



SECTION VI: RESOURCES AND SUPPORT FOR YOUR STAY AT MAYO CLINIC

ABOUT MAYO CLINIC

Mayo Clinic
200 First Street SW
Rochester, Minnesota 55905
General number: 507-284-2511
Appointment Office: 507-538-3270

Mayo Clinic is a worldwide leader in medical care, research, and education for people from all walks of life. Every year, more than a million people from all 50 states and almost 150 countries, including more than 122,000 cancer patients, come to us for care at major campuses in:

- Rochester, Minnesota
- Scottsdale and Phoenix, Arizona
- Jacksonville, Florida

Mayo Clinic is renowned for its guiding principle:

The needs of the patient come first.

Our doctors cover virtually every specialty and subspecialty, so any medical services you need—doctor visits, testing, surgery, hospital care—are available at Mayo Clinic. Scheduling of these services is coordinated in an efficient way.

Our patients repeatedly tell us that care at Mayo Clinic is like no other health care experience they've had. They cite the quality of their interactions with our providers, our attention to detail, and our efficiency.

Appointments at Mayo Clinic generally are longer than health care standards require. It is important to us to listen to you and your loved ones, explain your condition, diagnosis, and treatment in terms you can understand, learn what's important to you so we can tailor your care, and answer all of your questions.

Cooperation and collaboration benefit you, benefit cancer treatment and research

We assemble a team of specialists who take the time to listen and thoroughly understand your health issues and concerns. Mayo Clinic's philosophy of patient care, laid out more than 100 years ago, emphasizes developing medicine as a cooperative science, with the clinician and the laboratory scientist uniting for the good of the patient. That philosophy, still so relevant today, enables Mayo Clinic doctors and researchers to form productive collaborations across cancer programs and specialties. This collective knowledge enhances the potential for breakthroughs in cancer research and treatment.

Our doctors and scientists help cancer patients, their families, and caregivers find individualized solutions that strive to address all aspects of their cancer journeys—not just your cancer diagnosis, but also your overall health and well-being.

Leader in research and clinical trials

Mayo Clinic is a not-for-profit medical institution that reinvests all earnings into improving medical practice, research, and education. We are constantly involved in innovation and medical research, finding solutions to improve your care and quality of life. Your doctor or someone on your medical team is likely involved in research related to your condition.

The Mayo Clinic Cancer Center has 10 major cancer research programs that translate scientific discoveries in the laboratory into leading-edge treatments and therapies for patients. Medical oncologists, radiation oncologists, pediatric oncologists, surgeons, pathologists, and physical medicine and rehabilitation specialists work as a multidisciplinary team to treat sarcoma.

The Mayo Clinic Cancer Center is one of 69 U.S. medical centers that have been named National Cancer Institute (NCI) cancer centers, having held the designation since 1973. Mayo Clinic Cancer Center meets strict standards as a NCI comprehensive cancer center, which recognizes scientific excellence and a multidisciplinary approach to cancer prevention, diagnosis, and treatment.

Preparation for the next generation of experts

Mayo Clinic is a premier teaching institution. We are committed to providing the most advanced care and dedicated to training the next generation. We work closely with our residents, fellows, and medical students, and these future leaders in medicine may be involved in your care.

SARCOMA CARE AT MAYO CLINIC

Although sarcomas are a rare group of cancers, Mayo Clinic doctors have experience in diagnosing and treating many cases of sarcoma—more than 2,000 people with sarcoma each year. This volume of patients and depth of experience is important, especially for these rare diseases. Studies show that when you have care from a team of doctors who have expertise in sarcoma, your outcome is better.

Mayo Clinic is actively engaged in research that leads to advances in the diagnosis and treatment of patients with sarcoma. Our participation in cooperative clinical trial networks also provides access to promising treatment options and broadens the range of potential therapies to treat your sarcoma.

Collaboration with your local doctor

We try to gather as much information as possible about your condition before you come to Mayo Clinic. Your local physician can send us your records, test results, and images in advance so we can help direct you to the right Mayo Clinic care team.

Your care your way

Many patients choose to have all of their care at Mayo Clinic, but others want to receive as much care as possible closer to home. In those cases, we work with your local doctor and collaborate about your care.

Mayo Clinic offers everything you could need for your sarcoma diagnosis and treatment, including:

- Oncology
- Surgery
- Pathology
- Advanced imaging
- Radiation therapy, including proton beam therapy
- Chemotherapy
- Reconstructive/plastic surgery after amputation
- Prosthetics
- Ostomy care
- Genetic counseling
- Clinical trials—at Mayo Clinic and elsewhere
- Fertility preservation from reproductive specialists
- Child-Life services for hospitalized pediatric patients
- Expert care from other specialists when your condition affects other parts of your body

- Individualized Medicine Clinic—DNA sequencing for individuals with advanced cancers that continue to progress or relapse after standard treatment options have been exhausted and individuals with a chronic and suspected inherited condition; genomic-based tests reveal variants responsible for the disease and propose potential treatment

Sarcoma care team

Sarcoma patients at Mayo Clinic are seen by providers with expertise in sarcoma.

Medical Oncology Sarcoma Care Team Members

The adult medical oncology team at Mayo Clinic in Rochester includes four doctors, one nurse practitioner, and a nurse—all dedicated to providing care for patients with sarcoma. We believe you are better served with a group of providers who share the common interest of giving you the best outcome possible and maximizing your quality of life.

- Evanthia Galanis, M.D.
- Randolph S. Marks, M.D.
- Scott H. Okuno, M.D.
- Steven I. Robinson, M.B.B.S.
- Jean F. Stahl, APRN, C.N.P.
- Karen E. Alsbrook, R.N., O.C.N.

Pediatric Hematology-Oncology

- Carola A S. Arndt, M.D.
- Shakila P. Khan, M.D.
- Amulya A. Nageswara Rao, M.B.B.S.
- Vilmarie Rodriguez, M.D.

Orthopedic Oncology Surgeons

- Michael G. Rock, M.D.
- Peter S. Rose, M.D.
- Frank H. Sim, M.D.
- Thomas C. Shives, M.D.
- Michael J. Yaszemski, M.D., Ph.D.
- Lori Pierce, R.N.
- Sheri Merten, APRN, C.N.P., M.S.N.

Radiation Oncology

- Michael G. Haddock, M.D.
- Nadia N. Laack, M.D.

- Ivy A. Petersen, M.D.
- Scott L. Stafford, M.D.

Sarcomas arise from supportive or connective tissue cells and may occur anywhere in the body. Musculoskeletal radiologists and bone and soft tissue pathologists help to diagnose sarcomas. Your care also may involve specialty surgeons—ENT, general, colorectal, plastic, pediatric, or urologic. We recognize the importance of expertise in sarcoma care and have dedicated specialists with vast experience in diagnosing and operating on sarcoma patients.

When you're a Mayo Clinic radiation oncology patient—patient experience coordinator

A patient experience coordinator works closely with our radiation oncology patients to help arrange your life to accommodate treatment, including housing, transportation, group dinners, and other activities.

When you're a pediatric inpatient—Child-Life services

When children are hospitalized at Mayo Clinic, Child-Life specialists work closely with doctors, nursing staff, other team members, and parents to determine and meet patients' needs. Child-Life specialists also are on hand to assist in the pediatric emergency room.

Research shows that stress can be a major inhibitor in the ability of a patient to heal and stay healthy. Child-Life specialists help children effectively manage stress and, hopefully, heal faster. Research also shows that the long-term implications of a negative medical experience can be profound—post-traumatic stress, increased fears, and decreased cooperation—for pediatric patients not effectively prepared for a medical experience.

YOUR MAYO CLINIC EXPERIENCE

Appointments in Rochester, Minnesota

Mayo Clinic works with hundreds of insurance companies and is an in-network provider for millions of people. In most cases, Mayo Clinic doesn't require a physician referral. Some insurers require referrals or may have additional requirements for certain medical care. All appointments are prioritized on the basis of medical need.

- **507-538-3270**
- 7 a.m. to 6 p.m. Central Time, Monday through Friday

Appointments at Mayo Clinic in Arizona and Florida

Specialists in oncology, radiation, and surgery at Mayo Clinic campuses in Florida and Arizona also care for people with sarcoma.

- **Mayo Clinic Arizona**
Appointment Office: 800-446-2279 (toll-free)
8 a.m. to 5 p.m. Mountain Time, Monday through Friday
- **Mayo Clinic Florida**
Appointment Office: 904-953-0853
8 a.m. to 5 p.m. Eastern Time, Monday through Friday
- Or complete an online appointment request form <https://www.mayoclinic.org/forms/us-resident-appointment>

Mayo Clinic’s campus in Minnesota

Thousands of people come to Mayo Clinic’s campus in Rochester, Minnesota, each day for diagnosis and treatment of medical problems. Most people are treated on an outpatient basis, meaning their evaluation, tests, and treatments are done in the clinic, and they return to their home or lodging at the end of the day.

“Mayo Clinic” commonly refers to:

- Mayo Clinic (outpatient care)
- Mayo Clinic Hospital Methodist Campus—downtown campus
- Mayo Clinic Hospital Saint Marys Campus—0.8 miles from downtown campus

These facilities in Rochester form an integrated medical center dedicated to providing comprehensive diagnosis and treatment in virtually every medical and surgical specialty.

Mayo’s extended downtown campus comprises about 30 buildings and five parking ramps. At the heart of the downtown campus are the Gonda and Mayo buildings. Most of the doctors’ offices and examination rooms, as well as some testing areas, are located in these buildings. The T. Denny Sanford Pediatric Outpatient Center is on the 16th floor of the Mayo Building.

- Outpatient care:
 - Primarily on downtown campus
- Inpatient care:
 - Mayo Clinic Hospital Methodist Campus (downtown campus)
 - Mayo Clinic Hospital Saint Marys Campus (west of downtown campus)
 - Mayo Eugenio Litta Children’s Hospital (located within Saint Marys campus)

Rochester is a city of more than 111,000 and the largest city outside of the Minneapolis-St. Paul metropolitan area in Minnesota.

For more information including video guides: <http://videotours.mayoclinic.org/minnesota-videos/>

‘Subway’ and skyway system

Mayo Clinic has a “subway” level of climate-controlled walkways connecting buildings of the Mayo complex as well as hotels and shopping areas to enable you to get around without going outside. On the subway level, you’ll find a patient cafeteria, the Mayo Clinic store with medical supplies, newsstand, pharmacy, shops, food, and more. A similar above-ground skyway system allows you to move among buildings without going outside.

Mayo Clinic pharmacies

Mayo Clinic has outpatient pharmacies in several locations in Rochester. Prescriptions from your Mayo Clinic doctor can be filled at any of these pharmacies.

Getting to Mayo Clinic

Mayo Clinic is located 80 miles south of the Minneapolis/St. Paul International Airport. That is a 90-minute drive, if you rent a car. You also can pay for shuttle service or limousine transportation to Rochester.

There also is a local non-hub airport—Rochester International Airport—about seven miles from downtown Rochester.

Lodging

Hotels, motels, short-term housing, extended-stay lodging, campgrounds, and RV parks are all available in the vicinity of Mayo Clinic.

For more information: <http://www.mayoclinic.org/patient-visitor-guide/minnesota/travel-lodging-maps/lodging>

Also available for patients who qualify is housing from nonprofit organizations:

- **Ronald McDonald House**—Home away from home for families with ill children seeking medical care in the community; a 42-room house located between the two medical campuses of Mayo Clinic in Rochester; <http://www.rmhm.org>.
- **Sandra J. Schulze American Cancer Society Hope Lodge**—60 private suites for adult patients (and their caregiver) undergoing active outpatient cancer treatment at least three times per week; community dining room, kitchen, family room, library, and laundry facilities; <http://www.cancer.org/treatment/supportprogramsservices/hopelodge/rochester-mn/rochester-mn-about-our-facility>

Getting around in Rochester

Transportation options in Rochester include:

- Mayo Clinic shuttle—A free wheelchair-accessible patient/visitor shuttle that runs continuously Monday–Friday between the Gonda Building downtown and Mayo Clinic Hospital Saint Marys Campus
- Car rental
- Taxis
- Hotel shuttles—Some hotels and motels offer guests complimentary shuttle service to and from Mayo Clinic
- City bus
- Special transportation for people with disabilities

For more information: <http://www.mayoclinic.org/patient-visitor-guide/minnesota/travel-lodging-maps/getting-around>

Accessibility services

Mayo Clinic offers free on-campus accessibility services for patients who need assistance. Door attendants and patient care staff can help you arrange accessibility services.

Wheelchairs and strollers:

- Free of charge for use on Mayo Clinic campus
- Wheelchairs located throughout the campus and hospitals
- Larger-sized wheelchair available; ask a door attendant or call General Service, 507-266-7100
- Strollers can be checked out at the west doors of Gonda Building and main (west) entrance of Mayo Clinic Hospital Saint Marys Campus
- Scooters, walkers, and wheelchairs needed for off-campus use can be rented at the Mayo Clinic Store in the Siebens Building, subway level

Sign language interpreters:

- Available at no charge to patients; tell registration staff or appointment secretary if you will need an interpreter

Volume-controlled telephones and Telecommunications Device for the Deaf (TDD):

- Request from staff at information desks in Mayo and Gonda buildings

Patient escorts to and from appointments:

- A free service for patients with visual impairments, those who use wheelchairs, and others who have difficulty walking; inquire with staff members in patient care areas or Mayo Clinic information desks

For more information: <http://www.mayoclinic.org/patient-visitor-guide/minnesota/becoming-a-patient/accessibility-services>

Parking

Mayo Clinic has many parking ramps for different buildings. Ask when making your appointment which ramp will be best for you. Many Mayo Clinic buildings and parking ramps are connected by underground walkways called subways.

For more information: <http://www.mayoclinic.org/patient-visitor-guide/minnesota/travel-lodging-maps/parking>

Dining

Mayo Clinic patients come from all over the world, and the dining choices in Rochester reflect diverse tastes. Rochester has more than 160 restaurants ranging from fine dining and international cuisine to fast food and takeout.

Concierge Services

Mayo Clinic offers free concierge services to all patients. Concierge Services can advise you about lodging and transportation options (including the best options for traveling between the Minneapolis airport and Rochester) and local attractions and business.

Concierge Services:

- Mayo Building, lobby level, inside the International Center
- 8 a.m. to 5 p.m. Central Time, Monday through Friday (no appointment necessary)
- By telephone and email, 8 a.m. to 6 p.m. Central Time, Monday through Friday
507-538-8438, concierge@mayo.edu

For more information: <http://www.mayoclinic.org/patient-visitor-guide/minnesota/becoming-a-patient/concierge-travel-services>

Patient Travel Services

Mayo Clinic offers fee-based personal travel services to assist patients and families, including flight reservations, changes to existing itineraries, hotel reservations, and ground transportation including shuttle, limousine, and car rental reservations.

Patient Travel Services:

- Siebens Building, Subway Level
- 8:30 a.m. to 5:30 p.m. Central Time, Monday through Friday (no appointment necessary)

- By phone or email
720-956-6055 or 866-551-3392 (toll-free in U.S. and Canada)
Fax: 507-266-6276
mayopatienttravel@mayo.edu

For more information: <http://www.mayoclinic.org/patient-visitor-guide/minnesota/becoming-a-patient/concierge-travel-services>

CaringBridge

Mayo Clinic offers CaringBridge, a free Web service to help you stay in touch with loved ones. Through CaringBridge, family members can post messages, updates, and pictures. Loved ones can respond with messages of support and encouragement. Families often find CaringBridge easier to use than making and receiving multiple phone calls. CaringBridge can be accessed by anyone with Internet access. The service is secure, private, and confidential.

What to bring to your appointment

Bring the following with you when you come to Mayo Clinic for your appointment:

- A list of your current medications and dosages. You may bring the prescription containers with you to your first appointment.
- Medical information and radiology images and reports supplied by your doctor if requested by Mayo Clinic.
- Any forms you were asked to bring.
- The name, address, and telephone number of the referring doctor if applicable.
- Written authorization of referral from your HMO or PPO if you are covered by one of these organizations.
- Your insurance information and Medicare card if you have one.
- Your Mayo Clinic registration number and plastic ID if you were given one on an earlier visit.
- Your pharmacy name, address, city, state, and ZIP code for any prescriptions you might need filled.
- Items to help pass the time between appointments. Mayo Clinic has a free wireless network. Computers with Internet and email access are available for Mayo Clinic patients and their family members Monday through Friday in the Patient Communications Center on the lobby level of the Gonda Building and at patient libraries at both Mayo Clinic Hospital campuses.
- A copy of your living will or other advance directive form for your doctor to review and place in your medical record. (If you haven't done so already, consider creating an advance directive to ensure your wishes are communicated now and going forward.)

Be sure to follow any special instructions such as diet that you have received.

MAYO CLINIC PATIENT STORIES

Read about some of our sarcoma patients and their experiences at Mayo Clinic.

- Fibrosarcoma patient
<http://sharing.mayoclinic.org/discussion/goals-achieved-beat-cancer-walk-again/>
- Ewing's sarcoma pediatric patient
<http://sharing.mayoclinic.org/discussion/one-good-shot-to-make-things-right/>
- Ewing's sarcoma patient
<http://sharing.mayoclinic.org/discussion/beating-the-odds-again-john-fultons-islet-cancer-treatment/>
- Synovial cell sarcoma patient
<http://sharing.mayoclinic.org/discussion/sarcoma-diagnosis-proves-to-be-a-blessing-for-young-mom/>