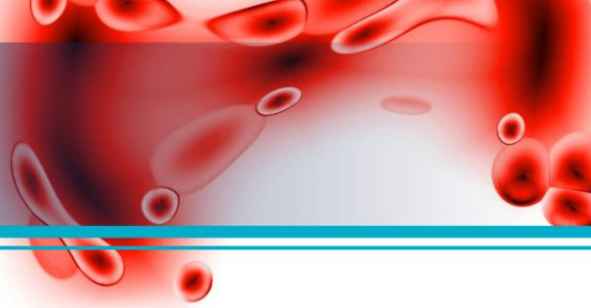


HEMATOLOGY

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 treatment 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.

Please check out our website at www.illinoiscancercare.com. On the website you can access the Illinois CancerCare Patient Portal. A patient portal is an on-line website allowing you to access your health information safely, quickly and easily. We believe that providing tools to assist you in participating in your care allows us to provide optimal care.

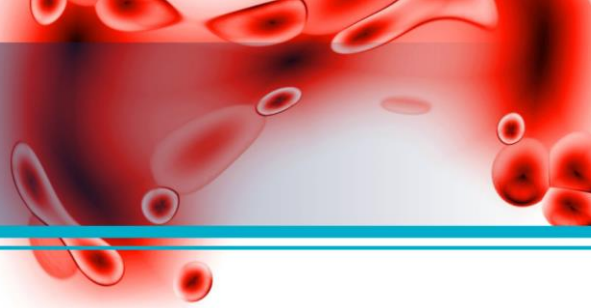
To join the portal, provide your email address on the patient registration form. An invitation to join the portal will then be sent to your email address. Click the link and follow the instructions to set up your portal account. Access to the portal is through the Illinois CancerCare website at www.illinoiscancercare.com. The cover letter included with this packet gives instructions about the clinic where you will be seeing your Illinois CancerCare physician. There is also detailed information about each clinical location on the website under "View Our Locations."

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.

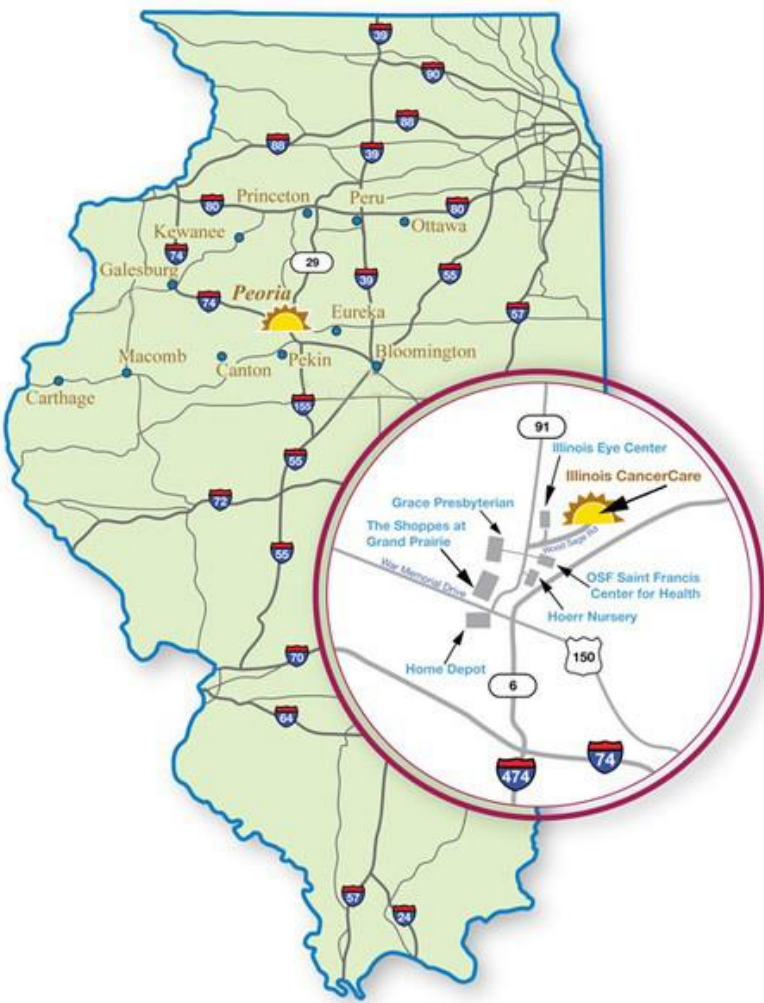


HEMATOLOGY

and Blood Disorders



Locations



Treatment Close To Home

We currently have 12 clinics in central and western Illinois.

- Bloomington
- Canton
- Carthage
- Eureka
- Galesburg
- Kewanee
- Macomb
- Ottawa
- Pekin
- Peoria
- Peru
- Princeton

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

Illinois CancerCare Billing Office – 309-243-3500

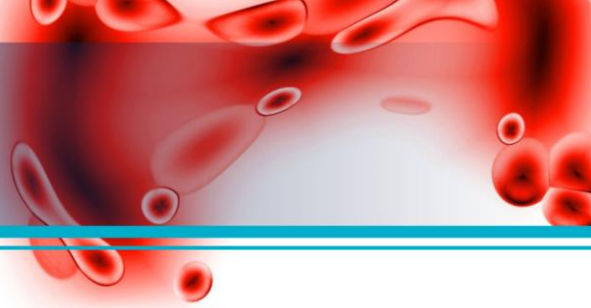
Quality Assurance – 309-243-3456

(share your opinions, comments, concerns and suggestions)



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 are disabled, several handicapped parking spots are available at the front of the building. Please take advantage of our circular drop-off area. Volunteers are available to assist you into the building. Once inside, please check in with the receptionists who will then direct you to your appointment location. Usually, lab and x-rays, if needed, will be performed before your appointment with the physician. Patients are seen in the order in which they are scheduled.

At the Peoria location, as you move from one area to another (i.e., lab to pod waiting room) the staff will be notified electronically. Do not worry about checking in with staff other than the receptionists at the front door.

If, for any reason, you are not able to keep your appointment, please notify us as soon as possible at 309-243-3000.

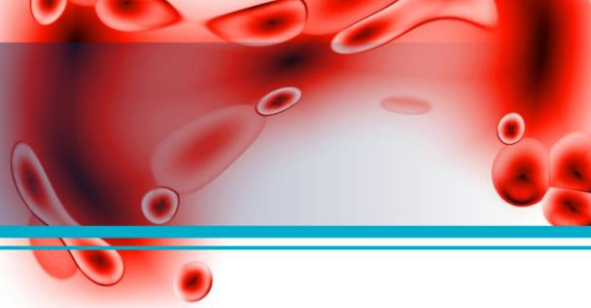
Where do I go when I arrive? *All other satellite clinics*

Please refer to the enclosed cover letter for instructions about your clinic location. There is also detailed information about each clinic location on the website (www.illinoiscancercare.com) under "Clinic Locations."

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.

Cancellations, Late and Dismissal Policies

Cancellation and Late Policy

We understand that unplanned issues come up and that sometimes you will need to cancel appointments.

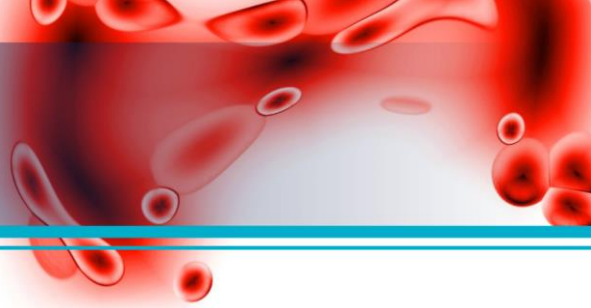
We ask that if you are unable to keep an appointment, please call our office at least 24 hours ahead of time so that the appointment time can be made available to other patients that require care.

Please be aware that patients who consistently are late or miss appointments may be dismissed from our practice.

Dismissal Policy

At Illinois CancerCare, we are committed to providing each patient with the highest quality care while extending the utmost respect for each individual and their needs. In return, we also ask that our patients and their loved ones extend the same courtesy to our staff and physicians. Patients who demonstrate non-compliant, rude or disruptive behavior may be dismissed from our practice.





Appointment Procedures Cont.

Inclement weather

Clinic hours may change due to inclement weather. Please do not begin travel until you have confirmed clinic opening time. If there are severe winter conditions, you may choose from the following three options:

- **ONE** Call 309-243-3010, after 6am, you will get a pre-recorded message that will tell you if the office is closed or opening late.
- **TWO** Watch or listen to local television stations and check on our Facebook page - **Illinois CancerCare Foundation** - for office closing or opening late messages.
- **THREE** Log onto www.illinoiscancercare.com for office closing or opening late messages. Weather announcements will be posted on the home page.

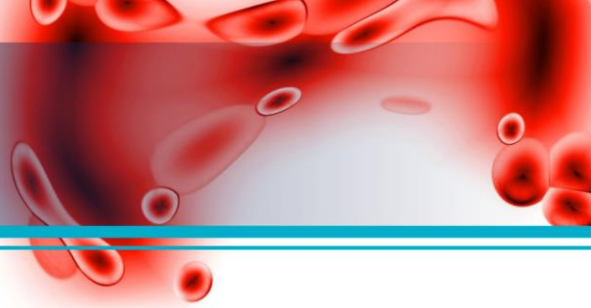
If the offices at Illinois CancerCare are closed, a staff person will be contacting you within 24 hours to reschedule your appointment.

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

If there is anything we can help you with, please feel free to contact us by calling 309-243-3000 or 866-662-6567 (toll free). Here are the options for our phone system when you call:

- Press 2 **for new patient referrals**
- Press 3 **to make or reschedule an appointment**
- Press 4 **for a prescription refill**
- Press 5 **for the billing office** (direct line 309-243-3500)
- Press 6 **for help with FMLA, disability** or other paperwork.
- Press 7 **to speak to a nurse** regarding your treatment
- For all other calls please remain on the line

If you receive a pre-recorded message, clearly leave your name, date of birth and phone number. You will be called back within the day. Please spell your name when leaving a message and repeat your phone number.

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 a local emergency room or call 911.

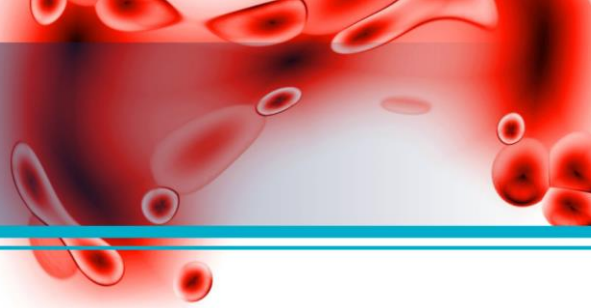
Test results or refill requests

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

Refill requests – if you receive a pre-recorded message, clearly 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 www.illinoiscancercare.com.





After Hour Phone Calls

Between the hours of 5:00 PM and 7:30 AM telephone calls will be transferred to the answering service. The service will then contact the on-call Illinois CancerCare physician. The oncologist will call you back. Please have any medications, allergies, your pharmacy telephone number, and any other pertinent information available when you call. If your telephone blocks unknown calls, please “unblock” your phone while waiting for the physician to return your call.

Non-Discrimination Policy

Illinois CancerCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Illinois CancerCare does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Illinois CancerCare:

- Provides free aids and services to people with disabilities to communicate effectively with us when such auxiliary aids and services are necessary to ensure an equal opportunity to participate, such as:
 - Qualified sign language interpreters
- Provides free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as:
 - Qualified interpreters
 - Information written in other languages

ATTENTION: if you do not speak English, language assistance services, free of charge, are available to you. Call 1-309-243-3000

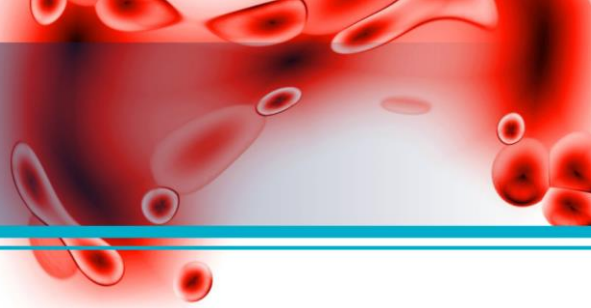
Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-309-243-3000.

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-309-243-3000.





Patient Portal

A patient portal is an on-line website allowing access to your health information safely, quickly and easily. We believe that providing tools to assist you in participating in your care allows us to provide optimal care.

To join the portal, provide your email address on the patient registration form. An invitation to join the portal will then 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.

Please note that information security is very important to us. The portal is HIPPA compliant and uses security provisions including encryption and SSL technology similar to banking websites. Illinois CancerCare will never share your information. You control how you would like to receive information via the settings on the portal.

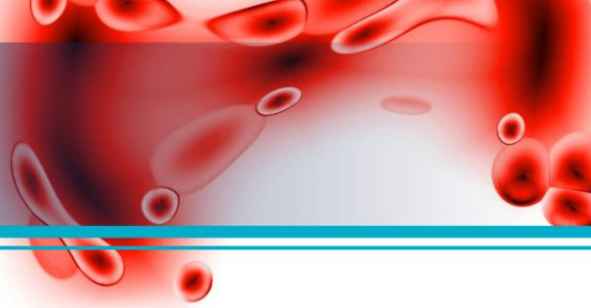
Studies have shown that patients who participate in their own health care have higher satisfaction rates and feel more in control. Illinois CancerCare is committed to providing you with the best care. Please take a moment to look at our new portal (www.illinoiscancercare.com). We hope you like the service and find it useful as you interact with your healthcare team.

The following are options that you can do on the portal.

- Access your health information 24/7 including clinical summaries after each appointment
- Receive personalized education specific to your diagnosis
- Review lab and test results (available 4-5 days after your provider appointment)
- Track your symptoms so you can easily communicate any issues with us
- Connect with an active community of survivors with your diagnosis
- Communicate with friends and family
- Designate a family or friend as a “caregiver” so they can have access to your health information and make updates on your behalf
- Request refills or communicate with your care team through the messaging feature

We are privileged to care for you and hope you find the patient portal useful for you, your friends and family. As always, please let us know if you have any questions.





Pharmacy and Prescriptions

The Illinois CancerCare **Peoria, Bloomington/Normal, Galesburg, Pekin and Peru facilities** have full retail pharmacies on-site that specialize in cancer pharmacy issues, such as interactions with cancer drugs. Most pharmacists would not have this expertise.

The Illinois CancerCare pharmacies are reserved for use by Illinois CancerCare patients only thereby reducing the time patients spend waiting for prescriptions to be filled. The pharmacies stock many hard-to-find cancer and blood medications and the 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 the patient portal or from the website www.illinoiscancercare.com. Just log in and fill out the refill order form.

Free delivery service is available during normal business hours.

Free Federal Express service is available to those living outside the delivery area.

Hours of Operation – Monday – Friday

Peoria Clinic: 8:00am to 5:00pm

All other Clinics: 8:30am to 5:00pm

Pharmacy Contact

Peoria: 309-243-3404

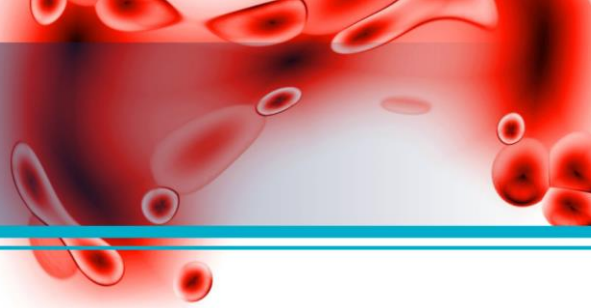
Bloomington/Normal: 309-243-3018

Galesburg: 309-243-3017

Pekin: 309-243-3014

Peru: 309-243-3019





Pharmacy 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:

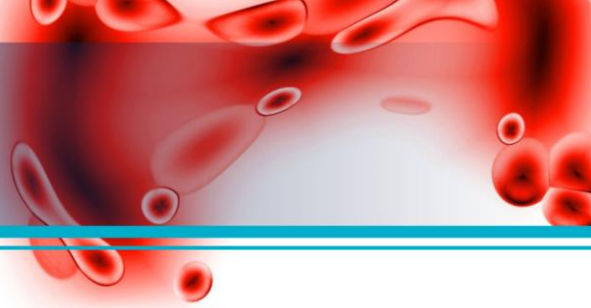
- Choose where you receive pharmacy services.
- Receive considerate and respectful care.
- Receive medication in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap.
- Discuss and request information related 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

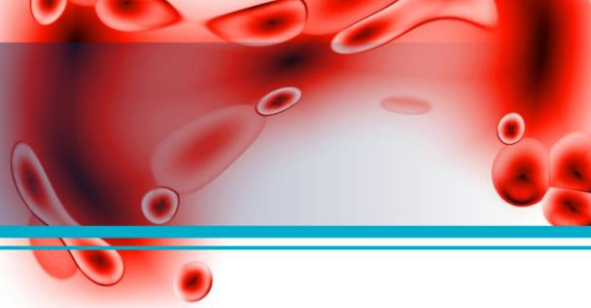
Payments and Statements

- 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 directly to Illinois CancerCare. 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 remaining balance.
- 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.
- 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 Illinois CancerCare. It is the obligation of the patient to notify our business office of any insurance changes.





Laboratory and Imaging

Laboratory – Peoria clinic

Hours 7:00 AM to 4 PM Mon-Thurs., 7:30 AM to 4 PM Fri. 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 appointment, they will be performed before you meet with your care provider.

Imaging – Peoria Clinic

Hours 7:30 AM to 4 PM Mon.-Fri. 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.