

## MISSION

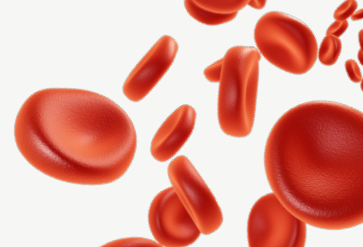
**To provide comprehensive, compassionate care that enhances the lives of patients and their families.**

Illinois CancerCare has provided medical care for patients with cancer and **blood disorders** since 1977, and is currently 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 hometown 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.

**The cover letter included with this packet gives instructions about the clinic at which you will be seeing your Illinois CancerCare physician.** You will also 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. This law enables patients to find out how their information may be used, and about certain disclosures of their information that have been made.

We invite you to visit our website at **[www.illinoiscancercare.com](http://www.illinoiscancercare.com)**. Here you can learn more about our practice, find helpful resources, access your *My Illinois CancerCare Patient Portal* (introduced in this packet), receive timely updates and more!

As you read through this information, please know that our physicians, advanced practice nurses, nurses and staff are always available to answer your questions. We understand that you may feel anxious and overwhelmed, and we want to assure you that we will do everything in our power to make you feel comfortable.



## LOCATIONS



### Treatment Close To Home

There are currently 14 Illinois CancerCare clinics in central and western Illinois.

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

### **Emergencies: Call 911**

### **After Hours, Weekend and Holidays:**

Call 309-243-3000

(answering service will take call)

### **Other important numbers:**

Retail Pharmacy – 309-243-3404

Billing Office – 309-243-3500

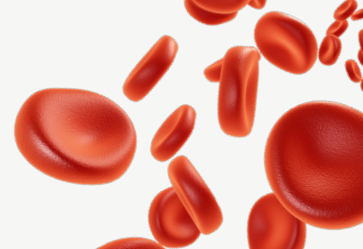
Quality Assurance – 309-243-3456 (*Share your opinions, comments, concerns and suggestions*)



ILLINOIS  
CANCERCARE, P.C.

Specializing in Cancer and Blood Disorders

# HEMATOLOGY & BLOOD DISORDERS



## LOCATIONS



### Peoria – Illinois CancerCare

8940 N. Wood Sage Rd  
Peoria, IL 61615-7822

(309) 243-3000  
Monday – Thursday 7:30am – 5pm  
Friday 8am – 5pm



### Pekin

1641 Broadway St  
Pekin, IL 61554

(309) 349-9000  
Monday – Thursday



### Eureka

101 S. Major St  
Eureka, IL 61530

(309) 304-2000 ext. 482480  
Wednesday



### Canton

180 S. Main St · Suite 2E  
Canton, IL 61520

(309) 649-8960  
Wednesday and Thursday



### Bloomington

3105 Magory Dr  
Bloomington, IL 61704

(309) 662-2102  
Monday – Friday  
8am – 5pm (Office) / 8am – 4pm (Lab)



### Kewanee

1051 W. South St  
Kewanee, IL 61443

(309) 243-3000  
Monday



### Galesburg

336 Home Blvd  
Galesburg, IL 61401

((309) 341-3000  
Monday – Friday  
8am – 5pm (Office) / 8:00am – 4pm (Lab)



### Princeton

530 Park Ave East · Fourth Floor  
Princeton, IL 61356

(815) 875-3010  
Thursday



### Peru – Valley Regional Cancer Center

4391 Venture Dr  
Peru, IL 61354

(815) 223-7010  
Monday – Thursday



### Macomb

501 E. Grant  
Macomb, IL 61455

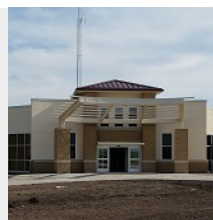
(309) 833-3503  
Monday, Tuesday, Thursday



### Ottawa – Fox River Cancer Center

1200 Starfire Dr  
Ottawa, IL 61350

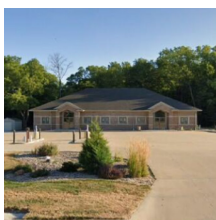
(815) 431-9270  
Monday, Tuesday, Friday



### Carthage

1450 N. Co. Rd. 2050  
Carthage, IL 62321

(217) 357-6877  
Tuesday mornings



### Washington

110 Eastgate Drive  
Washington, IL 61571

(309) 886-1300  
Monday – Friday



### Dixon

101 W. 2nd Street · Suite 300  
Dixon, IL 61021

(815) 285-7800  
Tuesday and Friday

10.18.22



ILLINOIS  
CANCERCARE, P.C.

*Specializing in Cancer and Blood Disorders*

# QUICK FACTS



## COMPREHENSIVE CANCER CENTER

Illinois CancerCare cares for the whole patient, not just the medical and physical needs. Many professionals partner together to give the best care.

ONE OF THE LARGEST  
**COMMUNITY  
BASED  
HEMATOLOGY/  
ONCOLOGY  
PRACTICES**  
IN THE COUNTRY



**FOUNDED**  
**1977**

## ONE OF THE FIRST TO PROVIDE **LOCAL TREATMENT**

Illinois CancerCare was one of the first in the nation to bring cutting edge treatment close to home by opening 14 clinic locations in central and western Illinois.



**100+  
CLINICAL  
TRIALS**

Open at any given time



## **PARTNERS WITH** All Healthcare Systems

Illinois CancerCare is owned by partner physicians and works with all community healthcare systems to provide continuity in care.



**18 PHYSICIANS**

500+ Healthcare and Employee Professionals

**GENETIC  
CLINIC**



Illinois CancerCare's Genetic Clinic specializes in testing and counseling for the 10% of cancers that can have a genetic link.



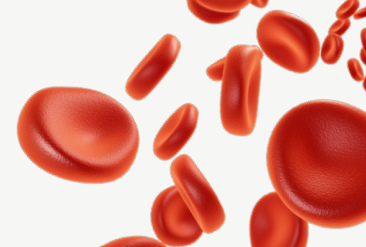
## **Full Service PHARMACY**

Illinois CancerCare has a full service pharmacy with **free delivery to your front door.**

Our pharmacists specialize in cancer medicine and its interaction with all other medications.

**LEARN MORE**

[illinoiscancercare.com](http://illinoiscancercare.com)



## FIRST VISIT

As a new patient 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. Staff and 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, staff will be notified as you move from one area to another (i.e., lab to pod waiting room). 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.

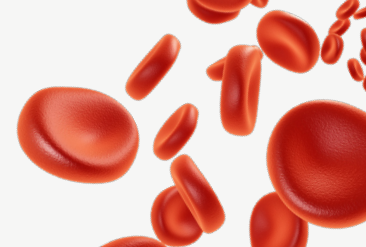
### **Where do I go when I arrive? *All other satellite clinics***

Please refer to the enclosed cover letter for instructions about your clinic location. There is also detailed information about each clinic location at [www.illinoiscancercare.com](http://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 details). Every time you visit, our receptionist will verify your identification, address, phone number, 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**

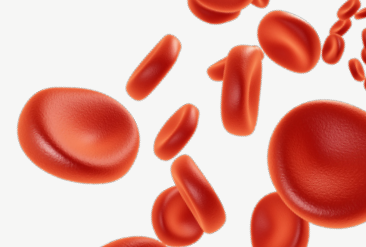
### **Cancellation and Late Policy**

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 a confirmed clinic opening time. If there are severe winter conditions, you may choose from the following options:

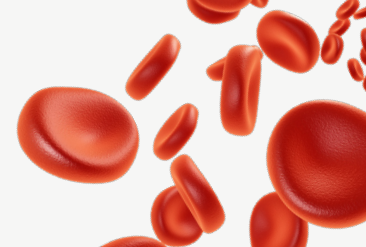
- **ONE** Call 309-243-3010 after 6:00 AM for a pre-recorded message that will tell you if the office is closed or opening late.
- **TWO** Watch or listen to local television stations and check out our Facebook page - *Illinois CancerCare* - for office closing or opening late messages.
- **THREE** Log onto [www.illinoiscancercare.com](http://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, vaping 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

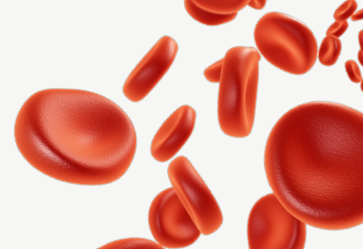
If you are calling for test results, remember that most physicians schedule a follow-up visit to discuss your test results. If your doctor has told you he/she will call with test results, please remember that it may take several days before test results become available. The doctor must personally review 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 your *My Illinois CancerCare Patient Portal* to find test results, request refills or ask medical questions. Portal sign up is available online at:**  
**[www.illinoiscancercare.com](http://www.illinoiscancercare.com)**







## AFTER HOURS 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 who will call you back. Please have any medications, allergies, 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.

### Disability Services

- Illinois CancerCare provides free aids and services to people with disabilities in order to communicate effectively with us when auxiliary aids and services are necessary to ensure an equal opportunity to participate, such as:
  - Qualified sign language interpreters

### Language Services

- Illinois CancerCare 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

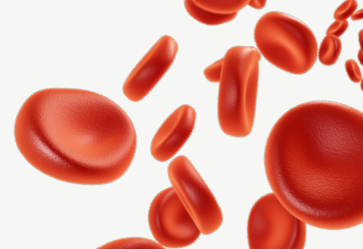
**ATTENTION: If you do not speak English, language assistance services are available to you free of charge. Call 1-309-243-3000.**

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

The *My Illinois CancerCare Portal* offers you secure, online access to healthcare information anytime and anywhere. 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 provided in this packet. 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 can be found at **[www.illinoiscancercare.com](http://www.illinoiscancercare.com)**.

Please note that information security is very important to us. The portal is HIPAA 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.

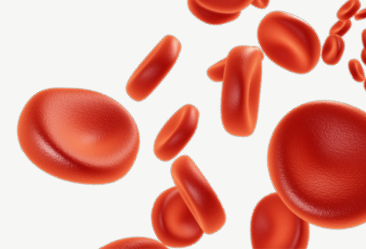
Illinois CancerCare is committed to providing you with the best care. Studies have shown that patients who participate in their own health care have higher satisfaction rates and feel more in control. We hope you like the patient portal service and find it useful as you interact with your healthcare team.

### Through the portal, you can:

- **View all of your appointments** in one place. You may also set up automated email or text reminders.
- **Learn more about your diagnosis**, side and late effects of treatment, and find advice for getting and staying healthy through educational materials suggested by your care team.
- **Complete assigned health assessments** ahead of appointments to save time in the clinic. You can either choose to fill in a printed version, or submit your results online. Stay connected with Illinois CancerCare services today and tomorrow.
- **View results** of certain lab tests online!
- **Securely communicate** healthcare information with your care team through an interface that works just like email, but with added security.

*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 & PRESCRIPTIONS

The Illinois CancerCare **Peoria, Bloomington/Normal, Galesburg, Pekin and Peru** facilities have **full retail** pharmacies on-site that specialize in cancer and blood disease - with specific knowledge as to how your other medications interact with your new medications. Most local retail pharmacies do not have this expertise.

The Illinois CancerCare Retail Pharmacy is reserved for our patients only and is here for you every step of the way – from filling prescriptions to answering questions about the drugs your doctor has included in your treatment plan.

We maintain a stock of oncology drugs and blood disorder medications that may not be kept on hand at other local pharmacies, which means we can typically get them to you faster. We can also special-order other medications, providing you with convenience and easy access to the medications you need.

**We are here for you! Keeping your medications safe is what we do. Please stop by our pharmacy and meet the team!**

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

Most prescription insurance plans are accepted.

### Hours of Operation – Monday – Friday

Peoria Clinic: 8:00 AM to 5:00 PM

All other Clinics: 8:30 AM to 5:00 PM

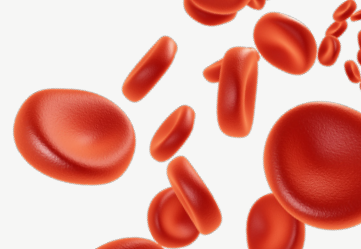
### Pharmacy Contact

- **Peoria** 309-243-3404
- **Bloomington/Normal** 309-243-3018
- **Galesburg** 309-243-3017
- **Pekin** 309-243-3014
- **Peru** 309-243-3019
- **Washington** 309-243-3016



## FREE DELIVERY!

- **Free delivery service is available during normal business hours.**
- **Free Federal Express service is available to those living outside the delivery area.**



## PHARMACY PATIENT BILL OF RIGHTS & 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.

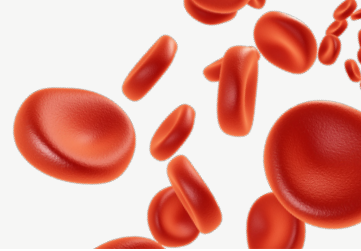
### **It is the Patient's right to:**

- 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.



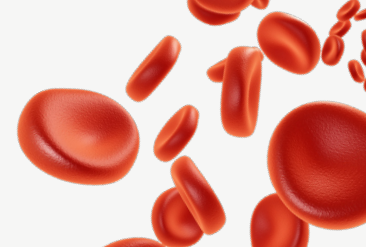
## FINANCIAL FEES & BILLING

### 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 & IMAGING

### LABORATORY – Peoria clinic

**Hours (except holidays):**

Monday - Thursday 7:00 AM to 4:00 PM

Friday 7:30 AM to 4:00 PM

**Imaging procedures and laboratory testing are available at clinic sites as well. Testing procedures 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 (except holidays):**

Monday - Friday 7:30 AM to 4:00 PM

*All radiology tests are by appointment only.*

Our experienced technologists are licensed in Radiography, CT, and Nuclear medicine. All results will be reviewed by your physician.

#### **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 Scan**

You will be given detailed instruction when your scan is scheduled.

##### **CT Scan**

You will be given detailed instruction when your scan is scheduled.