

FAQs Answered: How to get care at Mayo Clinic Health System.

Our teams are actively working to identify opportunities to safely increase our ability to care for more patients. Below you can find answers to the most asked questions regarding our services.

Are you currently accepting new patients?

Yes, we are currently accepting new patients. Appointment availability varies by department. Referring providers should continue to use their normal referral process, either by phone, fax, or CareLink.

How do I become a Mayo Clinic Health System patient?

To establish care at Mayo Clinic Health System, call 715-838-5025. You will speak with a registration and scheduling team set up to support new patients. Staff will share available options for your care.

How can I get care from Mayo Clinic Health System?

Mayo Clinic Health System offers a variety of in-person and virtual care options. [Review our care options](#) and select the one most appropriate for your needs.

How do I transfer my medical records to Mayo Clinic Health System?

If you've been receiving your health care outside of Mayo Clinic Health System, complete an authorization form to allow that facility to share your health record with us. Transferring your health record to us ensures your Mayo Clinic healthcare professional knows about previous health conditions and treatments. For more information, please visit our [New Patient webpage](#).

How do I know if my insurance will cover care at Mayo Clinic Health System?

Please check with your insurance provider to see if MCHS or other providers in the area are covered under your insurance plan.

How can I get care today for an urgent need?

Our 24/7/365 service [Primary Care On Demand](#) is the best way to get care for urgent symptoms or conditions like sore throat, rash, cough, aches and pains, urinary tract infection and more. Primary Care On Demand connects you to Mayo Clinic Health System providers anytime, day or night, including weekends and holidays wherever you are in Wisconsin, Iowa or Minnesota.

To use this service, [download the Primary Care On Demand mobile app](#). You will log in using your Mayo Clinic patient portal username and password and then follow the in-app instructions. If you are new to Mayo Clinic Health System, you can set up a patient portal account [on our webpage](#) or by calling 715-838-5025 and choosing option 6.

How can I get my prescription refilled?

If you are unable to get a prescription refill from your current provider, please call 715-838-5025 to establish care at Mayo Clinic Health System. You will be connected with a provider who can refill your prescription.

How can I schedule my baby delivery at Mayo Clinic Health System?

Please consult with your obstetrics provider – they will help you determine your delivery location. You may also want to reach out to your insurance company to clarify your coverage details.

Do you offer tours of the Family Birth Center?

We are offering tours on Tuesdays at 1 p.m. and Wednesdays at 5:30 p.m. for patients and nonpatients wanting to learn more about Mayo Clinic Health System. Tours are free with no registration required. Meet staff by the fountain, located in the hospital lobby. Enter through the main hospital entrance or the parking ramp hallway.

You can take a [virtual tour of the birth center](#), too. Go to mayoclinichealthsystem.org and search for "birth center tour."

Are you hiring?

Yes. Mayo Clinic Health System offers a variety of career opportunities in clinical, administrative, research and education fields. If you are looking for a new challenge and a life-changing career, we invite you to explore our job openings and apply online at <https://jobs.mayoclinic.org/MCHS-WI>.

How can I help?

With the recent changes to local healthcare, Mayo Clinic Health System is offering care to more patients. With this expanded care comes a greater need for volunteers.

People volunteer for different reasons, including to explore healthcare careers, sharpen skills to re-enter the work world, learn new skills, gain new experiences, meet new friends, stay active during retirement, benefit their health, give back to the community, and put their free time to good use.

If you or someone you know would like to help make a difference, [complete the volunteer application today](#). All ages—from high school to senior citizens—and all ability levels are welcome.