

MEDICAL ONCOLOGY HEMATOLOGY CONSULTANTS, PA

Phone 302-366-1200 Fax 302-366-1700 MOHCDE.com

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

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JENNIFER CAMPOLI, APRN, MSN, NP-C JODIE L DELESIO MSN, FNP, NP-C JENNIFER R PUGH, MSN, FNP, NP-C

Dear _____:

You have an appointment on _____ at _____

With Dr. _____.

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.

Please read all of the following information before filling out your forms.

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

- You must 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 if we can accept your plan because we want to prevent you from making a wasted visit.

RECORDS (for first visit)

- We must have copies of all relevant medical care prior to your appointment, including any new records that may be generated between the time this appointment was made and your actual appointment.
- If you or your referring physician are unable to provide our office with the necessary records, your appointment will have to be rescheduled (and we are trying to avoid this).

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DIAGNOSTIC FILMS/IMAGES

- Our physicians will need to review your diagnostic images (CTs, MRIs, etc)—the actual images and not just the written reports; please make arrangements to pick them up and bring them to your appointment.
- The exceptions to the above are tests done through Christiana Care as these are available to us via the computer.

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.
- A temporary identification wristband will be given to you anytime you are receiving treatment in our treatment area.

MANAGED CARE

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

REGISTRATION *(Please arrive at least 10-15 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 completely 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.

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OFFICE HOURS

- Our office is open Monday-Friday, 8:30 AM to 5 PM, with the exception of 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 your physician's nurse 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.
- Prescriptions for narcotics must be picked up at our office.
- Medication refills are only handled during regular office hours and will not be refilled by our 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 1-2 weeks for our nurses 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 located 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.