

Ask Mayo Clinic is all about your students' health

- It's about making informed decisions. Good decisions are based on good information. *Ask Mayo Clinic* gives the students information they need to make the best health care decisions
- It's about reassurance when questions come. When students need a little help deciding what to do next, it's great to know that an experienced registered nurse is waiting for their call. *Ask Mayo Clinic* is available 24 hours a day, 7 days a week to help your students decide on the most appropriate level of care for illness or injury.
- It's about information from a source you can trust. When your students need reliable health information, trust the *Ask Mayo Clinic* registered nurses, who draw on the proven resource of Mayo Clinic. No fads – just the facts, from a source you've come to respect and trust.

Ask Mayo Clinic is offered as a supplement to student health insurance plans provided by Student Assurances Services, Inc. *Ask Mayo Clinic* is administered by MMSI, a Mayo health company.



333 North Main Street
P.O. Box 196
Stillwater, MN 55082-0196

For more information call (800) 328-2739

Reliable Health Information from a 24-Hour Nurse Line



Ask Mayo Clinic **Reliable health information from a 24-hour nurse line**

As health care costs continue to climb, institutions are searching for ways to manage costs while still providing students with access to the high quality health care. Students that find themselves without health insurance may incur large medical bills and no longer have the resources to continue their education. One of the most successful strategies is to help your students become responsible, informed health care consumers. When students choose the right level of care, everyone benefits.

- Students receive the care they need in an appropriate setting, saving them valuable time and money
- Payors can be confident that the claims they pay are for necessary and appropriate treatment
- Institutions increase participation in strategic health programs and initiatives important to overall population health management

This 24-hour nurse line is staffed by experienced registered nurses who draw on the resources of Mayo Clinic to help students choose the right level of care for illnesses and injuries, and access appropriate resources for their personal health needs.

A Proven Approach to Managing Health Care Costs

According to a report by the American College of Physicians, as many as 25 percent of primary care office visits and 55 percent of emergency room visits are unnecessary. Providing convenient phone access to reliable health answers is proven to reduce unnecessary emergency room and primary care physician visits, as well as inappropriate health care resource utilization. The report cites an average ROI of \$2 to \$3 for every \$1 invested in a telephone triage system.

This holds true with *Ask Mayo Clinic* clients – results show 40 percent of *Ask Mayo Clinic* callers are redirected to a lower (less emergent) level of care than their original intention.

Students residing on campus may find themselves helpless in determining whether a minor illness is a serious problem and the health services are closed. By calling *Ask Mayo Clinic*, the student can get their questions answered immediately. Often the outcome of the call may be to wait until the campus health service is open to obtain the necessary care.



The *Ask Mayo Clinic* Advantage

Ask Mayo Clinic draws upon the collective wisdom of more than 2,000 Mayo Clinic physician experts representing nearly every medical specialty. *Ask Mayo Clinic* guidelines, protocols and self-care recommendations are developed and reviewed by Mayo Clinic medical experts.

Ask Mayo Clinic nurses also have ongoing access to these physician specialists for questions on complex cases. Sound nursing judgment, excellent clinical resources and a staff average of 22 years clinical experience make *Ask Mayo Clinic* a premier triage resource for your organization.

Ask Mayo Clinic nurses use state-of-the-art algorithm-based triage software. Based on the symptoms described by the caller, *Ask Mayo Clinic* nurses can choose from more than 500 algorithms to help them reach an endpoint recommendation for care. The use of algorithms ensures that life-threatening symptoms will be recognized early in the conversation so the caller can be referred for treatment. Algorithms also promote consistency in recommendations from call to call.

How *Ask Mayo Clinic* Works

- After purchasing insurance from Student Assurance Services, Inc., students will receive information explaining *Ask Mayo Clinic* and the toll-free phone number along with their ID card.
- Students are informed that *Ask Mayo Clinic* is not a substitute for the campus health service but a tool they can use when the resources of the campus health service are not available. *Ask Mayo Clinic* registered nurses can help students decide if they need to see your doctor.
- The information explains when to call *Ask Mayo Clinic* and what to expect. *Ask Mayo Clinic* does not diagnose conditions and is not a substitute for 911.
- *Ask Mayo Clinic* does not answer health plan benefit questions. Students are directed to call Student Assurance Services, Inc. for plan information, eligibility or claim status. If your plan utilizes the services of a Preferred Provider, the address of the Website containing network providers is also provided to the student.
- When the student calls *Ask Mayo Clinic*, a nurse may:
 1. Ask his or her name and phone number and other identifying information
 2. Ask about the symptom and provide help deciding if the services of a doctor or emergency room are necessary
 3. Give information on how to care for the student's condition
 4. Answer general health questions about medical conditions, medications and treatment
 5. If necessary, make a follow-up call for unresolved questions or concerns, if appropriate.



Redirecting callers to the appropriate level of care

- 40% Redirect to lower level of care
- 38% Agree with caller
- 22% Redirect to higher level of care

The greatest share of callers are directed to a lower level of care.

After speaking with an *Ask Mayo Clinic* nurse, callers chose the following options

- 33% Self-care
- 30% Call provider
- 23% Urgent care
- 12% Primary care appointment
- 2% Emergency procedure

Callers chose primary or self-care by a 3:1 margin over urgent/emergency care.

Satisfaction survey results*

- 97% report high levels of overall satisfaction with *Ask Mayo Clinic*
 - 95% say the *Ask Mayo Clinic* nurses addressed their concerns and answered their questions
 - 95% clearly understand what their next step should be when the call concluded
 - 99% feel the *Ask Mayo Clinic* nurses had a sincere desire to help them
- *A sample of 991 callers (who had requested general health information and symptom triage), were randomly selected for the survey, with a total of 435 callers surveyed.*