



Appointment Timeline Community Internal Medicine

Now (or Soon)

1. Sign up for your Patient Online Services account (“Patient Portal”) at www.mayoclinic.org/onlineservices

An online account allows you to:

- View and print your lab results, clinical notes, and medication list
- Communicate with your care team by sending and receiving secure messages
- View your appointment schedule and instructions
- View and pay your bill
- Renew your prescriptions

Please call 877-858-0398 if you need assistance creating your account.

2. Call our Pharmacy with a list of your medications 480-342-4400 or Fax your list to 480-342-4401.
3. Send “Authorization to Disclose Protected Health Information to Mayo Clinic” to your non-Mayo Providers. This is your consent form that authorizes your prior physicians to send medical records to your new PCP.
 - All patients: Send one copy to your previous primary care physician.
 - Female patients: Send one copy to your gynecologist.
 - Patients with previous Colonoscopy: Send one copy to your gastroenterologist.

At least two weeks prior to your appointment:

4. Return the Yellow Fax/Cover Letter and other completed Yellow Forms to CIM.

The day before your appointment:

5. If you anticipate obtaining fasting bloodwork (to evaluate for diabetes or cholesterol problems), do not drink alcohol or eat fatty foods after 6 p.m. of the evening before your appointment.

The day of your appointment:

6. Bring your health insurance card and a photo I D.
7. Plan to arrive 15 minutes early, accounting for traffic delays, parking, and completion of the registration process. If you are more than 10 minutes late for your appointment, your appointment will need to be rescheduled or abbreviated.
8. If you anticipate obtaining fasting bloodwork, do not eat until after your blood draw. Water and black coffee are allowed. If you have an afternoon appointment, you may wish to contact CIM to arrange for a blood draw prior to your appointment (on a prior day or earlier the same day), or you may return on a day after your appointment.
9. Bring a list of your medical concerns to your appointment. Due to time constraints and respect for starting the next patient’s appointment on time, we might need to discuss some concerns at a future appointment.

After your appointment:

10. Mayo Clinic will assist you in scheduling tests and consultations discussed at your office visit.
11. Your provider will communicate test results and recommendations to you within 5-7 days of testing. Communication method (follow up office visit, telephone call, or patient portal) will be determined by the nature and complexity of the results.