

Emeritus Staff Access to Primary Care Mayo Clinic Rochester

To assist you making an appointment in Primary Care, we were given the following recommendations:

1. **Use “Primary Care Connection” - (507) 284-2272 as a single point of contact to select a primary care physician.** If you prefer, another option is to be assigned to a nurse practitioner or physician assistant. Advise the representative that you are a physician or former Mayo Staff when calling to establish a primary care provider.

Once you have a primary care provider, you make an appointment by calling the number you have been provided for your primary care team directly.

When the need arises to be seen, every effort will be made for you to see your primary care provider. If your symptoms and availability don't allow for this to occur, you will be offered another physician, nurse practitioner or physician assistant on the same care team but you may always indicate your preference for a physician if that seems more appropriate.

2. In the past an annual physical examination was performed to ensure all medical care that was due would be delivered. By leveraging technology, we are able to proactively advise you when you are due for specific screening tests, immunization and chronic disease testing to insure that all preventive and chronic disease care was delivered. This may be outside of a visit or during any acute care visit.
3. Physical exams do serve a purpose; the frequency should be discussed with the primary care physician. If you are healthy, the interval between physical exams can be extended to 2-3 years. Primary Care has found this selective use of annual examinations, allows for access when you have a change in health status, avoiding the need to go to the emergency room.
4. If you request an annual physical examination and are having no new symptoms, this may result in a longer wait time to be seen.
5. Our primary care colleagues are applying evidence-based protocols and exams. This may mean that some components of the examination you have had in the past are no longer found to be helpful or cost effective for patient care. If you have questions about the details of your exam or the level of service, bring this up with your primary care provider. If not satisfied, such concerns can be shared with colleagues in the Office of Staff Services or the Office of Patient Experience (previously the Office of Patient Affairs), both found on west side of the main floor of the Mayo Building.
6. Finally, Primary Care encourages use of their patient portal for communicating with the staff or your physician. You can access this by going online at MayoClinic.org and selecting either the “Message Center” from the top menu or “Send a Message” under “Connect with us.”