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

–William J. Mayo, M.D.
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Thank you for placing your trust in us. Our team of health care professionals is committed to working together to provide you with outstanding medical care, skilled and compassionate nursing and a supportive environment to make your hospital stay as comfortable as possible.

While you are here, you may have questions about your care, the services you receive or the hospital in general. We hope that this guide will address those items. However, I encourage you or members of your family to contact any staff member if you have additional questions. All of us, staff and volunteers, are eager to help you at any time and in any way we can.

Sincerely,

Wyatt W. Decker, M.D.
Vice President, Mayo Clinic
Chief Executive Officer for Mayo Clinic in Arizona
Your Admission

Inpatient/outpatient admission and care
Whether your status is inpatient, observation or outpatient, your admission to the hospital at Mayo Clinic was arranged by your Mayo Clinic physician. Spending one or two nights in the hospital is possible for patients in any status. Ask your nurse if you have any questions about your hospital status.

Advance directives
Advance directives are written instructions about your wishes for treatment in the event a medical condition renders you unable to make or communicate decisions. Advance directives can be in the form of a living will, designation of health-care surrogate or other document naming an alternate decision maker. You are responsible for informing Mayo Clinic and your health-care providers if you create, modify or revoke an advance directive. An advance directive is not required to receive treatment at Mayo Clinic. For more information, contact our Case Management Office at (480) 342-1124.

Patient identification
A patient identification bracelet was placed around your wrist during admission. To ensure proper patient identification, do not remove the bracelet until you are discharged from the hospital. Showing staff your identification bracelet and stating your name clearly can help to properly identify you before medication is administered or treatments are begun. Make sure that everyone who gives you medications checks your hospital ID bracelet every time. This ensures you get the right medication, every time.
**Allergy band**

If you have an allergy, it should be noted on a red allergy band placed around your wrist. Make sure any allergies are noted in your medical record and mention them to everyone who provides care to you. To ensure proper identification of allergies, do not remove the band until you are discharged from the hospital. Likewise, make sure your medical record notes every medication you are taking, including over-the-counter medicines and dietary supplements such as vitamins and herbs.

**Medications**

It is extremely important that you take only the medications ordered by your physician and administered to you by your nurse. If you have any medications from home including vitamins, prescriptions, over-the-counter products or herbal supplements, please notify your nurse.

For your safety, while you are a patient in our hospital, we will provide your medications in the form of a single unit dose whenever possible. We will inform you about new medications, the reason for them and the potential side effects. Please ask questions about medications if you do not understand why you are receiving them.

**Personal care by a family member**

We encourage patients to handle their own personal care when appropriate. When feasible, your family will be encouraged to participate in your care as much as possible. This may mean helping you while you walk or eat a meal.

Try to have an advocate on hand—a trusted friend or family member who can monitor your situation and actively seek help if there’s a problem. It’s difficult to track people or process information when you’re bed-bound, in pain or taking some medications. As family members learn to assist you during hospitalization, they are also preparing to care for you after you leave the hospital.
Your Hospital Care Team

There are many different staff members who will help care for you during your stay. Highlighted below are a few examples.

Physicians
The 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 Mayo Clinic School of Graduate Medical Education
  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, surgeries and other treatments.

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

Nursing staff
Professional nurses deliver comprehensive care of the highest standard. The Mayo Clinic Department of Nursing coordinates and collaborates with other caregivers and departments to provide excellence in patient care. Nursing practice is closely integrated with advanced education and evidence-based practice to ensure you receive the best quality, holistic nursing care using the most up-to-date procedures and techniques. Members of your nursing team include nurses and technicians who work under the supervision of a nurse manager. If you have questions regarding your nursing care, please ask for the team leader or your nurse manager.
Pharmacists and pharmacy staff
A team of pharmacists and pharmacy technicians is available 24 hours a day to meet your needs for medication and intravenous therapy. Medication orders are entered by your physician, reviewed and verified by the pharmacist and then individually prepared for you. For your safety, we will provide your medication in the form of a single unit-dose whenever possible. If you would like to speak with a pharmacist about your medications, please notify your nurse.

Case managers
Illness or accident can cause many disruptions for you and your family. When you need help planning for employment, financial assistance, ongoing care or nursing home placement, case managers can help.

Case managers offer many services, including advance directive counseling; guides to financial resources, discharge planning, medical equipment and transportation; community-agency referrals and information about post-hospital and long-term care services. You may discuss your needs with your nurse or contact a case manager at (480) 342-1124.

Social workers
Social Workers can provide supportive counseling and help identify options when your medical situation is complicated by worries about health and the impact of adjusting to illness. They are especially skilled in assisting with community resources, even if you live out of the area.
Chaplains
Chaplain Services is committed to caring for the spiritual needs of patients and families. Chaplains provide spiritual counsel, emotional support, prayer or a nonjudgmental presence while you work through a concern or worry. They offer resources from one’s own faith or spiritual tradition and are readily available to explore spiritual questions that may arise during hospitalization. You might request a pastoral visit when difficult decisions need to made, when doctors are sharing information about a care plan or when family members are struggling to cope with the realities of a diagnosis. Chaplains are available to offer counseling and comfort to patients and families. The nursing staff can contact a chaplain for you at any time. If you have your own clergy, you may contact them personally to visit you at the hospital. A chapel, located on the first floor in the atrium, is always open for prayer and quiet reflection.

Unit coordinators
Each patient care unit has a unit coordinator who is responsible for the receptionist and clerical functions of the unit. This person is a good source of general information for you and your family.
Communication

White boards
Every patient room has a white board that serves as an essential communication tool. The white board typically includes the room’s phone number and the names of physicians, residents, nurses and other members of your care team. It may also list appointment dates and times for procedures or tests. There’s also room for short messages or questions.

Mail and postage
A box for U.S. mail is located outside the main entrance to the hospital. Books of U.S. postage stamps may be purchased in the Mayo Clinic Gift Shop which is located on the first floor of the hospital.

Telephone
- **Local calls:** Telephone service is available to all patients. Local calls are free. Dial 9 and the number.
- **Long-distance calls:** Dial 9, 0, the area code followed by the number for any collect calls or those billed to a credit card or third number.
- **Operator-assisted:** Dial 0 to reach an operator.
- **Outside calls:** The hospital’s telephone system allows outside calls to be made directly to your room without going through the hospital switchboard by dialing 342+0+floor+ room number. Please give this information to your callers. If you are transferred to another room, your telephone number will change.

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

Video On-Demand
You may wish to watch a wide variety of Mayo Clinic Information, Patient Education or Complimentary Movies, using the Video On-Demand (VOD) system from your bed and at your convenience. To access the VOD system through the television in your room, use the black wireless remote.

Wireless internet access
High-speed, wireless internet access is available for patients and their visitors.

Food Services
Your meals
Mayo Clinic’s Food and Nutrition Services provides nutritious, healthy meals to patients. A menu is available daily. You may select your meals with the help of your nutrition associate. If you have questions please let your nutrition associate know.

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

Meals are available in the cafeteria located on the first floor (ground level). Hot entrees, sandwiches, soups and salad bar selections are available for breakfast, lunch and dinner.

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

Meal hours are:

<table>
<thead>
<tr>
<th>Time</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>6:30 – 10 a.m.</td>
</tr>
<tr>
<td>Lunch</td>
<td>11 a.m. – 3 p.m.</td>
</tr>
<tr>
<td>Weekend/Holidays</td>
<td>11 a.m. – 2 p.m.</td>
</tr>
<tr>
<td>Dinner</td>
<td>4:30 – 7:30 p.m.</td>
</tr>
<tr>
<td>Midnight Meal Service</td>
<td>Midnight – 3 a.m.</td>
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</tbody>
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We accept credit cards in the cafeteria, but do not accept personal checks. There is also an ATM located on the first floor just outside the cafeteria entrance.

Vending machines

Vending machines are available 24 hours a day in various locations throughout the hospital. Your nurse or unit secretary can direct you to the closest location. Microwave ovens are located in the cafeteria for your convenience. They are not available on the units.

Nutrition care and counseling

Registered, licensed dietitian nutritionists are on staff to provide nutrition care and counseling. Proper nutrition plays an important role in your care and is vital to your recovery. Nutrition Services staff can help make sure your food meets your needs and preferences. A dietitian will work with you and your family to meet these goals. Nutrition counseling is available. For more information, call (480) 342-1109.
Safety and Security

Ethics Committee

The Ethics Committee is available if a conflict of an ethical nature arises in the course of your care. Further information is available through the nursing team leader of your unit. The committee functions in an advisory capacity and does not dictate or direct patient care.

Concerns

If you have a concern about any aspect of your care at the hospital, please inform us so that we can address it. Reporting a concern will in no way negatively impact your present or future care. Here are some recommendations:

1. The most direct step is to speak to your physician or the nurse caring for you. Ask questions and know what drug and what dose you’re being given—and why—before taking it.

2. If the above process is not successful, please ask to speak with the team leader or nurse manager for your unit or the nursing administrator.

3. If your concern still is not resolved, ask to see the patient administrative liaison or call the Office of Patient Experience at (480) 342-2651.

4. Patients may also contact the Arizona Department of Health Services:
   150 N. 18th Avenue #450
   Phoenix, AZ  85007
   (602) 364-3030

Delivering safe medical care

Delivering safe patient care is very important to us. You can help us achieve our goal of providing safe care by being an active member of the health care team. We encourage you to be involved in your care. If you have concerns, please share them with your doctors or nurses.
**Visitor Information**

**Guidelines for visitors**

Please limit the number of visitors to two or three in your room at one time.

Children, accompanied by parents or an adult, are permitted to visit patients in their rooms during visiting hours. Some specialty areas may have restrictions on child visitations. Please check with the nursing staff if you have questions.

**Bringing food to patients**

It’s important to check with the nurse about special diet or food restrictions patients may have. Because there is no refrigerator in patient rooms, visitors are discouraged from bringing in food that requires preparation or refrigeration.

**Flowers**

Due to infection control precautions required in many hospital rooms, fresh flowers or plants are not allowed in certain areas of the hospital. Non-latex balloons, artificial flowers or pictures are acceptable to brighten patient rooms.

**Valuables**

Please leave your valuables at home. Mayo Clinic will not be responsible for personal belongings or valuables you keep with you or in your hospital room. All valuable items should be left at home or sent home with a family member. The Security Office has limited capacity to store valuables in a safe.

**Lost and found**

The Security Office maintains a lost and found service. The staff at any desk can call Security for you to check on lost items.

**Smoke-free facility**

Smoking is not permitted in Mayo Clinic buildings or in any outdoor location on the Phoenix or Scottsdale campuses of Mayo Clinic.
Visiting hours
General visiting hours are 6 a.m. to 9 p.m. Patients have the right to receive the visitors of their choice and to not be restricted, limited or otherwise denied visitation based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Patients may withdraw consent to have visitors at any time.

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

Parking
Patient and visitor parking is available on the north side of the hospital in parking marked PHX1.

Valet parking is available for patient and visitor use. The drop-off location is in front of the hospital main entrance. There is a fee for this service, but if you have handicap plates/placard valet parking is complimentary. Hours of operation are Monday-Friday, 7 a.m. to 6 p.m. If you need to leave after 6 p.m., please call Security at (480) 342-0576 and they will get your vehicle for you.

Parking for RVs is not available. Staff at the Information Desk in the atrium can provide you a list and maps of RV sites and campgrounds located on the east side of metro Phoenix. Please contact Security for special needs at (480) 342-0576.
Additional Resources

Gift Shop
The Mayo Clinic Gift Shop is located on the first floor outside of the cafeteria. It offers a wide variety of items, including gifts, flowers, balloons, magazines, books, greeting cards, toiletries and other sundries. Phone: (480) 342-1190.

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

Volunteer Services
Mayo Clinic volunteers are dedicated men and women who donate their time and talents to help with your care. Volunteers serve in more than 50 areas, including the Gift Shop, information desks and patient transport. Call (480) 342-2160 with questions or to inquire about becoming a volunteer.
Preparing to Leave the Hospital

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

Hospital allied health staff and your physician will work with you to design a plan for your continued care outside the hospital. The plan will include specifics such as use of medications, diet instructions, limitations on exercise or other activities of daily living, and transportation needs. Supplies or equipment you will need will also be discussed. Once your physician informs you of your pending discharge, there may be expected and unexpected delays. Some delays involve pending test results, diet instructions, and/or medication administrations. Be sure to talk with your nurse before making transportation arrangements.

Discharge supplies
Nursing and Care Management staff can help you and your family plan post-hospital care. Information about health education, Medicare coverage, home health care services, visiting nurses, home therapists, extended-care facilities and rehabilitation programs will be offered if needed. Ask your nurse or contact Care Management at (480) 342-1124 for assistance.

Medications
You may be given a prescription upon discharge. Many insurance plans provide a listing of pharmacies that will fill prescriptions and bill directly (and in many cases with an out-of-pocket copayment) to your insurance company. Please check with your insurance plan for a listing of pharmacies that are covered. Most pharmacies will also do this for you but may have variable out-of-pocket expenses.
We encourage you to ask questions and share concerns about your home situation with our staff before your day of discharge.

For more complex discharge needs, a social worker or case manager will work with you to make all the necessary discharge arrangements. To contact a social worker or case manager, please consult your nurse or call Care Management Services at (480) 342-1124.

**Financial counselors**

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

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

Mayo Clinic Patient Financial Services staff are available to help with questions. You can reach them Monday through Friday, 8 a.m. to 5 p.m. at (480) 301-7033.

In an effort to assist you, an admissions representative is available to discuss questions regarding charges, payments, insurance, discharge procedures or any other financial concern. Please call (480) 342-1201 for assistance.

Patients who are Medicare beneficiaries may contact the Medicare peer review organization:

Livanta
9090 Junction Drive, Suite 10
Annapolis, MD 20701
(877) 588-1123
Medical Records and Imaging

Documentation of the medical care patients receive from Mayo Clinic providers is retained by Mayo Clinic in our secure electronic health record. These records are kept in strict confidence, ensuring the privacy, security and confidentiality of your information, and are not released without the written consent of the patient, except as required by law.

Mayo Clinic patients can access their medical information in two ways:

**Free secure online record access via the patient portal**

Create an online account through Patient Online Services for free record access. Many patients prefer this option due to cost and convenience.

- Go to www.MayoClinic.org and click "Log in to Patient Account" in the upper right corner and request a new account.

- Complete the one-time account creation process online. Creating your own account gives you access 24/7 to a select set of medical records (i.e., lab results and radiology reports, clinical notes, medication list, allergy list, vaccinations), as well as your patient itinerary (schedule). You can view and pay your bill and update your personal and insurance information. You may print your own copies of this information whenever you choose at no cost.

- Patent Online Services is available both via mobile app (iPhone, Android) and web browser.

  or

- Fax your request to Mayo Clinic Health Information Management Services at (480) 301-9100. Questions related to release of records may be directed to Mayo Clinic Health Information Management Services at (480) 301-4211.