

## The right choice, the right care

It has become fairly easy to go to an emergency department, urgent care center or retail clinic when you need medical care. However, it isn't always easy to know which is the right choice for your situation. Good decisions that lead to the right care start with trustworthy guidance.

In 2014, Ask Mayo Clinic saved organizations and callers **\$15.9 million** in ER visits

*based on MEPS estimated average ER visit cost of \$1,531*

**Nearly 3/4 of callers** would have sought a less suitable care level

*had they not called Ask Mayo Clinic first*

*Regular visits to your doctor are a vital part of managing your health. Ask Mayo Clinic is not a substitute for doctor visits, but can help you decide what level of care you may need.*

*Ask Mayo Clinic is not a substitute for emergency response systems. In a medical emergency, you should call 911 or your local emergency number.*

*Ask Mayo Clinic nurses do not answer health plan benefit questions. If you have questions about benefits or claims, please call your health plan's customer service department.*



Ask Mayo Clinic  
844-886-2896

## Ask Mayo Clinic

Trustworthy health guidance at your fingertips

Provided by:

MAYO CLINIC | [mayoclinic.org](http://mayoclinic.org)  
200 First Street SW | Rochester, MN 55905

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## Safe, clear guidance

No one schedules an injury or a nighttime illness – but they happen. When they do, you need reliable information to help you make safe, cost-effective decisions. Ask Mayo Clinic is a reliable source of health information from the most respected name in medicine. When you use Ask Mayo Clinic, you have access to the same information that is used by doctors and nurses at Mayo Clinic. This ensures that you receive medically-accurate information and trustworthy recommendations for 'best case scenario' results.

## Ask Mayo Clinic is available 24/7

Ask Mayo Clinic is available to you via a secure, Web-based application or by telephone – choose the option you prefer.

## Trustworthy answers

When you have health-related questions, Ask Mayo Clinic provides dependable answers.



Complete a symptom assessment in the privacy of your home



Connect with an experienced, registered nurse



Get reassurance and trusted information regarding an illness or injury

## Convenient, cost-effective and time-saving

Choosing the right level of care is the wisest decision you can make to save time, money and possibly your life.

**Convenient:** Contact Ask Mayo Clinic anytime, anywhere – day or night, when your doctor's office is closed, from the comfort of your home or when you are traveling.

**Experienced:** For nearly 20 years, Ask Mayo Clinic has helped millions of people across the country by providing expert health information and trusted advice.

**Time-saving:** Log on for immediate online access or call toll-free. On average, calls are answered within 30 seconds.

**Cost-effective:** There are no out-of-pocket expenses, deductibles or copays when you use Ask Mayo Clinic. The service is provided as part of your organization's benefits.

**Customer satisfaction:** 97% of people surveyed, reported high levels of satisfaction with Ask Mayo Clinic.

### Ask Mayo Clinic

#### Online

Access Web page

Select a symptom\*

#### Telephone

Call toll-free

Connect with a registered nurse

Answer a series of questions

Find out if and when to seek help

Learn probable cause of symptoms

Receive self-care instructions

Share recommendations with your doctor or family member



*\*Connect with a registered nurse at any time during your online session*