University of Minnesota Health

PATIENT GUIDE

Specialty clinics at
University of Minnesota Medical Center
Welcome to University of Minnesota Health

University of Minnesota Physicians, University of Minnesota Medical Center and University of Minnesota Children’s Hospital work together with one constant focus: delivering the best patient experience possible.

Faculty of the University of Minnesota Medical School, are proud to train the next generation of health care providers. During your visit, your health care team will be led by an experienced physician and may include a Nurse Practitioner, Physician Assistant or the following students or professionals in training:

• Medical Students who are in the process of completing four years of medical school.

• Residents who have completed medical school and are physicians, and are training in a specialized field of medicine.

• Fellows who are physicians, have completed a residency program and are training in a sub-specialty area of medicine.

Always directed by an attending physician, medical students may speak with you and convey information or test results to your doctor. Residents and fellows may participate in decisions about your care or perform some minor procedures.

Useful Resources

We welcome your calls and questions.

Central Helpline: 612-273-8383 or 844-273-8383 (toll free)

Billing Questions:
   UMPhysicians: 763-782-6500
   Fairview: 612-672-6724

Financial Counseling:
   UMPhysicians: 612-626-0959
   Fairview: 612-273-4308 (East Bank)
   612-273-5371 or 612-273-4347 (West Bank)

Parking Services: 612-273-PARK (7275)

Hotels & Lodging: uofmmedicalcenter.org/Patients/LodgingAccommodations

Web site: umnhealth.org (request an appointment online)
Thank you for choosing University of Minnesota Health for your health care.

The information in this booklet will help you prepare for your upcoming appointment. It includes general information about insurance and payment options, billing processes, maps and directions, and useful phone numbers. Before your visit, please review your enclosed appointment letter for specific instructions for your visit. Our web site umnhealth.org, may also be a helpful resource to you.

For your financial protection, check with your insurance provider for coverage, referral and payment options.

- It’s important to check your individual policy, or call your insurance company directly to find out what is covered, what you will be expected to pay, and if you need a referral or prior authorization for your appointment.

- Some of our clinics are owned by the medical center (hospital-based). In most cases you will receive two bills, one from Fairview Health Services and one from University of Minnesota Physicians. Ask your insurance company about the cost difference between physician services in an outpatient hospital clinic and those in a physician office.

- Before you agree to a suggested procedure, you have the right to request the charges for that procedure, or to speak to a financial counselor.

Contact our financial counselors — they can answer questions about cost and coverage, or help you if you have insufficient or no insurance coverage for your care. To reach them, please call 612-626-0959 (UMPhysicians), 612-273-5371 or 612-273-4347 (Fairview).

Please bring your current insurance card and be prepared to pay any co-payments when you check-in for your appointment. Also, let us know if there have been any changes in your insurance or personal information. This will help us make sure that all related insurance claims are processed correctly.

If you need to cancel or reschedule your appointment please let us know as soon as possible so we can offer that time to another patient. Call 612-672-7422 (adults) or 612-365-6777 (pediatrics) or your clinic to cancel. Visit umnhealth.org to submit a new appointment request.

Appointment Cancellation Policy — University of Minnesota Physicians reserves the right to refuse establishment of care if someone who has not been seen in the clinic misses two appointments without providing a two-business-day notice of cancellation.
Getting to University of Minnesota Health Hospitals and Clinics
East and West Banks

Directions to the East Bank
1. Take I-94 to Huron Blvd.
2. Take the Huron Blvd. exit and merge to the far left lane.
3. Turn left on Fulton St.
4. Turn right on Oak St.
5. Turn left on Delaware St.
6. The Patient/Visitor parking ramp will be on your right. Tunnel access is available to the clinic locations (see the map on next page). For valet parking, continue on Delaware St. to the main entrance of the Phillips-Wangensteen Building.

Directions to the West Bank
From I-94W:
1. Take the Riverside Ave. exit.
   Turn right and follow Riverside Ave.
2. For the green or gold ramps, turn right on 25th Ave. So.
3. For the red ramp, turn right on 23rd Ave. So. and an immediate right onto 6th St. So.

From I-94E:
1. Take the 25th Ave. exit. Turn left and proceed one block to Riverside Ave.
2. For the green and gold ramps, proceed straight on 25th Ave. So.
3. For the red ramp, turn left onto Riverside Ave. Turn right on 23rd Ave. So. and an immediate right onto 6th St. So.
Parking

- **Self park and valet rates are the same.** See the map for valet locations. Tips are not accepted.

- **Our ambassadors** will be available at the main clinic entrance on the East Bank to help you find your clinic.

**If you choose to park your car yourself**

The parking ramps listed on the map offer reduced parking rates with a validated ticket – refer to chart. **Remember to bring your ticket to the clinic for validation.** If you lose your ticket, please ask your clinic staff to provide you with some verification.

### UMMC East Bank Tunnel Map

<table>
<thead>
<tr>
<th>Time</th>
<th>Reduced</th>
<th>Full Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 15 min.</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>15 – 30 mins.</td>
<td>$2.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>30 mins. – 1.5 hrs.</td>
<td>$4.00</td>
<td>$6.00</td>
</tr>
<tr>
<td>1.5 – 2.0 hrs.</td>
<td>$6.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>2 – 5 hrs.</td>
<td>$7.00</td>
<td>$20.00</td>
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<tr>
<td>5 – 6 hrs.</td>
<td>$8.00</td>
<td>$22.00</td>
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<tr>
<td>6 – 7 hrs.</td>
<td>$9.00</td>
<td>$24.00</td>
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<tr>
<td>7 – 24 hrs.</td>
<td>$10.00</td>
<td>$30.00</td>
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<tr>
<td>Each addtl 24 hrs.</td>
<td>$4.00</td>
<td>$4.00</td>
</tr>
<tr>
<td>Lost ticket</td>
<td>$20.00</td>
<td>$30.00</td>
</tr>
</tbody>
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When no attendant is on duty, please pay at the Exit Payment Station located at the exit.

Weekly and monthly parking passes are available for patients and their visitors through the Parking Office information line at 612-273-PARK (7275).
What to expect at your first appointment

When you arrive for your clinic appointment, go to the check in area. Clinic staff will greet you, verify your appointment, review your insurance information, and collect your co-pay and referral form, if necessary. If you have questions, they will help you get answers.

Most clinics ask you to bring:
• Name and address of your referring doctor and any other provider with whom you would like us to communicate regarding your plan of care
• List of current medications (and dosages) that you are taking (including over-the-counter, vitamins, herbal, supplements, ointments and creams)
• List of known food or drug allergies
• Your health insurance card and required authorization or referral forms
• Your co-payment or payment due at the time of service — we accept cash, personal check, Visa, MasterCard, American Express and Discover
• List of questions to ask your doctor to ensure we’re addressing all of your concerns

Your exam

Your first visit is usually an exam and consultation; you may also need to see additional specialists or have tests. Please refer to your enclosed patient appointment letter for more detail on what to expect for your exam. Or, call your clinic with questions.

In most clinics, a nurse or medical assistant will greet you and take you to an exam room. He or she will ask you general questions in preparation of your exam. A physician in training, resident or fellow may participate as part of your care team. Our patients benefit from this team approach. The emphasis on education and training means careful consideration in common to complex cases. As part of the University of Minnesota Medical School, our physicians have knowledge of the latest medical treatment options, bringing you the benefit of innovation and experience. You may also benefit from participating in a clinical trial or study.

MyChart

You will be asked if you would like secure, online access to your health record and care team through MyChart. If you choose to, the clinic staff can supply a MyChart access code and instructions. Access MyChart at umphysicians.org/mychart.
After your appointment

Billing for your appointment
Because most of the specialty clinics are owned by the medical center (hospital-based), in most cases you will receive two bills: one from Fairview Health Services for the exam room, nursing time and any tests or treatments, and another from University of Minnesota Physicians for the services provided by your doctor and medical team.

For questions about UMPhysicians billing, please call Patient Financial Services at 763-782-6500. You can reach Fairview Health Services billing at 612-672-6724.

eStatements and Online bill pay
Our eStatements portal offers you convenient access to billing statements; efficient, safe and secure payment processing and online payment history for up to 12 months. Visit umphysicians.org/billpay to enroll.

For additional information about billing and payments, visit our website at umphysicians.org/financialinfo

Online bill pay is available for Fairview at Fairview.org/billing.

Medical records/MyChart
MyChart provides easy access to your medical records from anywhere you access the internet. With MyChart, you can request a clinic appointment, read your test results, renew a prescription or communicate with your care team — online, anytime. It is the secured and recommended way to communicate electronically with your provider. Access MyChart at umphysicians.org/mychart

To request the release of your private health records, use the authorization form enclosed or visit our website for a general authorization form. Then call your clinic to ask how you should submit the form. umphysicians.org/releaseform
The University of Minnesota Health brand represents a collaboration between University of Minnesota Physicians and University of Minnesota Medical Center.