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
• 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.

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.
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, Minn. 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
9 a.m. to 5 p.m., until 9 p.m. by phone, Monday–Friday
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
8 a.m. to 6 p.m., Monday–Friday
866-551-3392 (toll-free) or 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.
A U.S. Customs agent is on duty to process international flights. For more information, contact Signature Flight Support at 507-282-1717.

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
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.

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
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, Minn. Station
8 to 11 a.m. and 6:30 to 9 p.m.
daily
507-452-8612 or 800-872-7245 (toll-free)
Daily service between Chicago and
Minneapolis, including a stop in Winona,
Minn., 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)

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

Mayo Clinic’s patient travel service is
available to book a hotel room for you and
can be reached at 507-266-6276.

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.

Parking at Saint Marys Campus, 1216 2nd Street S.W:
• Mary Brigh Underground Ramp, 14th Avenue S.W.
• Generose Parking Ramp, Peace Garden Drive

Hourly costs for parking in Mayo Clinic ramps are:
Up to 20 minutes — no charge
20 minutes–1 hour — $2
$1 for each hour thereafter, up to a maximum of $12 per day

Parking passes
Multiple-day, discounted parking passes are available from parking attendants at any Mayo patient parking facility. They are stamped with each day and do not have an expiration date.

Costs for parking passes are:
1 day — $12
5 days — $25
10 days — $40
25 days — $75

Special needs valet parking
Valet parking is available for patients and visitors with special needs at no charge, Monday through Friday, at the locations below. Tell the door attendant that you need someone to park your car. Normal parking rates apply.
• From 6 a.m. to 5 p.m. at Saint Marys Campus, Mary Brigh Building, west entrance.

• From 6:30 a.m. to 5 p.m. at the Gonda Building, west entrance; Charlton Building, west entrance; and Baldwin Building.

For more information please call 507-266-2060.

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.
During your visit to Mayo Clinic

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
6:45 a.m. to 5:30 p.m., Monday–Friday 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.

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 p. 32 of this guide).

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.”

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 special needs valet parking on p. 15.

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.
Mayo services and resources

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

Blood Donor Center
Hilton Building, first floor
6 a.m. to 4:30 p.m., Monday–Friday
6 a.m. to 7 p.m., second Thursday of the month

Saint Marys Campus
Joseph Building, main floor, room M-86
7:45 a.m. to 3 p.m., Monday–Thursday
6 a.m. to 3 p.m., Friday

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
8 a.m. to 5 p.m., Monday–Friday
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 the following page: https://www.caringbridge.org/createtime.

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 8 a.m. to 5 p.m., Monday–Friday
- Gonda Building lobbies, floors two through 10
- Patient libraries on the Methodist Campus and the Saint Marys Campus.

Chaplain services
507-266-7275
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 between 8 a.m. and 5 p.m., Monday through Friday. To request a chaplain visit after hours, call the Mayo Clinic operator at 507-284-2511 and ask for the on-call chaplain.

Family and lactation room
Gonda Building, subway level, room 144
Private lactation room for Mayo Clinic patients and visitors.

Information desks
Gonda Building, subway and lobby levels 6:30 a.m. to 6:30 p.m., Monday–Friday
Mayo Building, subway level 6:30 a.m. to 5 p.m., Monday–Friday
Mayo Clinic Hospital, Methodist Campus, Eisenberg Building subway level 7:30 a.m. to 9 p.m., Monday–Friday 7 a.m. to 9 p.m., Saturday/Sunday
Saint Marys Campus, Francis Building entrance, main floor 6:30 a.m. to 9 p.m., Monday–Friday 7:30 a.m. to 8 p.m., Saturday/Sunday

Staff are available to answer questions, provide directions, and share the latest updates on weather reports, traffic and road conditions. Fax and copy services are available from the UPS store, street level of the Kahler Grand Hotel parking ramp on Center Street.

Information centers
Mayo Clinic Hospital, Saint Marys Campus and U.S. 52 (approx. 1 mile)

- Mayo Clinic Hospital, Saint Marys Campus and U.S. 52 (approx. 1 mile)
- Civic Center Drive
- 6th Avenue SW
- 5th Avenue SW
- 4th Avenue SW
- 3rd Avenue SW
- 2nd Avenue SW
- 1st Avenue SW
- 6th Avenue NW
- 5th Avenue NW
- 4th Avenue NW
- 3rd Avenue NW
- 2nd Avenue NW
- 1st Avenue NW

- Zumbro River
- City Centre
- Parking
- 1st Avenue Lot
- 2nd Street Ramp
- US Post Office
- DoubleTree Hotel Rochester
- Associated Bank Building
- Holiday Inn
- U.S. 63
- Broadway
- Mayo Civic Center
- Mayo Clinic Hospital, Saint Marys Campus and U.S. 52 (approx. 1 mile)

- Mayo Clinic Hospital, Saint Marys Campus and U.S. 52 (approx. 1 mile)
- Civic Center Drive
- 6th Avenue SW
- 5th Avenue SW
- 4th Avenue SW
- 3rd Avenue SW
- 2nd Avenue SW
- 1st Avenue SW
- 6th Avenue NW
- 5th Avenue NW
- 4th Avenue NW
- 3rd Avenue NW
- 2nd Avenue NW
- 1st Avenue NW

- Zumbro River
- City Centre
- Parking
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- 3rd Avenue NW
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- 1st Avenue NW

- Zumbro River
- City Centre
- Parking
- 1st Avenue Lot
- 2nd Street Ramp
- US Post Office
- DoubleTree Hotel Rochester
- Associated Bank Building
- Holiday Inn
- U.S. 63
- Broadway
- Mayo Civic Center
- Mayo Clinic Hospital, Saint Marys Campus and U.S. 52 (approx. 1 mile)
Siebens Building, subway level
8 a.m. to 4 p.m., Monday–Friday

Gonda Building, subway level
7 a.m. to 5 p.m., Monday—Friday

Language services
Mayo Clinic provides interpreters at no charge to patients. Please tell the registration staff or the appointment secretary that you will need an interpreter. The interpreters will be available for your clinical appointments but cannot assist you outside Mayo Clinic.

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
8 a.m. to 5 p.m., Monday–Friday
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
6:30 a.m. to 6:30 p.m., Monday–Friday
Internet and e-mail access is available as well as Internet connections for personal laptop computers.
Patient Education Center
Siebens Building, subway level
8 a.m. to 5 p.m., Monday, Tuesday,
Wednesday and Friday; 9 a.m. to 5 p.m.,
Thursday
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 through 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 1-800-664-4542
(toll-free)
Mayo Clinic Cancer Center Clinical Trials
507-538-7623
Clinical trials at Mayo
http://clinicaltrials.mayo.edu
National Institutes of Health
http://clinicaltrials.gov
Nicotine Research Program
Colonial Building, basement level
7 a.m. to 5 p.m. Monday–Friday
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
8 a.m. to 5 p.m., Monday–Friday
Restored offices of Drs. William and
Charles Mayo, historical documents,
photographs and artifacts.

Mayo Clinic Heritage Hall
Mathews Grand Lobby, Mayo Building
8 a.m. to 5 p.m., Monday–Friday
A wide range of media connect Mayo’s
history, current activities and vision for
the future.
Tours
Mayo Building patient and guest tours
Judd Auditorium, subway level
10 a.m., Monday–Friday
A film about Mayo Clinic, followed by a walking tour.

Art and architecture walking tours
Judd Auditorium, subway level
1:30 p.m., Monday–Friday

Self-guided art audio tours
Gonda Building, lobby level, north end
9 a.m. to 4 p.m., Monday–Friday
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.

Paid services
Immunization Clinic
Mayo Building, 17th floor
8 a.m. to 4 p.m., Monday–Friday
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).

Patient/visitor cafeterias
Methodist Campus, Eisenberg Building, lobby level
7 a.m. to 6:30 p.m., including holidays

Mayo Building, subway level
7 a.m. to 2 p.m., Monday—Friday, closed holidays

Mayo Clinic Optical
Mayo Building, seventh floor
7:30 a.m. to 5:30 p.m., Monday–Friday
507-284-3535

Northeast Clinic, lower level
8 a.m. to 7 p.m., Monday and Wednesday
8 a.m. to 5 p.m., Tuesday, Thursday and Friday
8 a.m. to noon, Saturday
507-538-8600
Large selection of prescription and non-prescription fashion eyewear, contact lenses and accessories available. Non-Mayo prescriptions welcome.

Mayo Clinic Pharmacies
Mayo Building, subway level
7:30 a.m. to 6 p.m., Monday–Friday
Baldwin Building, first floor
8 a.m. to 7 p.m., Monday–Thursday
8 a.m. to 5 p.m., Friday
8 a.m. to noon, Saturday
Northeast Clinic, main floor
8 a.m. to 12:30 p.m., 1 to 7 p.m., Monday and Wednesday
8 a.m. to 12:30 p.m., 1 to 5 p.m., Tuesday, Thursday and Friday
Northwest Clinic, main floor
8 a.m. to 12:30 p.m., 1 to 5 p.m., Monday, Wednesday and Friday
Northeast Clinic, main floor
8 a.m. to 12:30 p.m., 1 to 7 p.m., Tuesday and Thursday
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
7 a.m. to 8 p.m., Monday–Friday
7 a.m. to 3:30 p.m., Saturday
7 a.m. to 10:30 a.m., 11 a.m. to 3:30 p.m.,
Sunday and holidays
Mayo Clinic Pharmacy accepts cash, check or credit card. Please bring all current insurance cards and drug benefit cards.

Mayo Clinic Pharmacy by phone
7:30 a.m. to 6 p.m. Monday–Friday
8 a.m. to noon, Saturday
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
8 a.m. to 5 p.m., Monday–Friday
Kahler Grand Hotel, subway level
8 a.m. to 4:30 p.m., Monday–Friday
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
7 a.m. to 5 p.m., Monday–Friday
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
8 a.m. to 5 p.m., Monday–Friday
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 – Mail-order service
8 a.m. to 5 p.m., Monday–Friday
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
8 a.m. to 5 p.m., Monday–Friday
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.

Mayo Clinic Store – Sleep apnea supply
Gonda Building, 17th floor
8 a.m. to 5 p.m., Monday–Friday
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.
Billing and insurance

Mayo Clinic includes the Saint Marys Campus and the Methodist Campus. On the Saint Marys Campus is the Mayo Clinic Psychiatric Hospital and the Mayo Eugenio Litta Children’s Hospital. You will receive one bill for all services, but each facility will provide you with a separate itemized statement.

If you are hospitalized, you will receive two itemized statements:
- 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 contact the Patient Estimating Service prior to your arrival at 507-284-4024.

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.

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 responsibilities

Mayo Clinic serves patients and their families with respect, concern, courtesy, and responsiveness. We are committed to maintaining patient confidentiality and we respect each patient’s cultural, psychosocial, spiritual and personal values, beliefs and preferences.

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
800-660-4582 (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. 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 assure 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.

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 parts. Medicare Part A (hospital insurance) helps to pay for inpatient hospital services. Medicare Part B (medical insurance) helps to pay for clinic services, physician fees and outpatient hospital services.

Hospital services
If you are hospitalized, your Part A (hospital inpatient) and Part B (hospital 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
Although Mayo Clinic does not participate with Medicare Part B, Medicare will help pay for services provided by Mayo Clinic and claims will be filed with Medicare Part B for you.
Dental services are non-covered by Medicare. Claims for these services will not be billed to Medicare. These services will be billed directly to Medicare patients.

Mayo Clinic is required to accept assignment for Medicare Part B for certain services designated by Medicare as mandatory assignment (e.g., clinical laboratory) and for those individuals who are eligible for Medicare and Medicaid/Medical Assistance. In addition, assignment also is accepted for services provided to Minnesota residents. Processing of Medicare claims usually takes four to eight weeks after the claim has been filed. Specific information related to filing of Medicare and supplemental insurance claims will be provided on the Itemized Statement of Charges you receive in the mail. Mayo will file both your Medicare and supplemental insurance claims for you.

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, 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 Preappointment and Business Services, 507-284-0390. 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 preappointment 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 507-266-5670.

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 (telephone number is 507-266-5670 or 800-660-4582 (toll-free). 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
7:30 a.m. to 5 p.m., Monday–Friday
507-284-8884
Fax: 507-538-7802
Intl.mcr@mayo.edu

International Center
Mayo Building, lobby level
6:30 a.m. to 5 p.m., Monday–Friday
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
9 a.m. to 5 p.m., and until 9 p.m. by phone, Monday–Friday,
507-538-8438
concierge@mayo.edu
Please see page 9 for more information.

International patient financial services
Mayo Building, lobby level
6:30 a.m. to 5 p.m., Monday–Friday
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 Hospitality Center
Kahler Grand Hotel, mezzanine level, across the street from Mayo Clinic
9 a.m. to 9 p.m., Monday–Friday
507-293-1260
Resources to help you stay connected with your home and culture, including concierge services; comfortable seating for relaxing, reading or watching TV; international newspapers and TV channels; computer access; meeting rooms for private discussions or meditation; complimentary beverages and fruit.

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 26 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 http://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 (see p. 27)

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, Minn., a 2,062-physician group practice
- Mayo Clinic, Jacksonville, Fla., a 412-physician group practice
- Mayo Clinic, Scottsdale, Ariz., a 464-physician group practice
- Mayo Clinic Hospital, Saint Marys Campus, Rochester, Minn., 1,265 licensed beds
- Mayo Clinic Hospital, Methodist Campus, Rochester, Minn., 794 licensed beds
- Mayo Clinic hospital, Jacksonville, Fla., 214 licensed beds
- Mayo Clinic Hospital, Phoenix, Ariz., 244 licensed beds
- Charter House, Rochester, Minn., 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

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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.