Since 1989, Mayo Clinic Store has been committed to serving the special health care needs of Mayo Clinic patients, visitors and staff with products and services of quality and value. Our offerings include a wide variety of medical supplies and health information.

**Medical Supplies and Services**

Mayo Clinic Store carries a variety of medical products and services that are frequently requested by patients and Mayo Clinic staff:

- Trained technicians
- Insurance assistance
- Mail-order service
- Rental equipment
- Sleep apnea products
- Mastectomy products
- Ostomy supplies
- Urologic supplies
- Walkers/Wheelchairs
- Wound care
- Compression stockings
- INR home testing
- Home oxygen service
- Personal emergency response system
- Hospital beds
- Wigs and accessories

*Products and Services not available at all locations

**Claims**

We are in-network with several insurance companies; this allows a higher level of benefits than when receiving equipment and supplies out-of-network. We can also file a claim on your behalf to Medicare for supplies with a doctor’s prescription.

**Rental**

Mayo Clinic Store offers several items to rent, some of which customers have the option to buy. Products in this category include breast pumps, cervical traction devices, TENS units, CPAP machines, hospital beds, wheelchairs, scooters and Lifeline.

**Personalized Fittings**

Mayo Clinic Store also offers personalized fittings for a variety of compression stockings and support garments, such as mastectomy products, maternity belts and posture training supports, and sleep apnea supplies. Private fitting rooms are conveniently located in each store.

**Home INR**

International Normalized Ratio (INR) home testing is a patient self-testing program that allows the freedom to monitor INR levels safely from the convenience of your own home without compromising the peace of mind of a professional assessment by your physician.

**Personal Emergency Response System**

A personal emergency response system is an easy-to-use service that ensures that older adults living at home get quick assistance whenever it is needed. Personal emergency response systems are there for you when others can’t be, 24 hours a day, 365 days a year. It is easy to use and is just a push of a button away.

**Home Oxygen**

Our oxygen services are available for home delivery. Deliveries are made by trained professionals who are able to answer questions and provide instruction on proper use of equipment.
Convenient Mail Order Service  1-888-303-9354
Products can be shipped to your home to make at-home care easier.

Arizona Location

Phoenix  Mayo Clinic Store Flower of Hope AZ
5581 E. Mayo Boulevard, Suite 3-105  Phone 480-342-4830

Minnesota Locations

Albert Lea  Mayo Clinic Store Albert Lea
404 W. Fountain Street, Suite 1  Phone 507-668-2913

Austin  Mayo Clinic Store Austin
1000 First Drive N.W., Suite A  Phone 507-434-1266

Red Wing  Mayo Clinic Store Red Wing
701 Hewitt Boulevard, Suite 2115  Phone 651-385-3450

Fairmont  Mayo Clinic Store Fairmont
800 Medical Center Drive, Suite 292  Phone 507-238-5133

Mankato  Mayo Clinic Store Mankato
1400 Madison Avenue, Suite 100A  Phone 507-594-2689

Owatonna  Mayo Clinic Store Owatonna
1100 W. Frontage Road, Suite 160  Phone 507-444-5098

Rochester
  Mayo Clinic Store Flower of Hope MN
200 First Street S.W., Suite SL148  Phone 507-284-9669
  Mayo Clinic Store Siebens
200 1st Street S.W., Suite SL123  Phone 507-284-9669
  Mayo Clinic Store Sleep Apnea
200 1st Street S.W., Suite 17121  Phone 507-284-9669

Wisconsin Locations

Eau Claire  Mayo Clinic Store Midelfort
1400 Bellinger Street, Suite 3  Phone 715-838-1815

Mayo Clinic Store Westgate
1707 Westgate Road, Suite 2  Phone 715-838-1815

La Crosse  Mayo Clinic Store La Crosse
700 West Avenue S., Suite 102  Phone 608-392-9797

Menomonie  Mayo Clinic Store Red Cedar
2321 Stout Road, Suite 1  Phone 715-233-7926

Onalaska  Mayo Clinic Store Onalaska
1212 Well Street  Phone 608-392-9797
Patient Rights and Responsibilities

Rights
Specific rights are listed below.
As a patient, I, or my legally authorized representative, have the right to:

• Receive care no matter what my race, creed, color, national origin, ancestry, religion, gender, sexual orientation, marital status, age, newborn status, handicap, or source of payment.
• Be able to identify visiting personnel members through proper identification.
• Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
• Be informed in advance of care/service being provided and their financial responsibility.
• Receive information about the scope of services that the organization will provide and specific limitations on those services.
• Participate in the development and periodic revision of the plan of care.
• Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
• Have one’s property and person treated with respect, consideration, and recognition of patient dignity and individuality.
• Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
• Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
• Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
• Receive communication in regards to any filed grievance/complaint within the time frames as dictated by federal regulation.
• Have all communication and records about my health care kept private.
• Be advised on the agency’s policies and procedures regarding the disclosure of clinical records.
• Be able to choose my own health care provider.
• Upon admission to the Mayo Clinic Store, receive a Patient Rights and Responsibilities statement and be allowed to ask any questions pertaining to the statements contained therein.
• Be informed of any financial benefits when referred to an organization.
• Receive competent language translation, and interpretation free of charge. For those who are hard of hearing or have difficulty seeing, we will use techniques or aides to effectively communicate with you to the best of our ability.

Responsibilities
Specific responsibilities are listed below.
As a patient, I, or my legally authorized representative, have the responsibility to:

• Law requires that any copays or deductibles determined by your insurer must be paid.
• Notify us immediately if your insurance provider changes to ensure accurate and timely claims filing.
• All insurers now require a minimum, annual, in person visit with your provider in order to continue receiving maintenance supplies.
• Non-compliance with therapy plans will result in nonpayment from your insurance company. You will be responsible for all charges. If you decide to discontinue therapy, notify us immediately and we will note your account accordingly.
• Notify us immediately if you enter a skilled nursing facility or have home health services. Mayo Clinic Stores cannot supply durable medical equipment until you are discharged from these services.
• Reorder supplies only when your current supply is nearly exhausted, damaged, or broken.
Responsibilities (continued)

- Take part in my care.
- Ask questions when I do not understand what I have been told about my care.
  Use questions listed below if you do not know what to ask.
  - What is my primary focus of care?
  - What do I need to do next?
  - Why is it important for me to do this?
- Be honest with personnel if I do not understand instructions or if I will not be able to do them at home.
- Call my care provider or doctor about changes in my condition.
- Accept the outcomes of my actions if I choose not to take part in the plan of care as directed by my care provider.
- Obey safety rules.
- Not threaten or harm other patients or personnel.

Complaint Management Process

If we fail to meet your expectations, we invite you to share your concerns regarding your safety and quality of care. You may tell your concerns to:

- Any employee
- The manager and/or director of any store
- The Office of Patient Experience

We encourage you to tell us of complaints right away (at the time of service). If you feel that any of your concerns or complaints have not been resolved as you wish, you may start a formal complaint and notify the Office of Patient Experience by calling 507-284-4988 or email at officeofpatientexperience@mayo.edu. If you wish to mail in a notice of your complaint you may mail it to:

  Office of Patient Experience
  200 First Street SW
  Rochester, MN 55905

You will be contacted by the Office of Patient Experience to discuss your concerns and start the review process. The information will be reviewed by the appropriate staff and leadership involved in your care. A letter will be sent to you within 5 calendar days with a review outcome or notification that the review is in process. Within 14 calendar days you will be sent the result of your complaint in writing.

If you are of limited English proficiency (LEP), an interpreter or written materials will be made available to you.

You can also ask for a list of resource agencies from the Office of Patient Experience. If you choose not to use Mayo Clinic Store’s complaint process, or if we are unable to resolve a concern(s) to your satisfaction, you also have the right to contact the following agencies:

  Accreditation Commission for Health Care (ACHC) ............................................. 1-855-937-2242
  The Joint Commission (TJC) .......................................................... 1-800-994-6610
  Medicare ........................................................................................................ 1-800-633-4227

DMEPOS Supplier Standards

The products and/or services provided to you by Mayo Clinic Stores are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (eg, honoring warranties and hours of operation). The full text of these standards can be obtained from the U.S. Government Printing Office website. Upon request we will furnish you a written copy of the standards.
Patient Home Safety Information

A wide range of natural disasters occur every year and can have a devastating effect on you and your home. By following the safety tips and recommendations of the National Weather Service, you can protect yourself, your family and your home from potential threats. Keep your emergency numbers accessible during a natural disaster and have an emergency evacuation plan established. Check all emergency medical equipment backup systems in your home for proper function and ease of access. Plan accordingly if staff are unable to reach your home due to road conditions.

Medical equipment should always be plugged into a grounded outlet.

General Safety Recommendations
- If a generator is used during power outages, the generator should be operated following the manufacturer’s guidelines. Never run cords under rugs or carpets due to fire risk.
- Be careful when using candles. Keep the flame away from combustible objects and out of reach of children. Oxygen sources should be kept at least 10 feet from an open flame.
- Assume all electrical wires on the ground are electrically charged. Be aware of and avoid all downed utility lines. Report downed or damaged power lines to the utility company or emergency services. If your home is damaged, it should be inspected by a licensed electrician.
- If you believe there is a gas leak, immediately leave the house and leave the door(s) open. Never strike a match; any size flame can spark an explosion.

Summer Storm, Tornado Warning or Watch
- Lightning associated with thunderstorms can generate a risk.
- Follow the notifications of the National Weather Service and take action as indicated. Action may include evacuation to a safe location. A safe location during a tornado can be a basement or storm shelter.
- Clients living in trailers or mobile homes are advised to leave for the nearest shelter.

Winter Storm (A Severe Storm means more than 5 inches of snow.)
- Use caution when traveling during winter storms and prepare an emergency kit for your car (blanket, water, food, medications, first aid kit).
- During a Severe Weather Advisory, staff may not be able to make scheduled deliveries due to unsafe driving conditions.

Flood
- Follow your city, county, and/or state recommendations for evacuation during a flood and take your medical equipment with you when able. Note some types of fire-related hazards exist during and after a flood.
- Electrical equipment and appliances that have been exposed to water can have electrical shortages and become a fire and shock hazard.
- If your home has flood water exposure, you may need to have a licensed electrician confirm its safety.
- Use caution near standing water due to the possibility for electrical shock.

Complete the information below and have available in an emergency.

<table>
<thead>
<tr>
<th>Name (First, Middle, Last)</th>
<th>Birth Date (mm-dd-yyyy)</th>
<th>Sex</th>
<th>Home Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address (Street, City, State, ZIP Code)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provider Name (First, Middle, Last)</td>
<td></td>
<td>Provider Phone</td>
<td></td>
</tr>
</tbody>
</table>

Medical Equipment List

<table>
<thead>
<tr>
<th>Power Company</th>
<th>Fire Department</th>
<th>Ambulance Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Care Agency</td>
<td>Medications List and Locations</td>
<td></td>
</tr>
<tr>
<td>Home Medical Company</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Emergency Kit
- ☐ First aid kit
- ☐ Medical records (if applicable)
- ☐ Insurance cards
- ☐ Provider’s orders
- ☐ Plan of treatment (if applicable)

Power of Attorney Name (personal and medical)

Contact Information for My Family and Friends

Where to Go Before, During, and After an Emergency

Location of My File(s)

Pharmacy Phone
You Can Help Stop the Spread of Infections Today

Read inside to learn why you should:
• Consider wearing a mask today.
• Cover your coughs and sneezes.
• Clean your hands carefully.

Should you wear a mask while you’re at your appointment or visiting the hospital?
The answer is “YES” if you have any of these symptoms:
• Coughing or sneezing.
• New shortness of breath or wheezing.
• Fever or feeling like you have a fever.
• Sore throat.

These are signs of a breathing-related infection. You could make people sick if you cough or sneeze near them.

Please wear a mask while you are visiting today. Ask for a mask if you need to.

Keep the mask on when you talk to your health care providers. If they can’t hear you, they’ll ask you to speak up.

How long should you wear the mask?
Ask your health care provider how long you need to wear the mask—especially if you have more appointments today.
Do you think you’ll look odd? You won’t. Lots of people wear masks here. Your health is more important than your looks.

If you feel sick, your illness-fighting system, called your immune system, isn’t working well. A mask helps to protect you from other people’s germs too. Wearing a mask may help you avoid getting sicker.

How should you cover your sneezes and coughs?
To avoid spreading your own germs, cover your face when you sneeze or cough. There are two good ways to do that:
1. Use a tissue then toss it into the garbage.
2. Sneeze or cough into your sleeve or inside your shirt or jacket.

After you sneeze or cough, be sure to clean your hands well!

One of the best things you can do for your health, many times a day, is to clean your hands!

Why clean your hands?
Two of the most common ways to get sick are:
• Breathing in someone else’s germs.
• Getting germs on your hands then touching your hands to your face—usually to your mouth nose, or eyes.

How should you clean your hands?
If you can see “dirt” on your hands, wash with soap and water. If you do not see dirt, you may use hand sanitizer or soap and water.

To clean with a waterless gel or foam hand sanitizer:
• Use a product with at least 60 percent alcohol.
• Put a quarter-size amount in one palm.
• Rub your hands together very well. Include the backs of your hands, between your fingers and around your thumbs and fingernails.
• Rub until your hands are dry—for at least 15 seconds.

To clean with soap and water:
• Wet your hands with clean, running water (warm or cold) and apply soap.
• Rub your hands together to make lather. Rub your hands very well. Include the backs of your hands, between your fingers and around your thumbs and fingernails.
• Rub for at least 15 seconds. Hum the “Happy Birthday” song twice.
• Rub your hands as you rinse them well under running water.
• Dry your hands with a clean towel.

Thank you for helping everyone be a bit healthier today.

This material is for your education and information only. This content does not replace medical advice, diagnosis or treatment. New medical research may change this information. If you have questions about a medical condition, always talk with your health care provider.