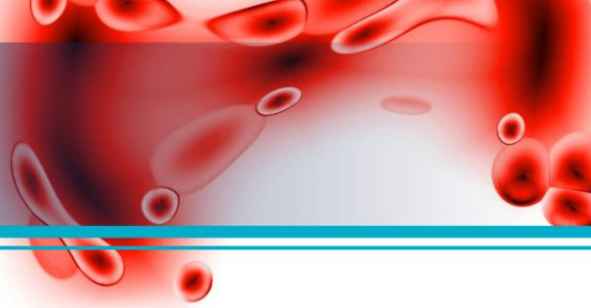


# HEMATOLOGY

and Blood Disorders



## Mission

**To provide comprehensive, compassionate care that enhances the lives of patients and their families.**

Illinois CancerCare has provided medical care for patients with cancer and **blood disorders** since 1977. Illinois CancerCare is one of the largest private oncology and **hematology** practices in the nation. We were among the first to bring physicians, nurses and state-of-the-art cancer and **blood disorder** treatment to patients right in their home-town communities. Almost every resident of central Illinois who needs it can receive the very best care and latest treatments within an hour from his or her home, eliminating the burden of long travel and unfamiliar surroundings during a difficult time.

As you read through this information, please know that our physicians, advanced practice nurses, nurses, and staff are always available to answer your questions.

Take advantage of our website at [www.illinoiscancercare.com](http://www.illinoiscancercare.com).

We have a patient portal at our practice. A patient portal is an on-line web site allowing you to access your health information safely quickly and easily. We believe that providing you with useful tools to participate in your care will allow us to take care of you in the most optimal way.

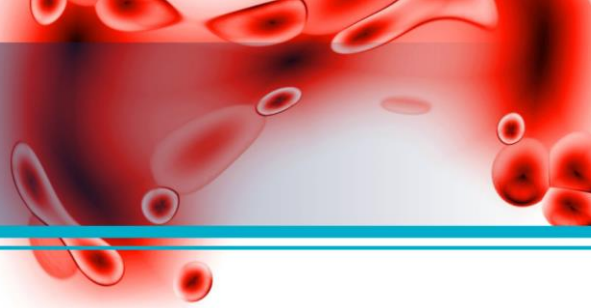
To join the portal, provide us with your email address on our patient registration form. An invitation to join the portal will be sent to your email address. Click the link and follow the instructions to set up your portal account. Access to the portal is through the Illinois CancerCare website at [www.illinoiscancercare.com](http://www.illinoiscancercare.com).

The cover letter included should give you instructions about the clinic that you will be visiting to see your Illinois CancerCare physician. Also there is detailed information about each location, under "Clinic Locations" on our Web site, [www.illinoiscancercare.com](http://www.illinoiscancercare.com).

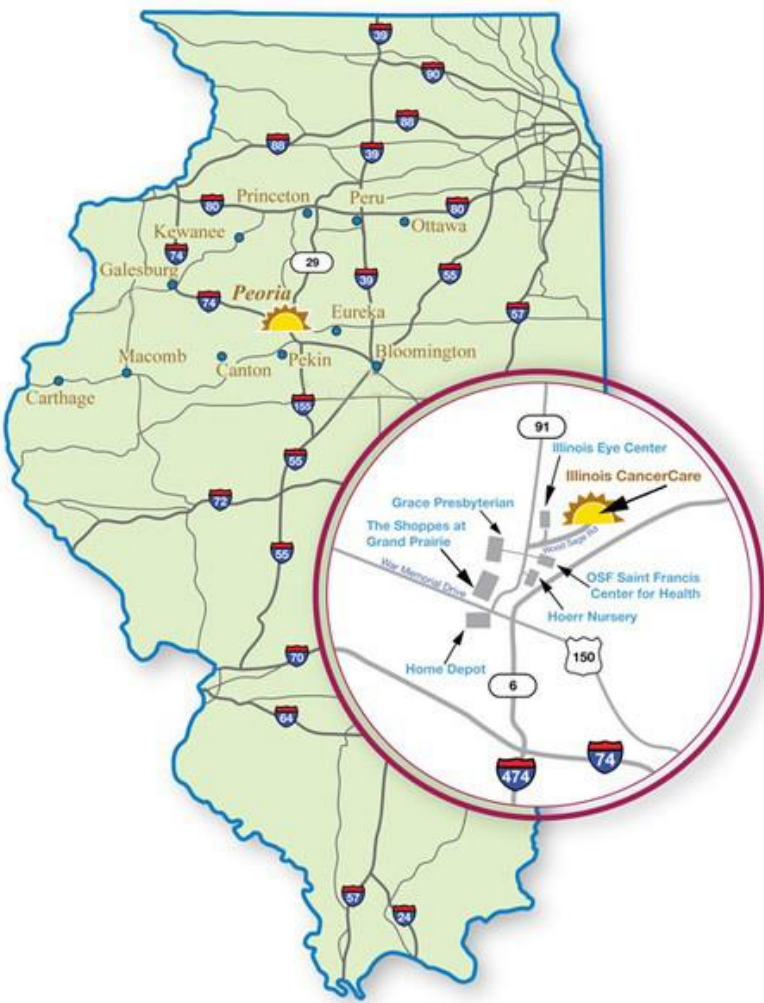
You will receive information about the Healthcare Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule, which created national standards to protect individuals' medical records and other personal health information. The law enables patients to find out how their information may be used, and about certain disclosures of their information that have been made.



# HEMATOLOGY and Blood Disorders



## Locations



### Peoria Center

(8AM – 5PM) M-F  
309-243-3000  
Toll Free - 866-662-6564  
8940 North Wood Sage Road  
Peoria, IL 61615

### Kewanee Clinic

Monday only  
309-852-0596  
OSF Saint Luke  
Medical Center  
– Specialty Clinic  
1051 West South St.  
Kewanee, IL 61443

### Bloomington/Normal Clinic

(8AM – 5PM) M-F  
309-662-2102  
3105 Magory Drive  
Bloomington, IL 61704

### Macomb Clinic

T & Th only  
309-833-3503  
501 E Grant St.  
Macomb, IL 61455

### Canton Clinic

W - Th Only  
309-649-8960  
180 S. Main Street  
Suite 2E  
Canton, IL 61520

### Ottawa Clinic

M-T-F only  
815-431-9270  
Fox River Cancer  
Center  
1200 Starfire Drive  
Ottawa, IL 61350

### Carthage Clinic

Tuesday only  
217-357-6877  
Carthage Memorial Hospital  
– Memorial Medical Building  
1450 N. Co. Rd. 2050  
Carthage, IL 62321

### Pekin Clinic

M-T-W-Th only  
309-353-0214  
603 S 13th St.  
Suite E  
Pekin, IL 61554

### Eureka Clinic

Wednesday only  
309-467-2371  
101 S. Major St.  
Eureka, IL 61530

### Peru Clinic

M-T-W-Th &  
1<sup>st</sup> F of each month  
815-223-7010  
Valley Regional Cancer  
Center  
4391 Venture Dr.  
Peru, IL 61354

### Galesburg Clinic

M-F  
309-341-3000  
336 Home Boulevard  
Galesburg, IL 61401

### Princeton Clinic

Thursday only  
815-875-3010  
530 Park Ave East  
Fourth Floor  
Princeton, IL 61356

**After hours, weekend and holiday Emergency  
Call 309-243-3000**

**(answering service will take call)**

Bloomington Clinic – 309-662-2102

### Other important numbers

Illinois CancerCare Retail Pharmacy – 309-243-3404

Quality Assurance – 309-243-3456

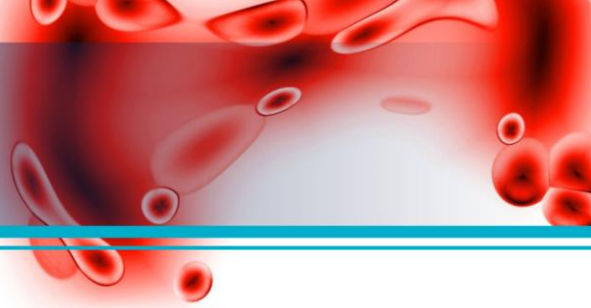
*(share your opinions, comments, concerns and suggestions)*



**ILLINOIS  
CANCERCARE, P.C.**  
*Specializing in Cancer and Blood Disorders*

# HEMATOLOGY

and Blood Disorders



## First Visit

As a patient new to Illinois CancerCare, you probably have some questions about our facilities and preliminary procedures. The following information will give you an overview of what to expect.

### **Where do I go when I arrive?** *Peoria Clinic*

Ample parking is available at our medical facility. If you have a disability, several parking spots for handicapped individuals are available at the front of the building. Please take advantage of our circular drop-off area and volunteers who are available to help you get inside the building. Once inside, please check in with the receptionist, who will direct you to your appointment location. If you are scheduled for lab work or an x-ray, this will most likely be handled before your visit with one of our physicians. Since appointments are scheduled in advance, patients are seen in the order scheduled. Arriving early will not get you in to see the doctor before your appointment time.

If, for any reason, you cannot keep your appointment, please notify us as soon as possible.

At the Peoria Clinic you will proceed through the building and will be electronically queued from one place to another. Do not worry about checking in with anyone other than the front door receptionists.

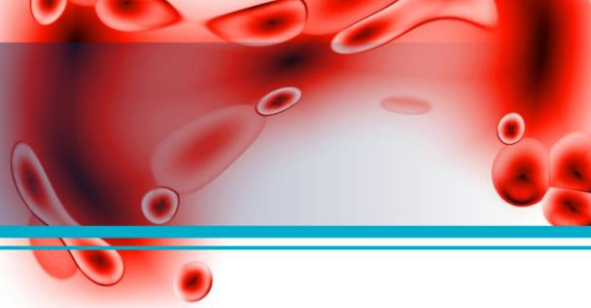
### **Where do I go when I arrive?** *All other satellite clinics*

The cover letter that you received with this packet should give you instructions about the clinic that you will be visiting to see your Illinois CancerCare physician. Also there is detailed information about each location, please see specific clinic instructions under "Clinic Locations" on our Web site, [www.illinoiscancercare.com](http://www.illinoiscancercare.com).

### **All clinics:**

Any concerns you have about insurance coverage will be addressed by our healthcare team and billing professionals. (see financial section for more detail) Every visit our receptionist will verify your identification, address, phone number, current primary physician and current insurance information. Please notify our office immediately of any changes.





## Appointment Procedures

### **Please bring a list of current medications to each appointment.**

Before you meet one-on-one with an Illinois CancerCare physician, a medical assistant will take your vital information. Your provider will discuss specific issues related to your blood disorder and treatment. The provider may need to run further tests, to have a clearer understanding of the diagnosis.

Scheduling future appointments will be done at the time of check out. The schedulers will also schedule any required tests, procedures or hospitalizations.

### **Advanced Practice Nurses (APN)**

An advanced practice nurse is a licensed RN who has completed a master's or doctorate degree in nursing and is board certified. APN's work in collaboration with your physician.

### **Inclement weather**

If the weather is inclement and the office decides to close or decides to start later than normal you can find this information by the following means:

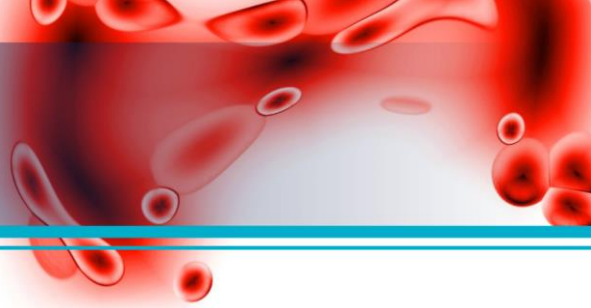
- Call 309-243-3010 to listen to a pre-recorded message announcing any changes in the Peoria office's hours or the satellite clinics' hours.
- Watch/listen to the local TV/radio stations for a closure announcement.
- Check the internet for announcements at [www.illinoiscancercare.com](http://www.illinoiscancercare.com).
- If the offices at Illinois CancerCare are closed a staff person will be contacting you within 2 days to reschedule your appointment.

**Holidays:** The following is a list of holidays that Illinois CancerCare observes:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

**Smoking or the use of any tobacco or nicotine products is not permitted anywhere at our clinics or on our grounds.**





## Telephone Call Procedures

Here are some of the options on our phone system to press when you call:

- All medical questions and scheduling questions stay on the line
- Test results or refills Press 2

If you receive a voice message - Clearly leave your name, Date of birth and phone number and you will be called back within the day. It is a good idea to spell your name when leaving a message as it makes it more clear who is calling.

### Medical calls

Make a list of problems, concerns, and questions before you call the office. Keep a current medication list available.

We will determine if your problem/question can be answered or if you need to be seen in our office that day. If it is beyond our ability to provide care at any of our clinics we will have you go to the Emergency Room or call 911.

### Test Results or Refill requests - Press 2 in phone options

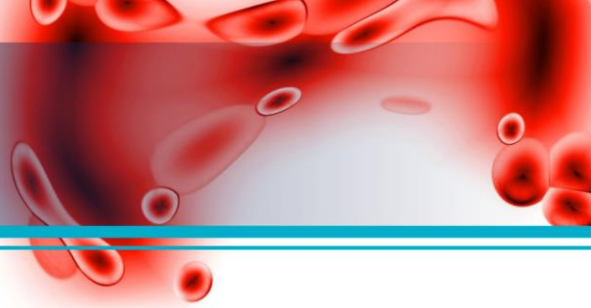
If you are calling for test results, remember that most physicians schedule a follow-up visit to discuss test results with you. If your doctor has told you he or she will call you with test results, please remember that may take several days for test results to become available. The doctor must personally review the test before you can receive a call about the results. If you are waiting for your doctor to call with results and you have not heard back within a week please call the office. We will make sure those results are seen by your doctor as soon as possible.

Refill requests – if you receive a voice message leave your name, Date of birth, phone number and the medication that needs to be refilled. You will be called back by the end of the day.

**You may also use the patient portal to find test results, to request refills or to ask medical questions. Portal sign up is available on our website at [illinoiscancercare.com](http://illinoiscancercare.com).**

# HEMATOLOGY

and Blood Disorders



## After Hour Phone Calls

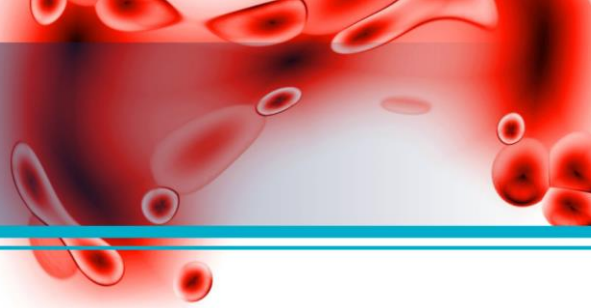
Between the hours of 5PM and 8AM a phone call will be transferred to the answering service who will then call the oncologist on-call. The oncologist will call you back but may not be familiar with your situation if they have not had time to pull up your record from the electronic health record.

Please have any medications, allergies, and your pharmacy telephone number and any other pertinent information ready when you call. If your phone blocks unknown calls, please "Unblock" your phone while waiting for the doctor to call you.



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## Pharmacy and Prescriptions

The Illinois CancerCare **Peoria facility, Bloomington facility and Galesburg facility** have full retail pharmacies on-site.

The Illinois CancerCare Pharmacies are reserved for use by Illinois CancerCare patients only which reduces the time patients spend waiting for prescriptions to be filled. They stock many hard-to-find cancer and blood medications and prices are very reasonable. The Illinois CancerCare Pharmacies accept most prescription insurance plans and are open whenever the clinics are open.

In addition to the on-site pharmacy, patients can order medication refills online through our patient portal or from our website [www.illinoiscancercare.com](http://www.illinoiscancercare.com). Just log in and fill out the refill order form.

**Free Delivery service is available in the Peoria area during the Center's normal business hours.**

**Free Federal Express service is available to those living outside Peoria's delivery area.**

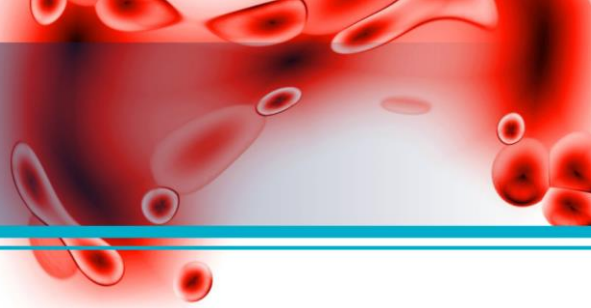
**Pharmacy hours** – 8:00 to 5:00 Monday through Friday

**Peoria direct phone** – 309-243-3404

**Bloomington direct phone** – 309-243-3018

**Galesburg direct phone** – 309-243-3017





## Patient Bill of Rights and Responsibilities

As a patient receiving our Pharmacy services and to ensure the finest care possible, we want you to understand your role, rights and responsibilities involved in your own plan of care. Part of providing care is open and honest communication, respect for personal and professional values, and sensitivity to differences.

### It is the Patient's right to:

- Choose where you receive pharmacy services.
- Receive considerate and respectful care.
- Receive medication in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap.
- Discuss and request information related to your specific drug therapy including possible side effects, drug interactions, and cost of therapy.
- Make decisions about drug therapy prior to and during course of treatment and to refuse a recommended treatment.
- Have your plan of care remain private and confidential, and expect that pharmacy staff will emphasize confidentiality about your treatment with other parties entitled to review your information and records.
- Receive instructions on handling drug recall.
- Express concerns, grievances, or recommend changes to your Pharmacy services without fear of discrimination or reprisal.
- Decline pharmacy services at any point in time.

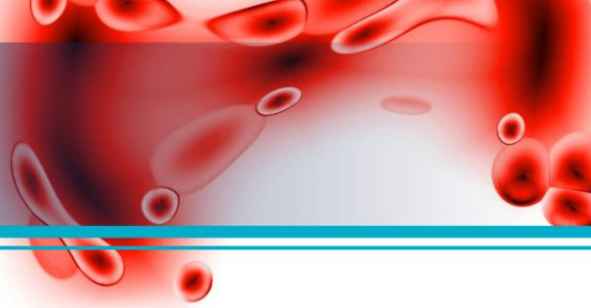
The Collaborative nature of healthcare requires that patients and/or their families participate in their care. Effectiveness of patient care and satisfaction with the course of drug therapy will depend in part on the patient fulfilling certain responsibilities.

### Patient Responsibilities

- Provide accurate and complete information regarding your past and present medical history.
- Report any cancellation of scheduled appointments and/or treatments.
- Participate in the development and updating of drug therapy.
- Communicate whether you clearly comprehend the course of treatment.
- Comply with the plan of care and clinical instructions.
- Accept responsibility for your actions, if refusing treatment or not complying with, the prescribed treatment and services.
- To respect the rights of Pharmacy personnel.
- Notify your Physician and the Pharmacy with any potential side effects and/or complications.
- Notify Illinois CancerCare via telephone or in person when medication supply is running low so refill may be completed for you promptly.
- Submit any forms that are necessary to bill insurance or assist with drug therapy costs.







## Financial Fees and Billing

### Payments and Statements

- Co-pays for office visits, and all co-insurance are requested at the time of service.
- Financial Counselors are available to review costs of treatment and assist with other payment options.
- Responsibility for all bills incurred remains with the patient. If you have a financial problem this should be discussed with the Business Office. A statement of your account will be sent to you monthly

### Insurance and Medicare

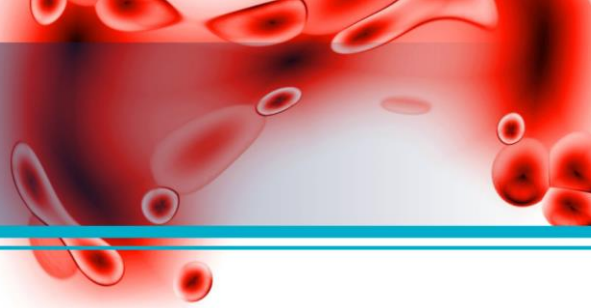
- Our office will bill your insurance company for all services
- If you have Medicare, we will send all charges directly to Medicare for you. Our office is a participating provider with Medicare. Payment from Medicare will come direct to our office. We will then bill your supplemental insurance if you have provided us with that information. After our office receives Medicare and/or supplemental insurance payment, you will be billed for any balance that remains.
- Patients with Illinois Department of Public Aid coverage must bring a current medical card at the time of each visit.
- If your insurance company requires you to have tests or be hospitalized at a particular hospital, please inform our receptionist. If you have tests ordered or need to be admitted per a phone conversation with one of our doctors please inform them of your insurance requirements. Hospitalization Pre-certification is the responsibility of the patient.

### Credit Policy

- Health insurance is designed to help you meet the cost of medical care; however, the basic responsibility of payment is yours. Your insurance contract defines to what extent the insurance company will reimburse for services rendered at Illinois CancerCare. There is not a contract between the insurance company and your doctor. It is the obligation of the patient to notify our business office of any insurance changes.

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## Laboratory and Imaging

### Laboratory – Peoria clinic

**Hours 7:30 AM to 4 PM M-F except holidays**

**Clinic sites** – laboratory testing and imaging is available at each clinic site and will be explained per site.

Our lab is staffed with registered medical technologists and certified phlebotomists. Our phlebotomists can perform catheter draws as well as venipunctures.

Prescheduled laboratory work can be done 2-3 days before your appointment. If tests are to be done the day of your doctor's appointment, please arrive 30 to 45 minutes early so we can complete the tests before you see your doctor.

### Imaging – Peoria Clinic

**Hours 7:30 AM to 4 PM M-F except holidays**

**All radiology tests are by appointment only**

Our experienced technologists are licensed in Radiography, CT, and Nuclear medicine.

Technologies available at the Peoria clinic:

#### **X-ray – Chest x-rays and other plain x-rays**

You will be given an appointment time and date when your x-ray is scheduled

#### **Dexa Scan**

A Dexa Scan determines your risk for osteoporosis. The test is completely painless and provides your risk score in just a few minutes. If you take calcium or Vitamin D supplements, please stop taking them one day prior to your exam. On the day of your exam, wear elastic waist pants and tennis shoes.

**Pet/Ct** – you will be given detailed instruction when your scan is scheduled.

**CT Scan** - you will be given detailed instruction when your scan is scheduled.

**All results will be reviewed by your physician.**

