

# Traveling to Mayo Clinic for Care

## Mayo Clinic Complex Care Program

We understand traveling for health care can be a challenge. This guide provides practical tips to make your trip as easy and comfortable as possible.

At Mayo Clinic, we practice integrated, team-based medicine. You will be cared for by a team of medical professionals who are experts in their field. This team will recommend testing, procedures, treatment plans and specialty consultations as appropriate based on your unique needs.

### PREPARATION TIPS FOR YOUR VISIT TO MAYO CLINIC

**1. Enroll in [Patient Online Services](#) or download the [Mayo Clinic app](#) on your smartphone or tablet.**

- This will give you access to real-time appointment schedules, test results, clinical notes and an online inbox portal with your care team.

**2. Bring a trusted individual or caregiver.**

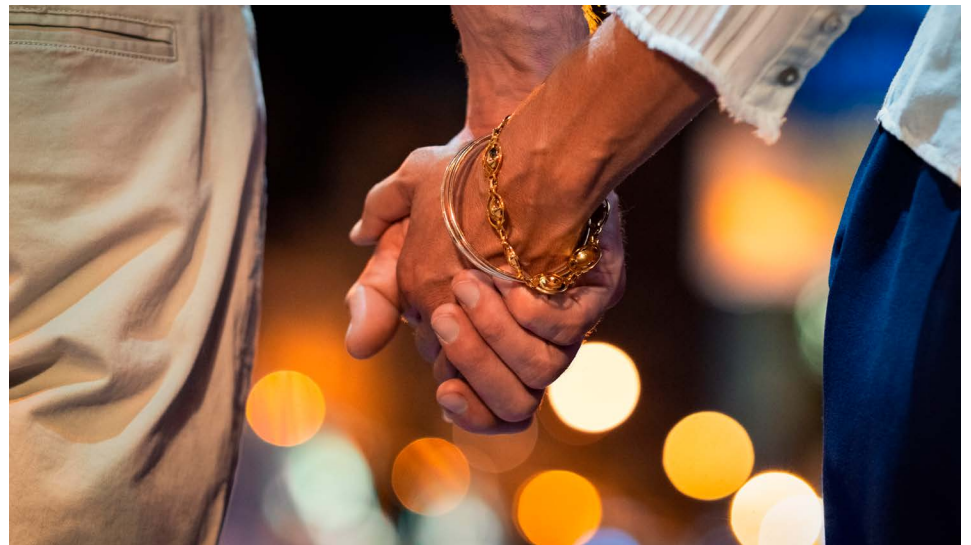
- Bringing a family member or friend as a caregiver provides invaluable support. These individuals do not need to be medical professionals. They are trusted supporters who can help take notes, raise concerns, ask questions and be a comforting presence.

- In some situations, a caregiver is required if you need to undergo certain tests or procedures.
- If you or your caregiver requires time away from a job and your employer requires documentation of your time away, your Mayo Clinic care team can provide documentation that outlines the dates you received care at Mayo Clinic. Any additional or ongoing documentation related to work status (i.e. Family Medical Leave Act, disability, etc.) must be obtained through your local care providers before or after your Mayo Clinic visit as necessary.

- Additional information regarding the importance of a strong relationship with a local care provider will be discussed throughout your visit at Mayo Clinic.

**3. Bring a notebook, pen and folder.**

- The notebook will be helpful for keeping track of questions you want to ask your care team and taking notes on testing and treatment plans. It is not recommended to take notes on appointment schedules as they tend to change and become outdated. Folders help with gathering patient education materials.



## PREPARATION TIPS FOR YOUR VISIT TO MAYO CLINIC

### 4. Pack your bags.

Focus on much-loved, much-worn items that will help you feel at home for your stay, including:

- Loose-fitting, comfy clothing. Consider layers and clothing that is easy to remove for possible labs, tests and exams.
- Winter coat, hat and gloves if you're traveling to Minnesota in the winter. Sunscreen if you're traveling to Arizona or Florida in the summer. Many clinic buildings are connected indoors, but you'll want to be prepared to go outside.
- Comfortable walking shoes and slippers. Consider elastic laces or slip-ons so you can easily take shoes on and off.
- Personal care products and toiletries, such as shampoo, conditioner, comb, toothbrush, shaving equipment and lotion.
- Eyeglasses, hearing aids, dentures, canes, walkers, crutches and other assistive devices you use for daily activities. (You would be surprised how many people forget their readers and cases for glasses and hearing aids!)
- Sleep aids, such as your favorite pillow or blanket.

- Earplugs, earphones and playlists of your favorite tunes.
- Books, magazines, playing cards or games to help pass the time. Mayo Clinic does offer free Wi-Fi access for patients and visitors.
- Comfort items, such as photos of your favorite people or a movie that always makes you laugh.

### 5. Communicate openly with your care team.

- At Mayo Clinic we want you to ask questions, raise concerns and share any barriers to care or health that you may be facing. While our medical professionals will review your medical records, that does not take the place of hearing your medical story from you. Your provider may ask questions like "Why are you here?" or "What's your concern today?" They are looking for additional information and perspective from you that will help the Mayo Clinic team provide exactly the care you need.
- Be sure to bring a list of all your current medications, vitamins and supplements.
- Bring a copy of your immunization records.
- Always have a copy of your insurance card(s).

### 6. Ask for help.

- Mayo Clinic volunteers play a key role in providing an unparalleled experience for Mayo Clinic patients and visitors. Our volunteers are stationed around campus. You may also ask for assistance from anyone with a Mayo Clinic name badge.
- Additional travel and parking information, video guides and maps are available in the online [Patient and Visitor Guide](#).

### 7. Plan to be flexible.

- It is possible that your appointment schedule may change several times while you are at Mayo Clinic. This is to accommodate any additions or remove unnecessary appointments. You will be notified of any changes or updates to your schedule via the [Mayo Clinic app](#).
- At our Rochester campus, if you have free time between appointments, consider taking advantage of some of our wellness or education offerings or contact our Concierge Office at 507-538-8438 or email us at [conciierge@mayo.edu](mailto:conciierge@mayo.edu) for information on local events.
- For any changes to your travel plans, contact your travel coordinator as soon as possible.