



The US Oncology
Network

MEDICAL ONCOLOGY HEMATOLOGY CONSULTANTS, PA

HELEN F GRAHAM CANCER CTR WEST - 4701 OGLETOWN-STANTON RD - SUITE 3400 - NEWARK, DE 19713-2055

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Thank you for selecting our practice for your care. We hope to make your visit as comfortable as possible.

NOTE: If you have ANY questions prior to your new patient appointment, please contact one of our New Patient Coordinators at (302) 366-1200, ext. 290.

Helpful Information

FORMS (New Patient)

- Complete the enclosed forms and bring them with you to your appointment. Fill out both sides, including insurance information, and sign all places where indicated. We must have the full names and contact information for all physicians involved in your care.
- Please make note of the following:
 - Bring all insurance cards, including any prescription cards
 - Bring a list of ALL medications you take, including the strength & the times you take a day, as well as *any vitamins, over-the-counter medications and any complementary/alternative treatments you are using*; we will be verifying your medications at every visit; please include name and contact information about your pharmacy

INSURANCE

- Please call our Billing Department at (302) 451-1210 if you have changed your insurance coverage since your appointment was made—we will need to verify if we participate with your new insurance.
- ATTENTION MEDICARE-ELIGIBLE PATIENTS: There are some Medicare-replacement plans that we do not participate with. Please call our Billing Department at (302) 451-1210 to check that we accept your plan.

IDENTIFICATION

- For purposes of preventing identity theft, it is necessary that you bring a photo ID and confirmation of current address if the address as shown on your ID is incorrect, or if it is a PO Box.
- For those of you on Medicare or Medicaid, we will be using the name as it appears on your card on your chart
- We take pictures of our patients at their first visit to help the physician and staff to remember and identify you.

MANAGED CARE

- If you have insurance that requires a referral, please contact your primary care physician prior to your appointment to obtain a referral.
- For questions about referrals and precertification, you can call our Precertification Department directly at (302) 451-1209.

REGISTRATION

(Please arrive at least 20 minutes early for your appointment with your completed forms to register)

- When we receive your paperwork at our front desk, we will complete your registration into our computer system.
- As a private practice, our computer system and Christiana Care's system are separate; if you have any changes in insurance, address, etc., please notify our front desk and also update Christiana Care's system if you receive any services from them (like lab and imaging).

PAYMENTS/BILLING

- Payment is expected at the time of service. See the enclosed *Financial Policy* for more details.
- For billing questions, you can call our Billing Department directly at (302) 451-1210.
- If you have questions about lab or imaging bills, or any other Christiana Care-related service, contact them directly by calling the number located on your bill.

OFFICE HOURS

- Our office is open Monday-Friday, 8:30 AM to 5 PM, except for the major holidays; in the case of inclement weather, please call ahead to our main number.
- Our physicians are available for emergencies after hours and weekends by calling our answering service at our main number (302) 366-1200.

PRESCRIPTION REFILLS

- Medication refills can be requested by calling our main number (302) 366-1200 and listening for the prompts; please call for refills before you run out of medication and allow 24-48 hours for the prescription request to be processed.
- Medication refills are only handled during regular office hours and will not be refilled by the on-call physician after hours.

HOSPITAL COVERAGE (Christiana Hospital and Wilmington Hospital)

- The physicians of our group rotate hospital coverage; if admitted to Christiana Care or Wilmington Hospital, you will be seen by one of the physicians in our group.

OFFICE ACCESSIBILITY

- The building has automatic doors and our office has doors that can be opened mechanically by pushing a button; wheelchairs are located on the 1st floor of the building behind the reception desk.

CLINICAL OFFICE STAFF

- Our highly qualified Nurse Practitioners see patients along with our physicians in the office and at the hospital.
- For medical questions during office hours, speak to the RN who covers your physician; your physician's nurse can be reached by calling our main number (302) 366-1200 and listening for the prompts.

FORM PREPARATION (for example disability forms, FMLA forms, etc)

- We ask that you allow 2 weeks for our nurse to complete form preparation.
- There is a fee associated with form preparation.

IF PROBLEMS ARISE

- If you are unable to resolve a problem with one of our staff, please contact our Office Manager or Nurse Manager by calling our main number at (302) 366-1200.

Our office is in the new addition of the Helen F. Graham Cancer Center. Enter at the West entrance (go past the first entrance around to the right into the large parking area) and take the elevators to the 3rd floor, Suite 3400.



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PATIENT RIGHTS AND RESPONSIBILITIES

1. Receive an explanation of my diagnosis, benefits of treatment, alternatives, recuperation, risks, and an explanation of consequences if treatment is not pursued.
2. An explanation of all services provided by MOHC, the days and hours of service and provisions for possible emergency care, including telephone numbers.
3. Participate in development of a plan of treatment.
4. Make known Advance Directives or a Living Will if I wish.
5. Refuse participation in any protocol or aspect of care including investigational studies, and freely withdraw my previous given consent for further treatment.
6. Disclosure of any teaching programs, research, or experimental programs in which the facility is participating.
7. Full financial explanation and payment schedule prior to beginning treatment.
8. Receive professional care without discrimination, regardless of race, creed, color, religion, national origin, sexual preference, handicap, sex, or age.
9. Be treated with courtesy, dignity, and respect of my personal privacy by all employees of MOHC
10. Complain or file grievances with representatives of MOHC without fear of retaliation or discrimination.
11. Confidential treatment of my condition, medical record, and financial information.
12. Access to my personal records and obtain copies upon written request.

As a PATIENT, I have the RESPONSIBILITY to:

1. Disclose accurate and complete information related to physical condition, hospitalizations, medications, allergies, medical history, and related items.
2. Assist in maintaining a safe, peaceful, and efficient ambulatory environment.
3. Provide new/changed information related to my health insurance to the business office and be prepared to meet my agreed co-pay during my office visit.
4. Contact the office when unable to keep a scheduled appointment.
5. Cooperate in the planned care and treatment developed for me.
6. Request more detailed explanations for any aspect of service I don't understand.
7. Inform my physicians and nurses of any changes in my condition or any new problems or concerns.
8. Communicate any temporary or permanent change in my address or telephone number which might hinder contact by the office staff.



Medical Oncology Hematology Consultants, PA

NOTICE OF PRIVACY PRACTICES

Effective Date: **September 4, 2019**

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

About Us

In this Notice, we use terms like "we," "us," "our" or "Practice" to refer to **Medical Oncology Hematology Consultants, PA**, its physicians, employees, staff, and other personnel. All the sites and locations of **Medical Oncology Hematology Consultants, PA** follow the terms of this Notice and may share health information with each other for treatment, payment, or health care operations purposes and for other purposes as described in this Notice.

Purpose of this Notice

This Notice describes how we may use and disclose your health information to carry out treatment, payment, or health care operations and for other purposes that are permitted or required by law. This Notice also outlines our legal duties for protecting the privacy of your health information and explains your rights to have your health information protected. We will create a record of the services we provide you, and this record will include your health information. We need to maintain this information to ensure that you receive quality care and to meet certain legal requirements related to providing you care. We understand that your health information is personal, and we are committed to protecting your privacy and ensuring that your health information is not used inappropriately.

Our Responsibilities

We are required by law to maintain the privacy of your health information and to provide you notice of our legal duties and privacy practices with respect to your health information. We are also required to notify you of a breach of your unsecured health information. We will abide by the terms of this Notice.

How We May Use or Disclose Your Health Information

The following categories describe examples of the way we use and disclose health information without your written authorization:

For Treatment: We may use and disclose your health information to provide you with medical treatment or services. For example, your health information will be shared with your oncology doctor and other health care providers who participate in your care. We may disclose your health information to another oncologist for the purpose of a consultation. We may also disclose your health information to your primary care physician or another healthcare provider to be sure they have all the information necessary to diagnose and treat you.

For Payment: We may use and disclose your health information to others so they will pay us or reimburse you for your treatment. For example, a bill may be sent to you, your insurance company, or a third-party payer. The bill may contain information that identifies you, your diagnosis, and treatment or supplies used during treatment. We may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your health plan will cover the treatment.

For Health Care Operations: We may use and disclose your health information to support our business activities. These uses and disclosures are necessary to run the Practice and make sure our patients receive quality care. For example, we may use your health information for quality assessment activities, training of medical students, necessary credentialing, and for other essential activities. We may also disclose your health information to third party "business associates" that perform various services on our behalf, such as transcription, billing, and collection services. In these cases, we will enter into a written agreement with the business associate to ensure they protect the privacy of your health information.

Individuals Involved in Your Care or Payment for Your Care and Notification: If you verbally agree to the use or disclosure and in certain other situations, we will make the following uses and disclosures of your health information. We may disclose to your family, friends, and anyone else whom you identify who is involved in your medical care or who helps pay for your care, health information relevant to that person's involvement in your care or paying for your care. We may also make these disclosures after your death.

We may use or disclose your information to notify or assist in notifying a family member, personal representative, or any other person responsible for your care regarding your physical location within the Practice, general condition, or death. We may also use or disclose your health information to disaster-relief organizations so that your family or other persons responsible for your care can be notified about your condition, status, and location.

We are also allowed to the extent permitted by applicable law to use and disclose your health information without your authorization for the following purposes:

As Required by Law: We may use and disclose your health information when required to do so by federal, state, or local law.

Judicial and Administrative Proceedings: If you are involved in a legal proceeding, we may disclose your health information in response to a court or administrative order. We may also release your health information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Health Oversight Activities: We may use and disclose your health information to health oversight agencies for activities authorized by law. These oversight activities are necessary for the government to monitor the health care system, government benefit programs, compliance with government regulatory programs, and compliance with civil rights laws.

Law Enforcement: We may disclose your health information, within limitations, to law enforcement officials for several different purposes:

- To comply with a court order, warrant, subpoena, summons, or other similar process.
- To identify or locate a suspect, fugitive, material witness, or missing person.
- About the victim of a crime, if the victim agrees or we are unable to obtain the victim's agreement.
- About a death we suspect may have resulted from criminal conduct.
- About criminal conduct we believe in good faith to have occurred on our premises; and
- To report a crime not occurring on our premises, the nature of a crime, the location of a crime, and the identity, description and location of the individual who committed the crime, in an emergency.

Public Health Activities: We may use and disclose your health information for public health activities, including the following:

- To prevent or control disease, injury, or disability.
- To report births or deaths.
- To report child abuse or neglect.
- Activities related to the quality, safety, or effectiveness of FDA-regulated products.
- To notify a person who may have been exposed to a communicable disease or may be at risk for contracting or spreading a disease or condition as authorized by law; and
- To notify an employer of findings concerning work-related illness or injury or general medical surveillance that the employer needs to comply with the law if you are provided notice of such disclosure.

Serious Threat to Health or Safety: If there is a serious threat to your health and safety or the health and safety of the public or another person, we may use and disclose your health information to someone able to help prevent the threat or as necessary for law enforcement authorities to identify or apprehend an individual.

Organ/Tissue Donation: If you are an organ donor, we may use and disclose your health information to organizations that handle procurement, transplantation or banking of organs, eyes, or tissues.

Coroners, Medical Examiners, and Funeral Directors: We may use and disclose health information to a coroner or medical examiner. This disclosure may be necessary to identify a deceased person or determine the cause of death. We may also disclose health information, as necessary, to funeral directors to assist them in performing their duties.

Workers' Compensation: We may disclose your health information as authorized by and to the extent necessary to comply with laws related to workers' compensation or similar programs that provide benefits for work-related injuries or illness.

Victims of Abuse, Neglect, or Domestic Violence: We may disclose health information to the appropriate government authority if we believe a patient has been the victim of abuse, neglect, or domestic violence. We will only make this disclosure if you agree, or when required or authorized by law.

Military and Veterans Activities: If you are a member of the Armed Forces, we may disclose your health information to military command authorities. Health information about foreign military personnel may be disclosed to foreign military authorities.

National Security and Intelligence Activities: We may disclose your health information to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

Protective Services for the President and Others: We may disclose your health information to authorized federal officials so they may provide protective services for the President and others, including foreign heads of state.

Inmates: If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may disclose your health information to the correctional institution or law enforcement official to assist them in providing your health care, protecting your health and safety or the health and safety of others, or for the safety of the correctional institution.

Research: We may use and disclose your health information for certain research activities without your written authorization. For example, we might use some of your health information to decide if we have enough patients to conduct a cancer research study. For certain research activities, an Institutional Review Board (IRB) or Privacy Board may approve uses and disclosures of your health information without your authorization.

Other Uses and Disclosures of Your Health Information that Require Written Authorization:

Other uses and disclosures of your health information not covered by this Notice will be made only with your written authorization. Some examples include:

- Psychotherapy Notes: We usually do not maintain psychotherapy notes about you. If we do, we will only use and disclose them with your written authorization except in limited situations.
- Marketing: We may only use and disclose your health information for marketing purposes with your written authorization. This would include making treatment communications to you when we receive a financial benefit for doing so.
- Sale of Your Health Information: We may sell your health information only with your written authorization.

If you authorize us to use or disclose your health information, you may revoke your authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose your health information as specified by your revocation, except to the extent that we have acted in reliance on your authorization.

Your Rights Regarding Your Health Information

You have the following rights regarding the health information we maintain about you:

Right to Request Restrictions: You have the right to request restrictions on how we use and disclose your health information for treatment, payment, or health care operations. **In most circumstances, we are not required to agree to your request.** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment. To request restrictions, you must make your request in writing and submit it to **Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713**. We are required to agree to a request that we restrict a disclosure made to a health plan for payment or health care operations purposes that is not otherwise required by law, if you, or someone other than the health plan on your behalf, paid for the service or item in question out-of-pocket in full.

Right to Request Confidential Communications: You have the right to request that we communicate with you in a certain manner or at a certain location regarding the services you receive from us. For example, you may ask that we only contact you at work or only by mail. To request confidential communications, you must make your request in writing and submit it to **Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713**. We will not ask you the reason for your request. We will attempt to accommodate all reasonable requests.

Right to Inspect and Copy: You have the right to inspect and copy health information that may be used to make decisions about your care. To inspect and copy your health information, you must make your request in writing by filling out the appropriate form provided by us and submitting it to **Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713**. You may request access to your medical information in a certain electronic form and format if readily producible or, if not readily producible, in a mutually agreeable electronic form and format. Further, you may request in writing that we transmit a copy of your health information to any person or entity you designate. Your written, signed request must clearly identify such designated person or entity and where you would like us to send the copy. If you request a copy of your health information, we may charge a cost-based fee for the labor, supplies, and postage required to meet your request.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to your health information, you may request that the denial be reviewed by a licensed health care professional chosen by us. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

Right to Amend: If you feel that your health information is incorrect or incomplete, you may request that we amend your information. You have the right to request an amendment for as long as the information is kept by or for us. To request an amendment, you must make your request in writing by filling out the appropriate form provided by us and submitting it to **Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713.**

We may deny your request for an amendment. If this occurs, you will be notified of the reason for the denial and given the opportunity to file a written statement of disagreement with us that will become part of your medical record.

Right to an Accounting of Disclosures: You have the right to request an accounting of disclosures we make of your health information. Please note that certain disclosures need not be included in the accounting we provide to you.

To request an accounting of disclosures, you must make your request in writing by filling out the appropriate form provided by us and submitting it to **Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713.** Your request must state a time which may not be longer than six years, and which may not include dates before April 14, 2003. The first accounting you request within a 12-month period will be free. For additional accountings, we may charge you for the costs of providing the accounting. We will notify you of the costs involved and give you an opportunity to withdraw or modify your request before any costs have been incurred.

Right to a Paper Copy of This Notice: You have the right to a paper copy of this Notice at any time, even if you previously agreed to receive this Notice electronically. To obtain a paper copy of this Notice, please contact **Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713.** You may also obtain a paper copy of this Notice at our website, www.mohcde.com

Changes to this Notice

We reserve the right to change the terms of this Notice at any time. We reserve the right to make the new Notice provisions effective for all health information we currently maintain, as well as any health information we receive in the future. If we make material or important changes to our privacy practices, we will promptly revise our Notice. We will post a copy of the current Notice at **the front desk in the waiting room.** Each version of the Notice will have an effective date listed on the first page. Updates to this Notice are also available at our website, www.mohcde.com

Complaints

If you have any questions about this Notice or would like to file a complaint about our privacy practices, please direct your inquiries to Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713. You may also file a complaint with the Secretary of the Department of Health and Human Services. **You will not be retaliated against or penalized for filing a complaint.**

Questions

If you have questions about this Notice, please contact **Compliance Officer 4701 Ogletown Stanton Rd Suite 3400 Newark, Delaware 19713**