



## **A TRADITION OF CARING**

Our **GOAL** is to provide you with compassionate, individualized, and comprehensive health care. Good communication between you, your family, and our physicians and staff is vital to achieving this goal.

We have four clinic locations that specialize in the care and treatment of cancer and blood disorders. Many people are apprehensive when visiting a physician and we strive to reduce any anxiety you may have. The following information will aid you in understanding our services, but if you need further information, please do not hesitate to call the clinic nearest you. We appreciate the opportunity to participate in your healthcare needs.

### **OFFICE HOURS AND LOCATIONS**

Athens	(903) 675-1322	8:00 AM – 5:00 PM	Monday thru Friday
Cedar Creek Lake	(903) 802-7799	8:00 AM – 5:00 PM	Tuesdays only
Henderson	(903) 392-8150	8:00 AM – 5:00 PM	Mondays and Wednesdays only
Jacksonville	(903) 589-1327	8:00 AM – 5:00 PM	Tuesdays and Thursdays only
Tyler	(903) 592-6152	8:00 AM – 5:00 PM	Monday thru Friday

(Note: Please contact our office for confirmation of days and hours as they are subject to change.)

### **PHYSICIANS**

Our physicians are Board Certified and/or board eligible in Medical Oncology, Hematology, Internal Medicine, Hospice and Palliative Medicine. We have a physician “on call” 24 hours a day. If you have an after-hours emergency, please call the appropriate office number listed above and our answering service will contact the on call physician. If you feel you have a life threatening emergency, please call 911.

### **APPOINTMENTS**

A scheduled appointment is required for all visits, including those with physicians, labs, and/or infusions. Patients who show up in a non-emergent situation will be asked to return for their scheduled appointment. If the patient’s condition appears to be an emergency, a nurse will be called to assess their situation. If you are a new patient, you will be required to arrive 45 minutes **prior** to your scheduled appointment time. If you are an established patient and have an appointment to see the physician and or receive treatment, we request that you arrive 30 minutes **prior** to your appointment. Failure to arrive timely may result in your appointment being rescheduled.

### **DISABILITY FORMS**

We will complete your Disability & Medical/Family Leave forms, but please allow us 10-15 working days to complete the forms. A \$15 fee is payable at the time the forms are dropped off at our office.

### **HOSPITAL VISITS**

As part of our services, our physicians care for patients at East Texas Medical Center (Athens, Henderson, Jacksonville, and Tyler), and Trinity Mother Frances Health System in Tyler. We try to see our hospitalized patients prior to office hours, however sometimes it is later in the evening before we can see everyone.

### **INFUSION SERVICES**

We provide chemotherapy in our on-site infusion centers which are staffed with experienced registered nurses who follow careful ONS guidelines. We also work closely with the radiation oncologists at the ETMC Cancer Institute in Tyler, as well as the Athens Cancer Center.

### **LABORATORY**

Our in-house laboratories meet the strict and detailed requirements for certification by the Clinical Laboratory Improvements Amendment (CLIA) under the authority of the Health Care Financing Administration. Our labs feature state-of-the-art equipment operated by caring, registered medical technologists. For your convenience, we also accept lab work performed at other laboratories.

### **OUTPATIENT TESTING**

As a courtesy to our patients, we will schedule most outpatient testing for our patients. Every effort will be made to ensure that the facility is contracted with the patient's insurance company, however any outpatient amounts associated to deductible, co-insurance, co-payment, and any other out-of-pocket amounts (including out-of-network balances), will be the responsibility of the patient and/or responsible party. It is the responsibility of the patient to ensure the outpatient testing facility is considered in-network and/or contracted.

### **PATIENT COUNSELING**

We have a counselor available to provide emotional and practical support to patients and their families. A wide variety of educational resources, along with individual and group counseling, is available at no cost to our patients.

### **PAYMENT & OTHER FINANCIAL POLICIES**

We will discuss insurance coverage and benefits with you on your first office and/or treatment visit. We do expect to collect any co-payments, co-insurance, or deductible at the time of service. If we are a participating provider with your insurance plan, we will file a claim with your primary insurance. As a courtesy, we will also file secondary insurance claims. However, your policy is a contract between you and your insurance company and you are ultimately responsible for the entire balance on your account. It is also your responsibility to notify our office of any change in your insurance coverage. Our physicians are participating providers with Medicare, Medicaid and most other insurance plans. It is the patient's responsibility to ensure that our physician/practice is in-network with your insurance company. If our physician is considered out-of-network with your insurance company, we will file the claim for you; however, you will be responsible for all out of pocket amounts. For our convenience, we accept cash, personal check and most major credit cards. There is a \$35.00 charge for all returned checks.

### **PRESCRIPTION REFILLS**

Please allow 24 hours for prescription refills. We only refill medications which have been prescribed by our physicians. To speed up your request, please make sure you have the following when requesting a refill:

- Name of medication, strength, frequency, and quantity
- Number of refills requested
- Name and telephone number of your preferred pharmacy

### **RESEARCH / CLINICAL TRIALS**

Research is one of the most important weapons in the fight against cancer. Clinical trials test new medical approaches in cancer patients and are important in developing new treatments. Many of the standard treatments we have today were developed based on the results of previous clinical trials. As a patient, you may have the opportunity to receive newly developed cancer treatments or investigational drugs through participation in clinical trials.

Through these trials, patients can gain immediate access to new and promising treatment regimens for different types of cancer. All studies are reviewed and monitored for adherence to strict standards and protocol.

If you are interested in discussing these options, please talk with your oncologist. Participation in research and clinical trials is dependent upon numerous factors related to your health and upon the availability of the trials currently being offered.

### **TELEPHONE CALLS**

Our professional nurses can answer many of your questions. They confer directly with our physicians and make every effort to call you back promptly. Calls received before 4:00 PM are returned before 5:30 PM the same day. Calls received after 4:00 PM are returned the next business day.