

Alma, Plainview and Wabasha Clinics are part of Lake City Medical Center – Mayo Health System. Each of the three locations has a comprehensive primary care clinic. The clinics offer family medicine as well as more specialized health care services. A dedicated team of medical care providers, consulting specialists and allied health staff receive approximately 40,000 patient visits each year. Wabasha providers regularly see patients in Alma and Plainview.



Wabasha Clinic was first established in 1933 and opened Alma and Plainview Clinics as its satellite locations years after that. Then in 2006, the three clinics merged with Lake City Medical Center as its off campus locations. The relationship was established to help ensure the long-term stability of Alma, Plainview and

Wabasha Clinics. That is essential in order to continue providing the best care possible to the residents of the areas which the clinics serve. Lake City Medical Center also has a clinic, hospital and a nursing home in Lake City.

Lake City Medical Center is part of Mayo Health System. The system is a network of community-based health care providers in cities and towns across the region that provides patients with convenient, local access to high quality health care services. The network includes clinics, hospitals and nursing homes in Minnesota, Iowa and Wisconsin. Our affiliation with Mayo Clinic ensures that our patients will continue to receive high quality health care services in their community and have the option to receive more specialized care in Rochester if needed.

## Appointments and Office Hours

*Appointments can be scheduled  
by calling the clinic of your choice:*

### Wabasha Clinic

*Mayo Health System*

*Part of Lake City Medical Center*

#### **Wabasha Clinic**

1202 Fifth Grant Blvd. West, Wabasha, MN 55981

Phone: 651-565-4571

Fax: 651-565-4818

8 a.m. to 5 p.m., Monday through Friday

### Plainview Clinic

*Mayo Health System*

*Part of Lake City Medical Center*

#### **Plainview Clinic**

275 First St. SW, Plainview, MN 55964

Phone: 507-534-3169

Fax: 507-534-3160

8 a.m. to 5 p.m., Monday through Friday

8 a.m. to Noon, Saturday

### Alma Clinic

*Mayo Health System*

*Part of Lake City Medical Center*

#### **Alma Clinic**

204 South Main St., Alma, WI 54610

Phone: 608-685-3241

Fax: 608-685-3841

8 a.m. to 4 p.m., Monday through Thursday

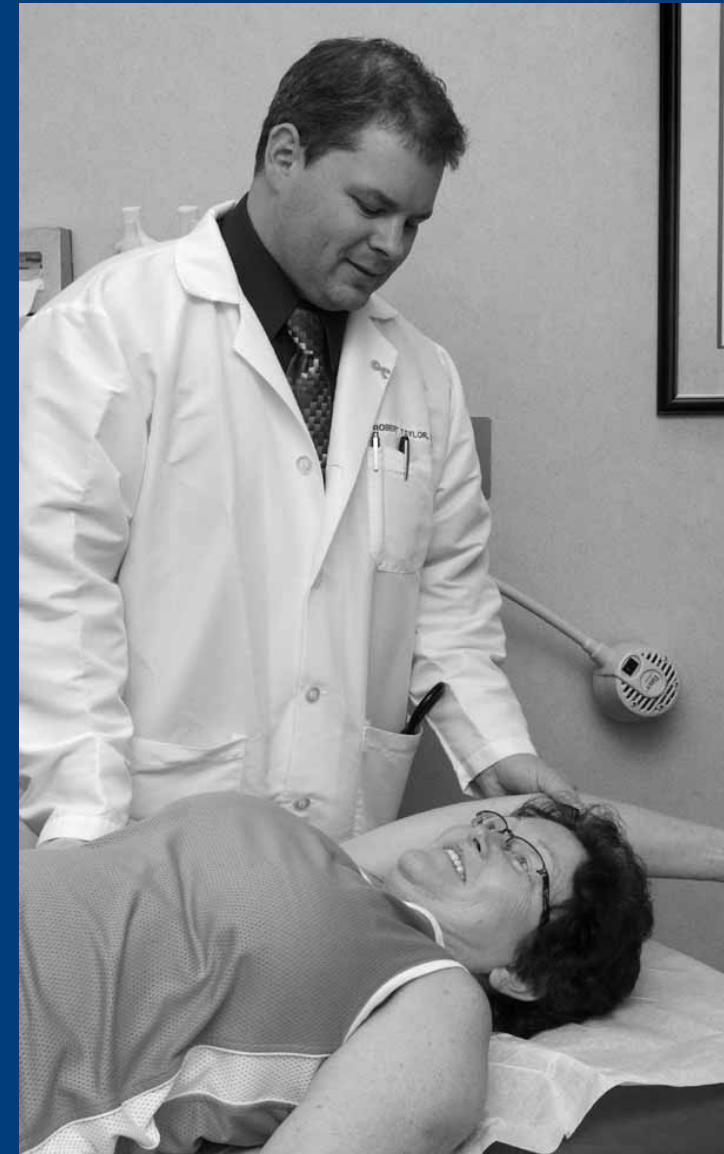
**Web site: [www.lakecitymedicalcenter.org](http://www.lakecitymedicalcenter.org)**

Please arrive 15 minutes before your appointment. If you are unable to keep your appointment, please cancel at least 24 hours in advance so that the opening can be given to another patient.

Office hours are subject to change.  
Please call for more information.

# Welcome to Alma, Plainview and Wabasha Clinics

*Excellence every day in every way*



## Choose a Primary Care Provider

We recommend you choose a family care provider for your primary care. By selecting one primary care provider, you are choosing to develop a relationship aimed at improving your health. Over time, your care provider will be more “in-tune” with your health care needs. Your appointments will become more beneficial as your care provider learns about your medical history, preferences and lifestyle. In addition, your primary care provider may be involved in any hospital and follow-up care.

For a complete list of Alma, Plainview and Wabasha providers, please refer to the insert included in this brochure.



## Specialty Care

If you require more specialized care, your primary care provider will refer you to one of our visiting specialists or to a specialist at another medical center. Medical specialists in the following areas see patients on varying schedules:

- Allergy
- Cardiology
- Ear, nose and throat
- Orthopedics
- Podiatry
- Psychiatry
- Psychology
- Urology

## Referrals to Mayo Clinic in Rochester

Patients who choose to go to Mayo Clinic in Rochester for specialized health care will find they have improved access to care. Your primary care provider or specialist will help you make a referral.

Once your specialized care is completed at Mayo Clinic, your provider will continue your regular care.

Your medical records — including lab tests and X-ray results — are readily available to Mayo Clinic physicians, when needed.

If you receive registration material from Mayo Clinic via mail, please complete and send it to Mayo Clinic in order to save time during your Rochester visit.

## Referrals to Other Specialized Centers

Patients have the option to seek services at medical centers, clinics and independent care providers other than Mayo Clinic. Your primary care provider will help you make these arrangements. If you have a managed care insurance plan, please discuss this with your provider so referrals can be made to the appropriate network specialists.

## Immediate Health Care

If you have an immediate health care need such as an upper respiratory infection, an ear infection, an acute skin condition, a minor burn, etc., our care providers are available to see you for a same day appointment. Please call ahead so that preparations for your same-day visit can be made. For immediate needs that require attention during evening or weekend hours, call St. Elizabeth's Hospital in Wabasha at 651-565-4531 and ask to speak with the nurse in charge.

If you are experiencing a life-threatening medical emergency, call 911 or the emergency number in your community.

## Hospitalization

Most Alma, Plainview and Wabasha Clinic care providers and visiting specialists are available to see patients at St. Elizabeth's Hospital in Wabasha. Our general surgeon and other visiting specialists often perform surgery there. Your primary care provider also may be involved in your hospital and follow-up care.

St. Elizabeth's Hospital and the three clinics are separate business organizations, and therefore you will receive two bills for services provided. Your clinic bill will include charges for any medical care administered by your primary care provider during your hospital stay. Your hospital bill will arrive separately.

If you need to be hospitalized for medical or surgical treatment, your primary care provider will make arrangements for your hospital admission. Your primary care provider also will give you any preadmission instructions.

## TIPS FOR HEALTH CARE

- When scheduling an appointment, call as far in advance as possible. Specify the nature of your problem so we can schedule an appropriate amount of time for your visit.
- Please check in at the front desk 15 minutes prior to your appointment. At this time, inform the receptionist of any changes in your address, telephone number, insurance coverage, marital status, etc., that may have occurred since your last visit.
- A nurse is available to answer medically related questions when you call. This nurse will be able to direct you to other health care providers when necessary.
- All requests for medication refills should be directed to your local pharmacy. Please contact your pharmacy at least one week before your medication runs out.
- If your primary care provider asks to see you at a later date for a follow-up exam, lab work or a conference, please make arrangements with the receptionist before you leave.
- If you have immediate health care needs, we will make arrangements to see you that same day. Please call ahead whenever possible so that we can prepare for your arrival.



## Your Satisfaction

Alma, Plainview and Wabasha Clinics are proud of the tradition of providing high-quality health care to the region. If you have a question or concern, please call 651-565-4571 and ask for our clinic administrator. Your comments help us improve our services.

## Insurance

If you have insurance, the clinics will file your claims for you. Please provide the receptionist with the name and address of your insurer, as well as the appropriate policy or Medicare numbers.

Inquiries regarding insurance can be directed to our insurance manager at 651-565-4571 during business hours.

## What to Bring to Your Appointment

- All medications you are taking
- Your insurance and/or Medicare or Medicaid ID cards
- Medical records if you were seen at another facility
- Completed general medical history forms the clinic may have mailed to you

## It May Be Helpful to Answer the Following Questions Before Your Appointment:

- What are your symptoms?
- When did they start?
- Have they become more severe, less severe or constant over time?
- Do these symptoms occur at a certain time of day or during a certain activity?
- What medications are you taking, including over-the-counter and herbal remedies?
- How long have you been taking those medications?
- Do not be afraid to ask questions of your provider. You may find it helpful to write them down beforehand.