



Boeing Center of Excellence Mayo Clinic Program



Our team of health care professionals is committed to working together on your behalf to provide outstanding medical care, skilled and compassionate nursing care, and a supportive environment. We strive to make your stay at Mayo Clinic Hospital as comfortable as possible. We are honored that Boeing has placed its trust in **Mayo Clinic** to participate in the **Boeing Center of Excellence program for cardiac, spine, hip replacement, and knee replacement procedures and BlueCross BlueShield Blue Distinction program for transplant care.**

➤ Scheduling An Appointment

We have a dedicated phone-line for you and your physician to schedule an appointment 877-769-9191.



➤ **Boeing Enhanced Benefits**

You must be covered under a medical plan administered by BCBSIL. Your medical plan covers professional and facility charges at 100% of BCBSIL PPO contracted rates after any plan deductible. Travel, lodging, and meals are covered for the patient and one companion (IRS tax implications apply). You must call and notify BCBSIL in advance of your travel to our facility. Call 1-888-802-8776, and specify Centers of Excellence benefit with the Health Care Advocate.

➤ **Location**

Mayo Clinic Hospital and the Mayo Clinic Specialty Building are on 56th Street and Mayo Boulevard (north of Bell Road) in northeast Phoenix, conveniently located near the Pima Freeway (Loop 101).

➤ **Travel By Air**

Phoenix Sky Harbor International Airport (PHX), located 26 miles from Mayo Clinic's campus in Phoenix, is served by most domestic airlines and many international carriers.

➤ **On-Campus Lodging**

Residence Inn by Marriott Phoenix Desert View at Mayo Clinic is located on Mayo Clinic's campus in Phoenix. For reservations, call 480-563-1500 or 866-754-5927 (toll-free). A complimentary shuttle is available to transport you to and from the hospital.

➤ **Nearby Amenities**

There are numerous grocery stores, restaurants, movie theatres, and other stores within a two-mile radius of Mayo Clinic Hospital. See information at the following internet sites for more information:

shopdesertridge.com

shopscottsdale101.com/Directory

➤ **Parking**

All Mayo Clinic facilities have complimentary parking available for patients and visitors. Patient and visitor parking is available on the north side of Mayo Clinic Hospital. Handicapped parking spaces are located throughout the hospital campus. Valet parking is available for a small fee at the main entrance of the hospital. Valet parking is complimentary for patients with a valid handicap parking tag.

➤ **Mayo Clinic Providers**

Information about Mayo Clinic Providers is enclosed.



➤ **Navigator**

Once you arrive at Mayo Clinic Hospital, you will be greeted by the Patient Navigator in the hospital lobby. The Navigator will escort you and your companion(s) to your first appointment and complete the registration process. The Navigator will introduce you to the RN Care Coordinator. The Patient Navigator is available to provide member escort services throughout their visit.

➤ **RN Care Coordinator**

RN Care Coordinator is available to answer questions about the treatment plan, appointments and educational materials. The RN Care Coordinator is available at 877-769-9191 during business hours. After business hours, please call the Mayo Clinic operator at 480-342-2000.

➤ **Accessing Your Medical Record**

You can view your lab results, clinical notes and other portions of your medical records through Patient Online Services, a secure and convenient way to access your health information. You can manage your appointments, receive up-to-date schedules and instructions. To sign up go to www.mayoclinic.org to begin. Click on "log in to Patient Account" then "create your account" and follow the instructions.

➤ **Follow-Up Care**

Mayo Clinic will provide a summary of your episode of care to your referring physician. Your referring physician may also access your records through a secure web-based portal. For more information or to enroll in Online Services for Referring Physicians, your physician can sign up on: mayoclinic.org/online-services/physicians.html

➤ **Additional References**

Mayo Clinic's Campus in Arizona Patient and Visitor Guide - Arizona
Patient and Visitor Guide - Mayo Clinic
mayoclinic.org/patient-visitor-guide/arizona

