



Mayo Clinic Store welcomes you

New patient admission information

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 PRODUCTS AND SERVICES

Mayo Clinic Store offers a wide range of high-quality medical products, recommended by Mayo Clinic physicians, that can help aid patients through recovery and daily life.

- Sleep apnea products*
- Mastectomy products*
- Ostomy supplies
- Urologic supplies
- Walkers/wheelchairs
- Surgical dressing supplies
- Compression garments*
- Hospital beds
- Wigs and accessories*
- Braces and supplies
- Enteral nutrients
- Oxygen

Products and services may not be available at all locations.

* *Personalized fitting services available for indicated product categories. Please contact a Mayo Clinic Store staff member as an appointment may be required.*

Claims

We are in-network with several insurance companies and can file claims to your insurance on your behalf. Products covered by insurance may require a prescription from your treating provider and other supporting documentation as determined by your insurance provider. Items may not be covered depending upon your unique situation.

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, and oxygen.

Personalized fittings

We provide personalized and confidential consultations in a private fitting area with our caring and dedicated staff. Certified fitters help ensure that you find mastectomy or compression garments that will meet your needs. To ensure sleep comfort, CPAP machines and mask fitting services are provided by highly trained technicians.

Mail order service

Mayo Clinic Store provides fast, discreet shipping, as well as superior customer service. All home care supplies are shipped in unmarked packages, right to your doorstep. Most products ship the same business day that you place your order. For additional convenience, ask us about our refill reminder service.

CPAP

Our focus is providing our customers with the training and education to use their new sleep apnea equipment and supplies successfully. After your equipment is personalized and fit to your needs, we teach you how to properly use your CPAP machine and mask and are always here for additional support.

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.

Warranty and repairs

Mayo Clinic Store will help customers with manufacturer warranty and repairs on equipment purchased from our locations. Our dedicated team is happy to assist with service and replacement products or parts for your durable medical equipment.

Mayo Clinic Store locations

	Phone
MINNESOTA	
Albert Lea 404 West Fountain Street, Suite 2	507-668-2913
Austin 1000 First Drive NW, Suite A	507-434-1266
Red Wing 701 Hewitt Boulevard, Suite 2115	651-385-3450
Fairmont 800 Medical Center Drive, Suite 292	507-238-5133
Mankato 1400 Madison Avenue, Suite 100A	507-594-2689
Owatonna 1100 West Frontage Road, Suite 160	507-444-5098
Rochester Siebens Building 200 1st Street SW, Suite SL123	507-284-9669
Compression, Mastectomy, and Wigs 200 First Street SW, Suite SL148	507-284-9669
Sleep Apnea 200 1st Street SW, Suite 17121	507-284-9669
Crossroads 1201 Broadway Avenue South, Suite 36	507-284-9669
WISCONSIN	
Eau Claire 1400 Bellinger Street, Suite 3	715-838-1815
1707 Westgate Road, Suite 2	715-838-1815
La Crosse 700 West Avenue S., Suite 102	608-392-9797
Menomonie 2321 Stout Road, Suite 1	715-233-7926
Onalaska 1212 Well Street	608-392-9797
ARIZONA	
Phoenix 5881 East Mayo Boulevard, Suite 3-105	480-342-4830

Convenient mail order service

1-888-303-9354

Products can be shipped to your home to make at-home care easier.

Online ordering

store.mayoclinic.com

Products can be shipped to your home to make at-home care easier.



Medicare Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Supplier Standards

Below is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable federal and state licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State healthcare programs or from any other federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment and of the purchase option for capped rental equipment.*
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable state law and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cellphone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR 424.57 (c) (11).
12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly or through a service contract with another company Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number (i.e., the supplier may not sell or allow another entity to use its Medicare billing number).
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include the name, address, telephone number and health insurance claim number of the beneficiary; a summary of the complaint; and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 C.F.R. 424.57(c).
27. A supplier must obtain oxygen from a state-licensed oxygen provider.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f)
29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.
30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848 (j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

The full version of the Supplier Standards may be found at 42 CFR 424.57c (<https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-424/subpart-D/section-424.57>). An abbreviated version is attached.

Last Updated: 12/21/2016

Patient rights and responsibilities

PATIENT 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 Mayo Clinic Store personnel through proper identification.
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care, 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 my 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 my 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 a health care provider.
- Upon admission to the Mayo Clinic Store, receive a Patient Rights and Responsibilities statement and be allowed to ask any questions.
- Be informed of any financial benefits when referred to an organization.
- Receive language translation and interpretation free of charge. Mayo Clinic Store personnel can provide additional assistance to those with hearing or vision impairments.

PATIENT RESPONSIBILITIES

Specific responsibilities are listed below.

As a patient, I, or my legally authorized representative, have the responsibility to:

- Pay any copays or deductibles determined by my insurer.
- Notify Mayo Clinic Store personnel immediately if my insurance provider changes to ensure accurate and timely claims filing.
- Notify Mayo Clinic Store personnel of discontinued use of ongoing rental equipment.
- Notify Mayo Clinic Store personnel immediately if I enter a skilled nursing facility, hospice, or have home health services.
- Reorder supplies only when my current supply is nearly exhausted, damaged, or broken.
- Be an active participant in my care.
- Ask questions when I do not understand what I have been told about my care. I can ask questions like those below if I 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 Mayo Clinic Store personnel if I do not understand instructions or if I will not be able to do them at home.
- Call my 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 Mayo Clinic Store

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 with:

- Any Mayo Clinic Store personnel
- The manager and/or director of any Mayo Clinic Store
- The Office of Patient Experience

We encourage you to share your complaints immediately. If you feel that any of your concerns or complaints have not been resolved, you may start a formal grievance with the Office of Patient Experience by calling 1-844-544-0036 or email at opx@mayo.edu. If you prefer to mail in a notice of your grievance, 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 personnel and leadership involved in your care. A letter will be sent to you within five working days with an update that the review is in process. Within 14 days, you will be sent the result of your grievance 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 grievance 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 Healthcare (ACHC)
1-855-937-2242

The Joint Commission (TJC)
1-800-994-6610

Medicare
1-800-633-4227

Emergency preparedness

A wide range of natural disasters can occur and may have a devastating effect on you and your home. The Mayo Clinic Store wants to support your healthcare needs in an emergency. There are many federal agencies and non-profits that provide important information on how to prepare for an emergency. The Mayo Clinic Store encourages you to investigate any of the following resources to learn more about emergency preparedness:

- 1 National Weather Service
Website: weather.gov
Use their search option and look for "emergency preparedness"
- 2 Ready
Website: ready.gov
Resources and planning information for both adults and kids
- 3 American Red Cross
Website: redcross.org/get-help/how-to-prepare-for-emergencies.html
Red Cross readiness resources with checklists in multiple languages.

Many of these sites offer information, guides, and checklists you can use to prepare yourself and your loved ones. Remember your emergency preparedness needs may depend on where you live and the natural disasters common to your state. It is important you educate yourself on these risks and take appropriate steps to prepare. If you have questions or are unable to access the internet, please let a staff member know and we can talk with you about available resources and help obtain printed copies of documents.

MAYO CLINIC STORE'S EMERGENCY PREPAREDNESS

Each Mayo Clinic Store maintains an emergency preparedness plan to ensure we support and prioritize patients utilizing life sustaining equipment during a natural disaster. Support may be provided by either Mayo Clinic Store staff or, if staff safety is compromised, other local emergency

management resources.

For those patients who receive life-sustaining equipment from the Mayo Clinic Store, it is important for you to consider planning early by:

- Sharing and maintaining a current emergency contact name and phone number in your Mayo Clinic Store patient record.
- If you receive regularly scheduled deliveries, ensure you or a designated caregiver is available to receive your regular delivery as scheduled. In the event you are unavailable, contact the Mayo Clinic Store well in advance to make appropriate arrangements.
- Accepting backup equipment and supplies offered by the Mayo Clinic Store.
- Communicating regularly with Mayo Clinic Store staff regarding your inventory of backup supplies.
- Creating your own emergency management plan in the event you are required to relocate away from your home.
- Becoming familiar with your local emergency management resources to understand what shelters might be available to you during a natural disaster and which might have the ability to help you maintain use of your life-sustaining equipment.

For those patients who do not receive life-sustaining equipment from a Mayo Clinic Store or only receive supplies, it is important for you to plan early by:

- Understanding how often your insurance allows you to obtain new supplies and ordering replacement supplies as needed.
- Considering alternative resources where your supplies may be available should

there be an interruption in your usual order (local pharmacies or other home medical vendors).

- Creating your own emergency plan in the event you are required to relocate including what supplies you would need to have on hand.

Regardless of the type of equipment and/or supplies you receive, always keep the Mayo Clinic Store phone number available, and we will make every effort to support your needs during a natural disaster.

FLORIDA RESIDENTS ONLY

The state of Florida maintains a "special needs registry" to ensure patients with special needs can access state run shelters during a natural disaster. State run shelters can assist patients in obtaining needed services and support. If you have questions or are identified as a person with special needs (including physical, mental, cognitive impairment, or sensory disabilities), a Mayo Clinic Store staff member can provide you the following information concerning the special registry process:

- 1 Location of the special needs registry for the state of Florida at: snr.flhealthresponse.com
- 2 Location of the Florida special needs registry educational brochure and Mayo Clinic Store's supplemental handout. A current copy is available at: mayoclinic.org/patient-visitor-guide/mayo-clinic-store/required-documents

The Mayo Clinic Store is committed to supporting your needs with the Florida special need's registry. If you lack direct internet access, please tell a Mayo Clinic Store staff member, and we will ensure printed copies are provided to you and/or staff can also assist with adding you to the "special needs registry."

Help stop the spread of infections

MASKS

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.

SNEEZING AND COUGHING

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.

CLEANING 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.