

Patient **F A Q**

Because of our reputation and history as care providers, ThedaCare is the *first healthcare system in Wisconsin* to be selected as a Mayo Clinic Care Network member.

- The Care Network is a collaboration of high quality systems who are interested in working with Mayo Clinic to improve the delivery of healthcare.
- The focus is to keep care local and provide local specialists access to world-renowned resources.
- By working with Mayo Clinic in new ways, ThedaCare hopes to offer patients additional peace of mind.

As a leading healthcare organization, we are forever focused on doing our part to address rising healthcare costs. It's no secret healthcare costs are bankrupting our nation. We need to change course. To do this, we focus on opportunities to remove unnecessary cost from care delivery. By keeping your care close to home, we can help streamline care planning and delivery—reducing costs and improving results. You will realize a reduced need for travel for complex medical issues. And, the healthcare system as a whole will work more efficiently; directing patients to the proper care plan, at the best location for them.

Q What is the Mayo Clinic Care Network?

- A** The Mayo Clinic Care Network is a unique collaboration that connects ThedaCare specialists with Mayo Clinic specialists via the electronic medical record (EMR), which is especially helpful when complex cases arise. At the same time, ThedaCare Physicians can access Mayo's online medical resource that provides the latest Mayo-vetted knowledge in disease management, clinical care guidelines and treatment recommendations.

Q Why has ThedaCare decided to join the Mayo Clinic Care Network?

- A** At ThedaCare, we are fortunate to have some of the most highly skilled primary care providers and specialists right here at home who deliver exceptional quality care to you and your family.

Our vision is to be a recognized leader in quality and the patient experience. To that end, we have a responsibility to take the lead in fundamentally transforming healthcare in our region. The Mayo Clinic Care Network is an advantage for both providers and you, our patients, because new ideas and alternative treatments can be discussed and explored. As part of the Mayo Clinic Care Network, we can ensure the best quality care is delivered in the clinical setting that is most advantageous to you – close to home.

Q What does this formal collaboration mean for patients?

- A** All ThedaCare Physicians will have access to the latest Mayo Clinic expertise when treating you, our patients. These resources include:
- eConsults connect ThedaCare specialists with Mayo Clinic experts when our physician specialists want additional input regarding a patient's care plan.
 - AskMayoExpert connects ThedaCare physicians and specialists to a state-of-the-art online medical reference resource created by Mayo Clinic experts. It offers the latest Mayo-vetted knowledge in disease management, clinical care guidelines, treatment recommendations and educational materials at the point of care.

Q Will I see a Mayo Clinic doctor?

- A** No. ThedaCare's membership in the Mayo Clinic Care Network will allow its specialists to connect with Mayo Clinic specialists on specific questions of care. For example, your primary care provider may wish to consult a ThedaCare specialist about your care. If that specialist then believes it will be helpful to connect with experts at Mayo Clinic, these physicians will consult on your behalf, ensuring you benefit from access to the latest medical expertise while staying close to home.

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Q Does this mean I'll never need to go to Mayo Clinic?

A By sharing medical expertise through the Mayo Clinic Care Network, our goal is to allow you to stay close to home for your care whenever possible. ThedaCare's membership in Mayo Clinic Care Network is not an obligation for referrals to Mayo Clinic. In some situations, you may still need to travel for specialty care that isn't available in our area, and Mayo Clinic may be one of those options.

Q What does it cost me if my doctor consults with Mayo Clinic about my care?

A Nothing. There is no cost to you when your ThedaCare physician uses the Mayo Clinic Care Network resources. However, should the consult result in the need for additional services or treatments by your ThedaCare physician or Mayo Clinic, you would be charged for services rendered. Please check with your insurance company to verify coverage.

Q Are patient medical records safe when using these tools?

A Yes. Patient privacy is a priority, and we have safeguards in place to protect your health information. Any records shared with Mayo Clinic experts related to your care are sent through a secure electronic connection to remain confidential.

Q Does this agreement mean patients will be referred to Mayo Clinic?

A Our goal through this collaboration is to help you gain the benefits of Mayo Clinic expertise while keeping your enhanced care as close to home as possible, ensuring you travel outside the region for care only when necessary.

Q Why did Mayo Clinic choose ThedaCare for participation in the Mayo Clinic Care Network?

A ThedaCare was selected to join the Mayo Clinic Care Network because we share a common philosophy, commitment and mission to improve the delivery of healthcare through high-quality, data-driven, evidence-based medical care and treatment. In addition, we passed Mayo Clinic's rigorous review process based on quality, service and operational criteria.

Q Does this collaboration mean that ThedaCare could be purchased by Mayo Clinic?

A This agreement is not an acquisition or merger. ThedaCare remains independent and community-owned.

Q Why did Mayo Clinic create the Mayo Clinic Care Network?

A Collaborating with other medical providers to provide the best possible care for patients has always been part of Mayo Clinic's culture. The Mayo Clinic Care Network is intended to help Mayo and healthcare organizations work closer together – in new ways – to enhance the lives of patients.