My Mayfield
secure, online portal to serve you better!

• Learn about your condition
• Read patient stories
• Look up insurance providers
• Find current clinical trials
• Download medical history forms
• Pay your bill online
• Read patient FAQs

Potential Conflicts of Interest
Physicians are patient advocates, so any potential conflict of interest is a concern to all of us at Mayfield. We try to avoid potential conflicts but some are unavoidable and others are desirable for the patient. For example, a surgeon’s decision to recommend an operation rather than a non-operative approach can represent a financial conflict of interest even though the surgery is the best treatment option. Ownership in treatment or diagnostic facilities may also represent a potential conflict of interest. These relationships can be viewed as competitive services. Nonetheless, they can be viewed as potential conflicts.

Since its founding in 1937, Mayfield has established a proud record of fulfilling its mission of patient care, research and teaching and has established a world leadership role in the high-tech field of neurosurgery. As such, your surgeon may devote some of his time to training and teaching other surgeons in advanced surgical techniques or the use of implants. In doing so, he may be compensated for his efforts. Your surgeon also may use implants or devices in your surgery that were manufactured by companies for which the surgeon has done research and received some compensation. For example, the Mayfield Headrest, a device to stabilize the head during brain surgery, is used in practically every neurosurgery operating room throughout the world and was developed by our founder, Dr. Frank Mayfield. These relationships could be viewed as potential conflicts, even though your surgeon believes these are superior alternatives to other approaches.

Please discuss these issues with your surgeon if you have questions or concerns regarding any of these matters. A list of Mayfield’s financial relationships, or those of your specific Mayfield physician, is available upon request.

Statement of Nondiscrimination
Mayfield Brain & Spine complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Language Assistance
Español / Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-513-386-6683.

Deutsch / German
KONTAKT: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose sprachliche Hilfsleistungen zur Verfügung. Rufen Sie 1-513-386-6683.

Italiano / Italian
ATTENZIONE: se parla italiano, è a disposizione un servizio di interpretazione gratuito. Chiamare il numero 1-513-386-6683.

Português / Portuguese
ATENÇÃO: Se falas português, temos um serviço gratuito de tradução. Ligue para 1-513-386-6683.

Chinese / Chinese
注意：如果您用中文交流，我们有免费的翻译服务。请拨打1-513-386-6683。

Japanese
注意：日本語を話される場合、無料の言語支援をご提供しております。電話番号1-513-386-6683。

Arabic
اللغة العربية
اتجاهك: إذا كنت تتحدث العربية، يمكننا تقديم خدمات ترجمة مجانية. اتصل بنا على 1-513-386-6683.

Korean
주의: 한글을 사용하시는 경우, 비용이 발생하지 않는 해석 서비스를 이용하실 수 있습니다. 1-513-386-6683으로 문의해 주십시오.

Oromo (Oromo) / Cushite

Vietnamese
TIẾN Y / Vietnamese
CHUYÊN VÍ: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-513-386-6683.

We are pleased that you have chosen Mayfield Brain & Spine for your neurosurgical care.
Every day we strive to uphold the highest standards in medical practice and to give our patients individualized treatment to meet their special needs.

To help us better serve you, please review these items before your appointment.

- Confirmation of your appointment
- Enclosed forms to complete before your appointment
- Map to the office
- Information about your physician
- Mayfield’s financial policy

MayfieldClinic.com
Over 4 million people visit MayfieldClinic.com each year to find out more about Mayfield, learn about a condition or procedure in our patient education library, and watch our videos and webinars on YouTube. Check out the patient stories of those who have similar conditions to you.

Patient Portal — MyMayfield
You can access information about your medical record through our secure online portal.

Select “Patient Log In” in the upper right corner of our website and follow these easy steps:

1. If you are a current patient, please “log in.”
2. If you are a new patient, you will need a Personal Identification Number (PIN) before you register.
3. If you have a PIN, please “register.”
4. If you do not have a PIN, call 513-221-1100 or 800-325-7787 to obtain one. Then, you can complete the registration process and access the MyMayfield portal any time.
Insurance and Payment
Depending on whether you have insurance, and the extent of your coverage, you may be asked to make a payment at the time of your visit. We suggest that you contact your health insurance carrier before your appointment to verify benefits and coverage, and to confirm that your Mayfield provider is in network with your insurance plan.

To find out if your Mayfield provider is in network with your plan, you will need to call the number on your insurance card. If requested, Mayfield’s Tax ID is 31-0588183.

If your insurance requires a referral, it is your responsibility to make sure the referral has been completed. If payment is denied due to a missing referral, you may be responsible for payment.

Your copayment, coinsurance, deductible and any previous patient balance are due at the time of your visit. If you require a surgery/procedure, a payment request may be made prior to scheduling. For your convenience, Mayfield accepts cash, personal checks, Visa, MasterCard, American Express and Discover.

Please remember to bring your most current insurance card for all your health insurance plans with you to your office visit. If you do not bring your card, we will ask that you pay at the time of your visit.

Copayment
Any copayment required by your health insurance plan will be collected at the time of service.

Out-of-Network Insurance
If Mayfield Brain & Spine is not in network with your insurance plan, you will be asked to make payment at the time of your visit. Under special circumstances we may assist you in obtaining benefits from your insurance company.

No Insurance
If you do not have health insurance, we ask that you make payment at the time of your visit.

Workers’ Compensation and Self-Insured Employer
If you are being seen for a work-related injury, your claim must be approved by the Bureau of Workers’ Compensation or self-insured employer.

If approved, please provide the following information: date of injury, claim number, the name and billing address of the managed care organization that administers your benefits, and the name of your treating physician.

If your claim is pending or not approved, Mayfield will submit a claim to your health insurance company. If you do not provide your workers’ compensation claim number, and you do not have health insurance, we ask that you make payment at the time of your visit.

Billing Questions
For billing questions or to speak with a financial counselor, call 513-569-5300 or toll-free 800-325-7787.

Appointments
Please bring these important items to your first appointment:
- Completed forms from this packet, including a list of medications and dosages
- MRI or other images and written reports, unless already provided during Priority Consult
- Any other images and written reports
- Name and address of your family doctor and other referring physician
- Insurance card and/or Medicare or Medicaid card
- Referral or authorization forms, unless already provided during Priority Consult
- Workers’ compensation claim allowance letter, unless already provided during Priority Consult
- Any special forms that need to be completed
- Payment for services not covered by insurance, including copayment, coinsurance and deductibles
- Signed financial responsibilities form
- Photo identification

Future Appointments
Follow-up appointments can be scheduled at the office or by calling our Initial Care Department at 513-221-1100 or 800-325-7787.

Delays and Cancellations
If you will be late for your appointment, please notify us as soon as possible. If you need to reschedule or cancel an appointment, please call our Initial Care Department at least 24 hours before your appointment.

Because our physicians are sometimes called into medical emergencies, there may be times when your office visit is delayed or canceled. If this happens, we will notify you as soon as possible. If necessary, we will reschedule your appointment at the earliest possible time.

Outpatient Services
We understand the importance of having as many of your medical services as possible conducted with efficiency and coordination, and we have invested in some outpatient facilities and services to help provide comprehensive treatment. These include:
- Mayfield Imaging Center
- Mayfield Spine Surgery Center
- Mayfield Procedure Suite
- Mayfield Physical Therapy

We hope that if you have the opportunity to use these services, you will find them superior in all respects.

Our Mission
To provide the best neurosurgical care for our patients. We will accomplish this through:
- Superior clinical outcomes
- Compassionate patient care
- Education and research
- Innovation

Important Contact Numbers
Appointments / General 513-221-1100
Billing / Financial Counselors 513-569-5300
Toll Free 800-325-7787
Email comments@mayfieldclinic.com

Mayfield accepts CareCredit
To learn more about low interest or no interest payment plans, visit www.CareCredit.com or contact one of our financial counselors at 513-569-5300.

No Insurance
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Workers’ Compensation
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If approved, please provide the following information: date of injury, claim number, the name and billing address of the managed care organization that administers your benefits, and the name of your treating physician.

If your claim is pending or not approved, Mayfield will submit a claim to your health insurance company. If you do not provide your workers’ compensation claim number, and you do not have health insurance, we ask that you make payment at the time of your visit.

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