

## **Mayo Clinic Care Network Member Communications — Frequently Asked Questions March 27, 2013**

*On March 27, 2013, Shriners Hospitals for Children — Twin Cities (SHC-TWI) announced it is a member of the Mayo Clinic Care Network (MCCN).*

**Q: *What is the Mayo Clinic Care Network?***

**A:** The Mayo Clinic Care Network is a collaboration with Mayo Clinic that provides access to the knowledge base and expertise of Mayo Clinic to physicians and providers interested in working together in the best interest of their patients. The relationship will enhance the ability of SHC-TWI to connect directly with Mayo Clinic specialists on questions of patient care using an electronic consulting technique called eConsults. SHC-TWI will also have access to the latest evidence-based medical information through AskMayoExpert, Mayo's web-based resource.

**Q: *What does this formal collaboration mean for physicians and other care providers?***

**A:** Through the network, the physicians and designated staff of Shriners Hospitals for Children — Twin Cities will have access to the latest Mayo Clinic expertise and clinical care resources. These resources include:

- AskMayoExpert, a state-of-the-art online tool developed by Mayo Clinic physicians. AskMayoExpert makes available at the point of care Mayo-vetted knowledge in disease management, clinical care guidelines, treatment recommendations and reference materials for a variety of medical conditions.
- eConsults that serve to connect SHC-TWI physicians with Mayo Clinic physicians when SHC-TWI physicians feel additional input regarding a patient's care would be helpful.

**Q: *Why did Mayo Clinic choose Shriners Hospitals for Children — Twin Cities for participation in the Mayo Clinic Care Network?***

**A:** SHC-TWI has a long relationship with Mayo Clinic. The organization 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, SHC-TWI had to pass a rigorous Mayo Clinic review process based on quality, service and operational criteria.

**Q: *How does Shriners Hospitals for Children — Twin Cities joining the Mayo Clinic Care Network affect the other 21 hospitals in the Shriners Hospitals for Children system?***

**A:** This announcement pertains specifically to SHC-TWI and the seven-state area that this organization serves. We believe that the intention and services associated with the Mayo Clinic Care Network may have application and benefit to additional Shriners Hospitals for Children locations in the future. Extending this relationship to other locations may be considered at a later date.

**Q: *Is this agreement about sending patients to Mayo Clinic?***

**A:** No, there is no obligation to refer patients to Mayo. The primary goal of SHC-TWI and Mayo Clinic through the Mayo Clinic Care Network is to expand available resources that may be needed to manage the care of complex medical needs.

**Q: *Who can access the eConsults and AskMayoExpert?***

**A:** These tools will be available to SHC-TWI physicians at SHC-TWI. Initially we have selected a core group of physicians to utilize eConsults with the hope that this list would be expanded over time. Access will include other non-physician care providers for the AskMayoExpert tools.

**Q: *Is Shriners Hospitals for Children — Twin Cities merging or becoming part of Mayo Clinic?***

**A:** This is not an acquisition or merger. SHC-TWI is a member of the Mayo Clinic Care Network. Mayo Clinic Care Network members like SHC-TWI remain independent healthcare providers dedicated to serving the needs of their communities.

**Q: *Who do I contact for more information?***

**A:** To learn more about which tools, when you will have access and for additional questions, please contact Charles Lobeck, Administrator.

**Q: *What other health systems are members of the Mayo Clinic Care Network?***

**A:** Shriners Hospitals for Children — Twin Cities joins Altru Health System and St. Alexius Medical Center in ND; Kingman Regional Medical Center, Yuma Regional Medical Center and Arizona State University in AZ; Heartland Health System in MO; Dartmouth-Hitchcock in NH; NCH Healthcare in FL; NorthShore University HealthSystem in IL; St. Elizabeth Healthcare in KY; Sparrow Health in Lansing MI; Billings Clinic in MT; and Salus in Puerto Rico in the Mayo Clinic Care Network. SHC-TWI is the first pediatric hospital to participate.