

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:** Three to five business days after completing the self-signup form, you will receive an email from Mayo Clinic to complete your account registration.

From the <https://www.mayoclinic.org> website, you can also click **Menu, For Medical Professionals** and **Referring Physician Portal** 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 on **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 the **Ordering Clinic** for the authorizing provider.
4. Select **Authorizing Provider** from the drop-down list.
5. Click **Accept**.
6. Choose **Referral** order by
 - Selecting from the **Preference List**. The preference list displays the order types available

for your organization. Click the checkbox next to the **Referral** order that contains your **Requested Department** and click **Accept Orders**

Completing the Referral Order

1. **Diagnosis Association:** There are three ways to search for the patient's diagnosis:
 - a. Select an existing diagnosis if an applicable 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.
2. Complete the **Question Panel:**
 - a. Enter the **Reason for Referral** in the free text area. If you are over the character limit, finish **reason for referral** in the Comments box below.
 - b. Choose the **Mayo Clinic location** (Rochester Region, Arizona Region or Florida Region)
 - c. **Will you be uploading documents or images?** This is optional.
 - i. Choose **YES** if uploading documents or images with your referral order. Instructions appear later.
 - ii. Choose **NO** if you are not uploading documents or images with your referral order. No answer is required in the free text pop-up box for an explanation.
 - d. **Insurance information** is optional.
3. Use **Comment** field for any scheduling instructions or for additional response to **Reason for Referral**.
4. Review for completeness and click **Accept**.

Sign Orders

Selecting **Sign Orders** will

- Submit your Referral order to Mayo Clinic, or
- Initiate the Upload process (if selected in Referral order).

Upload Process for Documents and Images

Clicking **Sign Orders** will trigger the document and image upload pop-up window.

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What will you be uploading?

To upload your clinical notes, photos, and videos:

1. Check **Clinical Documents, Photos and Videos** for .pdf, .jpg and .mov files.
2. Enter a **description** of files in the free text box.
3. Select **Click here to upload clinical documents....**
4. Click **Browse Files** to locate files.
5. Select files and click **Open**.
6. Click **Add More** if there are additional files to upload.
7. Click **Upload**. A confirmation message will appear.
8. Close the window by clicking the "X" in the upper right-hand corner.

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 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 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**.

Sending Documents and Images

- Combine records into a single PDF and upload in chronological order, current to oldest.

- Limit to 50 pages.
- Documents — Label the file(s) with patient last name, first name, and date of birth.
- Images — Label the folder with patient last name, first name, and date of birth.

Referral Results

Patient medical records will be viewable through the Mayo Clinic portal beginning on the day of the patient's appointment. An electronic referral packet will also be sent to your support staff at the close of the patient's encounter.

Mayo Clinic Phone and Mail Contacts

Mayo Clinic Referring Physician Office

4500 San Pablo Road, Jacksonville, FL 32224

Referring Physician Office	800-634-1417
Mayo Clinic Appointments	800-634-1417
Mayo Clinic Information	904-953-2000
International Office	904-953-7000

Mayo Clinic Referring Physician Office

200 First St. SW, Rochester, MN 55905

Referring Physician Office	800-881-9764
	507-266-9214
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