

Patient Story

How video appointments are changing the way Mayo Clinic patients receive care

Video	Audio
	In today's increasingly digital world, everything from banking to shopping and getting a ride is at your fingertips. And Mayo Clinic is working to make health care just as accessible and convenient ...
Steve Ommen, M.D. Center for Connected Care Mayo Clinic	"... so that Mayo Clinic can go out to where our patients are digitally, rather than forcing the patients to come to our facilities if they don't need to be in our buildings for the care they're getting."
	Dr. Steve Ommen says one of the ways that's being done is by offering video appointments that allow patients to stay at, or closer to, home while being treated for various conditions. One of those patients is Dena Reese.
Dena Reese	"I can tell when I'm running out of medicine."
	Dena has Parkinson's and is able to check in with her Mayo Clinic neurologist, Dr. Rodolfo Savica, every few months without having to make the 1,300-mile trip from her home in Texas to Rochester.
Dena Reese Patient	"We couldn't afford to come every three months to Minnesota since we're here in Texas, but it's like being right there almost with him."
	Just like he does for an in-person visit, Dr. Savica gets a page when Dena is connected and ready for her video appointment. With the help of her husband who holds the phone, Dena is able to show Dr. Savica different movements and exercises.
	"It's been wonderful, wonderful. I was having issues with my mouth twitching ... and within one minute of me talking to Dr. Savica, he said, 'You're on too much medication.' So we changed it, and it got so much better."

	Dr. Ommen says connected care provides the opportunity to match the intensity of care delivery to the intensity of the need.
	"Patients that need to have a fancy CT scan or a top-end surgeon do a procedure need to be here to get those things done. Many patients don't need that, and with our ability to connect imaging studies remotely, to see the patients remotely, to get data from them, allows us to make care much more convenient for them and much more affordable for them."
	Through this technology, Mayo Clinic is able to provide high-quality digital health care that still has a human touch.
Rodolfo Savica, M.D., Ph.D. Neurology Mayo Clinic	"No, don't cry, don't cry. No need to cry. But seriously, Mrs. Reese, Mr. Reese, that is the entire purpose of this initiative. We make sure that people that are far away from us can follow up regularly with us."
	For the Mayo Clinic News Network, I'm DeeDee Stiepan.