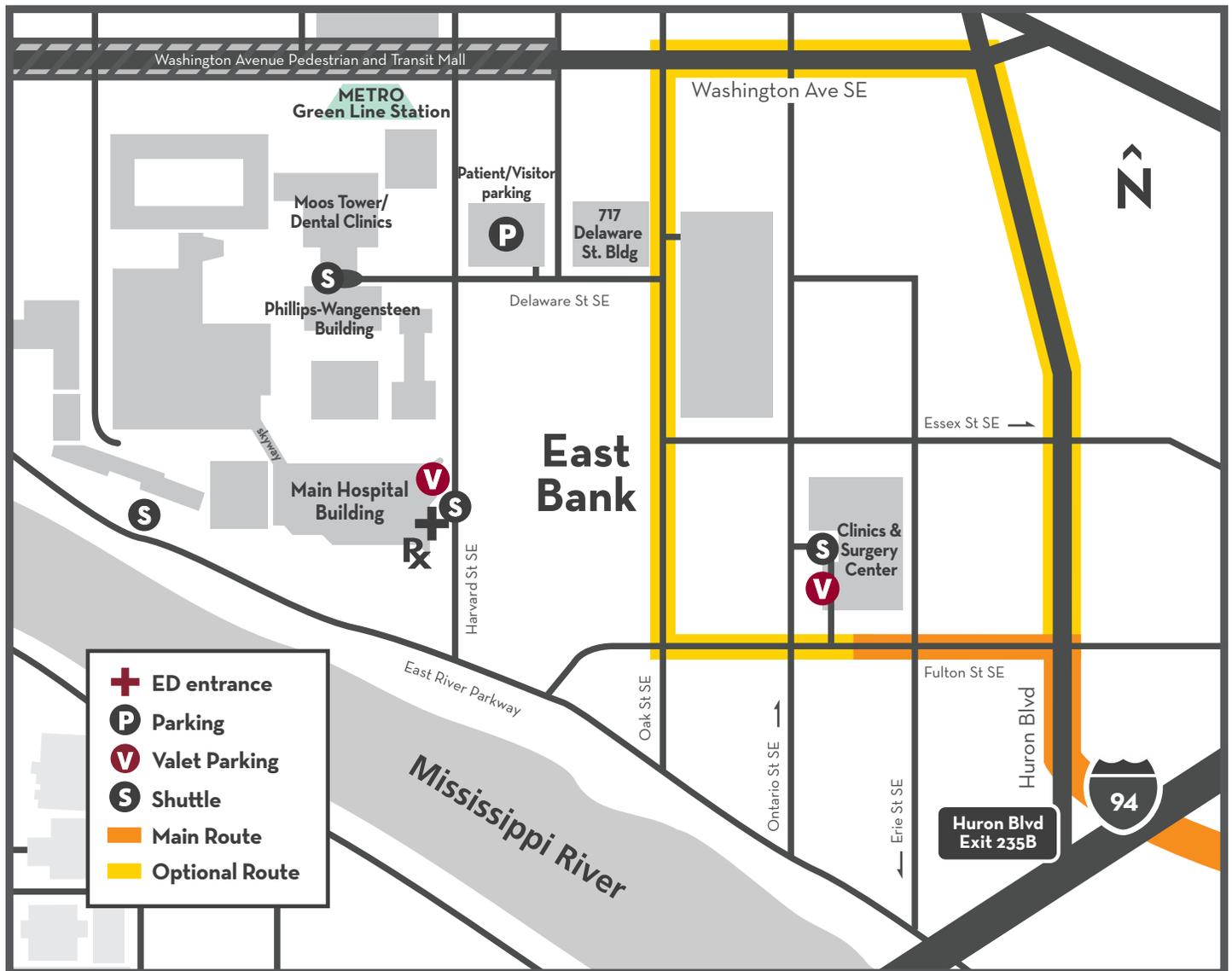


East Bank Clinics and Surgery Center

University of Minnesota Health Clinics and Surgery Center



We recommend you take the route highlighted in orange when coming to our hospitals and clinics. If the Fulton Street left turn is congested, an optional route is highlighted in yellow on the map above. Directions are on the back of this map.

Location

University of Minnesota Health Clinics and Surgery Center

909 Fulton St. SE
Minneapolis, MN 55455

M Health patient concierge will be available at the main entrance and throughout our Clinics and Surgery Center to help you find your clinic.

Visit MHealth.org/CSC for more information.



Directions to Clinics and Surgery Center

1. Take I-94 to exit 235B, Huron Boulevard, and merge into the left turn lane.
2. Turn left on Fulton Street. Clinics and Surgery Center will be on your right. Turn into the driveway where you see the “Entry” circle sign for valet parking service and directions to self-park.

If the Fulton Street left turn is congested, an optional route is highlighted in yellow on the map on reverse.

M Health shuttles

There are shuttles available for patient and visitor transportation between Clinics and Surgery Center and other campus locations.

East Bank Shuttle: This shuttle runs on a continuous loop between three locations on the East Bank: Clinics and Surgery Center, Phillips-Wangenstein Building and the main hospital building (University of Minnesota Medical Center/Unit J).

Clinics and Surgery Center/West Bank Shuttle: Shuttle travels between Clinics and Surgery Center and University of Minnesota Masonic Children’s Hospital (South Building) on the West Bank. Shuttle runs every 20 minutes. Departs from Clinics and Surgery Center on the hour, and 20 and 40 minutes after the hour. Departs from West Bank (South Building) 10, 30 and 50 minutes after the hour.

M Health Shuttle Hours:

Monday-Friday, 5 a.m.–8 p.m.

(After-hours shuttle pickup available between 8-10 p.m. by calling 612-273-4544)

Saturday, 7 a.m.–1:30 p.m.

(After-hours shuttle pickup available 5:30-7 a.m. by calling 612-273-4544)

For more information about additional shuttle options, including the best shuttle options for METRO Green Line riders, please visit MHealth.org/CSC.

Public Transportation

For information on METRO Green Line (closest stop is Stadium Village Station) and Metro Transit bus routes and stops, go online to metrotransit.org or call the Transit Information Center at 612-373-3333.



Parking

Valet parking

We encourage patients and visitors to use the convenient valet parking service at Clinics and Surgery Center. Enter the main arrival plaza from Fulton Street. Valet cost is a \$7 flat-rate fee, regardless of the length of your visit. Tips are not expected.

Self-parking

Enter the main Clinics and Surgery Center arrival plaza from Fulton Street. From there, parking attendants will direct you to the best self-parking option. Bring your parking tickets inside with you and pay for parking before leaving to get the reduced parking rate.

Parking at Oak Street Ramp: Self-parkers who choose to park in the Oak Street Ramp should enter the ramp on Ontario Street SE (one block down from Clinics and Surgery Center’s main entrance). Use the center lane designated “M Health” and park on the ground level of Oak Street Ramp.

If the ramp’s sign says “Full” or “Reservations Only,”

patients and visitors can still pull into the far left lane (Ontario entrance only). Speak to the attendant in the booth and he/she can pull a ticket for you to enter and park.

Please bring your ticket inside with you to pay for parking to receive the M Health reduced parking rate.

Visit MHealth.org/CSC for more information.



YOUR VISIT TO OUR CLINICS AND SURGERY CENTER



University of Minnesota Health Clinics and Surgery Center is designed for you. Community focus groups and conversations with our patients drove many of the design and patient experience features you'll find during your visit.

BEFORE YOUR VISIT

Please log into MyChart and check the Visits tab to see if you have any check-in requirements. You may have pre-visit prep like medical history questionnaires to fill out prior to your visit.

If you're not signed up for MyChart, instructions for how to sign up are included in the letter portion of your itinerary.

GETTING HERE

Please use the enclosed map and addresses to help plan your visit to our Clinics and Surgery Center. Enter the arrival plaza from Fulton Street where valet parking is offered at a flat fee of \$7, regardless of the amount of time you are parked. Tips are not expected. Patients who want to self-park are encouraged to enter the valet/arrival plaza. Parking attendants can direct you to the best parking options. Metered street parking is also available and subject to meter rates.

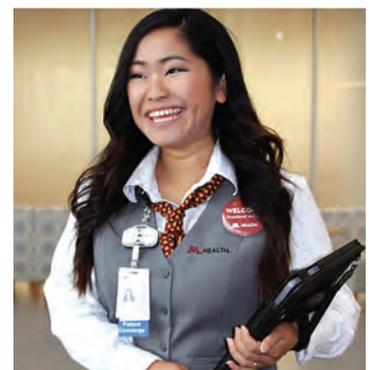
Notice: Monday-Friday, between 7-9 a.m., parking in metered spots on Fulton Street near the Center is not permitted. In addition, parking in metered spots on Fulton Street from Erie Street to the entrance of Clinics and Surgery Center is not permitted from 7-11 a.m. Your car will be at risk of being towed during these times (also applies to disability parking permit holders).

Go to MHealth.org/csc for detailed parking information.

ARRIVAL

You will be greeted at the entrance by a Concierge team member who will escort or direct you to your appointment location.

(information continued on other side)



Patient concierge



APPOINTMENT CHECK-IN

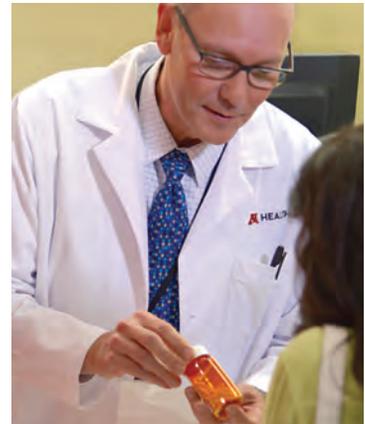
- Using a handheld tablet, a patient concierge will check you in for your appointment. Please bring your photo ID.
- If it's your first visit, we will ask to take your photo. This helps your care team get to know you and deliver more personalized care.
- You'll be given a Care Connect badge to wear during your visit. This badge allows clinic staff to easily find you when it's time for your appointment, and alerts staff if you have been waiting too long at any point during your visit.
- If you haven't done so from home using MyChart, you may be asked to complete your pre-visit questionnaires or confirm your current medications on a tablet before you see your provider.



Care Connect badge

DURING YOUR VISIT

- The Fulton Street Café on Floor 1 offers a great selection of food and beverages, including sandwiches, salads and snacks.
- Visit the Discovery Bars on each floor to learn more about University of Minnesota Health and explore clinical trial and research study opportunities.
- Clinics and Surgery Center does not have magazines or televisions in common areas, so you may want to bring reading materials or electronic devices (with headphones). Visitors have access to free Wi-Fi service.



On-site pharmacy

AFTER YOUR APPOINTMENT

If you were prescribed a medication, consider using the convenient pharmacy on Floor 1 and leave with your prescriptions in hand, avoiding an extra stop. You can also sign up to get refills mailed directly to your home.

BEFORE YOU LEAVE

- Use the valet tablets on the Discovery Bars on each floor to call for your car and pay the \$7 valet fee. Or stop by our parking desk at the north exit to pay for valet or self-parking fees. (If you self-park at the Oak Street Ramp, bring your ticket inside and receive a discounted rate by paying at our parking desk vs. paying at the ramp exit.)
- Don't forget to drop your Care Connect badge in the bins at each exit.



Valet tablet

For more information about your visit, go to [MHealth.org/csc](https://www.mhealth.org/csc).

The University of Minnesota Health brand represents a collaboration between University of Minnesota Physicians and University of Minnesota Medical Center.

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