air ambulance services to Mayo Clinic, any medical facility or a home and is available 24 hours a day.

Gold Cross
Provides ground ambulance transportation.

Transportation from Rochester International Airport (RST)
Taxi and shuttle service is available daily at the airport when flights are arriving and departing. Several Rochester hotels operate courtesy vans for their clients. Use the telephones in the baggage area to call for this service. Shuttle service is available between the airport and several downtown locations. For costs and a complete schedule, phone either Yellow Cab at 507-282-2222 or Med City Taxi at 507-282-8294.

Arriving by air at Minneapolis–St. Paul International Airport (MSP)
Many patients fly into Minneapolis–St. Paul International Airport and travel to Rochester via shuttle services. Reservations can be made online or by phone.

Go Rochester Direct
507-280-9270 (in Rochester)
800-280-9270 (toll-free)
612-725-0303 (in Minneapolis)
www.gorochesterdirect.com
Rochester Shuttle Service
507-216-6354
www.rochestershuttleservice.com

Rail transportation

Amtrak rail service
Winona, MN Station
8 – 11 A.M. and 6:30 – 9 P.M. daily
507-452-8612 or 800-872-7245 (toll-free)

Daily service between Chicago and Minneapolis, including a stop in Winona, MN, 43 miles east of Rochester. Ground transport is available from Winona to Rochester via shuttle service. Reservations can be made online or via phone.

Go Carefree Shuttle
507-280-9270 or 888-781-5181 (toll-free)
www.gocarefreeshuttle.com

Lodging

There are many lodging facilities to choose from when visiting Mayo Clinic. Area hotels and motels sometimes offer discounted rates and many provide free shuttle service to Mayo Clinic.

For lodging brochures and additional information contact:

Mayo Clinic Concierge Services
507-538-8438
concierge@mayo.edu

or

Rochester Convention and Visitors Bureau
507-288-4331 or 800-634-8277 (toll-free)
www.rochestercvb.org

Mayo Clinic’s patient travel service is available to book a hotel room for you and can be reached at 720-956-6055 or 866-551-3392.

Mayo Clinic does not endorse any lodging facility. For more information regarding concierge services and patient travel services, please see page 9.

Please note: RV or trailer parking is not available in patient parking areas. Please contact concierge services for information on area campgrounds.

Transportation in Rochester

Most hotels and motels offer complimentary shuttle service to and from Mayo Clinic and the hospitals. Rochester City Lines provides bus service in Rochester and outlying areas. Schedule and rate information is available at the Information Desks. For information about transportation options for people with physical disabilities, contact:

Gold Cross........................507-255-2808
(toll-free) 800-237-6822

HandiVan of Rochester.......... 507-281-3600

Med City Taxi .................... 507-282-8294

R&S Transport .................... 507-289-5080

Yellow Cab ....................... 507-282-2222

Parking

Patient parking is available in the following areas:

- Damon Parking Ramp, 15 Third Avenue S.W. and First Street S.W.
- Baldwin Parking Ramp, 221 Fourth Avenue S.W., one block south of Second Street S.W.
- Graham Parking Ramp, 121 Third Avenue N.W., between First and Second streets N.W.

Several public parking ramps are located within a few blocks of Mayo Clinic.
Convenient “Cell Phone” Parking Lots

Mayo Clinic’s cell phone parking lots enable motorists to temporarily park, free-of-charge until patients call to be picked up at Mayo Clinic drive-up entrances. These convenient waiting areas eliminate the need for circling or looking for and paying for ramp and street parking.

Utilization of a cell phone lot results in less congestion and frustration.

At Mayo Clinic Rochester, two cell phone lots are conveniently located:
- The 2700 block of 2nd St. SW at the West Employee Lot 36.
- The corner of 2nd St. NW and 6th Ave NW in lot 30.

Cell phone lots are available for short term parking of 30 minutes or less for individuals waiting to receive a call for patient pick-up. It may also be used for car services, oversized vehicles and limousines.

Drivers must stay with their vehicles at all times.

Additional information

You also may wish to visit www.clinicinsidersguide.com for information about a comprehensive guide to Mayo Clinic written from a patient’s perspective.
The van arrives and departs from the main entrance of the Gonda Building and the west entrance of the Mary Brigh Building on the Saint Marys Campus. The van is wheelchair accessible with a lift.

Hotel shuttles
Many Rochester-area hotels offer shuttle service to and from Mayo Clinic. Hotel shuttles drop off and pick up at the Gonda Building and Charlton Building south entrances.

Accessibility
We encourage you to bring family or friends to assist you during your stay at Mayo Clinic. Mobility assistance and other disability services are provided for patients if additional services are needed.

On-campus wheelchairs and strollers
Wheelchairs and strollers are available free of charge for daily use on the Mayo campus and in the hospitals. Wheelchairs are located throughout the campus, and strollers can be checked out at the west doors of either the Gonda Building or Saint Marys Campus. Door attendants or employees in patient care areas can assist with any of these services. If you would be more comfortable in a larger-sized wheelchair, please ask a door attendant, or call 507-266-7100 and an escort will help transport you to and from your appointments.

Scooters and off-campus wheelchair rentals
Scooters and wheelchairs for use off campus are available for rental through Mayo Clinic Store (see page 32 of this guide).

Getting around campus
Subways and skyways
Climate-controlled pedestrian walkways allow easy access to Mayo Clinic Hospital, Methodist Campus and the clinic’s downtown campus as well as hotels and shopping areas.

Patient shuttles
Monday – Friday from 6:45 A.M. – 5:30 P.M., on days the clinic is open
A free patient shuttle service runs continuously between the Gonda Building and Saint Marys Campus.

The shuttle’s first stop is at the Gonda Building at 6:45 A.M. The shuttle’s last stop at Saint Marys Campus is at 5:15 P.M. The shuttle’s last stop at the Gonda Building is at 5:30 P.M.

Patients who are scheduled for surgery and are asked to arrive before 6:45 A.M. are advised to make other travel arrangements.
Escorts
Staff from General Services are available to provide assistance for patients with visual impairment, those who use wheelchairs or others who have difficulty walking. There is no charge, and employees in patient care areas or at Information Desks can arrange this service. General Service staff can also give you directions or answer questions. Please do not hesitate to ask them for help.

Handicapped parking
Van accessible and/or state handicap parking spaces are available in the Damon, Graham and Baldwin parking ramps downtown, and in the Mary Brigh underground and Generose parking ramps on the Saint Marys Campus. Patient ramp parking fees are applicable. Handicap spaces also are available in city parking ramps and on-street parking. See valet parking on page 14.

Services for people with hearing impairments
Sign language interpreters are available at no charge to patients. Please tell the registration staff or the appointment secretary that you will need an interpreter. Volume-controlled telephones and Telecommunications Devices for the Deaf (TDD) services also are available; staff at the Information Desk in the Mayo Building, Gonda subway and the Gonda lobby, can tell you where these devices are located.

Restrooms
Wheelchair-accessible restrooms are located in all buildings and are marked with signs indicating accessibility. If you have difficulty locating a wheelchair-accessible restroom, ask a staff member for assistance. Single-user restrooms with space for a companion also are available in the Mayo Building, subway level; Gonda Building, subway level; and the main floor in the Joseph Building on the Saint Marys Campus. They are marked as “special needs restrooms.”

Mayo services and resources
For additional information, contact Mayo Clinic Patient Services or visit www.mayoclinic.org

Blood Donor Center
Hilton Building, first floor
Monday – Friday from 6 A.M. – 4:30 P.M.
6 A.M. – 7 P.M., second Thursday of the month

Saint Marys Campus
Joseph Building, main floor, room M-86
Monday – Thursday from 7:45 A.M. – 3 P.M.
Friday from 6 A.M. – 3 P.M.

507-284-4475
donateblood@mayo.edu

Mayo Clinic invites visitors to consider donating blood to help assure that blood is available for a friend, loved one or another patient. Walk-ins are welcome; however, for your convenience we recommend calling ahead or e-mailing the blood donor center for an appointment.
Cancer Education Center
Gonda Building, lobby level
Monday – Friday from 8 A.M. – 5 P.M.
507-266-9288

The Stephen and Barbara Slaggie Family Cancer Education Center — part of Mayo Clinic Cancer Center — offers one of the largest cancer resource collections in the nation. American Cancer Society patient navigators and oncology nurse educators offer free personal assistance and support to cancer patients, caregivers, and the public.

A full listing of classes and support groups can be found at www.mayoclinic.org/cancer-education-rst.

Living with Cancer blog
Cancer survivors and loved ones can share stories, hope and strength on this blog moderated by an oncology nurse educator at www.mayoclinic.com/livingwithcancer. You can also follow us on Facebook at www.facebook.com/cancereducationprogram.

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. Users have access to multiple privacy settings and can be assured that personal data is protected and will not be sold.

To set up a CaringBridge site, patients can visit: www.caringbridge.org/createwebsite.

Computer/Internet access
Free high-speed wireless Internet access is available on the Saint Marys Campus and the downtown campus (Mayo, Gonda and Charlton buildings and Methodist Campus). Computers with Internet access are also available for patient use in:
- Patient Communications Center, subway level, Gonda Building
  Monday – Friday from 8 A.M. – 5 P.M.
- Gonda Building lobbies, floors two through 10
- Patient libraries on the Methodist Campus and the Saint Marys Campus.

Chaplain services
Mayo Clinic and its hospitals offer the services of a chaplain for patients and visitors. Chaplains are available 24 hours a day, seven days a week. To arrange a visit, call: 507-266-7275 Monday – Friday from 8 A.M. – 5 P.M. To request a chaplain visit after hours, call the Mayo Clinic operator at 507-284-2511 and ask for the on-call chaplain.
Lost and found

Clinic areas: Gonda Building, subway level.

Methodist Campus: In patient care areas, contact the unit secretary. For items lost in other areas, call 507-266-2060.

Saint Marys Campus: Information desk near the Francis Building entrance, main floor.

Mail

Mail should be addressed to your place of lodging. Phone the Rochester post office, 507-287-1240, with questions about delivery. Arrangements for forwarding mail must be made with the Rochester post office or your local post office. If you are hospitalized and your mail comes to the clinic, your mail will be forwarded to you at the hospital.

Medical records access

You can access parts of your medical record electronically by establishing a personal Mayo Clinic portal account through Patient Online Services. If you do not have a Patient Online Services account, you may register at www.mayoclinic.org/onlineservices. Printed copies of your clinical information can be requested by calling 507-284-4594.

Office of Patient Experience

Mayo Building, lobby level
Monday – Friday from 8 A.M. – 5 P.M.
507-284-4988

Staff are available to discuss comments or concerns you may have regarding your medical care or privacy at Mayo Clinic.

Or write to:
Office of Patient Experience
Mayo Clinic, 200 First Street S.W.
Rochester, MN 55905
Patient comment cards
Please complete one of the comment cards available in information racks. We will forward your comments to a staff member who can take action on your suggestions. You may give the card to any Mayo employee or mail it postage-paid to Mayo Clinic.

Patient Communication Center
Gonda Building, subway level
Monday – Friday from 6:30 A.M. – 6:30 P.M.
Internet and e-mail access is available as well as Internet connections for personal laptop computers.

Patient Education Center
Siebens Building, subway level
Monday, Tuesday, Wednesday and Friday from 8 A.M. – 5 P.M.
Thursday from 9 A.M. – 5 P.M.
507-284-8140

Information and health education classes for patients. Classes are scheduled during regular business hours, Monday – Friday.

Quiet room
Gonda Building, subway level, room 148
Quiet room available for Mayo Clinic patients and families, including a bank of phones for patient use. Nearby in room 146 is a private phone booth with a TDD telephone available.

Research information
Clinical research studies help improve the delivery of patient care. During your visit, you may be asked to consider participation in a research study. For more information, please visit the Mayo Clinic Research Information Center, located on the lobby level of the Gonda Building. The Center is open Monday – Friday from 8 A.M. to 5 P.M. and is staffed with a research information specialist.

Mayo Clinic Research Volunteer Program
507-255-7128 or 800-664-4542 (toll-free)

Mayo Clinic Cancer Center Clinical Trials
507-538-7623

Clinical trials at Mayo
clinicaltrials.mayo.edu

National Institutes of Health
clinicaltrials.gov

Nicotine Research Program
Colonial Building, basement level
Monday – Friday from 7 A.M. – 5 P.M.
507-266-1944 or 800-848-7853 (toll-free)

Clinical trials for people who wish to stop using tobacco products.

Tours and Activities
Mayo Historical Suite
Plummer Building, third floor
Monday – Friday from 8 A.M. – 5 P.M.
Restored offices of Drs. William and Charles Mayo, historical documents, photographs and artifacts.
Mayo Clinic Heritage Hall
Mathews Grand Lobby, Mayo Building
Monday – Friday from 8 A.M. – 5 P.M.

A wide range of media connect Mayo’s history, current activities and vision for the future.

Mayo Building patient and guest tours
Judd Auditorium, subway level
Monday – Friday at 10 A.M.

A film about Mayo Clinic, followed by a walking tour.

Art and architecture walking tours
Judd Auditorium, subway level
Monday – Friday at 1:30 P.M.

Self-guided art audio tours
Gonda Building, lobby level, north end
Monday – Friday from 9 A.M. – 4 P.M.

Visitors are invited to check out a handheld audio device and map for a self-guided tour of the major artworks in the downtown campus art collection.

Saint Marys Campus self-guided tour
Pick up a self-guided tour brochure at the information desk.

Patient/visitor cafeterias
Methodist Campus, Eisenberg Building, lobby level
7 A.M. – 6:30 P.M., including holidays

Mayo Building, subway level
Monday – Friday from 7 A.M. – 2 P.M.
closed holidays

Saint Marys Campus, Francis Building, main floor
7 A.M. – 7 P.M., including holidays

Mayo Clinic Optical
Mayo Building, seventh floor
Monday – Friday from 7:30 A.M. – 5:30 P.M.,
507-284-3535

Northeast Clinic, lower level
Monday & Wednesday from 8 A.M. – 7 P.M.,
Tuesday, Thursday and Friday
from 8 A.M. – 5 P.M.,
Saturday from 8 A.M. – noon,
507-538-8600

Large selection of prescription and non-prescription fashion eyewear, contact lenses and accessories available. Non-Mayo prescriptions welcome.

Paid services

Immunization Clinic
Mayo Building, 17th floor
Monday – Friday from 8 A.M. – 4 P.M.
507-284-3577

Registered patients and visitors age 16 and older can make an appointment to update immunizations while they are at Mayo Clinic. The clinic provides routine immunizations for vaccine-preventable diseases (tetanus, pneumonia, seasonal flu, and more).
Mayo Clinic Pharmacies
Mayo Building, subway level
Monday – Friday from 7:30 A.M. – 6 P.M.,

Baldwin Building, first floor
Monday–Thursday from 8 A.M. – 7 P.M.
Friday from 8 A.M. – 5 P.M.,
Saturday from 8 A.M. – noon,

Northwest Clinic, main floor
Monday, Wednesday and Friday from
8 A.M. – 12:30 P.M. and 1 – 5 P.M.,
Tuesday & Thursday from
8 A.M. – 12:30 P.M. and 1 – 7 P.M.

Mayo Clinic Hospital, Saint Marys Campus,
Mary Brigh Building, main floor
24 hours a day, 7 days a week

Mayo Clinic Hospital, Methodist Campus,
Eisenberg Building, lobby level
Monday – Friday from 7 A.M. – 8 P.M.
Saturday from 7 A.M. – 3:30 P.M.
Sunday and holidays from 7 A.M. – 10:30 A.M.
and 11 A.M. – 3:30 P.M.,

Mayo Clinic Pharmacy accepts cash, check or credit card. Please bring all current insurance cards and drug benefit cards.

Mayo Clinic Pharmacy by phone
Monday – Friday from 7:30 A.M. – 6 P.M.
Saturday from 8 A.M. – noon
507-284-4041 or 800-445-6326 (toll-free)

Prescriptions from Mayo Clinic physicians are filled and shipped throughout the world.

Mayo Hearing
Siebens Building, subway level
Monday – Friday from 8 A.M. – 5 P.M.

Kahler Grand Hotel, subway level
Monday – Friday from 8 A.M. – 4:30 P.M.
by appointment only
507-284-2903 or 800-247-1807 (toll-free)

Hearing loss/hearing aid needs, and custom specialty earmolds.

Mayo Clinic Gift Shop
Gonda Building, subway level
Monday – Friday from 7 A.M. – 5 P.M.
507-266-3320
giftshop.mayoclinic.com

Primary retailer for all Mayo Clinic logo items. Gifts and clothing for adults, children, and infants. Mayo Clinic historical books and videos, and other Mayo health-related information. Shipping available worldwide.
**Mayo Clinic Store**
Siebens Building, subway level  
Monday – Friday from 8 A.M. – 5 P.M.  
507-284-9669 or 888-303-9354 (toll-free)

Trained technicians, insurance assistance, rental equipment, sleep apnea products, mastectomy products, ostomy supplies, urologic supplies, mobility products, wound care, compression stockings, INR home testing. Catalogs and shipping available worldwide.

---

**Mayo Clinic Store – Sleep apnea supply**
Gonda Building, 17th floor  
Monday – Friday from 8 A.M. – 5 P.M.  
507-284-9669 or 888-303-9354 (toll-free)

Sleep apnea masks, accessories, CPAP, APAP and BIPAP equipment. INR home testing equipment and supplies. Catalogs and shipping available worldwide.

---

**Nicotine Dependence Center**
Center for Tobacco-Free Living  
Gonda Building, 18th floor, by patient elevators  
507-266-1930  
ndc.mayo.edu

Drop-in learning opportunities for patients, families or visitors. Learn about the latest research and treatments by exploring interactive computer screens and displays, or by talking to a specialist.

---

**Mayo Clinic Store – Mail-order service**
Monday – Friday from 8 A.M. – 5 P.M.  
507-284-9669 or 888-303-9354 (toll-free)

Insurance assistance, worldwide shipping, special orders, specialty catalogs, convenient reorder program.

---

**Mayo Clinic Store – Mastectomy and compression products**
Kahler Plaza, subway level  
Monday – Friday from 8 A.M. – 5 P.M.  
507-284-9669 or 888-303-9354 (toll-free)

Postmastectomy camisoles, bras and prostheses, breast forms, bra fittings, compression garments, health information and pink ribbon merchandise. Catalogs and shipping available worldwide.
BILLING AND INSURANCE

Mayo Clinic includes the Saint Marys Campus and the Methodist Campus. The Mayo Clinic Psychiatric Hospital and the Mayo Eugenio Litta Children’s Hospital are located on the Saint Marys Campus. You will receive one bill for all services, but each facility will bill your insurance separately and produce an electronic itemized statement which will be available electronically within your patient online account or by calling 844-217-9591.

If you are hospitalized, two bills will be generated:
- One from the hospital for your room, meals, nursing care, laboratory services and other related services
- One from the clinic for your physician care and tests

Cost estimates
If you need an estimate of charges for services you know you will be receiving, please see Mayo’s online estimating tool at Mayoclinic.org or contact Financial Counseling prior to your arrival at 833-479-5483.

During your visit, you can speak with an estimator at Admissions and Business Services, Gonda Building, lobby level.

Payment
You are responsible for payment of your hospital and clinic accounts. Financial arrangements can be discussed at the Admissions and Business Services location that is most convenient for you. See locations listed on page 36. You may also contact Patient Account Services at 844-217-9591 or make payments via your Patient Online Services Account.

For your convenience, Mayo accepts cash, wire transfer, personal, traveler’s or cashier’s checks, bank debit cards, and Discover, MasterCard, American Express, Diner’s Club and Visa credit cards.

Patient rights and responsibilities
Mayo Clinic serves patients and their families with respect, concern, courtesy, and responsiveness. We are committed to maintaining patient confidentiality. We expect mutual respect for every person, patient and employee. Your rights as a patient are posted at various places throughout Mayo Clinic and available in information racks. If you feel that your rights as outlined in the Patients’ Bill of Rights have been violated, we urge you to talk to a member of your health care team or our Office of Patient Experience staff.

To provide the best possible care, we ask that our patients accept their responsibility to share accurate information about themselves and their health, ask questions if they are unclear about their diagnosis and/or treatment, and respect the rights of others by following Mayo Clinic’s rules and regulations. We also ask that our patients meet their financial obligations.
Patient account representatives

Patient account representatives are available to assist you with the financial aspects of your care. If you do not find the answer to your particular question listed in this section, please contact a representative as indicated below:

**In person**
Admissions and Business Services
Gonda Building, lobby level

Methodist Campus
Eisenberg Building, lobby level

Saint Marys Campus
Mary Brigh Building, main floor

**On the Internet**
www.mayoclinic.org/billing-rst

**By phone**
507-266-5670
844-217-9591 (toll-free)

**By fax**
507-284-0688

**By mail**
Patient Account Services
Mayo Clinic
200 First Street S.W.
Rochester, MN 55905

Patient Information and Mayo Clinic Authorization and Service Terms

Your registration materials include a form that authorizes Mayo to release information to your insurance company for payment purposes. Accurate and complete authorization forms help ensure that your claims will be promptly paid. Please complete a new Patient Information and Mayo Clinic Authorization and Service Terms form any time your coverage changes. This form can be found within your Patient Online Services account. For questions regarding this form you may call 833-479-5483.

Medical record review

There is a charge for the review and interpretation of outside medical records. You will be responsible for any balances not covered by insurance.

Medicare

Medicare has two billing programs. Medicare Part A (hospital insurance) helps to pay for hospital services. Medicare Part B (medical insurance) helps to pay for clinic services, physician fees and outpatient hospital services.

Hospital services

If you receive services at the hospital, your Part A (inpatient) and Part B (outpatient) claims will be filed with Medicare for you. These Medicare payments will be sent directly to the hospital. You will receive a “Medicare Summary Notice” from Medicare when it processes your claim. If you have supplemental or Medigap hospital insurance, a claim will be filed with this insurance for you. In some cases, the claim is sent directly from Medicare to the other insurer; however, in most cases, the claim will be filed by the hospital. Hospital claims to supplemental and Medigap insurance are filed AFTER Medicare has made payment.

Clinic services and Medicare assignment

Mayo Clinic in Rochester is a participating provider and accepts assignment for Medicare Part B. Medicare will help pay for services provided by Mayo Clinic and claims will be filed with Medicare Part B for you. Medicare’s portion of the payment will be sent to Mayo Clinic for you.

Processing of Medicare claims usually takes four to eight weeks after the claim has been
filed. Your itemized statement of charges can be accessed online within your Patient Online Services account or by calling Patient Account Services at 844-217-9591. Mayo will file both your Medicare and supplemental insurance claims for you.

If you have supplemental or Medigap insurance, a claim will be filed with this insurance for you. In some cases, the claim is sent directly from Medicare to the other insurer; however, in most cases, the claim will be filed by the clinic. Claims to supplemental and Medigap insurance are filed AFTER Medicare has made payment.

Dental Services
Dental services are non-covered by Medicare. Claims for these and other non-covered services will not be billed to Medicare. These services will be billed directly to Medicare patients.

Preventive services
Medicare provides limited coverage for preventive services. Before your visit to Mayo Clinic, please call 800-MEDICARE (800-633-4227 (toll-free)) to verify medical coverage.

Medicare secondary payer
If you have insurance coverage that will be primary to Medicare, please provide this information to Mayo when you are asked to provide your insurance information.

Medical Assistance (Medicaid) — Iowa (limited services and only with approval from IA Medical Assistance), Minnesota, North Dakota, South Dakota, and Wisconsin, and MinnesotaCare
Mayo Clinic, Mayo Clinic Hospital, Saint Marys Campus and Mayo Clinic Hospital, Methodist Campus participate with the state Medicaid programs of Iowa, Minnesota, North Dakota, South Dakota and Wisconsin, and the state-sponsored program, MinnesotaCare. This participation allows Mayo Clinic to provide services to and bill for patients from these states, with some restrictions. MinnesotaCare and most of the Medical Assistance programs require that some services have prior authorization before payment is allowed.

In addition, MinnesotaCare and the Medical Assistance programs typically provide coverage through a managed care health plan. If your coverage is through a managed care plan, you will likely need a referral from the health plan to receive coverage at Mayo Clinic. Mayo recommends checking with your state’s Medicaid office or your managed care health plan to verify your health plan’s requirements and see that the necessary authorization and/or referrals are completed prior to your appointment.

Medical Assistance (Medicaid) — Other States
Mayo Clinic cannot provide service (except in emergency situations) to Medicaid patients from states other than those listed. If you are covered by Medical Assistance or a Medical Assistance Health Plan sponsored by a state that is not listed in this brochure, a deposit of the estimated charges may be required. If you have questions about the deposit, please contact Mayo’s preappointment insurance review team at 507-284-4366.

Medical and hospitalization insurance
Mayo will file your primary and secondary insurance claims for you. If you have coverage with more than one insurance company, it is your responsibility to coordinate billing and payment information with them.

Insurance coverage varies among individual insurers and among individual policies. Many insurance companies limit payments using their own fee schedule of “usual, customary and
reasonable” (UCR) allowances. Mayo’s fees/charges may differ from insurance companies’ fee schedules. You are responsible for payment of your account regardless of the amount of benefits provided by insurance, including balances due to UCR limitations. If you do not have insurance, a preservice deposit may be requested. Please contact your insurance company to verify medical coverage and to obtain authorization prior to your appointment. If you need help obtaining authorization, call Mayo’s preappointment insurance review team at 507-284-4366.

Pre-certification, pre-authorization and second surgical opinion

Please be aware of your insurance company’s or employer’s authorization and pre-certification requirements and coverage limits before your visit.

Assistance with pre-authorization and pre-certification requirements is available at Admissions and Business Services, Gonda Building, lobby level, or by calling Precertification and Prior Authorization, 833-479-5484. Pre-certification is not a guarantee of payment. You are responsible for payment of services not authorized and covered by your insurance company.

Managed Care: Health Maintenance and Preferred Provider Organizations

Managed care plans such as health maintenance organizations (HMO) and preferred provider organizations (PPO) may deny payment or reduce benefits if medical care is obtained outside the established network or authorization of the plan. A preservice deposit may be required for visits not authorized. To avoid denial or reduction of benefits, please contact your insurance company representative or your primary care physician to determine plan requirements or limitations to receiving care outside the network. To verify Mayo Clinic has received your authorization, please contact Mayo’s pre-appointment insurance review team at 507-284-4366.

Disability insurance

Mayo Clinic will process your disability forms, waiver of premium, or loan payment claims for you upon receipt of a form with valid authorization. For questions call Patient Account Services at 844-217-9591.

Note: Please give the claim form with a valid authorization to a Registration and Business Services representative at Admissions and Business Services, Gonda Building, lobby level. Alternatively, you can provide the form to your healthcare provider for appropriate routing. Your physician will determine the length of your disability based on your medical condition. Discussing specific details with your physician may help speed the processing time of your claim.

Workers’ Compensation

Mayo participates with state Workers’ Compensation programs from Iowa, Minnesota, North Dakota, South Dakota and Wisconsin. These programs require prior authorization for all services. You may be responsible for portions of your bill not paid by Workers’ Compensation. Questions may be directed to Mayo’s preappointment insurance review team at 507-284-4366.
SERVICES FOR INTERNATIONAL PATIENTS

Thousands of patients from around the world travel to Mayo Clinic each year for medical care. Mayo’s International Patient Offices help ensure that distance and language are not obstacles to receiving world-class care.

International visitor website
www.mayoclinic.org/international

International Appointment Office
Monday – Friday from 7:30 A.M. – 5 P.M.
507-284-8884
Fax: 507-538-7802
Intl.mcr@mayo.edu

International Center
Mayo Building, lobby level
Monday – Friday from 6:30 A.M. – 5 P.M.
Most international patients will be directed to register at the International Center in the Mayo Building before their first medical appointment.

Patients living in Canada will be directed to register at Admissions and Business Services in the Gonda Lobby. Staff at both locations are dedicated to meeting your needs and those of your family during your visit to Mayo Clinic. A fax and photocopy machine, computer with free Internet access and printing, international newspapers, and refreshments are also available.

Concierge services
Mayo Building, lobby level
Monday – Friday from 8 A.M. – 5 P.M.
until 6 P.M. by phone
507-538-8438
concierge@mayo.edu
Please see page 9 for more information.

International patient financial services
Mayo Building, lobby level
Monday – Friday from 6:30 A.M. – 5 P.M.
507-284-5063
Fax: 507-538-7878
Or write to:
International Center
Mayo Clinic
200 First Street S.W.
Rochester, MN 55905
Patient account representatives are available in person to assist with patient registration, pre-service deposits, estimates, hospital admissions, embassy-sponsored patients and general billing questions.
International-sponsored or embassy-sponsored patients

If your medical costs are covered by an international organization or government entity, Mayo Clinic should receive a written authorization from your sponsor prior to your arrival. If there are restrictions to your coverage, Mayo Clinic may ask you for payment prior to any unauthorized services, or you may receive a bill for services not covered by your sponsor. Contact your sponsor with questions.

Language interpreter services

Please see page 22 for more information.

MAYO CLINIC POLICIES

Cell phone use

Mayo Clinic encourages respect for others and the courteous use of cell phones. If you must make a phone call in a public space, please keep your voice low. Loud conversations may disturb others or inhibit communication of important medical information.

Conflict of interest

Mayo Clinic and its staff often collaborate with industry to improve patient care through activities that include research agreements, invention licenses, consulting activities. Mayo Clinic’s Conflict of Interest Review Board oversees all such activities. Mayo Clinic and its staff members do not receive any royalties for inventions or technology developed at Mayo and subsequently prescribed for Mayo Clinic patients.

In addition, a publicly accessible website, Open Payments, developed by Centers for Medicare & Medicaid Services (CMS) will be available no later than September 30, 2014. Open Payments is a national disclosure program that promotes transparency by publishing financial relationships between the medical industry and healthcare providers (physicians and hospitals). For specific information regarding physician relationships with a commercial entity, you may go to www.cms.gov/Regulations-and-Guidance/Legislation/National-Physician-Payment-Transparency-Program/index.html.

If you have questions about Mayo’s relationships with industry, please ask your physician or contact the Office of Conflict of Interest Review at 507-284-0075.
Gratuities or tips
Our employees are professionally committed to making your visit as comfortable as possible. We are pleased to be of service to you and cannot accept gratuities.

Grievances/complaints
If you feel your rights as a patient were not upheld, please speak with your physician or nurse. Or you may contact the Office of Patient Experience at 507-284-4988. You have a right to request and receive a written response to any grievance. If satisfaction is not achieved by working with Mayo Clinic’s grievance procedure, contact one of the following:

Office of Health Facilities Complaints
Minnesota Department of Health
85 East 7th Place
P.O. Box 64970
St. Paul, MN 55164-0970
651-201-4201
800-369-7994 (toll-free)
651-281-9796 (fax)

or

The Joint Commission
800-994-6610 (toll-free)

Health care/advance directives
Health care/advance directives information brochures are available at all hospital Information Desks, at the Mayo Patient Education Center and through Mayo Clinic’s Social Work Services. Mayo Clinic will honor advance directives that are in accordance with the law, the institution’s mission and reasonable medical practice. If you have questions, please contact Social Work at 507-284-2131.

Medical records access
Please see page 23 for more information.

Photography
Photography, including cell phone and videotaping, is allowed on campus only after obtaining permission from all patients, employees and/or visitors being captured in the image. If the patient is unable to give permission, permission should be obtained from the patient’s family members and the nurse manager/nursing supervisor.

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

Protecting your privacy
Mayo Clinic is committed to protecting the privacy of patients. If you have questions or concerns regarding your privacy at Mayo, please call the Office of Patient Experience, 507-284-4988.

Relatives and friends
Relatives and friends are welcome at Mayo Clinic. They will be asked to stay in the waiting area during exams and tests unless special reasons require them to be present. Parents may remain with children throughout their appointments.

Reporting adverse events
Long before the Minnesota Adverse Health Care Event Reporting Law was passed in 2003, Mayo Clinic had a tradition of reviewing unanticipated outcomes and developing preventive measures to reduce the potential for recurrences. We have an established process for reviewing adverse events and immediately taking corrective measures to improve unanticipated outcomes.
Segway and other voluntary
mobility devices

Use of Segway devices, inline skates, skateboards or scooters is not permitted in any facility or on clinic or hospital grounds.

Smoke-free environment

Mayo Clinic is a smoke-free institution. Smoking is not permitted in any facility or on clinic or hospital grounds.

Weapons policy

Mayo Clinic has a long-standing policy of banning weapons and other contraband in clinic facilities.

ADDITIONAL MAYO CLINIC INFORMATION

About Mayo Foundation

Mayo Foundation is a charitable, not-for-profit organization based in Rochester, Minn. Its mission is to provide the best care to every patient every day through integrated clinical practice, education and research.

The principal entities of Mayo Foundation include:

- Mayo Clinic, Rochester, MN, a 2,062-physician group practice
- Mayo Clinic, Jacksonville, FL, a 412-physician group practice
- Mayo Clinic, Scottsdale, AZ., a 464-physician group practice
- Mayo Clinic Hospital, Saint Marys Campus, Rochester, MN, 1,265 licensed beds
- Mayo Clinic Hospital, Methodist Campus, Rochester, MN, 794 licensed beds
- Mayo Clinic hospital, Jacksonville, FL, 214 licensed beds
- Mayo Clinic Hospital, Phoenix, AZ, 244 licensed beds
- Charter House, Rochester, MN, a 232-unit continuing care retirement center
- Mayo Clinic Health System, a network of clinics and hospitals in 70 communities in Minnesota, Wisconsin and Iowa.
Mayo Clinic quality rankings

Mayo Clinic is recognized by eight of the best known national assessment organizations, more than any other major U.S. hospital or clinic. These endorsements reinforce our century-old commitment to provide the highest quality care to each patient every day. While no single set of measures can perfectly represent healthcare quality, we are proud to be recognized by so many.

Contributions to Mayo Clinic

For more than 100 years, Mayo Clinic has inspired hope and contributed to health and well-being by providing the best care to every patient through integrated clinical practice, education and research. Generous financial support from benefactors allows Mayo Clinic to continue understanding, predicting, preventing, diagnosing and treating diseases.

As a not-for-profit organization, Mayo Clinic reinvests all earnings into improving patient care. Your gift holds great power to help Mayo Clinic transform medicine and expand its unparalleled patient experience to people everywhere. Please help us by making a gift to support our mission.

For more information, please contact:
Department of Development Mayo Clinic
200 First Street S.W.
Rochester, MN 55905
507-284-8540 or 800-297-1185 (toll-free)
www.mayoclinic.org/development
or e-mail: development@mayo.edu
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Patient Experience</td>
<td>23</td>
</tr>
<tr>
<td>Optical services</td>
<td>29</td>
</tr>
<tr>
<td>Paid services</td>
<td>28-33</td>
</tr>
<tr>
<td>Parking</td>
<td>13-15</td>
</tr>
<tr>
<td>Parking passes</td>
<td>14</td>
</tr>
<tr>
<td>Patient account representatives</td>
<td>36</td>
</tr>
<tr>
<td>Patient comment cards</td>
<td>23</td>
</tr>
<tr>
<td>Patient Communication Center</td>
<td>26</td>
</tr>
<tr>
<td>Patient Education Center</td>
<td>26</td>
</tr>
<tr>
<td>Patient parking</td>
<td>13-15</td>
</tr>
<tr>
<td>Patient responsibilities</td>
<td>35</td>
</tr>
<tr>
<td>Patient shuttles</td>
<td>16-17</td>
</tr>
<tr>
<td>Patient/visitor cafeterias</td>
<td>29</td>
</tr>
<tr>
<td>Payment</td>
<td>35</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>30</td>
</tr>
<tr>
<td>Phone numbers</td>
<td>inside cover</td>
</tr>
<tr>
<td>Photography</td>
<td>47</td>
</tr>
<tr>
<td>Planning for your visit</td>
<td>3-4</td>
</tr>
<tr>
<td>Policies</td>
<td>45-48</td>
</tr>
<tr>
<td>PPOs</td>
<td>40</td>
</tr>
<tr>
<td>Pre-authorization</td>
<td>40</td>
</tr>
<tr>
<td>Preventive services</td>
<td>38</td>
</tr>
<tr>
<td>Private aircraft</td>
<td>10</td>
</tr>
<tr>
<td>Privacy</td>
<td>47</td>
</tr>
<tr>
<td>Rail transportation</td>
<td>12</td>
</tr>
<tr>
<td>Relatives and friends</td>
<td>47</td>
</tr>
<tr>
<td>Reporting adverse events</td>
<td>47</td>
</tr>
<tr>
<td>Research information</td>
<td>26-27</td>
</tr>
<tr>
<td>Restrooms</td>
<td>19</td>
</tr>
<tr>
<td>Rochester International Airport</td>
<td>10</td>
</tr>
<tr>
<td>Saint Marys Visitor Cafeteria</td>
<td>29</td>
</tr>
<tr>
<td>Scooters and off-campus</td>
<td>wheelchair rentals</td>
</tr>
<tr>
<td>Segway and other voluntary mobility devices</td>
<td>48</td>
</tr>
<tr>
<td>Self-guided art audio tours</td>
<td>28</td>
</tr>
<tr>
<td>Self-guided hospital tours</td>
<td>28</td>
</tr>
<tr>
<td>Shuttles</td>
<td>16-17</td>
</tr>
<tr>
<td>Sign language services</td>
<td>18</td>
</tr>
<tr>
<td>Skyways</td>
<td>16</td>
</tr>
<tr>
<td>Smoke-free environment</td>
<td>48</td>
</tr>
<tr>
<td>Smoking cessation</td>
<td>33</td>
</tr>
<tr>
<td>Strollers</td>
<td>17</td>
</tr>
<tr>
<td>Subways and skyways</td>
<td>16</td>
</tr>
<tr>
<td>Taxis</td>
<td>13</td>
</tr>
<tr>
<td>Tips</td>
<td>46</td>
</tr>
<tr>
<td>Tours and activities</td>
<td>27-28</td>
</tr>
<tr>
<td>Transportation in Rochester</td>
<td>13</td>
</tr>
<tr>
<td>Traveling to Mayo Clinic</td>
<td>8-15</td>
</tr>
<tr>
<td>Weapons policy</td>
<td>48</td>
</tr>
<tr>
<td>Wheelchairs</td>
<td>17</td>
</tr>
<tr>
<td>Workers’ compensation</td>
<td>41</td>
</tr>
<tr>
<td>Working with your physician</td>
<td>4-5</td>
</tr>
</tbody>
</table>
Download the Mayo Clinic app from the App Store™ and the Google Play™ Store today to help navigate your visit and access Patient Online Services.

Patients will have access to patient care services that will be provided without discrimination on the basis of race, gender, age, religion, national origin, marital status, color, creed, sexual orientation, sexual identity, gender identity or expression, disability (physical and mental), veteran status, and status with regard to public assistance. Mayo Clinic will make accommodations, as possible, for people with disabilities.