

Mayo Clinic Care Network Frequently Asked Questions

What is the Mayo Clinic Care Network?

The Mayo Clinic Care Network is a small and exclusive group of independent health systems carefully vetted by Mayo Clinic and granted special access to Mayo Clinic's knowledge and expertise. As part of the Mayo Clinic Care Network, South County Health physicians and providers can quickly access Mayo Clinic's latest research, diagnostic and treatment resources when additional input may benefit a patient's care.

Why did Mayo Clinic choose South County Health for membership in the Mayo Clinic Care Network?

South County Health was selected to join the Mayo Clinic Care Network by demonstrating a commitment to the highest quality, patient-centered care. Additionally, South County Health passed Mayo Clinic's comprehensive evaluation process that included an in-depth review of our organization, clinical and business practices, and quality, safety and service efforts.

What does this mean for South County Health physicians and providers and our patients?

By joining the Mayo Clinic Care Network, South County Health is bringing the expertise of the #1 hospital in the world* to Rhode Island, enhancing the exceptional care our patients already know and trust.

Our physicians and providers now have special access to Mayo Clinic's expertise and clinical resources, including insights informed by the care of over 25 million unique patients through the Mayo Clinic Platform, as well as the ability to consult directly with Mayo Clinic specialists when additional input may benefit a patient's care.

Most importantly, South County Health physicians and providers remain at the center of their patients' care, eliminating the need for patients to leave Rhode Island and/or incur additional cost.

**Mayo Clinic in Rochester, MN was ranked the #1 hospital in the world by Newsweek in 2026.*

How will this membership benefit South County Health and the community?

- **Brings expertise of the World's #1 Hospital to Rhode Island.** Becoming a member of the Mayo Clinic Care Network brings together the best of both worlds: the most trusted local care and the knowledge, expertise, and resources of the world's #1 hospital. Patients can access global expertise through their South County Health physician or

provider, at no additional cost, eliminating the need for patients to travel outside Rhode Island for second opinions and specialty consultations.

- **Transforms care locally.** By expanding the tools and expertise available to local clinicians, joining the Mayo Clinic Care Network enhances the high-quality care already available in the community and provides additional support for complex cases and specialized needs.
- **Investing in the long-term health of our community.** The benefits extend well beyond second opinions or specialty consultations. Through ongoing access to Mayo Clinic's knowledge, education, and innovation, local providers can continue enhancing the care they deliver while helping keep more patients close to home. That means a stronger local healthcare system today and greater access to the world's best healthcare for generations to come.
- **A first step in transforming community healthcare.** Joining the Mayo Clinic Care Network represents the first phase of South County Health's broader transformation strategy that will pioneer a new model of healthcare for community healthcare – one that provides special access to the expertise of the world's #1 hospital, transformational digital capabilities, and locally governed, patient-centered care – while preserving the personalized, community-based care that has always been at the heart of South County Health.

What resources are available through the Mayo Clinic Care Network?

All South County Health doctors and providers can access a range of clinical resources from Mayo Clinic to benefit their patients, their practice and their ongoing professional development:

- **AskMayoExpert** – An online medical reference tool that offers disease management, care guidelines, treatment recommendations, patient education and reference materials for a wide variety of medical conditions.
- **eConsults** – An electronic consultation service that connects doctors and providers directly with Mayo Clinic specialists when they feel additional input will benefit their patient.
- **Inpatient Telephone Consults** — An informal telephone conversation, provider to provider, regarding the treatment of a hospitalized patient that requires semi-urgent to urgent intervention. This conversation can be used to assist in the diagnosis or management of patient care.
- **eBoards** – Live video conferences to promote educational and informal discussions on the management of complex cases with a Mayo multidisciplinary panel and other providers within the network.
- **Mayo Clinic Patient Education** – A library of materials that includes patient education print pieces within AskMayoExpert and a selection of patient education videos online.
- **Continuing Medical Education** — On-demand and accredited presentations, medical lectures and fully narrated surgical procedures by Mayo Clinic doctors and scientists are available to South County Health physicians and providers to enhance provider education while exploring new trends and developments in the medical field.

- **Health Care Consulting** — A program designed to share Mayo's experience and expertise and help us achieve desired levels of operational, financial and patient care excellence.

Will it cost patients more when their doctor or provider consults with Mayo Clinic?

No. Through this membership, Mayo Clinic's expertise and knowledge is shared with South County Health doctors and providers at no additional cost to the patient.

Can patients request a consult or second opinion with Mayo Clinic?

Typically, South County Health doctors and providers will request the consult with Mayo Clinic if it will benefit their patient's care. If patients are experiencing anxiety about their condition and would like a second opinion, they are advised to talk to their doctors or provider about requesting one. It can be done easily — at no additional cost — and without travel to another location. The doctor or provider and patient can then discuss the best treatment plan.

Does this mean that patients will automatically be referred to Mayo Clinic if they need more complex care?

South County Health doctors and providers have access to Mayo Clinic's research, diagnostic, and treatment resources so they can provide more patient care locally, reducing the patients' need to travel outside the region for care. There is no obligation for doctors and providers to refer patients to Mayo Clinic.

Will Mayo Clinic be contacting South County Health patients?

No. The interaction is between the medical professionals of South County Health and Mayo Clinic. Mayo does not see or contact the patient through these services.

How can I get more information? You will find more information at our website: **southcountyhealth.org/Mayo**