

Frequently Asked Questions, Physicians

On December 7, 2016, Summit Healthcare Regional Medical Center announced its membership in the Mayo Clinic Care Network.

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

A: The Mayo Clinic Care Network launched in 2011. Through the network relationship, our two exceptional teams can work together, sharing knowledge and expertise for the health and wellbeing of those we serve. Summit Healthcare providers have access to Mayo Clinic resources, including clinical, educational and research information, as well as the ability to consult directly with Mayo specialists through eConsults and eTumor Boards.

Q: *What does this formal collaboration mean for patients and physicians?*

A: Mayo Clinic resources will help you keep more of your patients close to home for their care. Shared expertise gives patients additional peace of mind, at no additional patient cost, and helps them avoid unnecessary travel and inconvenience.

All medical staff members of Summit Healthcare Regional Medical Center have access to the latest Mayo Clinic expertise and clinical care resources to use when treating patients. These resources include:

- ▶ **AskMayoExpert (AME)** — An online tool initially developed by Mayo for its physicians to provide a concise resource at the point of care. AME offers disease management, care guidelines, treatment recommendations, and reference materials for a wide variety of medical conditions.
- ▶ **eConsults** — An asynchronous, electronic consultation with a Mayo Clinic specialist to answer a physician's focused question about diagnosis, therapy or management through a review of the patient's electronic medical record, imaging studies and laboratory results. A formal, dictated response is delivered within 3 – 5 business days of Mayo receiving complete information.
- ▶ **eTumor Boards** — Live, interactive video conferences of Mayo Clinic eTumor Boards to promote educational and informal discussion on the management of complex cancer cases with a Mayo multidisciplinary panel and other providers within the network.
- ▶ **Mayo Clinic Patient Education** — Mayo's library of patient education for use with Summit Healthcare patients. The material includes 2,500 pieces written to a 7th grade reading level with a percentage also available in Spanish.
- ▶ **Mayo Clinic Grand Rounds** — Presentations by Mayo Clinic physicians and scientists in a variety of specialties are archived and available for provider viewing and earning CME credit.

In addition, Health Care Consulting is a program offered through the Mayo Clinic Care Network. The program is designed to help Summit Healthcare realize desired levels of operational, financial and patient care excellence through identified opportunities and shared experience and learning.

Q: *Why did Mayo Clinic choose Summit Healthcare for participation in the Mayo Clinic Care Network?*

A: Summit Healthcare was selected to join the Mayo Clinic Care Network because we share with Mayo Clinic 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, Summit Healthcare passed Mayo's comprehensive evaluation process that included an in-depth review of our organization, our clinical and business practices and our quality, safety and service efforts.

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

A: No, there is no obligation to refer patients to Mayo. The primary goal of Summit Healthcare and Mayo Clinic through the Mayo Clinic Care Network is to help patients gain the benefits of Mayo Clinic expertise while they continue to receive their care as close to home as possible, ensuring they travel outside the region for care only when necessary.

Q: *Who can access eConsults and AskMayoExpert?*

A: All medical staff members of Summit Healthcare and Summit Healthcare employees have access to AskMayoExpert. eConsults are available to Medical Staff Members of Summit Healthcare Regional Medical Center.

Q: *How do I get access to these electronic tools? Will training be available?*

A: Physicians working within the Summit Healthcare network can access all network tools from the Summit Healthcare intranet home page by selecting Mayo Clinic Care Network beneath the Applications column on the right side of the screen. eConsult is conveniently available through both of the Summit Healthcare EHRs (McKesson and Athena.) Physicians caring for patients without a Summit Healthcare EHR may request eConsults via the eConsult administrator. Physicians and clinicians working outside the Summit Healthcare network can access AME from a computer or mobile device app once the authentication process has been completed. Training on how to use these tools will be available in the coming weeks and months.

Q: *How will I receive updates about training schedules and other news related to the Mayo Clinic Care Network membership?*

A: We will communicate with you through email and other methods as needed to provide you with the latest information and opportunities to learn more about the tools provided through our Network membership.

Q: *Does this mean that Summit Healthcare Regional Medical Center could be purchased by Mayo Clinic?*

A: This agreement is not an acquisition or merger. Summit Healthcare is a member of the Mayo Clinic Care Network and is not a Mayo Clinic affiliate. Mayo Clinic Care Network members like Summit Healthcare remain community-owned, independent healthcare providers dedicated to serving the needs of their communities.

Q: *Is there a patient charge for this service?*

A: No, this service is provided at no additional cost to patients.

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

A: For assistance with these tools and for additional information, please refer the Mayo intranet page or your Physician Pocket Reference card for specific service administrator contact information.

General MCCN questions may be directed to Julie Stoner via email at jstoner@summithealthcare.net at 928.537.6399x6399).

