



Hospitalization at Mayo Clinic

**Patient and Visitor Handbook for
Mayo Clinic Hospital – Rochester,
Saint Marys Campus**



TELEPHONE NUMBERS

Phone numbers in this handbook are listed with all seven digits plus area code. However, if you are calling from a Mayo Clinic phone, you may dial just the last five digits to reach any part of Mayo Clinic.

Admissions (Saint Marys Campus) 507-255-5724	Mayo Clinic 507-284-2511
Business Office/ Cashiers 507-255-5901 507-255-5276	Office of Patient Experience 507-284-4988
Cancer Education Center 507-266-2991	Patient and Visitor Library 507-255-5434
Chaplain Services 507-255-5780	Pharmacy 507-255-5731
Development Office 507-284-8540 1-800-297-1185	Poverello Fund 507-284-8540 1-800-297-1185
Financial Counseling/ Financial Assistance 507-255-7992	Mayo Clinic Hospital, Methodist Campus 507-266-7890
Hospital operator Inside the hospital: 0 Outside the hospital: 507-255-5123	Room Service 507-255-0555
Insurance or Billing Assistance 844-217-9591	Saint Marys Campus Volunteers 507-255-5653
Language Services (Interpreters) 507-284-2741	Sisters Crossing Gift Shop 507-255-5951
	Social Work Services 507-284-2131

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WELCOME

Thank you for placing your trust in Mayo Clinic to provide your care. Our team of healthcare professionals is committed to working together on your behalf to provide outstanding medical care, skilled and compassionate nursing, and a supportive environment to make your hospital stay as comfortable as possible.

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.

This handbook provides information about the care you will receive during your hospital stay and the services available to you. We encourage you or members of your family to contact any staff member if you have questions or concerns. All of us — staff and volunteers — are ready to help you in any way we can. For information at any time, you may call the hospital operator by dialing “0” or call the Mayo Clinic operator at 507-284-2511.

If you, a friend, or a family member are looking for things to do during a hospital stay, stop at one of the information centers and ask for the publication, “Things to Do at Mayo Clinic,” which lists health information resources and a variety of activities for your comfort and entertainment.

MAKING YOUR HOSPITAL STAY THE BEST IT CAN BE

We are committed to providing the best care in a safe environment. We want our patients to be informed consumers of hospital care. To help you make informed decisions and protect your rights, we have summarized advice from several consumer agencies.

- 1 **If you’re having surgery and can choose where it will be done, select a hospital where the procedure is done frequently.** Patient outcomes are generally better in such hospitals.
- 2 **Ask all health care workers who attend you to wash their hands.** Hand washing remains a critical way to prevent the spread of infections in hospitals.
- 3 **Ask questions.** Know what drug and what dose you’re being given — and why — before taking it.
- 4 **Make sure that everyone who gives you medications checks your hospital ID bracelet every time.** This ensures you get the right medication, every time.
- 5 **Make sure any allergies are noted prominently in your chart and mention them to everyone who provides care to you.** Likewise, make sure your chart notes every medication you are taking, including over-the-counter medicines and dietary supplements such as vitamins and herbs.

- 6 **Try to have an advocate on hand — a trusted friend or family member who can monitor the situation and actively seek help if there’s a problem.** It’s difficult to track people or process information when you’re bed-bound, in pain or taking some medications.
- 7 **If you are having surgery, make sure your doctor marks the proper surgical site clearly — and initials it.** Wrong-site surgery should never occur.
- 8 **Ask your doctor, upon discharge, to explain the treatment he or she wants you to follow at home.** Health care providers will take the time to ensure you fully understand your follow-up care.
- 9 **If you are in a teaching hospital and worry that the doctor taking care of you isn’t sufficiently knowledgeable or experienced, ask that a more senior physician be consulted.** That may be the chief resident or an attending physician. Don’t worry about hurting a staff member’s feelings; your safety is more important.

Sources: Agency for Healthcare Research and Quality (ahrq.gov), Leapfrog Group (leapfroggroup.org), Center for Medical Consumers (medicalconsumers.org), American Academy of Orthopaedic Surgeons (aaos.org)

Your hospital team

All Mayo Clinic staff are credentialed, licensed and qualified in their respective fields. The staff working with you can provide the best care and expertise for your situation.

TEAMWORK

Teamwork is an important aspect of care at Mayo Clinic. Your physicians, nurses and other care providers will work with you as a member of the team to best meet your needs. For instance, telling your care providers if you are in pain and indicating your level of pain is the most accurate way for them to understand what you are experiencing. If you need more information, or have questions or concerns about your care, discuss them with your care providers.

PHYSICIANS

Mayo Clinic Hospital, Saint Marys Campus is staffed exclusively by Mayo Clinic physicians. In addition to staff physicians, members of the following groups may assist with your care.

Residents from Mayo Clinic School of Graduate Medical Education

Residents are physicians training for a particular medical or surgical specialty. While advancing their skills, they participate in patient care by helping with exams, tests, diagnoses, surgeries and other treatments.

Fellows

Fellows are physicians who have completed their residency training and are continuing their studies in a subspecialty area. They help with patient care while under supervision of a Mayo Clinic physician.

Students from Mayo Clinic Alix School of Medicine

These students are in a four-year course of study for a medical degree. They help with patient care while under supervision of a Mayo Clinic physician.

NURSING STAFF

Professional nurses deliver comprehensive care of the highest standard. The Mayo Clinic Department of Nursing coordinates and collaborates with other disciplines to provide excellence in patient care. This commitment provides quality, holistic nursing care to patients and their families from their initial clinical visit through hospitalization and the transition to their discharge destination. Nursing practice is closely integrated with advanced education and research programs to ensure you receive the best care using the most up-to-date procedures and techniques.

For demonstrating excellence in nursing services, Mayo Clinic's hospital nurses received the Magnet Hospital Recognition Award for Excellence in Nursing Services. This honor, the highest national and international recognition of nursing given by the American Nurses Credentialing Center, recognizes excellence in patient care, nursing practices, leadership, professional growth and attention to the cultural diversity of staff and patients.

The members of your nursing team include registered nurses, licensed practical nurses and patient care assistants who work under the supervision of a nurse manager. If you have questions regarding your nursing care, feel free to ask any member of the nursing team or your nurse manager.

PHARMACY STAFF

A team of pharmacists, technicians and support staff is available 24 hours a day to meet your needs for medication and intravenous therapy. Medication orders written by your physician are carefully reviewed by a pharmacist, and pharmacy staff individually prepare your medication. Pharmacists work closely with your physician and other care providers to ensure you receive optimal medication therapy. When you are discharged from the hospital, your physician may write prescriptions for you. You may have your prescriptions filled at Mayo Clinic Pharmacy – Mary Brigh or at your local pharmacy.

SOCIAL WORK SERVICES

An illness or accident can cause many disruptions for you and your family. When you need help in planning for employment, financial assistance, ongoing care or nursing home placement, social workers can help. When your medical situation is complicated by worries about health, marital difficulties or parent/child problems, a social worker can assist you in identifying options. Your social worker also can provide you with information about agencies in your hometown.

If you or a family member wishes to see a social worker, call Social Work Services, 507-284-2131, or ask your nurse or physician to request a Social Work consultation. There is no charge for this service.

CHAPLAINS

Chaplains are available to offer spiritual and emotional support and to assist patients and families in crisis or grief. They also can provide consultation regarding ethical concerns and decisions. A chaplain is assigned to each nursing

unit. You can reach the unit chaplain through your nurse or health unit coordinator. If you have a specific denominational or sacramental need, a chaplain from your faith tradition will be contacted for you. Staff chaplains are Christian, Jewish and Muslim. If your need cannot be met by our staff, we will contact a local representative of your faith tradition. To reach Chaplain Services, call 507-255-5780, 8 a.m. to 5 p.m., Monday through Friday. You may ask your nurse to page the on-call chaplain at any time.

NUTRITION CARE STAFF

Good nutrition is important for healing and recovery. Registered dietitians are available to assist you in meeting those special nutritional needs while you are hospitalized. Dietetic technicians and nutrition assistants work under the guidance of the dietitians. They will assist you with food selections and suggest alternatives when necessary. If your medical condition requires that you modify your diet while here and at home, a Clinical Nutrition staff member can help you learn about the changes needed to meet your nutrition requirements. If you have questions about your meals, or about changes you may need to make in your diet, please ask your nurse to contact the nutrition care staff.

HEALTH UNIT COORDINATORS

Each patient care unit has a health unit coordinator who is responsible for the receptionist and clerical functions of the unit. This person is a good source of general information for you and your family.

GRATUITIES/TIPS

All Mayo Clinic staff are here to serve you. Tips are neither expected nor accepted. If you wish to express appreciation, please write to the hospital

administrator or the chair of the Department of Nursing at Mayo Clinic, 200 First Street SW, Rochester, MN, 55905.

If you are interested in making a gift to Mayo Clinic, please contact the Department of Development. This department works with patients and the public who are interested in making philanthropic contributions to support Mayo Clinic's mission. Phone: 507-284-8540.

Safety and security

Your safety and security are of the utmost importance to us. If you have concerns about safety, or about any other aspect of your care, please do not hesitate to alert your caregivers.

PROTECTING PATIENTS FROM INFECTION

Family and friends should not visit patients in the hospital if they have a cold, fever, sore throat, the flu or are not feeling well. If you are ill and must visit, ask the nursing staff for a mask. Visitors should wash their hands with hand sanitizer or soap and water before and after visiting the patient's room. Isolation precautions may be necessary for patients who have certain infections. Visitors should follow the information on the isolation precautions door card outside the patient's room and follow any additional infection control precautions provided by healthcare staff.

Patients should clean their hands as directed by healthcare staff. You may occasionally see healthcare staff wearing gloves, gowns, safety glasses or masks while caring for you. These items protect patients, as well as healthcare staff, from infection.

DIETARY SUPPLEMENTS (HERBAL PRODUCTS)

Many dietary supplements lack strong evidence for their usefulness and safety because the ingredients in the various products are not consistent. This means most dietary supplements are unsuitable to include in hospital formularies. For these reasons, we do not recommend using non-prescription, non-formulary dietary supplements. Individual providers may, on a case-by-case basis, order a non-formulary dietary supplement when it is believed to be helpful by both the patient and provider.

At Mayo Clinic, non-prescription, non-formulary dietary supplements are not supplied for individual patient use in the hospital. If a provider decides to continue a dietary supplement used by a patient before coming to the hospital, only a manufacturer-labeled bottle supplied by the patient may be used. Unlabeled bottles may not be used because dietary supplements cannot be identified by looking at the pills.

SMOKE-FREE ENVIRONMENT

Mayo Clinic is a smoke-free institution. Smoking is not permitted in any Mayo facility or on clinic or hospital grounds. While you are receiving care at Mayo Clinic, either in the hospital or the outpatient setting, your nurse or health care provider will ask if you use tobacco products. If you are currently using tobacco or have quit for less than one year, you will be offered a consult from the Nicotine Dependence Center, as well as education, assistance and nicotine replacement therapy options to help you quit.

SAFEKEEPING OF VALUABLES: ADMISSIONS

We suggest you leave your valuables at home. If this is not an option, valuables such as jewelry, money, credit cards and electronics should not be kept in your room. The hospital cannot be responsible for the loss of articles kept in your room.

On the day of your arrival to the hospital, have a family member or friend retain your valuables. If no one is available, please deposit your valuables with the cashier staff. Your valuables will be placed in a safety deposit box in Business Services, located in the main hospital lobby, Mary Brigh Building, main floor. Withdrawals may be made at the Cashier's Office, 5:30 a.m. to 5:00 p.m., Monday through Friday. Arrangements can also be made to pick up valuables at other times. You will receive a receipt for the items deposited. Please be sure to bring your receipt when you come to make a withdrawal.

ELECTRICAL APPLIANCES

You may use the following personal, cord-connected electrical equipment at the hospital: hair dryers, curling irons, razors and personal computers. Any equipment in questionable condition should be inspected by the maintenance staff.

FIRE AND SEVERE WEATHER DRILLS

In order to assure quick and efficient response in the event of a fire, drills are conducted regularly in the hospital. When a drill begins, chimes will sound and fire doors will close in parts of the hospital, depending on the drill's location. Hospital staff participate in these drills, but patients do not. During drills, your care will not be compromised.

In the event of an actual fire or severe weather, you will be personally instructed and assisted by the staff. We appreciate your understanding of our need to test our emergency readiness.

MAYO CLINIC IS WEAPONS-FREE

For the safety of our patients, visitors, and staff, weapons are not permitted in any Mayo Clinic building. This policy ensures we maintain a safe and welcoming environment for our patients, visitors and employees.

Chaplain services

Chaplains are available to patients and loved ones:

- To listen and offer spiritual and emotional support
- To assist those in crisis or grief
- To share prayer, sacraments and to lead worship
- To reflect and consult on ethical concerns and decisions

CHAPLAIN VISITS

The services of a chaplain are available 24 hours a day, seven days a week. To arrange a visit from a chaplain, call Chaplain Services, 507-255-5780, 8 a.m. to 5 p.m., Monday through Friday. You may ask your nurse to page the on-call chaplain at any time. Chaplain Services is located in the Joseph Building, main floor, room JO MN-61. If you would like a visit from your local pastor, please feel free to call him or her.

CHAPELS AND PRAYER SPACES

Chapels are open 24 hours a day. They are designed to accommodate wheelchairs and stretchers, and patients may come in hospital attire. You are invited to write prayer requests in the book located in the chapels so others may pray for your intentions. Spiritual support booklets are available in both chapels.

- **Saint Marys Chapel** is located at the east end of the Domitilla Building, first floor. All scheduled services on Saint Marys Campus are held in this chapel.
- **Saint Francis Chapel** is located in the Francis Building, fifth floor, and is available for prayer and meditation.

QUIET, MEDITATION, REFLECTION SPACES

- **Groves' Meditation Room** in the Mary Brigh Building, seventh floor, is available 24 hours a day for persons of all faith traditions. This area is designed for quiet time and meditation.
- **Saint Francis Peace Garden** on the west side of the Generose Building, is open from dawn to dusk during the spring, summer and fall. Patients and families are welcome to use the garden for meditation and reflection.

WORSHIP SERVICES

The following services are available to patients and visitors at Saint Marys Campus. You may also refer to TV channel 11 to verify the times and locations of all chapel services.

Catholic

Mass is held Monday through Saturday at 4:30 p.m. and Sunday at 8:30 a.m. in the Saint Marys Chapel, Domitilla Building, first floor. These Masses are broadcast live on channel 11. The Masses from the Methodist Campus Chapel are broadcast live at 3:30 p.m. Sunday through Friday on channel 11.

Sacrament of Reconciliation is held Saturday from 3:30 to 4:15 p.m. in the Saint Marys Chapel, Domitilla Building, first floor. A priest is also available by request for individual confession.

Interdenominational

An interdenominational worship service is held Sunday at 10:45 a.m. in the Saint Marys Chapel, Domitilla Building, first floor. The service is broadcast live on channel 11. On Sundays, the 9:30 a.m. service from the Methodist Campus Chapel also is broadcast live.

Other faith traditions

Arrangements can be made through Chaplain Services to contact other religious groups. Call 507-255-5780 for service times and locations. Programs and meditations from Chaplain Services are televised daily. For a complete listing, refer to the TV menu on channel 11.

Food services

MEALS

In the Mary Brigh and Generose buildings you may select your meals from the menu provided by your nutrition assistant. At all other Saint Marys Campus locations you may select your meals from the room service menu located on your bedside

table. To order, call 507-255-0555 between 7 a.m. and 7 p.m. If you have questions about your menu or have special dietary requirements, please contact your nutrition assistant or room service.

GUEST TRAYS

Visitors may dine with you in your room. In the Mary Brigh and Generose buildings, guest trays can be ordered for a fee through the nutrition assistant or health unit coordinator. Guest trays can be ordered for a fee at all other Saint Marys locations by calling room service at 507-255-0555.

SPECIAL OCCASIONS

We are happy to help celebrate special occasions in your life and will be pleased to serve you a decorated cupcake for your birthday or wedding anniversary.

VISITOR CAFETERIA

The visitor cafeteria, Courtyard Commons, is located in the Francis Building, main floor on the Saint Marys Campus. The cafeteria features a complete breakfast menu, hot entrees, pizza, grilled and deli sandwiches, soups, salad bar and desserts. Nutritional information is available on menu items to assist you in making healthy food selections. All food is available for takeout. Courtyard Commons is open from 7 a.m. to 7 p.m., seven days a week

Breakfast: 7 to 10 a.m.

Lunch: 11 a.m. to 2 p.m.

Dinner: 4:45 to 7 p.m.

Courtyard Commons accepts credit and debit cards, personal checks and cash. Automatic teller machines are in the Mary Brigh Building, near Admissions. Vending machines are available 24 hours a day. They are located in the Francis

Building, ground floor and in the Domitilla Building, ground floor.

Because of food safety concerns, visitors should NOT bring in food from home or restaurants. These foods may cause illness or may not be allowed in the patient's diet.

If food is brought in, it is imperative that safe food preparation, transportation and storage guidelines are followed. Mayo has guidelines that outline these food safety techniques. Please contact the Food Service Department or ask your health care provider for the publication "Food Safety in the Hospital." Label and date any food stored in hospital refrigerators or freezers.

Communication services

TELEVISION

The Mayo Clinic Cable Network has hundreds of cable channels and provides several services to make your television viewing more enjoyable. These services include an interactive program guide, a remote control information channel and video on demand.

To use the interactive program guide, press the guide button on your remote control.

For information about the use of your remote control, tune to channel 69. Here you will find a short video that explains the buttons on your remote and how to use them to access video on demand.

To view video on demand content, tune to channel 999. Here you'll find patient education videos, Mayo Information videos, complimentary movies and patient services.

There are several Mayo Clinic channels, including the Patient and Visitor Channel, The Mayo Chaplain Channel, the Mayo History Channel, the Mayo Kids Channel and the Relaxation Channel. Please consult the interactive program guide to locate these channels.

If you have questions, contact your nurse or healthcare provider.

MAIL

Mail will be delivered to your room once per day. Stamps are available for purchase at the Sisters Crossing Gift Shop. Mail received after your dismissal will be forwarded to your home address. Mail can be held for you upon request.

Letters to be mailed can be dropped into the mail chute located by the Francis Building Elevators or in the mail drop box across from the Admissions Desk in the Mary Brigh Building.

NEWSPAPERS

Newspaper stands are located near the Mary Brigh East Elevators, and in the Francis Building, vending area, Ground Floor. The gift shop will purchase and deliver other newspapers upon request.

COPIES

The Patient and Visitor Library in the Francis Building, tower section, seventh floor, has a copy machine where you may make copies for a nominal fee.

TELEPHONE

Telephone service is available to all patients. You are not charged for local calls. Long-distance calls may be charged to your home telephone number or to your telephone credit card. You may also call collect.

To call phone numbers anywhere within Mayo Clinic and Mayo Clinic Hospital, you only need to dial the last five digits.

Please remember to dial the area code for all long-distance calls, even long-distance calls within the same area code.

- Emergency calls: Dial 911 and the hospital operator will dispatch an emergency team to your room
- Local calls: Dial 9 and the local number
- Long distance: Dial 9, area code and number (AT&T provides long distance service.)
- International calls: Dial 9, 0, 11, country code, city code and number
- MCI access: Dial 9-1-800-950-5555
- Sprint access: Dial 9-1-800-877-8000

For other carriers, please refer to information provided by the carrier of your choice. For additional information, please dial “0” for the hospital operator. A telephone for those who are hearing impaired, a TTY phone, and a long phone cord are available at no charge. Ask your nurse to arrange for this equipment. Public pay phones are available in the Francis Building lobby, on each floor near the Francis Building Elevators, and in the Mary Brigh Building lobby.

COMPUTERS AND INTERNET

Computers with Internet access are available in the Patient and Visitor Library, Francis Building, seventh floor. Complimentary wireless Internet access is available in some Saint Marys Campus buildings. For more information and the current access code, contact the health unit coordinator.

Resources and amenities

SAINT MARYS CAMPUS VOLUNTEERS

To help make your hospital stay more comfortable, the Campus Volunteers provide several special services at no charge.

Sisters Crossing Gift Shop

Proceeds from the Sisters Crossing Gift Shop help support the Poverello Fund for patients who need financial assistance to offset their medical expenses.

Joseph Building, main floor, room JO MN-43
8 a.m. to 5 p.m., Monday through Friday
9 a.m. to 12 p.m. (noon), Saturday
Closed on Sunday

507-255-5951

Picture cart

A volunteer may visit you during your stay at Mayo Clinic Hospital to offer you a choice of prints for your room. Volunteers make weekly trips through the hospital offering selections from the hundreds of pictures in their collection.

507-255-5653

Library cart

Volunteers with a library cart visit each nursing unit weekly.

507-255-5434

For more information about services provided by the Volunteers, call 507-255-5653.

The Saint Marys Campus Volunteers are here to serve you. Tips are neither expected nor accepted.

If you wish to express appreciation, please write to the hospital administrator.

Hospital Administrator
Saint Marys Campus
200 First Street S.W.
Rochester, MN 55902

ALCOHOLICS ANONYMOUS

Alcoholics Anonymous (AA) has a regularly scheduled meeting on the Saint Marys Campus at 7 p.m. every Sunday in the Domitilla Building, main floor, room DO MN-132. This is a closed AA meeting for patients. For further information, call 507-281-1747 (24 hours per day).

AUTOMATIC TELLER/CHANGE MACHINES

An automatic teller machine (ATM) is located in the Pharmacy area of the Mary Brigh Building. Change machines are in the Francis Building, ground floor; in the Domitilla Building, ground floor, room DO GR-101; and in Mary Brigh, G-west.

BLOOD DONOR CENTER

Mayo Clinic Blood Donor Center invites visitors to consider donating blood to help ensure 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. Mayo Clinic Blood Donor Center has two locations open to the public:

Downtown

Hilton Building
Main Floor, Room HI 1-00
6 a.m. to 4:30 p.m., Monday through Friday
(Open until 7 p.m., every second Thursday)

Northwest Rochester

Medical Complex Northwest
Building A, Entrance A1
First Floor, Room FF 1-110
4115 W. Frontage Road
Rochester, MN 55901
8 a.m. to 4 p.m., Monday through Friday

Please call 507-284-4475 or email donateblood@mayo.edu for more information.

CANCER EDUCATION CENTER

At Mayo Clinic Comprehensive Cancer Center, reliable, up-to-date education is central to a patient's cancer care plan. The Stephen and Barbara Slaggie Family Cancer Education Center invites you to stop in and learn more about all aspects of cancer. The center offers free resources for patients, their families, and the public. Please visit us 7:30 a.m. to 4:30 p.m., Monday through Friday, Gonda Building, lobby level. Online education and support is available on the Mayo Clinic Connect Cancer Education Blog (connect.mayoclinic.org/blog/cancer-education-center). For more information, call 507-266-2991

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.

INTERPRETERS

Interpreters from Mayo Clinic are available 24 hours a day for patients who speak a language other than English. Sign language interpreters are available for people with hearing impairments. For more information, ask your nurse. There is no charge for these services.

LOST AND FOUND

If you lose an item in a patient care area, please contact the health unit coordinator. To inquire about items lost in other areas, please call 507-255-5368.

MAYO CLINIC STORE

Mayo Clinic Store offer medical and post-surgical supplies, health care aids and solutions for healthier living. Mayo Clinic Store locations in Rochester:

Mayo Clinic Store – Siebens

Siebens Building, subway level

Mayo Clinic Store – Crossroads

Crossroads Shopping Center
1201 Broadway Ave S, STE 36

Mayo Clinic Store – Sleep Apnea

Gonda Building, 17th floor

Mayo Clinic Store – Compression, Mastectomy and Wigs

Gonda Building, subway level

Mayo Clinic Store – Logo, Apparel and Gifts

Gonda Building, subway level

There are additional Mayo Clinic Store locations throughout Minnesota, Wisconsin and Arizona, as well as an e-commerce website and mail order option at 888-303-9354. For a full listing of locations, visit store.mayoclinic.com/locations or scan the code below with your phone.



To reach the downtown campus where the Gonda and Siebens Buildings are located, patients can take the patient shuttle, which is a free service. For more information on Mayo Clinic Stores, call 888-303-9354, 8 a.m. to 5 p.m., Monday through Friday. Proceeds from products purchased at Mayo Clinic Stores support medical research and education at Mayo Clinic.

NOTARY PUBLIC

A notary public service is available at no charge. Please contact the nursing staff or health unit coordinator to make arrangements.

ORGAN DONATION

If you wish to become an organ and/or tissue donor, you are encouraged to discuss your decision with your family members. For further information about organ donation, visit the Minnesota Lions Eye Bank (mnlionseyebank.org) or LifeSource Organ Donor Affiliate (life-source.org) websites.

PATIENT EDUCATION CENTER

Located on the subway level of the Siebens Building, the Patient Education Center offers information and health education classes for patients. Classes are scheduled during regular

business hours, Monday-Friday. The Center is open 8 a.m. to 5 p.m., Monday, Tuesday, Wednesday and Friday; and 9 a.m. to 5 p.m., Thursday. Call 507-284-8140 for more information.

PATIENT AND VISITOR LIBRARY

The Sister Joseph Patient and Visitor Library is located in the Francis Building, seventh floor. It is well stocked with books, from medical reference materials to fiction and non-fiction, including best-sellers and large-print editions. The library offers Internet access for e-mail and research, a fax machine and copier, DVDs for entertainment and health information, audio books, CDs, current magazines, board games, and CD players. Books and DVDs in languages other than English are also available. Patients can have library materials delivered to their rooms by calling 507-255-5434.

Library hours are 9:00 a.m. to 4:30 p.m., Monday through Friday, and 1:00 to 4:30 p.m. on Saturday and Sunday.

VISITORS FROM COMMUNITY ORGANIZATIONS

Representatives from community organizations often visit the hospital. If you would like a visit during your hospital stay, please call the number listed for your organization.

Alcoholics Anonymous	Eagles
507-281-1747	507-289-5931
American Legion	Eagles Auxiliary
507-252-1659	507-289-5931
American Legion Auxiliary	Elks, BPOE #1091
507-289-6062	507-282-6702

Methodist Campus Volunteers	Saint Marys Campus Volunteers
507-255-0366	507-255-5653
Physical Disabilities/ SEMCIL Peer Visitors	Veterans of Foreign Wars & Auxiliary Post 1215
507-285-1815	507-289-6299

Hospital discharge information

Members of the nursing staff will help you plan your discharge. Your family or a person you designate also will be asked to participate in your discharge planning. Hospital nursing staff and your physician will work with you to design a plan for your continued care outside the hospital. The plan will include such specifics as use of medications, diet instructions, any limitations on exercise or other activities and discussion of any supplies or equipment you will need.

We encourage you to ask questions and share concerns about your home situation with our staff before your day of discharge. If you have some concern about your readiness to leave the hospital, please ask a member of the nursing staff about alternative programs to help with the transition from hospital to home or to another setting.

DISCHARGE PROCEDURE

Before you leave the hospital, your physician will write an order for your discharge. Your nurse also will assist you with the discharge procedure. If you have not made arrangements for payment of your medical bill, you may be asked to stop at Business Services in the Mary Brigh Building, main floor. Payments are accepted 5:30 a.m. to 5:00 p.m., Monday through Friday, except on holidays. If you cannot go to Business Services, you can send a

family member, or drop payments in the after-hours drop box just outside Business Services. You may also contact Patient Account Services with any questions at 844-217-9591.

Dismissals are made through the Mary Brigh west door. Please arrange to be picked up there.

DISMISSAL PRESCRIPTIONS

You may need medications after you are dismissed from the hospital. At the end of your stay, be prepared to purchase take-home medications at Mayo Clinic Pharmacy – Mary Brigh or at another pharmacy of your choice.

Some of the prescriptions you may go home with can be very specialized and may not be available at your local pharmacy. If you are not already considering having your prescriptions filled with Mayo Clinic Pharmacy this is something you should confirm to ensure you have access to prescribed medications when you leave the hospital. You will always be able to transfer your prescription more locally after this first fill if desired when your local pharmacy has the medication in stock, or you can continue to receive it from Mayo Clinic through our Mail Order Pharmacy.

Please bring your prescription drug-benefit card and payment for your prescription. If you plan to pick up your prescription at a Mayo Clinic pharmacy and are leaving in a personal vehicle the driver of the vehicle should remain with the patient until the prescription has been picked up.

Mayo Clinic Pharmacy – Mary Brigh is in the Mary Brigh Building, main floor, lobby, next to the registration desk.

Hours are 24 hours a day, 7 days a week.

MEDICAL SUPPLY ITEMS

You may need certain medical supply items after you leave the hospital. If so, prior to your discharge a member of the nursing staff will provide you with a list of the medical supply items you will need. At the end of your hospital stay, please be prepared to purchase these items at the Mayo Clinic Store, Siebens Building, subway level. You may also purchase these items at the medical supply store or pharmacy of your choice.

PAYMENT OF YOUR MEDICAL BILL

Arrangements for payment of your medical bill must be made with a Business Services representative when you are pre-admitted or as soon as possible after admission to the hospital. It is important to be aware of your financial arrangements since you may be asked to pay all or part of your bill when you leave the hospital. Payment can be made by cash, check or credit card. We accept MasterCard, VISA, Discover, American Express and Diners Club. Payments by credit card or eCheck may also be made via secure online portal. Go to [mayoclinic.org](https://www.mayoclinic.org) and click on “Log in to Patient Account.” Log in or create a new account, and follow instructions on how to enroll to view statements and pay your bill.

If you have questions regarding financial aspects of your care, a Financial Counselor can help you. Please call 507-255-7992 for assistance. Billing and insurance questions can be directed to Patient Account Services at 844-217-9591.

Visitor information

GUIDELINES FOR VISITORS

Please limit the number of visitors to no more than three in a patient's room at one time. We also ask that you keep your visits brief.

Children, accompanied by parents or an adult, are permitted to visit patients in their rooms during normal visiting hours. However, children may not visit patients in some types of isolation, and children under 14 are not allowed to visit patients in an intensive care unit without authorization from the nurse manager.

Flowers, balloon bouquets and cards brighten a patient's surroundings and are welcome in patient rooms. Due to possible allergic reactions, latex balloons are not allowed. Some special units, such as transplant and intensive care, do not allow flowers. Please check with a nurse or health unit coordinator in such units prior to bringing live flowers.

Please do not sit on the patient's bed and avoid using the patient's restroom.

All Mayo Clinic buildings are smoke-free. Smoking is not permitted in any Mayo facility or on the clinic or hospital grounds.

VISITING HOURS

General units

6:00 a.m. to 9:00 p.m.

Mayo Eugenio Litta Children's Hospital

8:00 a.m. to 8:30 p.m.

Intensive care units

As stated on the unit

LOCATING A PATIENT'S ROOM

Visitors can obtain a patient's room number at the Information Desk on the main floor of the Mary Brigh Building and the Francis Building. You may also call 507-255-5980 or 507-255-5123 for help locating a patient's room.

Rooms within the Saint Marys Campus are identified by a room number that incorporates a building abbreviation followed by a three- or four-digit number.

The building name is a two-letter abbreviation. In the room number, the first number indicates the floor level and the remaining numbers identify the individual room.

Example: MB 6-310 = Mary Brigh Building, 6th floor, room 510.

Building Abbreviations

Alfred Building (AL)

Generose Building (GE)

Domitilla Building (DO)

Joesph Building (JO)

Francis Building (FR)

Mary Brigh Building (MB)

Mayo Eugenio Litta Children's Hospital is on the second and third floors of the Francis and Mary Brigh buildings. Please use the Mary Brigh West Elevators for access.

For more information about the children's hospital, refer to the booklet Welcome to Mayo Eugenio Litta Children's Hospital (MC1831-07).

VISITOR IDENTIFICATION

All visitors to Mayo Eugenio Litta Children's Hospital must check in to receive visitor identification badges at the Mary Brigh West Elevators on Floors 2 and 3. Overnight visitors to all other units (between 9 p.m. and 5:30 a.m.) will also be issued a visitor identification badge by nursing staff.

PARKING

Mary Brigh Underground Parking Ramp

Turn off 14th Avenue S.W. and proceed through the designated patient drop-off area located at the main entrance, following signs to the underground ramp. This ramp is also accessible via Peace Garden Drive.

Generose Parking Ramp (levels two and three)

Turn off 14th Avenue S.W. and proceed east on Peace Garden Drive to the entrance of the ramp.

Emergency Department Lot

Short-term 24-hour parking is available to Emergency Department patients and visitors in the surface lot across from the Emergency Department Entrance.

VALET PARKING

Valet parking is available to all visitors upon request. Pricing is displayed at the valet station. For patients who display a disability parking certificate, valet parking is a free service. Standard parking rates apply to all.

When you return to the entrance where you initially left your vehicle, the desk attendant will retrieve it for you.

This service is available Monday through Friday at the following entrances:

Mayo Clinic Hospital, Saint Marys Campus

- 5 a.m. to 10 p.m., Mary Brigh Building, Hospital Entrance

Mayo Clinic Hospital, Methodist Campus

- 6:30 a.m. to 6 p.m., Gonda Building, West Entrance
- 5:15 a.m. to 9:00 p.m., Charlton Building, Main Entrance

For more information call 507-266-2060.

PARKING PASSES

Parking passes are available for purchase at any Mayo Clinic patient-parking facility.

RESTROOMS

Wheelchair accessible public restrooms are located near the Information Desk in the Francis Building and the Admissions Desk in the Mary Brigh Building. Baby-changing tables are available in some public restrooms. Visitors are asked not to use the restrooms in patient rooms.

FAMILY LOUNGES

Family lounges are located on each hospital floor, and are available for patients and visitors. Each lounge has games, puzzles, magazines and a television.

VIDEOTAPING/VOICE RECORDING/PHOTOS

In some instances, a family member who will assist with a patient's care after dismissal may wish to videotape specific patient care procedures. This may be done with the permission of the nurse manager. Videotaping or photography of daily patient care activities, however, is not permitted.

Family members, visitors or other patients who wish to videotape or photograph a patient may do so only with their permission and only in the patient's room. If the patient is unable to give permission, permission should be obtained from the patient's family members and the nursing supervisor. Videotaping or photography of staff is generally discouraged and may be done only with the consent of the staff member.

Videotaping or photography of the delivery of a baby must be approved by the parents and the attending physician.

VISITOR CAFETERIA

Visitors are welcome to eat in the Saint Marys visitor cafeteria. Information about the cafeteria can be found in this booklet under "Food Services". The visitor cafeteria, Courtyard Commons, is located near the Information Desk on the main floor of the Francis Building. Hours are 7:00 a.m. to 7:00 p.m.

LODGING

There are many lodging facilities to choose from in Rochester. For lodging brochures and additional information contact:

Mayo Clinic Concierge Services

507-538-8438

concierge@mayo.edu

Rochester Convention and Visitors Bureau

507-288-4331

800-634-8277 (toll-free)

rochestercvb.org

Mayo Clinic does not own or operate any lodging facility and does not specifically endorse or recommend any hotel, motel, guest house or apartment.

HOSPITAL MAILING ADDRESS

To send mail to a patient in the hospital, use the following address, along with the patient's name and hospital room number.

Mayo Clinic Hospital
Saint Marys Campus
1216 Second Street S.W.
Rochester, MN 55902

Transportation information

PATIENT SHUTTLE SERVICE

Mayo Clinic provides a fare-free wheelchair accessible shuttle service for patients and visitors. The shuttle stops at the Gonda Building, Charlton Building, and Mary Brigh Building.

If needed, a member of the General Service Transport Team can escort you to any of these entrances for shuttle transport. You can arrange for an escort through the health unit coordinator on your floor or by calling 507-266-7100.

The shuttle runs continuously on days the clinic is open, from 6:45 a.m. to 5:30 p.m., Monday through Friday, on days the clinic is open.

HOTEL COURTESY SHUTTLE

Many local hotels and motels offer complimentary shuttle service to and from Mayo Clinic facilities. Contact your hotel/motel directly to inquire about these options. Mayo Clinic does not own or operate shuttle services offered by the hotels.

CITY BUS

Rochester Public Transit (RPT) is a division of the City of Rochester. RPT operates 32 transit routes

365 days a year from 5:00 a.m. to 10:30 p.m. on weekdays and 7:30 a.m. to 8 p.m. on weekends. Refer to rpstride.com for additional information or contact the City of Rochester at 507-328-7433.

AIRPORT SHUTTLE SERVICE

Rochester Airport shuttle service is available from downtown hotels and motels. Call 507-282-2222 (Yellow Cab) or 507-282-8294 (Med City) to arrange a pick-up time. There is a charge for this service. To arrange for transportation to the Minneapolis/St. Paul Airport call 507-280-9270 or 507-216-6354.

Questions and comments

QUESTIONS ABOUT YOUR CARE

If you have questions or concerns about any aspect of your care, do not hesitate to talk with one of your care providers. A member of your care team will talk with you about your care and describe what you can expect as a result of the care you receive. If the outcome of your treatment is significantly different from what was anticipated, your care provider will discuss the outcomes with you and, if appropriate, with a member of your family.

WE WELCOME YOUR COMMENTS

At Mayo Clinic our primary goal is to provide you with the finest care possible. We welcome your comments and suggestions because they enable us to continuously improve our service.

Please complete a patient comment card. Your comments will be forwarded to the staff member who can take action on your suggestions. You may give the card to any staff member or return it through the U.S. Postal Service.

GRIEVANCES/COMPLAINTS

If you or your family have a question or concern or feel your rights as a patient were not upheld, we want your feedback because your well-being is our first priority.

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 844-544-0036, 8:00 a.m. to 5:00 p.m., Monday through Friday. At all other times, please ask to speak with the nurse manager.

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:

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 or 1-800-369-7994
651-281-9796 (fax)
or

The Joint Commission

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
630-792-5636 (fax)
Report a patient safety event (online) at
jointcommission.org/report_a_complaint.aspx

You can find additional information in the Patients' Bill of Rights that you received upon admission to the hospital. A copy is also included in this booklet.

HOSPITAL ETHICS CONSULTATION SERVICE

The ethics consultation service handles moral and ethical problems that arise at Mayo Clinic. Patients and family members can ask for an ethics consult. The ethics team will work with you to address your concern and try to find a way to resolve it that is acceptable to everyone. You are responsible for your own decisions; the ethics consultant will only give advice. This service is free. To request a consult, ask a nurse or social worker to contact ethics or call the hospital operator (dial "0") and ask for the ethics consultant on call.

HEALTH CARE/ADVANCE DIRECTIVES

Health care/advance directives information brochures are available at all hospital Information Desks, at the Mayo Patient Education Center (Siebens Building, subway level), and through Mayo Clinic's Social Work Services. If you have questions, please contact Social Work Services at 507-284-2131.

Mayo Clinic will honor advance directives that are in accordance with the law, the institution's mission, and reasonable medical practice.

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 mayoclinic.org/onlineservices. Printed copies of your clinical information can be requested by calling 507-284-4594.

Built on philanthropy

A TRADITION OF GIVING

Mayo Clinic is transforming healthcare, leveraging the most advanced technology to fuel research, innovative treatments and new care delivery models. As has been the case throughout our entire history, generous benefactors help make Mayo Clinic's work possible.

In 1915, Dr. William J. Mayo and Dr. Charles H. Mayo gave most of their savings to create the Mayo Foundation — a private trust for public purposes. Our patients and friends continue this tradition of giving with contributions to Mayo Clinic.

Your tax-deductible gifts support groundbreaking treatments for serious or complex diseases, further our research to discover tomorrow's cures, and help educate the next generation of healthcare leaders.

Mayo Clinic's friends also help patients who need financial assistance to offset their medical expenses through gifts to the Good Samaritan Fund at Mayo Clinic Hospital, Methodist Campus.

Department of Development
200 First Street S.W.
Rochester, MN 55905
507-284-8540 or 1-800-297-1185
development@mayo.edu

Facility overview

SAINT MARYS CAMPUS

Rochester's Mayo Clinic Hospital is located on the Saint Marys Campus and the Methodist Campus. Saint Marys is a 1,265-bed facility built by the Sisters of Saint Francis of Rochester. The Sisters' long history with Mayo Clinic began in 1883 when they were called upon to care for the injured after Rochester suffered a devastating tornado. Dr. William Worrall Mayo directed the medical care. When the victims recovered, the Sisters, led by Mother Alfred Moes, proposed to build and staff a hospital if Dr. Mayo and his sons would agree to provide the medical care. In 1889, Saint Marys Hospital opened and became the first general hospital in southeastern Minnesota.

From this early relationship, the values of both institutions were closely aligned and influenced the care of patients and respect of staff for one another. When the hospital and the clinic integrated in 1986, a Sponsorship Board was established to ensure the ongoing relationship of the two organizations. The common goal that prompted and sustained this relationship was to provide compassionate health care with the highest standards of ethics and quality.

Today, with the creation of The Mayo Clinic Hospital - Rochester, combining Saint Marys Hospital and Rochester Methodist Hospital, a new group — The Mayo Clinic Values Council — now ensures the continuation of these values. The Mayo Clinic Values Council is charged with preserving and promoting the vision and intent of the original Mayo Clinic physicians and perpetuating the Franciscan legacy of the Sisters of Saint Francis who founded the Saint Marys

Hospital. Mayo Clinic's primary value — the needs of the patient come first — is strengthened by the founders' values of respect, compassion, integrity, healing, teamwork, excellence, innovation and stewardship.

MAYO CLINIC

Mayo Clinic developed gradually from the family medical practice of Dr. William Worrall Mayo and his sons, Dr. William James Mayo and Dr. Charles Horace Mayo. The elder Dr. Mayo came to Rochester in 1863 to practice medicine. He and his sons began a family group practice, which evolved into one of the world's first private, integrated group practices. As the demand for their services increased, the Mayos invited other physicians to join their practice. This pioneering venture in the private group practice of medicine became known in the early 1900s as Mayo Clinic.

This name today describes an organization of 3,800 physicians and scientists working together as a team for the advancement of medical care, medical and biomedical education, and research in medicine and related sciences.

MAYO EUGENIO LITTA CHILDREN'S HOSPITAL

Located at Mayo Clinic Hospital, Saint Marys Campus, Mayo Eugenio Litta Children's Hospital is a hospital within a hospital. This 90-bed hospital consists of a Neonatal Intensive Care Unit (NICU), a Pediatric Intensive Care Unit (PICU), Pediatric Cardiac Intensive Care Unit (CV/ICU), and a General Pediatric Care Unit. For more information about the children's hospital, please refer to the booklet, *Welcome to Mayo Eugenio Litta Children's Hospital (MC1831-07)*. You may request a copy from your nurse.

MAYO CLINIC PSYCHIATRIC HOSPITAL

Mayo Clinic Psychiatric Hospital is located on the Saint Marys Campus. In this state-of-the-art facility, adults, adolescents and children are provided with a full range of psychiatric services.

HISTORICAL DISPLAY

Patients and visitors are invited to visit the historical display in the Francis Building, main floor, room FR MN-4. This display is open 24 hours a day, seven days a week. The original operating table used by the Mayo brothers is part of this display, along with a collection of old surgical instruments and uniforms.

Rights

PATIENT RIGHTS AND RESPONSIBILITIES

Mayo Clinic serves patients and their families with respect, concern, courtesy, and responsiveness. We are committed to maintaining patient confidentiality. We expect mutual respect for every person, patient and employee.

To provide the best possible care, we ask that our patients accept their responsibility to share accurate information about 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.

A patient or the patient's legal representative, such as a parent, guardian or surrogate, has the right to request a chaperone during the patient's examination or treatment. A care provider may request to have a chaperone present during the patient's examination or treatment.

We also ask that our patients meet their financial obligations. Patient account representatives are available to assist you with the financial aspects of your care at 507-266-5670.

PATIENTS' BILL OF RIGHTS

Legislative intent: It is the intent of the legislature and the purpose of this statement to promote the interests and well-being of the patients of health care facilities. No health care facility may require a patient to waive these rights as a condition of admission to the facility. Any guardian or conservator of a patient or, in the absence of a guardian or conservator, an interested person, may seek enforcement of these rights on behalf of a patient. An interested person may also seek enforcement of these rights on behalf of a patient who has a guardian or conservator through administrative agencies or in probate court or county court having jurisdiction over guardianships and conservatorships. Pending the outcome of an enforcement proceeding the health care facility may, in good faith, comply with the instructions of a guardian or conservator. It is the intent of this section that every patient's civil and religious liberties, including the right to independent personal decisions and knowledge of available choices, shall not be infringed and that the facility shall encourage and assist in the fullest possible exercise of these rights.

Definitions: For the purposes of this statement, "patient" means a person who is admitted to an acute care inpatient facility for a continuous period longer than 24 hours, for the purpose of diagnosis or treatment bearing on the physical or mental health of that person. "Patient" also means a minor who is admitted to a residential program as defined in

section 7, Laws of Minnesota 1986, Chapter 326. For purposes of this statement, “patient” also means any person who is receiving mental health treatment on an outpatient basis or in a community support program or other community-based program.

Public Policy Declaration: It is declared to be the public policy of this state that the interests of each patient be protected by a declaration of a patient’s bill of rights which shall include but not be limited to the rights specified in this statement.

1. Information About Rights

Patients shall, at admission, be told that there are legal rights for their protection during their stay at the facility or throughout their course of treatment and maintenance in the community and that these are described in an accompanying written statement of the applicable rights and responsibilities set forth in this section. In the case of patients admitted to residential programs as defined in section 7, the written statement shall also describe the right of a person 16 years old or older to request release as provided in section 253B.04, subdivision 2, and shall list the names and telephone numbers of individuals and organizations that provide advocacy and legal services for patients in residential programs. Reasonable accommodations shall be made for those with communication impairments, and those who speak a language other than English. Current facilities policies, inspection findings of state and local health authorities, and further explanation of the written statement of rights shall be available to patients, their guardians or their chosen representatives upon reasonable request to the administrator or other designated staff person, consistent with chapter 13, the Data Practices Act, and section 626.557, relating to vulnerable adults.

2. Courteous Treatment

Patients have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.

3. Appropriate Health Care

Patients shall have the right to appropriate medical and personal care based on individual needs. This right is limited where the service is not reimbursable by public or private resources.

4. Physician’s Identity

Patients shall have or be given, in writing, the name, business address, telephone number, and specialty, if any, of the physician responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the attending physician in a patient’s care record, the information shall be given to the patient’s guardian or other person designated by the patient as his or her representative.

5. Relationship With Other Health Services

Patients who receive services from an outside provider are entitled, upon request, to be told the identity of the provider. Information shall include the name of the outside provider, the address, and a description of the service which may be rendered. In cases where it is medically inadvisable, as documented by the attending physician in a patient’s care record, the information shall be given to the patient’s guardian or other person designated by the patient as his or her representative.

6. Information about Treatment

Patients shall be given by their physicians complete and current information concerning

their diagnosis, treatment, alternatives, risks and prognosis as required by the physician's legal duty to disclose. This information shall be in terms and language the patients can reasonably be expected to understand. Patients may be accompanied by a family member or other chosen representative or both. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the attending physician in a patient's medical record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative. Individuals have the right to refuse this information.

Every patient suffering from any form of breast cancer shall be fully informed, prior to or at the time of admission and during her stay, of all alternative effective methods of treatment of which the treating physician is knowledgeable, including surgical, radiological, or chemotherapeutic treatments or combinations of treatments and the risks associated with each of those methods.

7. Participation in Planning Treatment

Notification of Family Members:

(a) Patients shall have the right to participate in the planning of their health care. This right includes the opportunity to discuss treatment and alternatives with individual caregivers, the opportunity to request and participate in formal care conferences, and the right to include a family member or other chosen representative or both.

In the event that the patient cannot be present, a family member or other representative chosen by the patient may be included in such

conferences. A chosen representative may include a doula of the patient's choice.

(b) If a patient who enters a facility is unconscious or comatose or is unable to communicate, the facility shall make reasonable efforts as required under paragraph (c) to notify either a family member or a person designated in writing by the patient as the person to contact in an emergency that the patient has been admitted to the facility. The facility shall allow the family member to participate in treatment planning, unless the facility knows or has reason to believe the patient has an effective advance directive to the contrary or knows the patient has specified in writing that they do not want a family member included in treatment planning. After notifying a family member but prior to allowing a family member to participate in treatment planning, the facility must make reasonable efforts, consistent with reasonable medical practice, to determine if the patient has executed an advance directive relative to the patient's health care decisions. For purposes of this paragraph, "reasonable efforts" include:

- (1) examining the personal effects of the patient;
- (2) examining the medical records of the patient in the possession of the facility;
- (3) inquiring of any emergency contact or family member contacted whether the patient has executed an advance directive and whether the patient has a physician to whom the patient normally goes for care; and
- (4) inquiring of the physician to whom the patient normally goes for care, if known, whether the patient has executed an

advance directive. If a facility notifies a family member or designated emergency contact or allows a family member to participate in treatment planning in accordance with this paragraph, the facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

(c) In making reasonable efforts to notify a family member or designated emergency contact, the facility shall attempt to identify family members or a designated emergency contact by examining the personal effects of the patient and the medical records of the patient in the possession of the facility. If the facility is unable to notify a family member or designated emergency contact within 24 hours after the admission, the facility shall notify the county social service agency or local law enforcement agency that the patient has been admitted and the facility has been unable to notify a family member or designated emergency contact. The county social service agency and local law enforcement agency shall assist the facility in identifying and notifying a family member or designated emergency contact. A county social service agency or local law enforcement agency that assists a facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

8. Continuity of Care

Patients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.

9. Right to Refuse Care

Competent patients shall have the right to refuse treatment based on the information required in Right No. 6. In cases where a patient is incapable of understanding the circumstances but has not been adjudicated incompetent, or when legal requirements limit the right to refuse treatment, the conditions and circumstances shall be fully documented by the attending physician in the patient's medical record.

10. Experimental Research

Written, informed consent must be obtained prior to patient's participation in experimental research. Patients have the right to refuse participation. Both consent and refusal shall be documented in the individual care record.

11. Freedom From Maltreatment

Patients shall be free from maltreatment as defined in the Vulnerable Adults Protection Act. "Maltreatment" means conduct described in Section 626.5572, Subdivision 15, or the intentional and nontherapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress. Every patient shall also be free from nontherapeutic chemical and physical restraints, except in fully documented emergencies, or as authorized in writing after examination by a patient's physician for a specified and limited period of time, and only when necessary to protect the patient from self-injury or injury to others.

12. Treatment Privacy

Patients shall have the right to respectfulness and privacy as it relates to their medical and personal care program. Case discussion, consultation,

examination, and treatment are confidential and shall be conducted discreetly. Privacy shall be respected during toileting, bathing, and other activities of personal hygiene, except as needed for patient safety or assistance.

13. Confidentiality of Records

Patients shall be assured confidential treatment of their personal and medical records, and may approve or refuse their release to any individual outside the facility. Copies of records and written information from the records shall be made available in accordance with this subdivision and section 144.335. This right does not apply to complaint investigations and inspections by the department of health, where required by third party payment contracts, or where otherwise provided by law.

14. Disclosure of Services Available

Patients shall be informed, prior to or at the time of admission and during their stay, of services which are included in the facility's basic per diem or daily room rate and that other services are available at additional charges. Facilities shall make every effort to assist patients in obtaining information regarding whether the Medicare or Medical Assistance program will pay for any or all of the aforementioned services.

15. Responsive Service

Patients shall have the right to a prompt and reasonable response to their questions and requests.

16. Personal Privacy

Patients shall have the right to every consideration of their privacy, individuality, and cultural identity as related to their social, religious, and psychological well-being.

17. Grievances

Patients shall be encouraged and assisted, throughout their stay in a facility or their course of treatment, to understand and exercise their rights as patients and citizens. Patients may voice grievances and recommend changes in policies and services to facility staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Notice of the grievance procedure of the facility or program, as well as addresses and telephone numbers for the Office of Health Facility Complaints and the area nursing home ombudsman pursuant to the Older Americans Act, section 307(a)(12) shall be posted in a conspicuous place.

Every acute care in-patient facility, every residential program as defined in section 7, and every facility employing more than two people that provides out-patient mental health services shall have a written internal grievance procedure that, at a minimum, sets forth the process to be followed; specifies time limits, including time limits for facility response; provides for the patient to have the assistance of an advocate; requires a written response to written grievances; and provides for a timely decision by an impartial decision-maker if the grievance is not otherwise resolved. Compliance by hospitals, residential programs as defined in section 7 which are hospital based primary treatment programs, and outpatient surgery centers with section 144.691 and compliance by health maintenance organizations with section 62D.11 is deemed to be compliance with the requirement for a written internal grievance procedure.

18. Communication Privacy

Patients may associate and communicate privately with persons of their choice and enter and, except as provided by the Minnesota Commitment Act, leave the facility as they choose. Patients shall have access, at their expense, to writing instruments, stationery, and postage. Personal mail shall be sent without interference and received unopened unless medically or programmatically contraindicated and documented by the physician in the medical record. There shall be access to a telephone where patients can make and receive calls as well as speak privately. Facilities which are unable to provide a private area shall make reasonable arrangements to accommodate the privacy of patients' calls. This right is limited where medically inadvisable, as documented by the attending physician in a patient's care record. Where programmatically limited by a facility abuse prevention plan pursuant to the Vulnerable Adults Protection Act, section 626.557, subdivision 14, paragraph (b), this right shall also be limited accordingly.

19. Personal Property

Patients may retain and use their personal clothing and possessions as space permits, unless to do so would infringe upon rights of other patients, and unless medically or programmatically contraindicated for documented medical, safety, or programmatic reasons. The facility may, but is not required to, provide compensation for or replacement of lost or stolen items.

20. Services for the Facility

Patients shall not perform labor or services for the facility unless those activities are included for therapeutic purposes and appropriately goal-related in their individual medical record.

21. Protection and Advocacy Services

Patients shall have the right of reasonable access at reasonable times to any available rights protection services and advocacy services so that the patient may receive assistance in understanding, exercising, and protecting the rights described in this section and in other law. This right shall include the opportunity for private communication between the patient and a representative of the rights protection service or advocacy service.

22. Right to Associate

Upon admission to a facility, where federal law prohibits unauthorized disclosure of patient identifying information to callers and visitors, the patient, or the legal guardian or conservator of the patient, shall be given the opportunity to authorize disclosure of the patient's presence in the facility to callers and visitors who may seek to communicate with the patient. To the extent possible, the legal guardian or conservator of the patient shall consider the opinions of the patient regarding the disclosure of the patient's presence in the facility.

The patient has the right to visitation by an individual the patient has appointed as the patient's health care agent under chapter 145C and the right to visitation and health care decision making by an individual designated by the patient under paragraph 22.

Upon admission to a facility, the patient or the legal guardian or conservator of the patient, must be given the opportunity to designate a person who is not related who will have the status of the patient's next of kin with respect to visitation and making a health care decision. A designation must be included in the patient's health record. With respect to making a health care decision,

a health care directive or appointment of a health care agent under chapter 145C prevails over a designation made under this paragraph. The unrelated person may also be identified as such by the patient or by the patient's family.

ADDITIONAL RIGHTS IN RESIDENTIAL PROGRAMS THAT PROVIDE TREATMENT TO CHEMICALLY DEPENDENT OR MENTALLY ILL MINORS OR IN FACILITIES PROVIDING SERVICES FOR EMOTIONALLY DISTURBED MINORS ON A 24-HOUR BASIS:

23. Isolation and Restraints

A minor patient who has been admitted to a residential program as defined in section 7 has the right to be free from physical restraint and isolation except in emergency situations involving a likelihood that the patient will physically harm the patient's self or others. These procedures may not be used for disciplinary purposes, to enforce program rules, or for the convenience of staff. Isolation or restraint may be used only upon the prior authorization of a physician, psychiatrist, or licensed consulting psychologist, only when less restrictive measures are ineffective or not feasible and only for the shortest time necessary.

24. Treatment Plan

A minor patient who has been admitted to a residential program as defined in section 7 has the right to a written treatment plan that describes in behavioral terms the case problems, the precise goals of the plan, and the procedures that will be utilized to minimize the length of time that the minor requires inpatient treatment. The plan shall also state goals for release to a less restrictive facility and follow-up treatment measures and services, if appropriate. To the degree possible, the minor patient and his or her parents or

guardian shall be involved in the development of the treatment and discharge plan.

Inquiries or complaints regarding medical treatment or the Patients Bill of Rights may be directed to:

Minnesota Board of Medical Practice
2829 University Ave. SE, Suite 400
Minneapolis, MN 55414-3246
612-617-2130 or 800-657-3709

or

Office of Health Facility Complaints
P.O. Box 64970
St. Paul, MN 55164-0970
651-201-4201 or 800-369-7994

Inquiries regarding access to care or possible premature discharge may be directed to:

Ombudsman for Long-Term Care
P.O. Box 64971
St. Paul, MN 55164-0971
651-431-2555 or 800-657-3591

Text provided by the Minnesota Hospital Association. Translation financed by the Minnesota Department of Health. For more information on this translation, contact the Minnesota Department of Health at 651-201-3701.

FEDERAL RIGHTS

Starting Aug. 2, 1999, the federal Patients' Bill of Rights law (42 CFR Part 482) went into effect. Patients have rights afforded them under federal laws in the areas of notification of rights; the exercise of his/her rights in regard to his/her care; privacy and safety; confidentiality of his/her records; freedom from restraints used in the provision of acute medical and surgical

care unless clinically necessary; and freedom from seclusion and restraints used in behavior management unless clinically necessary. Patients who believe they have been aggrieved under their federal rights should refer to Provision 17 in this document. Those wanting a full copy of the federal law may obtain one by contacting the hospital business office.

Saint Marys Campus

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