

# MAYO CLINIC

## Mayo Clinic Patient Referral in CareLink

### Referring Patients to Mayo Clinic

Mayo Clinic CareLink is Mayo Clinic's secure web portal. The portal allows you to refer patients, upload documents and images, and view clinical results including clinical notes, radiology reports and test results.

### Getting Started Using the Portal

If you have a Mayo Clinic portal account, skip to **Make a New Referral Request**. To create a portal account — go to <https://carelink.mayoclinic.org> **Note:** A courtesy email will be sent after your new account request is validated. Three to four business days later, you will receive an email from Mayo Clinic to complete your account registration.

From the <https://mayoclinic.org> website, you can also click **For Medical Professionals** and **Medical Professional Resources** to access **Mayo Clinic CareLink**.

### Make a New Referral Request

#### Patient Information and Requested Department

Login to the Mayo Clinic portal. From the welcome screen:

1. Click **Place an Order**.
2. Find or create the patient record.
  - **Search My Patients** to select a patient on your patient list.
  - If the patient is not found, click **Search all Patients**. This will allow you to search the full Mayo Clinic patient registry. Note: Search by patient's name on one line using last name, first name.
  - If the patient is not found, click **Create a new Chart**. Follow the screen prompts. The red icon indicates required patient information. Use a form of legal documentation as the source for entering the patient's demographic information.
3. From the **Order Entry** screen, select **Authorizing Provider** from the drop-down list.
4. Click **Accept**.
5. Choose **Referral** order by
  - Selecting from the **Preference List**. The preference list displays the order types available to your organization. Click the checkbox next to

the **Referral** order that contains your **Requested Department** and click **Accept Orders**

#### Completing the Referral Order

1. **Reason for Referral:** Enter reason for referral in the free text area.
2. **Diagnosis Association:** There are three ways to search for the patient's diagnosis:
  - a. Select an existing diagnosis if the relevant diagnosis exists for a known patient, or
  - b. Enter the ICD-10 code and click the magnifying glass to search and select, or
  - c. Search by keyword in the search field and click the magnifying glass to search and select.
3. Complete the **Question Panel:**
  - a. Choose the **Mayo Clinic location** by clicking the magnifying glass (Arizona Region, Florida Region, Rochester Region, or a Mayo Clinic Health System region).
  - b. **Will you be uploading images?** This is optional.
    - i. Choose **YES** if uploading radiology (DICOM) images with your referral order. Instructions appear after **Accepting and Signing the Order**.
  - c. **Will you be uploading records?** This is optional. Use **Attach Files** below for record upload. You may also upload JPEG photos or non-DICOM videos separately. The total combined file size cannot exceed 1 GB uploaded in up to 100 MB increments.
  - d. **Insurance information** is optional.
4. **Attach Files:** Select **Add files** to browse and select the medical records you wish to upload.
  - a. Include a **description** of the files in the free text box (i.e., *13-page PDF of medical records*)
  - b. Upload JPEG photographs and non-DICOM videos separately
5. Use **Comment** field for any scheduling instructions.
6. Review for completeness and click **Accept**.

#### Sign Orders

Selecting **Sign Orders** will

- Submit your Referral order (with document upload) to Mayo Clinic, and

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- Activate the image uploader (if selected in Referral order).

### Upload Process for Images

This pop-up window will only appear if you selected YES to the image upload question in your Referral order.

Send images by **web uploader** or **PACS to Mayo PACS** (*PACS to Mayo PACS must be enabled for your organization to use this method*)

To send DICOM images and DICOM videos to Mayo Clinic using the web uploader:

1. Check **Images in DICOM format from your computer**.
2. Enter a **description** of files in the free text box.
3. Select **Click here to upload DICOM images....**
4. Select **Browse** to locate image files.
5. Click **Open**.
6. Your images files will be listed. Uncheck any images that appear in error. Click **Upload Selected Studies**
7. Confirmation message **Your images were uploaded and shared with Mayo Clinic** will appear.
8. Click **Upload Another Study** or close the window by clicking the "X" in the upper right-hand corner.

To send DICOM images and DICOM videos to Mayo Clinic using PACS to Mayo PACS (direct image transfer):

1. Choose **PACS to Mayo Clinic PACS**.
2. Enter a **description** of files in the free text box.
3. Follow your internal process to notify your PACS team to send specific images to Mayo Clinic.

Click **Submit** to close the upload window.

Your referral order should display under **Orders Signed in this Encounter**.

### Tips to Send Documents, Images, and Videos

- Combine records into a single PDF and upload in chronological order, current to oldest.
- Limit to 50 pages.
- Ensure the medical records contain two patient identifiers.
- Documents and Images — Label the file(s) with patient last name, first name, and date of birth.

- Upload non-DICOM videos (.wmv or .mpg) using the **Attach Files** process.
- Upload DICOM videos (.dcm) using **image upload** process.

### Referral Results

Mayo Clinic collects the patient authorization during the patient's visit. With a valid authorization file, patient medical records will be viewable through the Mayo Clinic portal. A referral summary packet will also be sent to your authorizing provider by CareLink In Basket, fax, or mail at the close of the patient's encounter.

### Mayo Clinic Phone and Mail Contacts

#### Mayo Clinic Referring Provider Office

4500 San Pablo Road, Jacksonville, FL 32224

Mayo Clinic Appointments 800-634-1417

Mayo Clinic Information 904-953-2000

International Office 904-953-7000

#### Mayo Clinic Referring Provider Office

200 First St. SW, Rochester, MN 55905

Referring Physicians Service 800-881-9764

Mayo Clinic Appointments 800-533-1564

Mayo Clinic Information 507-284-2511

International Office 507-284-8884

#### Mayo Clinic Referring Physician Service

13400 E. Shea Blvd., Scottsdale, AZ 85259

Referring Physician Service 866-629-6362

Mayo Clinic Appointments 866-629-6362

Mayo Clinic Information 480-301-8000

International Office 480-301-6539

#### Mayo Clinic Health System – SE MN

Referring Physician Service 651-267-5071

#### Mayo Clinic Health System – SW MN

Referring Physician Service 507-594-4700

Email: [MCHSSWMNEXTREF@mayo.edu](mailto:MCHSSWMNEXTREF@mayo.edu)

#### Mayo Clinic Health System NW and SW WI

Referring Physician Service 1-855-392-8400

Email: [DLLAPatientReferral@mayo.edu](mailto:DLLAPatientReferral@mayo.edu)

**Mayo Clinic CareLink Support: 833-629-0157**