

Talking Points

Overview: Connecting physicians with Mayo Clinic specialists

The purpose of the Mayo Clinic Care Network (MCCN) is to formalize valued relationships that recognize a mutual goal: fostering physician collaboration to improve the delivery of healthcare to patients and communities through high-quality, data-driven, evidence-based medical care and treatment.

Network membership gives physicians:

- Increased resources at the point of care
- Access to Mayo Clinic knowledge and expertise when they want it
- Tools to help keep patient care close to home
- Mayo Resources page here: <https://www.unitypoint.org/cedarrapids/mayo-resources.aspx>

“What is the MCCN” talking points

- The Mayo Clinic Care Network consists of like-minded organizations that share a common commitment to improving the delivery of healthcare through high quality, data- driven, evidence-based medical care.
- The formal relationship allows quick, convenient access to the expertise of Mayo Clinic so that patients can benefit without having to travel to a Mayo Clinic facility.
- Members of the network remain independent; this is a non-ownership, contractual relationship.
- People prefer to receive their healthcare close to home, and the goal of the care network is to help more people benefit from Mayo Clinic expertise without unnecessary travel.
- Member physicians and providers have access to the latest Mayo Clinic expertise to help care for their patients. This includes physician-to-physician consultations and a database of best-practice information on disease management, care guidelines, treatment recommendations and reference materials.
- Mayo Clinic Care Network membership is managed on a subscription basis. Members pay for the clinically based services they use from Mayo Clinic. **There is no additional cost to the patient.**
- For network membership, interested institutions must meet strict criteria and undergo an extensive review process that evaluates a broad range of quantitative and qualitative criteria, ensuring that Mayo collaborates only with high-quality organizations.
- The “due diligence” review conducted by Mayo Clinic includes a thorough assessment of the organization’s governance structure, clinical practice and business practices, as well as its quality/safety/service efforts.

“How does it work for physicians” talking points:

- MCCN providers have quick access to Mayo Clinic expertise and knowledge through tools and services that include:
 - AskMayoExpert database for use at the point of care
 - eConsults to submit specific questions on complex cases
 - eTumor board conferences for multidisciplinary review and informal advice
- Mayo resources are to be used at the provider’s discretion. They are not meant to imply any local need or lack of expertise or replace any existing relationships.
- Physicians are not required to use the Mayo Clinic services and tools nor are they required to refer patients to Mayo.
- If a physician feels a remote opinion would be helpful, or if the patients requests additional input, an eConsult may be of value. Physicians follow-up as they deem appropriate. Typically providers go through their own hierarchy of specialists before requesting an eConsult.
- Patient privacy is a priority. Safeguards are in place to protect patients’ health information. Anything shared with Mayo Clinic related to patient care is sent through a secure electronic connection and remains

confidential.

- By accessing the knowledge and expertise of Mayo Clinic, physicians can enhance locally provided care and keep their patients closer to home, avoiding unnecessary travel.
- Some patients may still have to travel for specialty care that isn't available in their communities. But Mayo Clinic resources will benefit many patients who can remain with a trusted provider while gaining additional peace of mind.

More on eConsults

- eConsults connect physicians with a Mayo Clinic specialist for input on a specific question.
- eConsults are generally requested through the members' electronic medical record. The pertinent medical information is uploaded, and the request is then scheduled into a Mayo specialist's calendar for review and response.
- Typically, eConsult requests are completed within two business days. Times may vary depending on individual cases and the specialist required for the case interpretation.
- eConsults are an easy, secure way to access specialty expertise at Mayo Clinic
- Mayo Clinic does not contact your patient
- Follow-up with the patient can be done at your convenience
- eConsults can save your patient the inconvenience of traveling to a specialist
- There is no cost to the patient for an eConsult.

More on AskMayoExpert

- AskMayoExpert is a unique online resource for medical professionals.
- It was developed by Mayo Clinic physicians to provide Mayo-vetted medical knowledge for use at the point of care
- AskMayoExpert provides essential answers to clinical questions with supporting information and key facts.
- The online database links to other resources if pertinent.
- AskMayoExpert offers concise information on disease management, care guidelines, treatment recommendations and reference materials for a wide variety of medical conditions.
- Content for AskMayoExpert is reviewed and updated regularly and represents the latest in Mayo's medical expertise.
- AskMayoExpert also connects healthcare providers with frequently-asked-questions and patient education materials.
- Use of AskMayoExpert can earn AMA PRA Category 1 Credit.

When patients ask about the Mayo Clinic relationship:

- We joined the MCCN to work with Mayo and others to advance the delivery of healthcare.
- Mayo's resources will enhance the care we can provide while helping us keep patients close to home, which we know is important to them.
- Mayo's experience in patient care, education and research will help us improve the value of the care and services that we provide.
- As we care for you, we now have access to the same medical resources that Mayo physicians developed for their own use, to share what they know.
- We encourage patients to talk to us about their health concerns and share any questions they may have about their care.
- In complex or hard-to-solve cases, our specialists will consult with Mayo experts for additional input. And if you feel that referral to Mayo Clinic will be beneficial given your medical needs, then we will work with you and with Mayo Clinic to coordinate your care.

How do you get to the Mayo Tools?

- **UnityPoint Health computer?** Look for the eConsult icon that looks like this: 
- If you don't see that on your computer or have any questions about Mayo resources email or call Scott and he will get it added to your computer. Provide the yellow tag number on the tower or laptop.
- **Non-UnityPoint Health computer?** Go to here <https://stlukesmedstaff.com> and click on the Mayo Clinic Care Network picture on the top right of the screen.

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