

Dear Patient:

Your healthcare team at Southeastern Medical Oncology Center welcomes you to our facility. We would like to assure you that every employee on our team was carefully selected to assist you with all aspects of your care and comfort. We would also like to take this time to share a few pieces of information that will help your familiarity with your health care team while assuring your visits to our facility are as pleasant and efficient as possible.

Locations: We have offices in Goldsboro, Clinton and Wilson. Every employee in these offices has been trained to assist you with your needs. We can be reached at:

Office	Local #	Toll Free
Goldsboro	580-0000	800-849-0203
Clinton	592-5727	888-891-7813
Wilson	293-0777	800-446-1808
Rocky Mt	443-7478	

Hours: Our office hours are 8:30 – 5:30 Monday through Friday. We are usually closed on major federal holidays. Injections are given on Saturdays, Sundays and holidays from 9:30 to 10:00 a.m. in the Goldsboro office when your therapy calls for daily injections. Please enter through the back door and proceed to the chemotherapy suite for these injections.

Prescriptions: Please bring your prescription medications on each and every visit. This is the best way for us to remain current with regard to the medicines you are taking. An accurate list of these prescriptions with dosage and frequency can be presented instead of the actual bottles.

Prescription Refills – The team of your physician and nurse can assist you with your prescription refills. We can fill most of your prescriptions at our office so be sure to ask your nurse or physician about this service. We also offer a wide variety of over-the-counter medications at a competitive price. Ask your nurse or physician for more details on this service.

Pain Medication: Our physicians are very sensitive to your comfort. However, refills for pain medication are done during normal business hours only. This is to assure your safety and the proper management of your care.

Lab: Our lab team is available to you from 8:30 a.m. to 5:30 p.m., and an appointment is not required for lab. In order to minimize your waiting time, we encourage you to consider mid and late afternoons for your lab work. Our staffing is the lowest during the lunch hours, and your waiting time may be the longest at those times.

Chemotherapy – Your plan of treatment may call for chemotherapy. If it does, we have attempted to make our chemotherapy treatment areas as comfortable as possible. Some of our pharmaceutical companies and local churches have provided snacks and soft-drinks. Pillows and blankets are also available. However, we would like to suggest that you bring reading material, playing cards, needlework or anything else that is relaxing for you. Our chemotherapy nurses will also have some stationery available if you would like to send notes to family or loved ones while you are receiving therapy.

Your chemotherapy team will discuss all possible side effects of your therapy and how these side effects should be managed. These discussions will occur prior to your therapy. Therefore, please notify your chemotherapy team if you encounter nausea or other discomfort(s) *after* your therapy. It is very important for all possible side effects to be managed throughout your therapy.

Clinical Trials – Our staff is committed to finding cures for cancer. Our physicians are nationally recognized for their contributions in this pursuit. Part of this effort includes being involved in the latest treatments, therapies and medications that will bring us closer to this cure. This allows us to offer treatments and therapies that are not available at many other cancer centers.

Exercise - Our staff recognizes the importance of exercise in improving one’s quality of life. Various national studies have shown the importance of exercise to patients undergoing treatment for cancer in reducing a variety of side effects, especially fatigue. These benefits were also demonstrated in patients who continued a program of exercise during the period following standard chemotherapy and/or radiation treatment, especially the first six months, thereby greatly enhancing their quality of life. Our physicians and staff will be glad to discuss an exercise regimen with you if you so desire.

Financial – Southeastern Medical Oncology center participates in the following healthcare networks:

Medicare	MedCost
Medicaid	Tricare Standard
Blue Cross Blue Shield	Atlantic Integrated Health
State of NC Health Care Plan	Cigna

If you are covered by a health plan that is not listed above, please contact your insurance company regarding out of network benefits or call our business office at 800-849-0203.

Please make our office aware of any change with your insurance coverage. We will also be requested a copy of your insurance card with your initial visit and every time your coverage changes.

We mail statements to our patients on a monthly basis. Please contact our Business Office at 1-800-849-0203 if you have any questions on this statement.

Payment of co-pay amounts and deductibles are expected at time of service. .

Patient Advocacy – Tiffany is our full time patient advocate. Tiffany has many resources available for patients who are unable to meet their own financial needs. She may also be able to direct you to local, state or federal assistance programs if you are uninsured or underinsured. Please contact her at extension 191 of our Goldsboro office if you have a need in this area. Helen has a supply of wigs, turbans, pillows and other items.

We also offer other assistance through a 501 C charitable organization named “Pennies from Angels”. Helen has a supply of wigs, turbans, pillows and other items. She may also be able to offer assistance with your prescriptions when filled through our office. There is an inspirational

story about the founding of this organization. Financial donations made to this charity are used to assist patients in Duplin, Johnston, Sampson, Wayne and Wilson Counties. Helen's extension is 103.

Support Groups—Meetings are held on the 1st Thursday of the month at 6:00 p.m. under the direction of Tiffany in the office break room. These meetings are a time for sharing and caring, laughter and tears, and fun and fellowship for all cancer survivors and caregivers. We are also proud to offer art therapy classes on Thursday afternoon in the Goldsboro office. These classes offer patients a chance to fellowship with other patients while also expressing themselves through art and creativity. These classes meet at 10:00 am OR 11:30 am every Thursday in the Goldsboro office.

Educational Services – We believe that it is important for a patient and family to be well informed on their treatments and their disease. Our staff is available to assist you with any questions. We also offer the following educational resources:

Library – Books and video tapes are available for check out by any patient or family member at our Goldsboro office. Simply select the book or video that you would like to review and present it to the Goldsboro office receptionist.

We recommend the following web sites for additional information:

Southeastern Medical Oncology Center – www.cancersmoc.com

National Cancer Institute – www.nci.nih.gov

American Cancer Society – www.cancer.org

Alpha Cancer Information Resource – www.alphacancer.com

Cancer Education – www.cancereducation.com

National Lymphedema Network – www.lymphnet.org

Our web site is www.cancersmoc.com

If there is anything we can do to assist you with your care or comfort, please do not hesitate to ask.

Physicians:

James N. Atkins, MD I-Wen Chang, MD Samer Kasbari, MD

Physician assistants: Teresa Wolf, PA, Lisa Hopper, PA

Their Nurses:

Dr. Atkins	Dr. Chang	Dr Kasbari
Debbie, LPN	Alicia, LPN	Mary LPN
Betty, LPN	Janet	Angie

Chemotherapy: Tracie, RN; Kristi, Marti, RN; Cindy, LPN; Stacey, RN; Ginny, RN; Renee, Mixing Tech; Tina, Mixing Tech, Brenda

Prescription services: Dawn

Lab: Twigg; Niki; Jessica; Benita, Heather

Clinical Trial Staff: Lynn, Jennifer, LPN; Sharon, RN; Michelle, Mary, Elaine, Monica

Patient Advocate: Tiffany, Helen

Receptionist & business office staff: Myrtle, Anna, Wanda, Susan, Kay

Clinical Coordinator: Tracie

Office Manager: Bo