



Patient Education Manual

(803) 461-3000 24 Hours



SC ONCOLOGY
ASSOCIATES

SCOA Retail Pharmacy

*Phone: (803) 461-3709
For Refills only: (803) 461-3197*

***Office Hours: 8:00am-4:00pm Monday-Thursday
8:00am-12:00pm Friday***

South Carolina Oncology Associates (SCOA) is the only comprehensive cancer treatment center in South Carolina that provides medical, radiation and gynecological oncology plus important patient support services like diagnostic radiology, infusion therapy, and research—all under one roof.

Services

Medical Oncology—extensively trained and educated in cancer and hematology, our oncologists work with the latest chemotherapy treatments and cancer-fighting medications.

Radiation—our radiation oncologists are experts in evaluating cancer and treatment options, and together with our medical physicists, are board certified by the American Board of Radiology.

Gynecology—SCOA has skilled specialists who focus solely on women’s gynecologic and reproductive cancers.

Laboratory—to provide our patients with added convenience and accurate results; we complete most of our blood analysis work in our own on-site laboratory.

Diagnostic Imaging—comprehensive diagnostic imaging tests are key factors in developing individualized treatment plans.

Chemotherapy—patients who undergo chemotherapy all have one thing in common—they are never alone at SCOA.

Research—we believe our research not only brings immeasurable benefits to our patients but to generations of cancer patients to come.

Social Work—experienced staff of social workers to assist you with any needs you may have while undergoing treatment.

Support Services—patients with good support and coping skills can have a better quality of life, even with cancer.

Pharmacy—Retail/Specialty pharmacy, please see page 16 for more details. Located in mid level

When calling our office you will speak to one of our operators who will direct you to the appropriate staff member to assist you. Please provide the operator with your name, your physician’s name, if you are currently on chemo and the reason for your call.

These steps help us to better serve you and make sure your call is answered in a timely manner.

Physicians and Staff

South Carolina Oncology Associates provides the highest level of clinical care and treatment to fight cancer. Our physicians are supported by a compassionate staff of oncology-certified nurses, nurse practitioners, physician assistants, pharmacists, physicists, lab and diagnostic technicians, medical researchers, licensed social workers, therapists and financial counselors. Office number 803-461-3000

Medical Oncology

Charles M. Butler, MD
Woodrow Coker, MD
Robert J. Collins, MD
Mohamed El Geneidy, MD
Anne S. Hutchison, MD
Fred J. Kudrik, MD
Steven M. Minter, DO
Chaudhry Mushtaq, MD
Sarah Mushtaq, MD
Malshundria S. Prophet, MD
Scott R. Sommers, MD
Jill Sullivan, MD, PhD

Ashley Miller, FNP-BC, AOCNP
Morgan Boatwright, APRN, FNP-BC
Savannah Roof, PA-C
Garland Ames, FNP-BC
Tonya Melton, MSN, APRN, FNP-BC
Nichole Hendry, PA-C
Kim Willis, RN, ACNP-C
Kitra Nichols, MSN, FNP-BC
Jenna Davis, FNP-BC
Katie Matzko, MSN, APRN, ANP-C
Kylie Capedevila, MSN, FNP
Andrea Oates, MSN, FNP-BC

GYN Oncology

William Merritt, MD
James Williams, MD

Shelly K. Goins, MSN, APRN, FNP-C

Radiation Oncology

Kevin Blas, MD
Kurt Meyer, MD, PhD
Brandon Stone, MD
Leonid Zamdborg, MD, PhD

Support Services

Social Workers

Jo Hancock	(803) 461-3609	Medicare Only
Debra Horlback	(803) 461-3131	Drs. Butler, Coker, Sommers, and Sullivan
Nicole Snider	(803) 461-3598	Drs. Collins, ElGeneidy, Minter, and S. Mushtaq
Joni Truluck	(803) 461-3198	Drs. Kudrik, C. Mushtaq, Hutchison, Merritt, Prophet and Williams

Dietician

Kathy Mercer (803) 461-3000

Family Counselor

Lynnie Leopard, LPC, LAC (803) 461-3134

Genetic Counselors

Whitney Dobek, MS, CGC	(803) 461-3497
Amy Wardyn, MS, CGC	(803) 461-3497
Peyton Nunley, MS, CGC	(803) 461-3497

In case of hospitalization or emergency room visit; please note where your oncologist will see you:

BAPTIST: Dr. Collins
Dr. Hutchison
Dr. El Geneidy
Dr. Minter
Dr. Sarah Mushtaq

LEXINGTON: Dr. Mushtaq
Dr. Prophet

PARKRIDGE: Dr. Kudrik

RICHLAND: Dr. Butler
Dr. Sommers
Dr. Sullivan
Dr. Coker

Welcome to SCOA

The staff of SCOA are here to help you develop a plan and to decrease your stress as you deal with your cancer.

When you enter the SCOA building, stop at the Main Reception area every time you are here for any service. From there you will be directed to your next destination.

Generally, once your Oncologist has decided on a treatment plan the chemotherapy schedulers will schedule you for education, infusion, follow-up appointments, etc. We will try to accommodate your desired appointment time and day; however, appointments are based on chair availability so your schedule may vary throughout your treatment to ensure we are able to provide safe and timely care. If you are unable to keep a scheduled appointment, please call 803-461-3000 and reschedule.

On the day of treatment administration:

- Take your usual medications
- Eat breakfast
- Have a plan if you will be receiving treatment through lunchtime. You may bring your lunch, or have someone bring you something from outside or from the café located in the gift shop on the upper level
- Wear clothing that will make it easy for your infusion nurse to get to your port or veins.
- Plan on having someone drive you to and from your first treatment
- Some chemotherapy regimens require pre-medications that can be sedating. If your plan of care includes any of these medications, you will need to have someone drive you to each appointment. Check with your infusion nurse to see if you will be receiving any of these medications.

Once you arrive at SCOA:

- your blood will be drawn
- vital signs and weight will be recorded
- your treatment preparation will not begin until your lab results are available

In the infusion area, you will sit in a recliner. The medication will infuse by a pump attached to a pole so that you can get up and move around. Warm blankets and pillows are available for your comfort. SCOA does provide drinks. You may bring snacks from home.

The **SCOA Retail Pharmacy** is located on the mid-level for your convenience near infusion check-in. Prescriptions can be dropped off before treatment and picked up when you are ready to leave. The retail pharmacy hours are 8:00am-4:00pm on Monday-Thursday and 8:00am-12:00pm on Friday.

Your time in the infusion area depends on **your** treatment plan. Everybody is different. You may wish to bring with you books, puzzles, ipads, etc to entertain yourself during the time you are here. A family member is welcome to be with you in the infusion area.

We provide Wi-Fi accessibility in the infusion area.

Patient Portal

CareSpacePortal.com

Access your health information whenever you would like.

CareSpace is easily accessible: on your personal computer, tablet or mobile device. You have 24/7 access to your medical information.

Things you can find:

- Appointments
- Lab Results
- Medications List
- Diagnosis
- Allergies

Ask any staff member to help sign you up.

Cancer Treatments

Chemotherapy actually means treating a disease with medicine. Historically though this term is used when discussing medicines that kill cancer cells. Chemotherapy can be given by mouth, by IV (Intravenously), topically or by injection. Chemotherapy is used to stop cancer from spreading, slow the growth of cancer, relieve symptoms caused by cancer, or to cure cancer. Cycles can be weekly, every 2 weeks, every 3 weeks, 3 out of 4 weeks, etc.

Cancer cells are fast growing cells that grow out of control and can invade surrounding tissue or travel to other organs through the blood stream or lymph system. Chemotherapy affects fast growing cells. Therefore, other naturally fast growing cells in our bodies such as hair follicles, the lining of the GI tract, and blood cells can also be affected. This may possibly cause side effects such as hair loss, nausea/vomiting, mouth sores, constipation, diarrhea, or low blood cell counts. Your treatment team will teach you how to best manage the side effects that are expected with your particular chemotherapy.

Chemotherapy can affect your whole system. These drugs are designed to destroy and prevent further growth of cancer cells. Therefore, your body system may need assistance during chemotherapy. Remember generally you are at higher risk for infection especially 7-10 days after receiving chemotherapy. Take good care of your body while receiving treatment.

Some newer classes of drugs are called Targeted Therapies. These target and attack the actual cancer cells. Immunotherapy drugs use your body's own immune system to help fight cancer. Side effects from these treatments are different from chemotherapy side effects. Your education nurse will discuss side effects with you.

Your Oncologist will determine the best treatment regimen for you based on your general condition, your type of cancer, stage of your cancer, and goal of treatment.

Let the nurse and/or Oncologist know if you are having difficulties during your treatment so they can help you.

General Day to Day Issues with Chemotherapy Treatments

- **Hydration:** Drink at least 64 oz. or the equivalent of four 16oz bottles of liquids every day. *Staying hydrated is Extremely Important.* Please use caffeine in moderation.
- **Diet: Eat!!!** A well-balanced diet is best. Most people do better with small frequent meals. If necessary, drink Boost, Ensure, Carnation Instant Breakfast, etc. This is NOT the time to lose weight. A high protein diet with lots of fruits and vegetables is best.
- **Call** if you have a fever of 100.5 or higher, or if you have signs of infection. To help prevent infections: avoid crowds, wash your hands frequently, practice good hygienic habits, stay away from others who are sick, etc.
- **Diarrhea:** You may take Imodium A-D as directed on box unless told otherwise by your MD. Call if not better in 24 hours.
- **Constipation:** You may take over-the-counter stool softener such as Colace or natural laxative such as Senokot. May add Miralax if needed.
- **Oral Care:** Use a soft toothbrush. Do not use mouthwashes that contain alcohol as this can make mouth irritations worse. Regular dental checkups are recommended.
- **Mouth Soreness:** Mix one-half tsp. salt and one-half tsp. baking soda in one-half glass warm water. Rinse frequently. If not relieved, call the clinic.
- **No aspirin or aspirin-containing medications** without checking with your Oncologist first.
- **Exercise:** Staying active helps with fatigue and general overall well-being. Keep as active as you can. Rest in between periods of activity. NO overtiring. DO fun things.
- **Practice birth control if you are childbearing age.** If you have questions regarding sexual activity, ask your Oncologist or nurse. Talk with your Oncologist about fertility issues or questions regarding having children in the future.
- **Limit alcohol** since alcohol can increase your bleeding time. Check with your Oncologist regarding how much alcohol consumption is allowed.
- **Sleep** is very important during this time.
- **Herbals and Vitamins:** Be sure to let your Oncologist know all prescriptions AND non-prescription pills, etc. that you are taking. Some of these could negatively interact with chemotherapy drugs.
- **Skin Care:** Use moisturizers after your shower and at bedtime. Avoid excessively hot bath/shower. Use Sunscreen. Stay out of the sun when possible.
- **Surround yourself with supportive people.** Talk about your concerns.
- **Put yourself first during this time.** Say NO politely when asked to do something you are not able to do. Let others assist you. It is okay to let people know what they can do to help you.

Understanding Lab Results

CBC (Complete Blood Count)

- **WBC (White Blood Count):** White blood cells are the body's primary defense system against illness. When a foreign invader such as bacteria enters your body, WBCs attack it, preventing the infection from "taking over".
- **RBC (Red Blood Cell Count):** Red blood cells are responsible for carrying oxygen from the lungs to organs and tissues. This test measures the number of red blood cells available to carry this vital substance.
- **HGB (Hemoglobin):** Hemoglobin is a chemical compound involved with the transport of oxygen to, and carbon dioxide from, organs and tissues. HGB is inside red blood cells, giving them their red color. This test measures your body's concentration of hemoglobin.
- **HCT (Hematocrit):** Hematocrit literally means "to separate", dividing the red blood cells from whole blood. This test examines the amount of red blood cells per total volume of blood.
- **ANC (Absolute Neutrophil Count):** The number of white blood cells that are actually neutrophils. Neutrophils are key components in the system of defense against infection.
- **PLT (Platelet Count):** Platelets are the blood-clotting or coagulating mechanism in blood. They help protect your body against uncontrolled bleeding when a blood vessel is damaged or cut.

CMP (Comprehensive Metabolic Panel)

- **Sodium-Potassium-Chloride-CO₂:** These four items are electrolytes in the blood that monitor pH balance (acid/base balance) as well as water balance.
- **Glucose:** This test measures the level of sugar in the blood. High values are associated with diabetes.
- **BUN (Blood Urea Nitrogen):** Urea is the main waste product produced by the liver during the breakdown of proteins. More than 90% of the urea is excreted by the kidneys. This test is used to help detect a variety of kidney and liver diseases. Results may be affected by the amount of protein and liquid in the diet, fever, stress and some forms of medications.
- **Creatinine:** Creatinine is a by-product in the breakdown of creatine, a substance produced by muscles. It is normally produced at a constant rate depending upon muscle mass and is removed from the body by the kidneys. For this reason, the creatinine test is frequently used to assess kidney function.
- **Calcium:** This test is related to bone function and hormones that influence bone function.
- **Total Protein—Albumin:** These tests measure the amount and type of protein in the blood. They are a useful index of overall health and nutrition.
- **TOT BILI (Total Bilirubin):** Bilirubin is the primary pigment in bile. Although slight variations are generally not significant, high bilirubin values may

indicate liver disease or other disorders such as gallstones which reduce the normal flow of bile.

- **ALK PHOS (Alkaline Phosphatase):** This is an enzyme found in body tissue which is used to detect bone diseases or liver diseases.
- **SGOT & SGPT:** These are protein enzymes that aid in various chemical activities within cells. Injury to cells releases these enzymes into the blood. They are found in muscles (including the heart) and the liver. Damage from alcohol and a number of diseases are reflected in high values.

Tumor Markers

Tumor markers are substances that are produced by cancer or by other cells of the body in response to cancer. Tumor markers are used to help detect, diagnose, and manage some types of cancer. Although an elevated level of a tumor marker may suggest the presence of cancer, this alone is not enough to diagnose cancer. There are some limitations to the use of tumor markers. Sometimes, noncancerous conditions can cause the levels of certain tumor markers to increase. In addition, not everyone with a particular type of cancer will have a higher level of a tumor marker associated with that cancer.

Measurements of tumor markers are usually combined with other tests, such as biopsies, to diagnose cancer. Tumor marker levels may be measured before treatment to help doctors plan the appropriate therapy. Tumor markers may also be measured periodically during cancer therapy. A decrease in the level of a tumor marker or a return to the marker's normal level may indicate that the cancer is responding to treatment. Tumor markers may also be measured after treatment has ended to check for recurrence (the return of cancer). Tumor markers have not been identified for every type of cancer.

Websites

American Cancer Society (ACS) National Office www.cancer.org

Provides numerous resources, including printed materials and counseling for patients and families. Information on lodging for people who may require treatment far from home. Comprehensive website on a variety of cancer-related issues. Free Dietician Available.

American Institute for Cancer Research www.aicr.org

National cancer charity that focuses on the link between nutrition and cancer. Provides research and consumer information such as newsletters, recipes and other free educational publications.

Association of Cancer Online Resources www.acor.org

A resource for informational listings on different types of cancer.

Cancer Care, Inc. www.cancercare.org

Nonprofit organization that provides counseling, education, and financial assistance information.

Cancer Information Service (CIS) www.cancer.gov

A national information and education network that operates a toll-free service to provide callers with the most recent scientific information. Information is provided in English and Spanish.

Centers for Disease Control and Prevention (CDC) www.cdc.gov

The centers for Disease Control and Prevention is an agency of the U.S. government's Department of Health and Human Services. Information on a variety of wellness topics – not only cancer related.

Live Strong Foundation www.livestrong.org

Provides information and tools designed to help cancer patients and caregivers maintain strength and a positive attitude throughout the cancer journey.

Look Good...Feel Better www.lookgoodfeelbetter.org

Free program that helps women learn to cope with the appearance-related side effects associated with cancer treatment. Licensed cosmetologists instruct women who are currently undergoing chemotherapy and/or radiation on how to wear wigs, turbans, scarves and cosmetics (one time per patient). Pre-registration is required.

National Alliance for Hispanic Health www.hispanichealth.org

The oldest and largest network of health and human service providers, servicing over 10 million Hispanic consumers throughout the U.S. since 1973.

National Coalition for Cancer Survivorship (NCCS) www.canceradvocacy.org

A network of groups and individuals promoting national awareness of issues affecting cancer survivors.

People Living with Cancer www.cancer.net

Cancer information and resources for patients and caregivers. Provides cancer education, treatments, and coping strategies. Tools to help minimize side effects and symptom management.

Blood and Marrow Information Network www.bmtinfonet.org

Quarterly newsletter, books, patient-to-survivor link, resource directory, on-line Transplant Center Database, and Drug Base.

National Bone Marrow Transplant Link www.nbmtlink.org

Provides peer support and other information to bone marrow transplant (BMT) patients and families. Also provides information to prospective BMT patients and family members.

National Marrow Donor Program (NMDP) www.marrow.org

Facilitates marrow transplants from unrelated volunteer donors to patients with leukemia, Aplastic anemia and other potentially life-threatening diseases.

Breast Cancer.org www.breastcancer.org

Provides generalized, easy-to-understand information about breast cancer diagnosis and treatment.

Susan G. Komen Foundation www5.komen.org

Eradicating breast cancer by advancing research, education, screening, and treatment. Site provides support for both caregivers and patients.

National Lymphedema Network www.lymphnet.org

Provides education and guidance to lymphedema patients, healthcare professionals, and the general public.

Sisters Network www.sistersnetworkinc.org

Committed to increasing local and national attention to the devastating impact that breast cancer has in the African-American community.

Y-ME National Breast Cancer Organization www.y-me.org

A 24-hour toll-free hotline staffed by professional counselors and volunteers who have had breast cancer. Provides information, education, support, resource library, wigs, and prostheses for breast cancer survivors.

Colon Cancer Alliance www.ccalliance.org Organization provides information and support through a network of colon and rectal cancer survivors, their families, caregivers, people genetically predisposed to the disease, and the medical community.

Head and Neck Cancer www.spohnc.org

A patient-directed, self-help organization dedicated to meeting the needs of oral and head and neck cancer patients by addressing broad emotional, physical, and humanistic needs.

Hospice www.hospiceinfo.org

Nonprofit membership organization representing hospice and palliative care programs and professionals in the U.S. It is committed to improving end-of-life care and expanding access to hospice care.

The Lung Cancer Alliance www.lungcanceralliance.org

An organization dedicated to people living with lung cancer or those at risk for the disease. Promotes initiatives aimed at educating public policy leaders to the need for greater resources for research while changing the face of lung cancer and reducing the stigma associated with the disease.

American Lung Association www.lungusa.org

Provides information on smoking-cessation groups and literature on lung disease, and promotes lung health.

The Leukemia and Lymphoma Society www.lls.org

Provides information, guidance, and support to patients with a Lymphoma, Hodgkin's disease, Myeloma, Leukemia, MDS (Myelodysplastic Syndrome) and other blood-related cancers. Provides educational information, physician referrals, and information on clinical trials.

Eating Well Through Cancer Cookbook <http://www.hollyclegg.com>

Nutritional help and information to help your loved one eat well through diagnosis to survivorship. Also, provides information to help symptom management with one's diet.

American Sickle Cell and Anemia Association <http://www.ascaa.org>

An organization dedicated to provide comprehensive services, counseling and support to individuals and families whom are affected by Sickle Cell Disease.

International Myeloma Foundation www.myeloma.org

Offers information and services for the treatment and management of multiple myeloma.

Multiple Myeloma Research Foundation www.multiplemyeloma.org

Raises funds for research and provides educational materials to patients and family members. Excellent information on multiple myeloma in easy-to-understand language.

National Ovarian Cancer Coalition www.ovarian.org

An organization of ovarian cancer survivors that seeks increased recognition of the disease by government, media, health officials, and the medical community.

The National Prostate Cancer Coalition www.4npcc.org

A national grassroots advocacy group that raises funds for research and works with patients, survivors, families, doctors, and researchers.

The Skin Cancer Foundation www.skincancer.org

Offers information on the latest news about skin cancer, its treatment, and detection.

Corporate Angel Network, Inc. (CAN) www.corpangelnetwork.org

Provides free transportation (using corporate jets) to or from a hospital or recognized treatment center in the U.S., without regard to patient's financial resources, for people with cancer and family members. Travelers must be ambulatory and self-sufficient. Those who donate blood and bone marrow for cancer patients may also travel free.

Centers for Medicare and Medicaid Services www.medicare.gov

Provides information on Medicare health insurance for the elderly and disabled.

Social Security Administration www.ssa.gov

General information about the Social Security Administration.

Easing the Chemotherapy Journey www.chemotherapy.com

Information on cancer, chemotherapy, web resources and organizations, along with tools to help patients organize all of the information received throughout treatment.

A good source to help understand lab values and chemotherapy.

Pancreatic Cancer Action Network www.pancan.org

Research, patient support, community outreach and advocacy for a cure for pancreatic cancer.

Fertility Centers and Websites

- PREG- Piedmont Reproductive Endocrinology Group 2324 Sunset Blvd, West Columbia, SC 29169 · (803) 939-1515
- <http://www.pregonline.com/>
- <https://www.livestrong.org/we-can-help/livestrong-fertility>
- <http://attainfertility.com> (State Laws)
- www.reprotech.com
- <http://oncofertility.northwestern.edu/fertline>
- www.fertileaction.org
- <https://cancerkn.com/oncofertility-referral-network>

Columbia Area Wig and Hair Replacement Centers

Becky's Place (Appointment Required)

2728 Sunset Boulevard
West Columbia, SC 29169 (Beside Lexington Medical Center)
(803) 791-2440

JD's Fashions

7546 Garners Ferry Road
Columbia, SC 29209
(803) 776-7933

JD's Fashions

10050 Two Notch Road
Columbia, SC 29223
(803) 788-6500

Open 10-8 Monday through Saturday

International Wigs

1643 Main Street
Columbia, SC 29201
(803) 779-8531

Open 9:30-6pm Monday through Saturday

Tony's Hair Replacement Systems (Appointment Required)

2719 Middleburg Drive, Ste 106
Columbia, SC 29204
(803) 799-1553

Open 9-5:30 Tuesday through Friday
9-1 on Saturday

Columbia American Cancer Society Chapter

200 Center Point Circle Suite 100
Columbia, SC 29210
(803) 750-1693

Open 8-4:30 Monday through Friday

Natural Wigs

1722-C Broad River Road
Columbia, SC 29210
(803) 772-1600

Open Tuesday through Friday 10-6
Saturday 10-4
By appointment or walk-in welcome

Community Cancer Support Groups

Breast Cancer

Bosom Buddies – Free Monthly Meeting on the 2nd Tuesday of each month at 6:30 pm. Palmetto Health Baptist – 1501 Sumter St, Columbia SC. Contact Sue Whitlock 803-296-2378

MARYS (Meeting and Reviving Your Spirit: Breast Cancer Support Group for African American Women) – Free Monthly Meeting on the 3rd Tuesday of every month at 11:45 am. Celia Saxon Health Center – 2133 Walker Solomon Way, Columbia SC. Contact Rashonda Abrams at 803-296-2025

Women to Women – Free Monthly Meeting on the 4th Thursday of each month at 5pm. Lexington Medical Center – 2728 Sunset Blvd, West Columbia SC in the Women’s Imaging Lobby. Contact Kelly Jeffcoat at 803-791-2521

Sharing Hope (metastatic breast cancer) – Free Monthly Meeting on the 2nd Thursday of each month at 5pm. Lexington Medical Center – 2728 Sunset Blvd, West Columbia SC in the Women’s Imaging Lobby. Contact Kelly Jeffcoat at 803-791-2521

Lung Cancer

Breathe Easier – Free monthly meeting. Contact Karen McDonnell or Tamara Church at 803-777-9736 for information/dates and times.

All Cancer Patients

Losing is Not an Option – Free Weekly Meetings on Wednesdays at 11:30 am. Lexington Medical Center – 2728 Sunset Blvd, West Columbia SC in the Granby room. Contact Tracy Williams at 803-939-8774

Programs for Women’s Image – you must register for these

Chemo with Style – Free Bi-Monthly Program on the 2nd Tuesday every other month at South Carolina Oncology Associates - 166 Stoneridge Drive, Columbia SC. Contact Linda Davis at 803-461-5079 or Tri County Hospice at 803-400-1177.



Dear Patient,

Welcome to **SC Oncology Retail Pharmacy**. We are here to serve you for your pharmacy needs.

We know that your medical needs require special knowledge when working with your doctor and insurance company. We give you the personal service needed to make sure that you get the best care.

You can expect:

Personalized patient care

- Our staff will work with you to discuss your treatment plan, and we will address any questions or concerns you may have. Patients will be signed up for our Patient Management Program. This program provides patients with training, education and counseling.

Partnership with your Doctor

- We work closely with your doctors and are here to make sure any problems you may be having with your treatment are taken care of.

Regular follow-up

- Getting your medications quickly and correctly is important. We will be in close contact with you and will take care of you during this entire process.

Benefits

- Treatment can be costly, and we will help you every step of the way to make sure all options are available to you. We will work with your insurance to give you information and help you understand your prescription insurance benefits.

Delivery

- Patients may call the pharmacy before their doctor visit if medication refills are needed, to update records, insurance or medication list. Most patients pick up their medication while at the clinic for an appointment. We do offer delivery through FedEx for our Specialty medications.

SC Oncology Retail Pharmacy



The pharmacy is located at: 166 Stoneridge Drive
Columbia, SC 29210
(Mid-level of the office)

Phone (803) 461-3709
Fax (803) 461-3426

Business hours are: Monday-Thursday 8:00 AM-4:00 PM EST
Friday 8:00AM – 12:00 PM EST

Closed: Saturday & Sunday
Memorial Day
July 4th
Labor Day
Thanksgiving Day & the day after
Christmas Eve at noon & Christmas Day
New Years Day

24/7 Support

- Our staff is available 24 hours a day, 7 days a week including holidays and weekends.
- Our after-hours staff is able to help you with urgent questions at 803-461-3000.

When to Contact Us:

- You have questions or concerns about your medication
- If you have an allergic reaction to medication or side effects
- Your contact information or delivery address has changed
- Your insurance information or payment has changed
- To check the status of your order or discuss an order delay

We look forward to providing you with the best service possible. We know you have many options and we thank you for choosing **SC Oncology Retail Pharmacy**.

Sincerely,

The SC Oncology Retail Pharmacy Team

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

To ensure the finest care possible, as a patient receiving our pharmacy services, you should understand your role, rights and responsibilities involved in your own plan of care.

As our patient, you have the right to:

- To express concerns, grievances or recommend modifications to your Pharmacy in regard to services or care, without fear of discrimination or reprisal.
- To receive information about product selection, including suggestions of methods to obtain medications not available at the pharmacy where the product was ordered.
- To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risk of treatment or care plans.
- To receive information on how to access support from consumer advocates groups.
- To receive information to assist in interactions with the organization.
- To receive information about health plan transfers to a different facility or Pharmacy Benefit Management organization that includes how a prescription is transferred from one pharmacy service to another.
- To receive pharmacy health and safety information to include consumers rights and responsibilities.
- To know the philosophy and characteristics of the *patient management* program.
- To have *personal health information* shared with the *patient management* program only in accordance with state and federal law.
- The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.
- The right to speak to a health professional.
- The right to receive information about an order delay, and assistance in obtaining the medication elsewhere, if necessary.
- To receive information about the *patient management* program.
- To receive administrative information regarding changes in or termination from the *patient management* program.
- To decline participation, revoke consent or opt-out from the patient management program at any point in time.

As our patient, you have the Responsibility to:

- To notify your Physician and the Pharmacy of any potential side effects and/or complications.
- To submit any forms that are necessary to participate in the program to the extent required by law.
- To give accurate clinical and contact information and to notify the *patient management* program of changes in this information.
- To notify their treating *provider* of their participation in the *patient management* program, if applicable.

IMPORTANT INFORMATION

➤ Patient Management Program

- As a patient of our specialty pharmacy program, we monitor your medications and progress through a disease specific patient management program and will be automatically enrolled. This program is provided to you at no additional cost, and your participation is completely voluntary.
- If you wish to opt out of the program, please call and speak to our pharmacy staff or a member of the Oral Adherence Program.
- The Patient Management Program (Oral Adherence Program) provides valuable benefits such as managing side effects, increasing compliance to drug therapies and overall improvement of health. The Program helps patients stay on track with their medication by reviewing proper dosing, handling and storage. The oral adherence nurses also stress the importance of adherence to therapy to assure the best outcomes possible for the patient.
- Limitations of the program can be self-reporting, and participation.

➤ Financial Information

- Before your care begins, a staff member will inform you of the financial obligations you incur that are not covered by your insurance or other third-party sources.
- These obligations include but are not limited to: out-of-pocket costs such as deductibles, co-pays, co-insurance, annual and lifetime co-insurance limits and changes that occur during your enrollment period.
- This co-payment is due at the time of pickup. We accept Visa®, MasterCard®, cash or check. We do not retain credit card information on file.
- We will notify you if we are an out of network pharmacy and we will provide you with the cash price of the medication upon request.
- We have access to financial assistance programs to help with co-payments and to ensure there are no financial barriers to starting your medication. These programs include discount coupons from drug manufacturers and assistance from various disease management foundations. We will assist you with enrollment into such programs.

➤ Insurance Claims

- We will submit claims to your health insurance carrier on the date your prescription is filled. If the claim is rejected, a staff member will notify you, as necessary, so that we can work together to resolve the issue. There may be financial obligations if your health benefit plan is an out of network pharmacy or if you are enrolled in a traditional Medicare Part D plan. If a financial obligation is identified the SCOA staff will assist in troubleshooting the problem and finding a resolution.

➤ Filling a Prescription and Refills

- Your physician can send us your prescription, or you can provide it to us in person or through the mail.
- Patients are encouraged to call our refill line for refills or call the main line to speak to a pharmacy staff member to discuss a refill request. Patients can conveniently pick up refills at the pharmacy before or after their doctor or chemotherapy visit. If needed, we will assist patients

with a process to refill a prescription which would otherwise be limited by your prescription benefit plan.

➤ **Prescription Transfers**

- If our pharmacy can no longer service your medication, a pharmacist will transfer your prescription to another pharmacy. We will inform you of this transfer of care.
- If you feel that our pharmacy is unable to meet your needs, we can transfer your prescription to the appropriate pharmacy of your choice that may be more convenient to your home or workplace.

➤ **Adverse Drug Reactions**

- If you are experiencing adverse effects to the medication, please contact your doctor, the Pharmacy or an oral adherence nurse as soon as possible.

➤ **Drug Substitution Protocols**

- Our Pharmacy will always use the most cost-efficient option for you. From time to time it is necessary to substitute generic drugs for brand name drugs. This could occur due to your insurance company preferring the generic be dispensed or to reduce your copay. If a substitution needs to be made, a member of the specialty pharmacy staff will contact you prior to shipping the medication to inform you of the substitution. When available, our pharmacy will default to generic to save you money. We will use brand name medication at your or your prescriber's request.

➤ **Proper Disposal of Sharps**

- Place all needles, syringes, and other sharp objects into a sharps container. This will be provided by the Pharmacy if you are prescribed an injectable medication.

➤ **Proper Disposal of Unused Medications**

- For instructions on how to properly dispose of unused medications, check with your local waste collection service. You can also check the following websites for additional information:

<http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>

<http://www.fda.gov/drugs/resourcesforyou/consumers/buyingusingmedicinesafely/ensuringsafeuseofmedicine/safedisposalofmedicines/ucm186187.htm>

RXdrugdropbox.org

➤ **Drug Recalls**

- If your medication is recalled, the specialty pharmacy will contact you, with further instructions, as directed by the FDA or drug manufacturer.

➤ **Emergency Disaster Information**

- In the event of a disaster in your area, please contact our pharmacy so we can make arrangements for you to obtain your medication. This will ensure your therapy is not interrupted.

➤ **Medication Issues and Concerns**

- Please contact the pharmacy as soon as possible to report medication issues such as adverse effects to your medication or suspected errors.
- We want you to be completely satisfied with the care we provide. If you or your caregiver has any issues, please contact us directly and speak to one of our staff members. Patients and caregivers can do so by phone, fax, or writing. We will address your concern within 5 business days.
 - URAC Complaint Info
 - Website: <https://www.urac.org/complaint/>
 - Email Address: grievances@urac.org

NOTICE OF PRIVACY PRACTICES

Uses and disclosures to carry out treatment, payment, and health care operations

Treatment- This practice may use or disclose your protected health information in consultation between health care providers relating to your treatment or for your referral to another health care provider for your treatment.

Payment- This practice may use or disclose your protected health information for billing, claims management, collection activities, or obtaining payment.

Health care Operation- This practice may use or disclose your protected health information for reviewing the competence or qualifications of health care professionals, or for conducting training programs in which students, trainees, or practitioners participate. This practice may use or disclose your protected health information for accreditation, certification, licensing, or credentialing activities. This practice may use or disclosure your protected health information to our business associates who participate in our healthcare operations. These disclosures will only be made after we have satisfactory assurances in the form of a Business Associates Agreement from the business associate. These assurances will include their agreement to comply with the HIPAA rules and the compliance of any subcontractor with which they do business.

This practice may use or disclose protected health information to remind you of your appointment, to give you information about treatment alternatives, or other health related benefits or services. If you do not wish to receive appointment reminders or the information about treatment alternatives, other health related benefits, services, you may notify our office and you will receive no further information

This practice may contact you for our own fundraising activities. If you do not want to receive fundraising communication, you may opt-out at any time. Each communication will contain methods to be used to opt-out of further communication. If you opt-out you will receive no further fundraising communications. If at any time you wish to receive fundraising communication you wish to receive the communication again, you can contact our practice.

Authorized Uses or Disclosures

The following uses or disclosures require a valid authorization as defined by the HIPAA standards.

Uses or Disclosures for Psychotherapy Notes- This practice will require an authorization for most uses and disclosures of psychotherapy notes, where applicable.

Uses or Disclosures for Market Purposes- This practice will require an authorization for uses and disclosures of protected health information used in marketing.

Disclosures for a Sale of Protected Health Information- This practice will require an authorization for any disclosures that would constitute a sale of protected health information.

For any other use or disclosure you wish us to make, you can give us a written, valid authorization. Your authorization must have specific instructions for the use and disclosure you want us to make. You will have the right to revoke the authorization in writing at any time before the information is used or disclosed.

Uses or disclosures requiring an opportunity for the individual to agree or object

For disclosures to others involved with your health care or payment, we will inform you in advance and give you the opportunity to agree or object. These disclosures will be limited to the information necessary to help with your health care or payment. These disclosures will only be made if you do not object.

Uses and disclosures for which an authorization or opportunity to agree or object is not required

The following uses or disclosures do not require an authorization or the opportunity for you to agree or object.

Uses and disclosures required by law-This practice may use or disclose protected health information to the extent required by law. The use or disclosure will comply with and be limited to the relevant requirements of such law.

Uses and disclosures for public health activities-This practice may use or disclose protected health information for the purpose of preventing or controlling disease, injury, or disability, including, but not limited to, the reporting of disease, injury, and vital events such as birth or death.

Disclosures about victims of abuse, neglect or domestic violence

This practice may disclose protected health information about an individual whom this practice reasonably believes to be a victim of abuse, neglect, or domestic violence.

Uses and disclosures for health oversight activities-This practice may disclose protected health information to a health oversight agency for oversight activities authorized by law, including audits, civil, administrative, or criminal investigations, inspections, licensure, or disciplinary actions.

Disclosures for judicial and administrative proceedings- This practice may, in response to an order of a court or administrative tribunal, provide only the protected health information expressly authorized by such order or a subpoena.

Disclosures for law enforcement purposes- This practice may disclose protected health information as required by law including laws that require the reporting of certain types of wounds or other physical injuries.

Uses and disclosures about decedents- This practice may disclose protected health information to a coroner or medical examiner for the purpose of identifying a deceased person, determining a cause of death, or other duties as authorized by law. We may disclose protected health information to a funeral director, as authorized by law, to carry out their duties. This disclosure will be made in reasonable anticipation of death.

Uses and disclosures for cadaveric organ, eye or tissue donation

purposes- This practice may use or disclose protected health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of cadaveric organs, eyes, or tissue for the purpose of facilitating organ, eye or tissue donation and transplantation.

Uses and disclosures for research purposes- This practice may use or disclose protected health information for research, when the research has been approved by an institutional review board or privacy board, to protect your protected health information.

Uses and disclosures to avert a serious threat to health or safety- This practice may, consistent with applicable law and standards of ethical conduct, use or disclose protected health information, in good faith, if we believe the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.

Uses and disclosures for specialized government-This practice may use and disclose the protected health information of individuals who are Armed Forces personnel for activities deemed necessary by appropriate military command authorities to assure the proper execution of the military mission, if the appropriate military authority has published by notice in the Federal Register.

Disclosures for workers' compensation - This practice may disclose protected health information as authorized by and to the extent necessary, to comply with laws relating to workers' compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.

Patient rights under HIPAA

The following information describes your rights under the HIPAA Standards. This practice requires that all requests for the various rights be made in writing and we will provide our decision on your request in writing. You should be aware that there may be some situations when there could be limitations placed on your rights. We are required to permit you to request these rights, but we are not required to agree to your request, **except as in the Right of Restriction section.**

Right of an individual to request a restriction of uses and disclosures

This practice will permit an individual to request that we restrict uses or disclosures of protected health information about the individual to carry out treatment, payment, or health care operations or to others involved in your care or in payment. We will consider these requests, but we are not required to agree to them, except as discussed in the next section.

Under your right of restriction, you may restrict certain disclosures of protected health information to a health plan for payment or healthcare operation, where payment in full is made out of pocket for a healthcare item or service. We will agree to this restriction as long as your payment is honored. If payment is not honored, we are not obligated to continue to abide by the requested restriction.

Confidential communication requirements

This practice will permit an individual to request and will accommodate reasonable requests to receive communications of protected health information from our practice by alternative means or at an alternative location.

Access of individuals to protected health information

An individual has a right of access to inspect and obtain a copy of protected health information about the individual in a designated record set except as prohibited by state or federal law or certain other exemption. Your access may be provided in electronic form if producible at your request or in another form or format. As permitted by state and federal law, we may charge you a reasonable cost based fee for a copy of your record. Questions about the fee should be addressed to our Privacy Officer at the phone number listed at the end of this document.

Amendment of protected health information

An individual has the right to ask to have this practice amend protected health information or a record about the individual in a designated record set for as long as the protected health information is maintained in the designated record set.

Accounting of disclosures of protected health information

An individual has a right to receive an accounting of disclosures of protected health information made by this practice in the past six years but not before April 14, 2003. The accounting will not include disclosures made for treatment, payment, or operations, as well as authorized disclosures or disclosures made for which you had an opportunity to agree or object. You may receive one free accounting in a 12 month period. There will be a reasonable cost based fee for additional requests.

Right of Breach Notification

An individual has the right to and will receive a notification of any breach of their unsecured protected health information as defined by the Breach Notification Rule. We will fulfill our obligation to provide notice in accordance to HIPAA standards.

Copy of this notice

You have a right to a copy of this notice. Even if you agreed to receive an electronic copy, you may request and receive a paper copy.

Our Duties

This practice is required by law to maintain the privacy of protected health information and to provide individuals with notice of our legal duties and privacy practices with respect to protected health information.

This practice is required to abide by the terms of the notice currently in effect.

This practice is required to notify you of any change in a privacy practice that is described in the notice to protected health information that we created or received prior to issuing a revised notice. We reserve the right to change the terms of our notice and to make the new notice provisions effective for all protected health information that we maintain. Revised Notices will be available and posted at our office(s) and posted on our web site, if applicable.

Complaints

If at any time you feel we have violated your HIPAA rights or you have any questions or concerns, please contact Angelia Haynes, HIPAA Privacy Officer at 461-3000. You may also contact the Secretary of Health and Human Services. This practice will not retaliate against any individual for filing a complaint.

Contact

You have the right to file a complaint with our Privacy Officer at 166 Stoneridge Drive, Columbia SC 29210 or with the Office of Civil Rights, US Department of Health and Human Services, 61 Forsyth St., SW, Suite 3B70, Atlanta, GA 30323.

Effective Date of the Notice is 7/1/2013

ACKNOWLEDGEMENT OF WELCOME PACKET INFORMATION

The Teaching Nurse provides education to each patient. Patients are encouraged to bring family members or friends to this mandatory visit. The Teaching Nurse provides education materials on the specific medication, provides resources, and has the consent form signed.

SC Oncology Retail Pharmacy
166 Stoneridge Drive
Columbia, South Carolina 29210

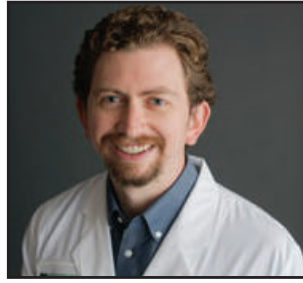
SC Oncology Retail Pharmacy Welcome Packet, includes Hours of Operation, Contact Information, Patient Bill of Rights and Responsibilities, Notice of Privacy Practices, Financial Obligation and Assistance Programs, and Complaint Process.

Thank you for choosing SC Oncology Retail Pharmacy to service all of your pharmacy needs.

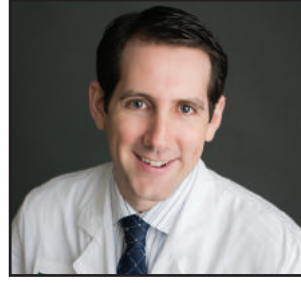
RADIATION ONCOLOGY



Kevin Blas, MD



Kurt D. Meyer, MD, PhD



Brandon M. Stone, MD

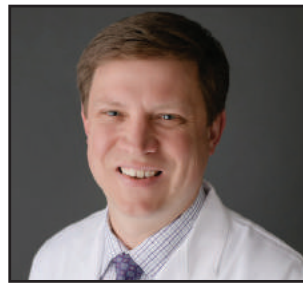


Leonid Zamdborg, MD, PhD

MEDICAL ONCOLOGY



Charles M. Butler, MD



Robert J. Collins, MD



Woodrow I. Coker III, MD



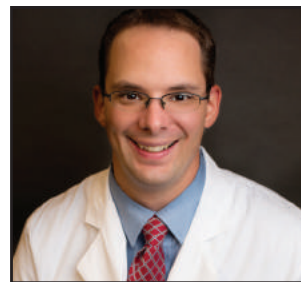
Mohamed El Geneidy, MD



Anne Hutchison, MD



Fred J. Kudrik, MD



Steven M. Minter, DO



Chaudry M. Mushtaq, MD



Sarah Mushtaq, MD



Malshundria S. Prophet, MD



Scott R. Sommers, MD



Jill M. Sullivan, MD, PhD

GYNECOLOGIC ONCOLOGY



William M. Merritt, MD



James A. Williams, Jr., MD