We would like to take this opportunity to welcome you to our practice. We appreciate the confidence placed in us by Dr. ________________________________ in referring you to us. We take great pride in our training, knowledge and skills, and we are dedicated in providing you with the highest quality medical care.

You are scheduled to see Dr. ________________________________ on ___________ at ___________ at

- 3700 Southern Boulevard, Kettering, OH 45429 OR
- 3535 Pentagon Park Boulevard, Suite 400, Beavercreek, OH 45431

Please arrive 30 minutes prior to your actual appointment time in the event lab work needs to be done.

Arrangements have already been made with your referring physician to obtain your medical records. Please bring all medications you are currently taking, including any over the counter medications or supplements.

If you have previously been under the care of a hematologist/oncologist, we respectfully ask that you obtain your records and provide them before your appointment. If you are deaf or require an interpreter of any kind, please notify us in advance so this can be arranged for you.

Please complete the enclosed insurance and patient information completely and bring it with you at the time of your appointment. Be prepared to show your insurance card, including Medicare and Medicaid, and your Prescription Card at each visit. This ensures that your insurance claims are processed in an efficient manner. If you are participating in an HMO plan, please bring a written referral from your primary care physician (PCP). If you belong to a PPO plan, please check your provider directory before your appointment to ensure that we are a participating provider. If you do not have a current plan directory, please phone the customer service number on your insurance card for this information. Payments for services are due at the time services are rendered unless payment arrangements have been approved in advance. Our financial counselor is available to discuss your insurance plan, benefits, and payment options with you.

We kindly request that all cancellations be made at least 24 hours prior to the scheduled appointment time.

**PLEASE NOTE:** Children under 14 years of age are not permitted in the Infusion Room. *(The Infusion Center is a service of Grandview Medical Center.)*

If you have any questions, please do not hesitate to contact us at 855-500-CURE (2873).

We are looking forward to being of service to you.

*The Physicians and Staff of Kettering Cancer Care*
Cancellation/ No Show Policy

We understand that there are times when you must miss an appointment due to an emergency or work/family obligation. When you do not call to cancel an appointment, you may be preventing another patient from getting needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book. In addition, due to the block of time needed for procedures such as chemotherapy infusion and bone marrow biopsies, last minute cancellations can affect many other patients.

Please contact us to cancel an appointment more than 24 hours before the scheduled appointment. Three “no shows” for an initial consultation may not be rescheduled for an appointment.

Arrival Time for Scheduled Appointments

We ask that new patients arrive 30 minutes prior to their scheduled visit and that established patients arrive 15-20 minutes prior to their scheduled visit. This allows for administrative and laboratory time. We understand that delays can happen. However, we strive to keep the other patients and doctors on time. If a patient is 15 minutes past his/her scheduled time, the patient may be asked to reschedule the appointment depending upon the remaining schedule for the day. All visits are by appointment only.

Prescription Refills

For optimal medical care, prescription medications should be renewed at the time of scheduled visits. However, if you are running low on medications between visits, call 855-500-CURE (2873) and select the prescription refill option. Please allow two business days for your medication refills. When contacting the office for a prescription refill, please provide your name, date of birth, medication, dosage, and instructions on how you are taking the medication. We will also need to know your pharmacy name, phone number, address, and zip code. Prescription refills will not be called in outside of normal business hours, including weekends and evenings. It is the patient’s responsibility to monitor his/her supply of medication and to request refills accordingly.

Pain Medications

Pain medications are highly regulated within Ohio. Per state guidelines, many pain medications require a written prescription and cannot be called in or faxed to a pharmacy. Patients may designate relatives/friends who are allowed to pick up their prescriptions, but realize this person should represent the patient’s interests. In addition, it is not appropriate to call after regular business hours for refills of pain medications. Patients receiving pain medication prescriptions at this office should not receive pain medications from other providers.
Random urine drug screens may be required at times. In addition, the Ohio Automated Rx Reporting System (OARRS) is used to monitor compliance. If, at any time, a patient is not compliant with the policy set forth above, the physician may terminate both the pain medication prescriptions and the patient from the practice. Anyone picking up a prescription will need to show identification and provide a signature for the prescription.

**Office and Phone Hours**

The office and 855-500-CURE (2873) phone lines are open from 8 a.m. - 4:30 p.m. daily, Monday through Friday. Both are closed on major holidays, weekends, and rare inclement weather days. Notification of closure due to inclement weather is found on WDTN.com and WDTN Channel 2 news. If you call after 4:30 p.m., you will not be able to leave a message.

**After Hours/Emergencies**

If you are experiencing a true medical emergency, please call 9-1-1.

For urgent medical issues that require physician input, please contact the on-call physician. Please call the Montgomery County Medical Society at (937) 463-1630 and ask for the physician on call for Kettering Cancer Care. If you wish to make an appointment, have prescriptions refilled, or obtain x-ray or lab results, you will be required to contact the office during normal office hours.

The on-call physician is a member of the group who will take all calls in the evenings, on weekends, and while a member of the group is out of town.

You will be called back as soon as the physician is able to do so. Please be sure to deactivate filters that block incoming callers, as the physician may return your call from an unfamiliar phone number. If you have not heard back within 30 minutes, please contact the Society again. Rarely, the paging system has a temporary outage. In addition, please identify yourself, your physician, and your diagnosis when calling. It is also helpful to know any treatments you may be receiving.

**Patient Termination Policy**

Although it is an infrequent occurrence, a patient may be terminated from the office and given 30 days to locate another medical office for their continued care. Patient termination is at the discretion of the patient's physician. Reasons for termination include but are not limited to: chronic noncompliance with recommended therapy, abusive behavior, or violence toward staff, physicians, visitors, or other patients.
From prevention and early detection to treatment and rehabilitation, Kettering Cancer Care has the resources and expertise to provide you and your loved ones with excellent cancer care.

The Cancer Team
Our cancer program provides quality cancer care close to home with an expert interdisciplinary team who works to provide comprehensive care.

When you or your family member faces a cancer diagnosis, finding the right care can seem overwhelming. Kettering Cancer Care's dedicated oncology professionals work with you and your physician to plan the best care for you, both in and out of the hospital. Our goal is to provide high-quality care that is totally focused on you and your needs.

Prevention, Early Detection, and Awareness
Kettering Health Network is pleased to offer a variety of free educational cancer presentations and cancer awareness/screening programs. For more information about cancer screening dates and locations, please call Community Outreach at (937) 558-3988 or 1-800-888-8362.

Kettering Breast Evaluation Centers
Kettering Breast Evaluation Centers provides comprehensive breast imaging services. We perform over 54,000 breast screens each year making us the most experienced center in the Greater Dayton and Hamilton area for breast imaging.

Nursing Care
The nurses at Kettering Health Network facilities provide oncology inpatient and outpatient care, including medical-surgical care, chemotherapy & biotherapy administration, and symptom management, according to Oncology Nursing Society national guidelines. Many of the nurses who care for patients and families who are experiencing a cancer diagnosis are nationally certified in medical-surgical nursing, geriatric nursing (the care of older adults), hospice-palliative care nursing, and oncology nursing (the care of people with cancer).

Navigators
Certified oncology nurses and social workers assist you to overcome barriers to optimal cancer care, keeping your cancer care on-time so you can achieve the best possible outcome. Our team is here to assist you in understanding your cancer and cancer treatments as well as addressing financial concerns, transportation, and other support needs throughout the entire cancer journey. Call Kettering Cancer Care at 855-500-CURE (2873).
Social Services
Kettering Cancer Care Social Workers provide support and other services that can reduce stress for patients and loved ones through the entire cancer journey. Our social workers can help assist patients and families in finding affordable medical care and prescription drug coverage, transportation, and home health care. They can also help patients understand the process of applying for Medicaid, social security disability benefits, and link patients to programs that offer financial assistance.

Our social workers can help you cope with the cancer diagnosis and the many emotions that you may be experiencing. Kettering Cancer Care social workers can assist patients in finding support groups, education programs, and other resources in the community. For outpatient oncology social services, call Kettering Cancer Care at 855-500-CURE (2873).

Mental Health
Kettering Cancer Care understands that cancer patients, at all stages of disease, may suffer social, emotional and psychological distress as the result of cancer diagnosis and treatment. Kettering Cancer Care's Oncology Mental Health program was established to meet these needs of patients. An experienced behavioral and mental health provider is on staff with Kettering Cancer Care and integrated into the care delivery team for all patients requiring support or evaluation.

Rehabilitation Medicine
Kettering Health Network offers high quality rehabilitation services including specialized care for our oncology patients. Our outstanding team of rehabilitation professionals is here to assist you. The goal of rehabilitation is to improve quality of life, increase daily functioning and independence as well as to decrease pain.

Our services include:

- Physical and Occupational Therapy
- Lymphedema Therapy
- Speech-Language Pathology
- Swallowing Therapy
- Voice Therapy
- Vision Therapy
- Balance Therapy
- Pelvic Floor Therapy
- Amputee Therapy

Kettering Health Network offers rehabilitation services at numerous locations in the community.
For more information on specific locations of services please contact:
Kettering and Sycamore medical centers: (937) 395-8882
Grandview and Southview medical centers: (937) 723-3238
Greene Memorial Hospital and Soin Medical Center: (937) 352-2300
Fort Hamilton Hospital: (513) 867-2473
Nutrition Services
Nutrition services are essential to comprehensive cancer care and rehabilitation. Kettering Cancer Care strives to provide safe, effective nutrition care across the cancer continuum, from prevention through treatment and into survivorship, to promote your best quality of life.

Comprehensive nutritional assessment, counseling, and education can be provided by our team of oncology-certified registered dietitians. Call Kettering Cancer Care at 855-500-CURE (2873).

Integrative Medicine
While patients are undergoing conventional medical treatments to attack the disease itself, they can receive various therapies—such as massage, exercise, acupuncture, reflexology, and art—that have been shown to help alleviate some of the side effects of conventional cancer treatments.

Clinical Trials
Kettering Health Network’s Innovation Center provides access to unique cancer studies available through industry partners as well as nationally sponsored clinical trials. Kettering Health Network collaborates with the Dayton Clinical Oncology Program (DCOP) to offer National Cancer Institute trials and with the University of Cincinnati to provide Gynecology Oncology Group (GOG) trials at the Women’s Cancer Center, in addition to other cancer clinical trials.

People experiencing a cancer diagnosis have the opportunity to participate in one of over 100 research studies, ranging from Phase II to Phase IV, for nearly every type of cancer. An experienced research nurse will assist your physician to determine if a cancer clinical trial is right for you and will follow you from enrollment through completion.

It is rare to find such a comprehensive array of cancer clinical trials and Kettering Health Network is pleased to offer this cutting-edge research to patients in the greater Dayton area. Please contact the Innovation Center for more information about oncology clinical trials at (937) 395-8390.

Palliative Care
Palliative care is an integral part of comprehensive cancer care. The goal of palliative care is to provide relief of suffering, in all of its dimensions, and to support the best possible quality of life for the patient and his or her family. Palliative care is offered simultaneously with all other medical therapies, working with the patient’s medical team to support the primary plan of care.

Palliative care emphasizes the use of evidenced-based tools for symptom management; aligns medically appropriate goal setting among patients, families, and health care providers; and integrates this plan with clear communication among all members of the health care team. Major reasons for referral to palliative care service include medical decision-making, goals of care, and symptom management.
Kettering Health Network is pleased to offer palliative care consultation by physician referral to Innovative Care Solutions (937) 334-4208 and Carebridge (513) 528-8150.

**Financial Navigation Services**

Our financial navigation services assist you and your loved ones with financial burdens by evaluating your insurance coverage for medications.

**Spiritual Care**

Hospital visits can be a time of stress, anxiety, grief, and fear. Our mission is to extend compassion and demonstrate the healing love of God to all of our patients and their loved ones.

At Kettering Health Network, we are dedicated healing work not only with the best that medicine can provide, but also with compassion and care for your spiritual and emotional needs. Our chaplains understand the importance of prayer and faith as a part of healing. By providing spiritual support as a complement to medical treatment, Kettering Health Network’s chaplains are able to make us a leader in healing the whole person.

Our chaplains are ready to assist you in any way we can. Kettering Health Network chaplains are trained to offer emotional and spiritual support to persons of all faiths, from pre-surgery and outpatient testing through the entire hospital experience.

The on-call chaplain may be reached by dialing ‘0’ for the hospital operator or by calling the Spiritual Care Service Department:

<table>
<thead>
<tr>
<th>Kettering Medical Center</th>
<th>Larry Kositsin</th>
<th>(937) 395-8640</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sycamore Medical Center</td>
<td>Raul Concha</td>
<td>(937) 384-4878</td>
</tr>
<tr>
<td>Southview Medical Center</td>
<td>Darryl Blahovich</td>
<td>(937) 401-6387</td>
</tr>
<tr>
<td>Grandview Medical Center</td>
<td>Sergio Silva</td>
<td>(937) 723-3878</td>
</tr>
<tr>
<td>Soin Medical Center</td>
<td>Mariya Marton</td>
<td>(937) 702-4031</td>
</tr>
<tr>
<td>Greene Memorial Hospital</td>
<td>Ron Swiger</td>
<td>(937) 352-2693</td>
</tr>
<tr>
<td>Fort Hamilton Hospital</td>
<td>Larry Davis</td>
<td>(513) 867-2133</td>
</tr>
<tr>
<td>Kettering Behavioral Medicine Center</td>
<td>Nestor Bruno</td>
<td>(937) 395-5001</td>
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When you need support

CANCER SUPPORT AND RESOURCES

Support Groups

CANCER COMPANIONS
Cancer Companions is a Christian support group for those with cancer and their loved ones. The nine-week program utilizes devotionals, videos, group discussion, and prayer led by trained volunteers to support those on the cancer journey. Call Kettering Cancer Care at 855-500-CURE (2873).

CANCER SUPPORT GROUP AT FORT HAMILTON HOSPITAL
A cancer support group for people coping with any type of cancer. Meets in the Gebhart Center for Cancer Care.
Call Fort Hamilton Hospital at (513) 867-2315.

CANCER SUPPORT GROUP/CAREGIVER SUPPORT GROUP
For people coping with any type of cancer, their families, and friends. Includes those newly diagnosed with cancer as well as long-term survivors with any type of cancer. Guest speakers present special topics, followed by small discussion groups. Call Kettering Cancer Care at 855-500-CURE (2873).

CANCER SUPPORT GROUP AT GREENE MEMORIAL HOSPITAL
Call Greene Memorial Hospital at (937) 352-2144.

LEUKEMIA, LYMPHOMA, & MYELOMA FAMILY SUPPORT GROUP
A Leukemia & Lymphoma Society Support Group for adult patients and survivors with leukemia, lymphoma, Hodgkin’s disease, multiple myeloma, and other blood-related diseases. Families and friends are welcome. Call Kettering Cancer Care at 855-500-CURE (2873) or the Leukemia & Lymphoma Society at (513) 698-2424.

SOUTHWEST OHIO BRAIN TUMOR SUPPORT GROUP
Provides encouragement and support to brain tumor patients (cancer and non-cancer), their families, and friends. Call Kettering Medical Center, (937) 298-3399 extension 55299.
Resources

ACCESS CENTER
Our trained information specialists will help you navigate your journey. If you need an oncologist, a second opinion, or have questions about treatment, we can connect you with the resources you need to make informed decisions. If you feel alone or just need someone to talk to, we can connect you with support groups or a nurse navigator. We are here for you. Call Kettering Cancer Care at 855-500-CURE (2873).

BASIC THERA BAND EXERCISES
Kettering Cancer Care is pleased to partner with the Maple Tree Cancer Alliance to provide free theraband exercise classes just for cancer patients and survivors. Call Kettering Cancer Care at 855-500-CURE (2873).

THE CANCER CLASS
The Cancer Class is for people who are just starting a cancer journey. The class explores common questions about cancer, cancer stage, and treatment options as well as local resources and support. Call Kettering Cancer Care at 855-500-CURE (2873).

CANCER YOGA
Kettering Cancer Care is pleased to partner with the Maple Tree Cancer Alliance to provide free, certified yoga instruction just for cancer patients and survivors. Call Kettering Cancer Care at 855-500-CURE (2873).

THE CHEMO CLASS
The Chemo Class is for people who are receiving or will soon begin chemotherapy. The class explores common side effects and symptoms as well as caring for yourself during active treatment. Call Kettering Cancer Care at 855-500-CURE (2873).

COUNSELING CARE CENTER
The Counseling Care Center provides assistance for people who need a confidential place to talk about frustrations, feelings of loneliness, depression, worry or fear, relationship difficulties, recovery from a traumatic or stressful event, and day-to-day challenges. Licensed Professional Clinical Counselors provide these services. Call Kettering Counseling Care (937) 395-8149.

FROM CANCER PATIENT TO SURVIVOR CLASS
This class is for people who are finishing active treatment and moving to follow-up care or maintenance therapy who may be asking, “what’s next?” This class uses the video “From Cancer Patient to Survivor” by the Institute of Medicine. Call 855-500-CURE (2873) to register.
I CAN COPE
An American Cancer Society program offering a series of classes for people with cancer, their families, and friends. The program helps people meet the challenge of coping with cancer by distinguishing cancer myths from facts. This FREE program provides practical information about cancer, cancer treatments, and offers self-care strategies and resources for those facing cancer. FREE classes are available online at cancer.org, under “Support Programs and Services”.

LOOK GOOD, FEEL BETTER
A FREE American Cancer Society program designed specifically for women experiencing side effects of cancer treatments. The program was developed by the Cosmetic, Toiletry and Fragrance Association; the National Cosmetology Association; and the American Cancer Society to provide information on ways to enhance appearance and take care of your skin, hair, and fingernails during treatment. The program includes instruction by licensed cosmetologists and a demonstration kit. Programs are offered at Dayton area locations every month throughout the year. Call the American Cancer Society toll-free at 800-227-2345 for information and to register.

LOOKING AHEAD NEWSLETTER
A FREE newsletter published for cancer patients, survivors, families and friends, featuring Kettering Cancer Care support groups and services, as well as selected local cancer-related events and other resources. To subscribe to the mail or email newsletter, call Kettering Cancer Care at 855-500-CURE (2873) or visit ketteringhealth.org/cancercare.

MOVING FORWARD HAND-IN-HAND
A support service in which breast cancer survivors offer support and encouragement to individuals newly diagnosed with breast cancer. Call Kettering Cancer Care at 855-500-CURE (2873).

NAVIGATING THE BREAST CANCER JOURNEY
A FREE class for women and men with breast cancer and their support persons. Provides a working knowledge of the language and treatment options so patients can be active participants in their own care and in physical and emotional healing. Call Kettering Cancer Care at 855-500-CURE (2873).

SMOKING CESSATION CLASS
Public Health of Dayton & Montgomery County is partnering with Kettering Health Network to offer free Clinical Best Practice Smoking Cessation. Call Health Outreach at (937) 558-3988 for current dates, times, and complete registration information.

S.O.A.R. (STRENGTH, OPTIMISM, AND RECOVERY)
For women with breast cancer. Focuses on the issues and concerns unique to breast cancer, from new diagnosis through long-term survivor. Call Kettering Cancer Care at 855-500-CURE (2873).
WELLSPRINGS OF HOPE
Kettering Cancer Care is pleased to partner with the Maple Tree Cancer Alliance to provide this free program on nutrition, wellness, and prayer at Kettering Medical Center. Call Kettering Cancer Care at 855-500-CURE (2873).

WOMEN’S WELLNESS FUND
An annual Walk for Women’s Wellness is held the first Sunday in May to raise funds for mammograms, breast prostheses, and other assistance for women experiencing cancer who have no insurance. Call Kettering Breast Evaluation Centers at (937) 299-0099 to apply for assistance. To make a donation, call Kettering Medical Center Foundation at (937) 395-8607 or visit kmcfoundation.org.