



Your Hospital Visit

TO MAYO CLINIC,
JACKSONVILLE, FLORIDA



Second line descriptor if necessary
Brochure title in blue with page number 11

Telephone Numbers

All numbers are in the 904 area code.

Business Services	844-217-9591
Care Management.....	904-956-3186
Chaplain.....	904-956-0043
Gift Shop.....	904-953-6900
Nutritional Counseling.....	904-956-0039
Operator.....	904-953-2000
Pharmacy.....	904-953-2021
Patient Information.....	904-956-0000
Volunteer Services.....	904-956-0074

To call any of the services above from inside the hospital, dial the LAST five digits of the number only.

Interpretation Services*.....	0
Local Phone Calls.....	Dial 9 + number
Long Distance Calls.....	Dial 9 + 0 + number
Operator	0
Room Service.....	*00222

Welcome

From Dr. Thielen



Thank you for placing your trust in us. Our team of health-care professionals is committed to working together to provide you with outstanding medical care, skilled and compassionate nursing and a supportive environment to make your hospital stay as comfortable as possible.

While you are here, you may have questions about your care, the services you receive or the hospital in general. We hope that this guide will satisfactorily address some of those items. However, I encourage reaching out if you have any additional questions or concerns. All of us, staff and volunteers, are eager to help you at any time and in any way we can. Please touch 0 on your room phone and the hospital operator will direct your call.

Sincerely,

A handwritten signature in black ink that reads "Kent R. Thielen M.D.".

Kent Thielen, M.D.

Chief Executive Officer
Mayo Clinic, Jacksonville, Florida

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Your hospital stay at Mayo Clinic

At Mayo Clinic, 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.

- **Ask all health-care workers who attend you to wash their hands or use sanitizing foam.** Hand hygiene remains a critical way to prevent the spread of infections in hospitals, but studies show it is not done often enough.
- **Ask questions.** Know what drug and what dosage you're being given — and why — before taking it.
- **Make sure that everyone who gives you medications checks your hospital ID bracelet every time.** This ensures you get the right medication every time.
- **Make sure any allergies are noted in your medical record and mention them to everyone who cares for you.** Likewise, make sure your medical record notes every medication you are taking, including over-the-counter medicines and dietary supplements such as vitamins and herbs.



- **Try to have an advocate, a trusted friend, or a family member monitor the situation and 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.
- If you are having surgery, make sure your doctor clearly marks the proper surgical site and initials it. Wrong-site surgery should never occur.
- Upon discharge, ask your provider to explain the care plan you will follow at home. Healthcare providers will take time to ensure you understand your follow-up care.
- You are in a teaching hospital. If you are worried that the healthcare team caring for 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 (www.ahrq.gov)
- Leapfrog Group (www.leapfroggroup.org)
- Center for Medical Consumers (www.medicalconsumers.org) American Academy of Orthopaedic Surgeons (www.aaos.org)

Your admission

INPATIENT/OUTPATIENT ADMISSION AND CARE

Whether your status is inpatient, observation or outpatient, your admission to the hospital at Mayo Clinic was arranged by your Mayo care team, who has complete charge of your medical care. Spending one or two nights in the hospital is possible. Ask your nurse to clarification on your admission status.

ADVANCE DIRECTIVES

Advance directives are written instructions about your wishes for treatment in the event a medical condition renders you unable to make or communicate decisions. Advance directives can be in the form of a living will, the designation of a healthcare surrogate, or other documents naming an alternate decision-maker. You are responsible for informing Mayo Clinic and your health-care providers if you create, modify or revoke an advance directive.

Patients will be treated if an emergency occurs and a “Do Not Resuscitate” card is not visibly present. We honor advance directives that are valid under Florida laws. An advance directive is not required to receive treatment at Mayo, and you may waive your right to make one. For more information, contact your attorney or call the Care Management Office at (904) 956-3186.

If you are interested in an in-depth review to help you with advance directives documents, please ask your care team to schedule you for a free Advance Care Planning appointment with a trained facilitator.

PATIENT RIGHTS AND RESPONSIBILITIES

Booklets about your rights and responsibilities can be found at registration desks and near check-in desks at all Mayo clinic buildings.

INDUSTRY RELATIONS AND CONFLICT OF INTEREST

Mayo Clinic and its staff often collaborate with industry to improve patient care through research agreements, invention licenses, consulting activities, etc. Mayo Clinic's Conflict of Interest Review Board oversees all such activities.

Mayo Clinic and its staff members do not receive any royalties for inventions or technology developed at Mayo and subsequently prescribed for Mayo Clinic patients. If you have questions about Mayo's relationships with industry, please ask your physician or contact the Office of Conflict of Interest Review at (507) 284-0075.

MEDICATIONS

It is extremely important that you take only the medications ordered by your healthcare team and administered to you by your nurse. If you have any medications from home, including vitamins, prescriptions, over-the-counter products or herbal supplements, please notify the admitting nurse.

For your safety, while you are a patient in our hospital, we will provide your medications in the form of a single unit dose whenever possible. We will inform you about new medications, the reason for them and the potential side effects. Please ask questions about medications if you do not understand why you are receiving them.

CAREGIVER SUPPORT

We encourage patients to handle their own personal care when appropriate. When feasible, your caregiver will be encouraged to participate in your care as much as possible. This may mean helping you while you walk or eat a meal.

As caregivers members learn to assist you during hospitalization, they are also preparing to care for you after you leave the hospital.

ETHICS COMMITTEE

The Ethics Committee is available if a conflict of an ethical nature arises during your care. Further information describing the committee and consultation process is available through the nursing team leader of your unit. The committee functions in an advisory capacity and does not dictate or direct patient care.

CONCERNS

If you have a concern about any aspect of your care at the hospital, please let us know so we can address it. Reporting a concern will in no way negatively impact your present or future care. Here are some recommendations:

- The most direct step is to speak to a member of your care team.
- If the above process is unsuccessful, please ask to speak with the team leader or nurse manager for your unit or the nursing administrator.
- If your concern is still unresolved, please call the Office of Patient Experience at 1 (844) 544-0036.

DELIVERING SAFE MEDICAL CARE

- Delivering safe patient care is very important to us. You can help us achieve our goal of providing safe care by being an active member of the healthcare team. We encourage you to be involved in your care.
- Another way you or your family can participate in safe care delivery is by calling the Rapid Response Team if you feel you are getting much sicker. The Rapid Response Team is a group of nurses and respiratory therapists trained to help when there are signs that a patient is getting much sicker. The purpose of a rapid response team is to help before there is a medical emergency. You may ask the nurse to call the Rapid Response Team or dial 911 and ask the hospital operator to call the Rapid Response Team.



Your medical care

TEAMWORK AT MAYO CLINIC

Teamwork is an essential aspect of care at Mayo Clinic. Your care team will work with you as a member of the team to best meet your needs. For instance, telling your care team 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

The hospital 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 SCHOOL OF GRADUATE MEDICAL EDUCATION** 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** are physicians who have completed their residency training and are continuing their studies in a subspecialty area. They help with patient care under the supervision of a Mayo Clinic physician.

NURSING STAFF

Professional nurses deliver comprehensive care of the highest standard. The nursing staff on the Florida campus has earned the gold standard in nursing — Magnet Recognition status from the American Nursing Credentialing Center.

The Mayo Clinic Department of Nursing coordinates and collaborates with other caregivers and departments to provide excellence in patient care. Nursing practice is integrated with advanced education and evidence-based practice to ensure you receive the best quality, holistic nursing care using the most up-to-date procedures and

techniques. Members of your nursing team include nurses and technicians who work under the supervision of a nurse manager. If you have questions regarding your nursing care, please ask the team leader or your nurse manager.

You will notice nurses using hospital-provided wireless phones to communicate with each other and with other healthcare providers, including your physicians. This provides an efficient way of conveying messages quickly with minimal disruption of patient care.

PHARMACISTS AND PHARMACY STAFF

A team of pharmacists and pharmacy technicians is available 24 hours a day to meet your needs for medication and IV therapy. Medication orders are entered by your healthcare team, reviewed and verified by the pharmacist and then individually prepared for you. For your safety, we will provide your medication in the form of a single unit dose whenever possible. If you would like to speak with a pharmacist about your medications, please notify your nurse.

CARE MANAGERS

Illness or accident can cause many disruptions for you and your family. When you need help planning for employment, financial assistance, ongoing care or nursing home placement, care managers can help. Care managers offer many services, including advance-directive counseling, guides to financial resources, discharge planning, medical equipment and transportation, community-agency referrals and information about post-hospital and long-term care services. Care managers are available 8 a.m. to 4:30 p.m. Monday through Friday and on weekends as needed. You may discuss your needs with your nurse or contact a care manager at (904) 956-3186. There is no charge for this service.

SPIRITUAL CARE

Care of the spirit is an important part of healing. The Spiritual Care team at Mayo Clinic is available to support your and your loved ones' emotional and spiritual needs. Professional chaplain services are offered to people of all religious, spiritual or secular faiths, traditions and world views. Mayo Clinic staff chaplains have specialized training from nationally accredited programs.

Each chaplain has a wide range of competencies and experiences. Chaplains are members of an interdisciplinary team of healing professionals at Mayo Clinic and in the Jacksonville community.



Mayo's chaplains will supplement and support your clergy at your request. Serious illness can cause fear, loneliness and spiritual crisis. The Spiritual Care team offers support, guidance and spiritual care for:

- Crisis intervention
- Emotional distress
- End-of-life and ethical decision-making
- Grief and loss
- Ritual or sacramental needs
- Resources for relaxation, meditation and devotion

If you would like a chaplain visit, tell your nurse or call extension 3-0553 Monday through Friday from 8 a.m. to 5 p.m. You also may contact the Mayo Clinic operator anytime and ask for the chaplain on call. Spiritual care is available seven days a week.

Services ranging from meditation and Catholic mass to Protestant, Jewish and Muslim prayers are held throughout the week in Cannaday 1050. Contact Spiritual Care at 3-0553 for the schedule. Cahill Meditation Atrium in the Cannaday Building is open daily for meditation and prayer.



NUTRITION CARE AND COUNSELING

Registered, licensed dietitian nutritionists are on staff to provide nutrition care and counseling. Proper nutrition plays an important role in your care and is vital to your recovery. Nutrition Services staff can help make sure your food intake is well-balanced and meets your needs and preferences. A dietitian will work with you and your family to meet these goals. Nutrition counseling is available to teach you how to eat and plan your meals according to your diet prescription. For more information, call (904) 956-0039.

UNIT COORDINATORS

Each patient care unit has a 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

Our employees are professionals who are committed to making your visit as comfortable as possible. We are pleased to serve you and cannot accept gratuities.

CONTRIBUTIONS TO MAYO CLINIC

A nonprofit organization, Mayo Clinic relies on generous financial support from grateful patients and other benefactors to keep its programs and facilities at the leading edge of medical discovery. In the early 1900s, Drs. William and Charles Mayo gave the assets of their medical practice and their personal savings to create Mayo Foundation for Medical Education and Research, "a private trust for public purposes." Today, patients and friends continue this tradition by contributing to Mayo.

For more information, please contact:
Mayo Clinic Department of Development

By phone:
(904) 953-7200 or 800-297-1185 (toll-free).

Online:
www.mayoclinic.org/giving-to-mayo-

By mail:
Department of Development
Mayo Clinic
4500 San Pablo Road
Jacksonville, FL 32224



Your safety

SECURITY

Uniformed security guards are on duty 24 hours a day. Some areas are also monitored by closed-circuit television.

PATIENT IDENTIFICATION

A patient identification bracelet was placed around your wrist during admission. To ensure proper patient identification, do not remove the bracelet until you are discharged from the hospital. Showing staff your identification bracelet and clearly stating your name can help properly identify you before medication is administered or treatments are begun.

ALLERGY BAND

If you have an allergy, it should be noted on a red allergy band placed around your wrist. To ensure proper identification of allergies, do not remove the band until you are discharged from the hospital.

ELECTRICAL DEVICES

Due to safety concerns, devices with heating elements (curling irons, heating pads, etc.) are not allowed. The exception is hair dryers, which you may use if your condition permits you to use them safely. Please notify the nursing staff before using any electrical safety equipment.

VALUABLES

Please leave your valuables at home. Mayo Clinic cannot be responsible for personal belongings or valuables you keep with you or in your hospital room.

WEAPONS

Weapons are not permitted in any buildings on the Mayo Clinic campus.

LOST AND FOUND

The Security Office maintains a lost and found service. The staff at any desk can call Security for you to check on lost items.












SMOKE-FREE ENVIRONMENT










Smoking is not permitted in any campus buildings or on the campus grounds.



Campus Map, Jacksonville, FL




-  Mayo Clinic Buildings
-  Hotels
-  Parking Garage
-  ATM
-  Blood Donation (One Blood)
-  Café
-  Cafeteria
-  Elevator
-  Gift Shop
-  Information
-  International Services


-  Meditation Atrium
-  Parking
-  Pharmacy
-  Registration
-  Restaurant
-  Restrooms (Handicapped Access)
-  Special Needs Restroom
-  Telephone
-  Vending





Campus amenities





-  Mayo Clinic Buildings


-  Parking Garage


-  ATM


-  Blood Donation
(One Blood)


-  Café

-  Cafeteria

-  Elevator

-  Gift Shop

-  Information

-  International Services



Meditation Atrium



Parking



Pharmacy



Registration



Restaurant



Restrooms
(Handicapped Access)



Special Needs
Restroom



Telephone



Vending

Food services

YOUR MEALS

Mayo Clinic's Food and Nutrition Services provides nutritious, healthy meals to patients via Room Service. Patients on any diet may order a meal from Room Service from 7 a.m. to 6:30 p.m. by dialing *00222. There is no additional charge for this service. A menu is available in every room. Our menu is based on Mediterranean and D.A.S.H. diet principles. The flavorful recipes are modified to be lower in sodium and fat.

GUEST TRAYS

Visitors may dine with you in your room. Guest meal trays may be purchased when available. Please call Room Service at *00222 for information.

VISITOR DINING OPTIONS

M Brothers

M Brothers is located in the Mayo Building Atrium at Mayo Clinic in Jacksonville, Florida. It is open to the public and offers a full-service dining experience. Our menu features an array of fresh seafood with influences of Asia and the Mediterranean.

- Open 11 a.m. to 9 p.m., Monday through Friday.
- Open 5 p.m. to 9 p.m., Saturday.

The M Brothers' name honors the tradition of excellence that began 150 years ago with the Mayo brothers, Drs. William and Charles Mayo, and their father, Dr. William Worrall Mayo. Today, the name carries added meaning in chef entrepreneurs Matthew and David Medure — the Medure brothers. Through decades of experience, the Medure brothers' passion remains driven by the desire to do things at the highest standard. Their focus on innovative and thoughtful cuisine, beautiful presentation, a stylish yet comfortable ambiance, and genuine love of serving guests continues their reputation for simply stated excellence.

Zest

Zest is a gourmet grab-and-go market inside Mayo Clinic in Jacksonville. Pick up a quick meal from our grab-and-go wall, or allow us to make you a hot sandwich or flatbread pizza.

- Open from 7 a.m. to 7 p.m., seven days a week.

Serves coffee, smoothies, and breakfast, lunch and dinner choices. Convenience: our pre-made meals are ready to reheat and enjoy. Zest is a great go-to spot to sit down and enjoy a meal or grab a quick bite to take on the road. Check out our extensive grab-and-go market for fresh packaged salads, sandwiches, protein bowls, and more.

DAVIS BUILDING

Bundy Kitchen + Market

Bundy Kitchen + Market strives to place the needs of the patient first by delivering a restorative experience with excellent service and fresh and wholesome offerings at an affordable price. It is located on the main floor of the Davis Building.

- Made-to-order breakfast from 6:30 a.m. to 10:00 a.m.
- Lunch available from 11:00 a.m. to 5:00 p.m.

The Market offers a variety of packaged food items, snacks, and beverages throughout the day.

Mayo Clinic chefs and experts have curated these offerings using top-quality, fresh, sustainable ingredients that support the nutrition needs of Mayo Clinic patients. Dining ambassadors are available to aid you in making selections that meet dietary restrictions and preferences, navigating the space if you have limited mobility, and helping with other needs.

Starbucks

Starbucks is in the first-floor lobby of the Davis Building, near the parking garage. There is a large and inviting dining room to relax with your loved ones.

- Open Monday through Friday from 5:30 a.m. to 7 p.m.
- Open weekends from 7 a.m. to 2 p.m.

Starbucks lovers can get their favorite hot and cold drinks, sandwiches and pastry treats throughout the day. Cash, credit, debit, gift cards, and Starbucks cards are accepted, or you can use the Starbucks Mobile Order and Pay app to order ahead. The company's mission is to nurture the human spirit, one person, one cup, and one neighborhood at a time.

MANGURIAN BUILDING

Woodruff Bistro

Woodruff Bistro is in the lobby of the Mangurian Building. It features a selection of fresh meals designed to support your healing and well-being.

- Open Monday through Friday from 6:30 a.m. to 5:00 p.m.

Local, sustainably sourced ingredients. Offerings range from a light snack to a full meal to refuel between appointments: breakfast foods, grain bowls, green salads, hot flatbreads, and nutritious and tasty smoothies. Feel free to select each ingredient or choose a chef-created option.

Please consult with your nursing care team to ensure you follow your prescribed dietary orders. They can provide personalized guidance and support to help you maintain a healthy diet aligned with your treatment plan



Communication

WHITEBOARDS

Every patient room has a whiteboard that serves as an essential communication tool. The whiteboard typically includes the room's phone number and the names of physicians, residents, nurses and other members of your care team. It may also list appointment dates and times for procedures or tests. There's also room for family members and caregivers to leave short messages or questions.

MAIL AND FLOWERS

Mail and flowers (note restrictions on page 36) sent to you during your stay will be delivered directly to your room by our volunteers. Mail that arrives after you are discharged will be returned to the sender.

NEWSPAPERS

Newspapers are available in the Gift Shop.

TELEPHONE

- Local calls: Telephone service is available to all patients. Local calls are free. Dial 9 and the number.
- Long-distance calls: Dial 9, 0, the area code followed by the number for any collect calls or those billed to a credit card or third number.
- Operator-assisted: Dial 9, then 0 to reach an operator.
- Outside calls: The hospital's telephone system allows outside calls to be made directly to your room without going through the hospital switchboard by dialing 956-0 plus your room number. Please give this information to your callers. If you are transferred to another room, your telephone number will change.
- Internal calls: You may reach departments and other patient rooms within the hospital by dialing the last five digits of their phone number. For example, to call the Mayo Clinic Pharmacy in the Davis Building (phone 953-2021) from your room, dial 3-2021.

TV SERVICE

TV service is available in in-patient rooms. Patients staying in some areas of the hospital may have access to programming on an iPad furnished by request. The service offers a Mayo Clinic information channel, about 200 patient education videos, local and cable stations, and complimentary movies.

Ask your nurse about patient education programs to help you better understand your condition or treatment. Patients and visitors can view an electronic program guide by pressing the “Guide” button on the hand-held remote control. An operating guide to the remote is available in each room.

INTERNET

Mayo Clinic offers free high-speed wireless internet access in the Cannaday, Davis, Mangurian and Mayo buildings.

Mayo Clinic Services

GIFT SHOP

The Mayo Gift Shop, on the first floor of the Cannaday Building, is open from 8 a.m. to 6 p.m. Monday through Friday.

Phone: (904) 953-6900.

MEDITATION ATRIUM

The Cahill Meditation Atrium on the first floor of the Cannaday Building is open 24 hours a day for prayer and meditation.

INTERPRETER SERVICE

If you use sign language or feel more comfortable speaking a language other than English, the clinic will arrange for an interpreter at no cost.

Please request interpreting services at the time you make your appointment.

PHARMACY

The Mayo Pharmacy is located on the first floor of the Davis Building. The pharmacy accepts a variety of insurance plans and can fill most prescriptions written by your physician, including prescriptions for compounded medications. The pharmacy also offers a limited selection of non-prescription medications, including those that may be needed for some tests and examinations. When requested by your care team, our pharmacists are also specially trained to provide customized, comprehensive medication therapy reviews during one-on-one scheduled consultations.

Pharmacy hours are 8 a.m. – 6 p.m.

Monday through Friday, 8:30 a.m. – 4:30 p.m.

Saturday, 9:30 a.m. – 3:30 p.m.

Sunday and holidays. Telephone: (904) 953-2021.

PATIENT INFORMATION

Touch 0 on your room phone or dial (904) 956-0000.

VOLUNTEER SERVICES

Mayo Clinic volunteers dedicate their time and talents to help care for patients. Volunteers help operate the Gift Shop, staff various information desks, help transport patients and support the nursing staff. If you would like more information about volunteering, call (904) 956-0074 or visit www.mayoclinic.org/volunteers-jax/.



Preparing to leave the hospital

Members of the healthcare team will help you plan your discharge. Your caregiver or a person you designate also will be asked to participate in your discharge planning. Your healthcare team members will work with you to design a plan for your continued care outside the hospital. The plan will include specifics such as the use of medications, diet instructions, limitations on exercise or other activities and supplies or equipment you will need. Please ask questions and share concerns about your home situation with our staff before the day you are discharged. If you are concerned about your readiness to leave the hospital, please ask.

DISCHARGE PLANNING

Discharge planning begins the day you are admitted or shortly after that. The discharge process can be complex, and your discharge plan is based on your needs. Nursing and care management staff can help you and your family plan post-hospital care. Information about health education, Medicare coverage, home healthcare services, visiting nurses, home therapists, extended-care facilities and rehabilitation programs will be offered if needed. Ask your nurse or contact Care Management at (904) 956-3186 for assistance.

MEDICATIONS

Your physician may write prescriptions for you when you are discharged from the hospital. Your prescriptions can be filled at Mayo Clinic Pharmacy or your local pharmacy. Mayo Clinic Pharmacy is located off the main lobby in the Davis Building.

Pharmacy hours are 8 a.m. – 6 p.m.

Monday through Friday, 8:30 a.m. – 4:30 p.m.

Saturday, 9:30 a.m. – 3:30 p.m.

Sunday and holidays. Telephone: (904) 953-2021.

PAYING YOUR MEDICAL BILL

Arrangements to pay your medical bill are 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 be made via Mayo Clinic's secure online portal. Go to 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 the financial aspects of your care, a financial counselor can help you. Call Hospital Registration at (904) 956-0045 for assistance. If you have billing and insurance questions after discharge, contact Patient Financial Services at (904) 953-7058.

DISCHARGE PROCEDURE

Before you leave the hospital, your care team will write an order for your discharge, and your nurse will assist you with the discharge procedures. This could take several hours after the order is written. It's helpful to have the person driving you home arrive at the hospital on the morning you are being discharged. Transporters may help you with your belongings, bring you to the front entrance of the Mayo Building and wait with you until your vehicle arrives. If your nurse determines you are physically able, you may leave unassisted.

PATIENT ONLINE SERVICES

Patient Online Services enables you to connect with Mayo Clinic anywhere at any time via the internet. Once you create your account, you have secure, round-the-clock access to your information, including lab results, medication lists, doctors' notes, hospital discharge instructions and other portions of your medical record. You can also:

- Manage your appointments by viewing your appointment schedule and instructions
- View and pay your bill and update your personal and insurance information

To create your account, visit www.mayoclinic.org and click "Log in to Patient Account."

MEDICAL RECORDS

You can access parts of your medical record free of charge and electronically via Mayo Clinic Patient Online Services. Go to mayoclinic.org/onlineservices to create a Patient Online Services account or to log in.

Health Information Management Services retains a record of the care you received. These records are kept in strict confidence and are not released without your written consent, except as required under the Health Insurance Portability and Accountability Act (HIPAA) or by law.

Please call Health Information Management Services at 507-284-4594 to obtain a copy of your medical record information.

The maximum fee for receiving a copy of your medical record is \$6.50. This fee is waived if the information is provided for continuing care. Copies of your radiology exams also are available on CD or film.

For your convenience, Mayo Clinic prefers to mail your records or X-rays. However, you can arrange to pick them up at the Mayo Clinic Campus Support Center building located at the corner of W.M. Davis Parkway and Worrall Way.



Visitor Information

GUIDELINES FOR VISITORS

Please limit the number of visitors to two or three in your room at one time. Children, accompanied by parents or an adult, are permitted to visit patients in their rooms during visiting hours. Some specialty areas may have restrictions on visitation. Please check with nursing staff for additional information.

VISITING HOURS

General visiting hours that do not conflict with patient care are 5 a.m. to 9 p.m. Patients have the right to receive the visitors of their choice and to not be restricted, limited or otherwise denied visitation based on race, color, national origin, age, disability, sex, gender, sexual orientation, gender identity, and/or gender expression. Patients may withdraw consent to have visitors at any time.

FLOWERS

Fresh flowers, dried flowers, and plants are not allowed in Intensive Care Units (ICU), Protective Environment Precaution rooms, and Clinical areas primarily designated for immunocompromised patients (e.g., transplant, dialysis units, and chemotherapy infusion centers). Non-ICU clinical areas with a mixed population of immunocompromised and immunocompetent patients may choose to restrict fresh flowers, dried flowers, and plants at a unit level.

ELEVATORS

The West Elevators in the Mayo Building serve the hospital patient care area. Please note that you cannot access patient rooms via the East Elevators at the front of the Mayo Building.

OVERNIGHT ACCOMMODATIONS

When best for the patient, one caregiver may stay in the patient's room overnight. Please discuss this with the nursing staff; they will help obtain the needed linens.

PARKING

Free parking is available in patient parking lots A, B, C, D and M. A parking lot shuttle is available to take patients to the main campus buildings. The four-story, 600-space garage provides parking for a fee (cash only). Valet parking, managed by an independent company, is available for a fee at the front entrance of the Cannaday, Davis, Mangurian and Mayo buildings. Please note that it's a long walk from the garage to the Mayo and Cannaday buildings. If your mobility is limited and you need a wheelchair, please stop at the Davis Building main entrance and ask General Services staff to provide wheelchair assistance in the garage.

RECREATIONAL VEHICLES

A limited number of oversized spaces are available in patient parking lots for recreational vehicles. There are no water or electric hook-ups. Overnight stays in recreational vehicles are not permitted. Information on campgrounds and RV parks is available from the Central Appointment Office and at information desks.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

We encourage you to bring family or friends to assist you during your stay. Wheelchairs are available at no charge for use in the clinic. They are located at the entrance to each building.

ACCESSIBLE PARKING

Accessible parking spaces are located near the Cannaday and Mangurian buildings, in patient parking lots and the parking garage.

SERVICES FOR PEOPLE WITH HEARING IMPAIRMENTS

Sign language interpreters are available. Please request an interpreter when you make your appointment.

RESTROOMS

Wheelchair-accessible restrooms are located in all buildings and are marked with signs indicating accessibility. If you have difficulty finding a wheelchair-accessible restroom, ask a staff member for assistance. It is also important to have someone with you who can help if you need personal assistance. Single-user special needs restrooms with space for a companion are also available throughout the main buildings on campus.

Infection control information for visitors

Please use the hand sanitizer located at the room entrance whenever you enter and leave a patient's room.

What conditions should normally exclude visitors from coming to the hospital?

- Fever (temperature over 100° F)
- Respiratory symptoms, like coughing, sneezing, nasal discharge
- New skin rash or lesions
- Gastrointestinal illness
- Unexplained new illness

How long after an illness should someone wait before visiting a hospital patient? In general, visitation should be safe three to five days after the symptoms listed above have disappeared.

Can exceptions to these precautions be made on an individual basis?

Yes. Please discuss this by telephone with the nurse or physician caring for the patient.

What if you are unsure whether visiting a relative or friend in the hospital is safe? Telephone the nursing unit and ask the nurse who is caring for them.

What is the most crucial step you can take to prevent the spread of infection during your visit? Clean your hands with the sanitizing foam inside the patient's room when arriving and leaving. Ask a nurse if you do not know how to use this product.

What other precautions will help prevent the spread of infection? Some patients will be managed with special precautions. Signs detailing the precautions will be posted outside the patient's door. Visitors should read and follow the directions on the precautions sign. Ask the nursing staff if you have any questions.

Can visitors bring food to patients? It's important to check with the nurse about any special diet or food restrictions patients may have. Because there is no refrigerator in patient rooms and only limited storage on patient care units, visitors are discouraged from bringing food that requires preparation or refrigeration.

Are there any patients who cannot receive plants or flowers? Due to infection control precautions required in many hospital rooms, fresh flowers or plants are only allowed in certain rooms and areas. Check with the patient's care team before bringing fresh flowers or plants into the hospital. Non-latex balloons, artificial flowers or pictures are acceptable to brighten any patient's room.



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