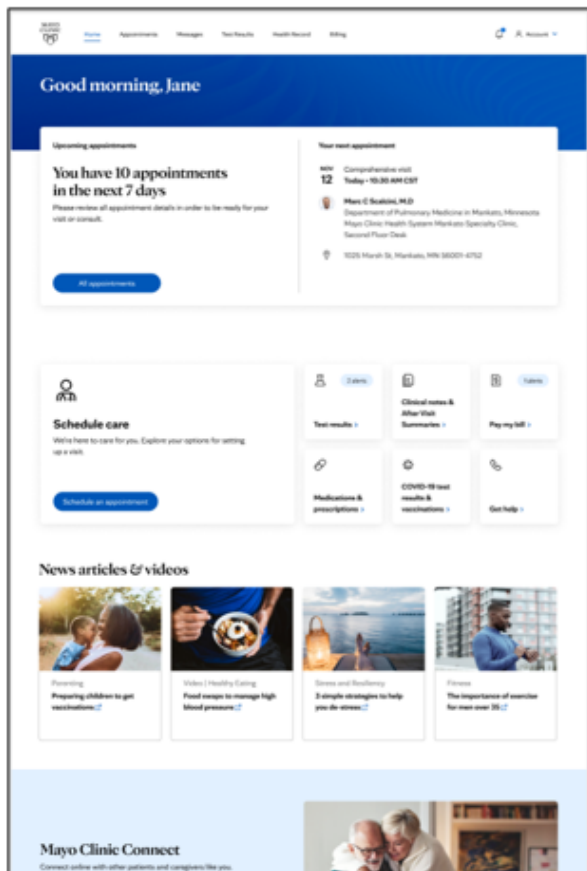


Using Patient Online Services

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

REQUEST AND SCHEDULE APPOINTMENTS

You can request, and in some cases directly schedule an appointment, with a member of your health care team through Patient Online Services. Select the Get Care Now button on the home page, and then select Request an Appointment. Follow the online instructions to complete your request.



VIEW UPCOMING APPOINTMENTS

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

VIDEO APPOINTMENTS

You'll use Patient Online Services to participate in video appointments with your care team. You'll receive the high quality care you expect from Mayo Clinic while connecting from your home or other non-Mayo Clinic locations.

SEND AND RECEIVE SECURE MESSAGES

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

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

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

USE PRECHECK-IN TO COMPLETE PRE-APPOINTMENT TASKS

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

When you arrive at Mayo, complete your check-in by using a check-in kiosk or tablet or going to the desk.

USE EXPRESS CARE ONLINE

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

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

VIEW TEST RESULTS, CLINICAL NOTES, MEDICATION LISTS AND MEDICAL RECORD

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

MANAGE YOUR PRESCRIPTIONS

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

REQUEST CAREGIVER ACCESS

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

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

CREATE AN ACCOUNT FOR A MINOR

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

REVIEW BILLING AND INSURANCE INFORMATION

Patient Online Services users are automatically enrolled in paperless billing. You can view billing statements and pay your bill online in the Billing and Insurance section. Paper statements may be requested. You can also update your insurance information and view billing estimates in this section.

UPDATE ACCOUNT INFORMATION

Select My Account to update your address, phone numbers and other demographics as well as your password, user name and security question. You can choose how you would like to receive notifications of updates to Patient Online Services. You can also manage non-Mayo Clinic apps in My Account.

SHARE YOUR MEDICAL RECORDS

The Share Everywhere feature allows you to share your health record with someone for a limited time. The Link My Accounts feature allows you to view your health information from other health care organizations. Both of these features are in the Share Records section of Patient Online Services.

DOWNLOAD THE MAYO CLINIC APP

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

CALL US WITH QUESTIONS

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