



SC ONCOLOGY
ASSOCIATES

MySCOA Guidebook

Chemotherapy



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Welcome to SCOA

Here at SCOA, we will walk you through each step of the way.

When it comes to cancer care, you can feel the difference the second you step foot in the door. We know cancer is the beginning of a new chapter. It is the beginning of a new relationship, and a journey we will help guide you through.

The staff of SCOA are here to help you develop a plan and to decrease your stress as you deal with your cancer. Our state-of-the-art cancer center offers comprehensive care to help you through every step of treatment all under one roof.

Online you can access us anywhere, any time and from any device. There you will be able to request an appointment, view lab results, access your medication list and much more.

Together we are on this journey together.

Understanding Your Chemotherapy Treatment

Cancer cells are fast-growing cells that grow out of control and can invade surrounding tissue or travel to other organs through the bloodstream or lymph system.

Chemotherapy affects these fast-growing cells. It is used to stop cancer from spreading, slow the growth of cancer, relieve symptoms caused by cancer, or to cure cancer. 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 potentially cause side effects such as hair loss, nausea and vomiting, mouth sores, constipation, diarrhea, or low blood cell counts. Your care team will teach you how to best manage the side effects that are expected with your particular chemotherapy.

Chemotherapy can be given by mouth, by IV (Intravenously), topically or by injection. Cycles can be weekly, every 2 weeks, every 3 weeks, 3 out of 4 weeks, etc.

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.

What to Expect

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

Every patient experiences chemotherapy differently, both physically and emotionally. Once you and your Oncologist have decided on a treatment plan right for you, our team will schedule you for education, infusion, and follow-up care.

Scheduling your Treatment

We will try to accommodate your desired appointment time and day, however, appointments are based on chair availability. 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 Your Treatment

When you enter the SCOA building, please stop at the main reception area. There you will be directed to the right place.

On the Day of Your Treatment

- 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. Ensure that the items chosen are suitable for consumption without the use of a microwave.
- 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.
- You may bring books, puzzles, iPads, etc to entertain yourself to your appointment.
- One family member is welcome to be with you in the infusion area.
- Since each patient is different, your time in the infusion area depends on your treatment plan.
- No lotions, perfumes, or cologne are allowed due to sensitivity to smells.
- Children under 10 are not allowed on the infusion floor.

Once you arrive for your treatment

- 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 be infused by a pump attached to a pole. That will allow you to get up and move around.
- For your comfort, warm blankets and pillows are available.
- Wi-Fi accessibility is available in the infusion area.
- Wi-Fi name is **Scoapublicwireless**.
- For your convenience, **SCOA Retail Pharmacy** is located on the mid-level 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 8:00 am-4:00 pm, Monday-Thursday and 8:00 am-12:00 pm on Friday.

Chemotherapy Coping Guide for Patients

Every patient experiences chemotherapy differently, both physically and emotionally. Each patient reacts differently to the side effects of chemotherapy, and the side effects can vary based on the type of chemotherapy drugs used. Please keep your care team at SCOA informed about your experience so that we can address any concerns and enhance your comfort.



Hydration

Drink at least 64 oz., or the equivalent of four 16 oz bottles of liquid, every day. **Staying hydrated is extremely important.** Please use caffeine in moderation.



Mouth Soreness

Mix one-half tsp of salt and one-half tsp of baking soda in one-half glass warm water. Rinse frequently. If not relieved, call our clinic.



Diet

Eat! A well-balanced diet is best. Most patients do better with small frequent meals. If necessary, drink Boost, Ensure, or Carnation Instant Breakfast. This is NOT the time to lose weight. A high protein diet with lots of fruits and vegetables is best.



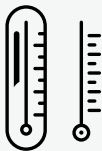
Aspirin

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.



Fever

If you have a fever of 100.5 or higher, or if you have signs of infection, call our office. To help prevent infection, avoid crowds, wash your hands frequently, practice good hygienic habits and stay away from others who are sick.



Birth Control

Practice birth control if you are of 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.



Diarrhea

You may take Imodium A-D as directed on the box unless told otherwise by your provider. Call our clinic if you are not better in 24 hours.



Alcohol

Limit your alcohol consumption since it can increase your bleeding time. Check with your Oncologist regarding how much alcohol consumption is allowed.



Constipation

You may take an over-the-counter stool softener such as Colace or natural laxative such as Senokot. You may add Miralax if needed.



Sleep

Get your rest. Sleep is very important during this time.



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.



Herbals and Vitamins

Be sure to let your Oncologist know all prescriptions and non-prescription pills that you are taking. Some of these could negatively interact with chemotherapy drugs.



Surround Yourself with Supportive People

Talk about your concerns with family and friends.



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.



Skin Care

Use **moisturizers** after your shower and at bedtime. Avoid excessively hot baths or showers. Use sunscreen and stay out of the sun when possible.

Understanding Your Lab Results

Complete Blood Count (CBC)

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)

ANC is 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.

Comprehensive Metabolic Panel (CMP)

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 that 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.

Understanding 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.
- Not everyone with a particular type of cancer will have a higher level of tumor marker associated with that cancer.



Utilizing Tumor Markers for Cancer Assessment and Monitoring

Measurements of tumor markers are usually combined with other tests, such as biopsies, to diagnose cancer.

Before treatment

Tumor marker levels may be measured before treatment to help doctors plan the appropriate therapy.

During treatment

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.

After treatment

Tumor markers may also be measured after treatment has ended to check for recurrence (the return of cancer).

It's important to note that tumor markers have not been identified for every type of cancer.

SC Oncology Retail Pharmacy

At SC Oncology Retail Pharmacy, we are here to serve 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.



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 are advised to call the pharmacy before their doctor visit for medication refills, record updates, insurance checks, or to revise their 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.



Business Hours

Our pharmacy business hours are Monday-Thursday, 8:00am - 4:00 pm, EST and Friday, 8:00 am - 12:00 pm EST. We are closed Saturday and Sunday.

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.

Contact Us at (803) 461-3709

- If 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.

Patient Resources

Every patient experiences chemotherapy differently, both physically and emotionally. Each patient reacts differently to the side effects of chemotherapy, and the side effects can vary based on the type of chemotherapy drugs used. Please keep your care team at SCOA informed about your experience so that we can address any concerns and enhance your comfort.



**Online
Resources**



**Fertility
Centers**



**Wig & Hair
Replacement**



**Cancer Support
Groups**

Online Resources

American Cancer Society (ACS) National Office

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.

www.cancer.org

American Institute for Cancer Research

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.

www.aicr.org

Association of Cancer Online Resources

A resource for informational listings on different types of cancer.

www.acor.org

Cancer Care, Inc.

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

www.cancer.org

Cancer Information Service (CIS)

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.

www.cancer.gov

Centers for Disease Control and Prevention (CDC)

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.

www.cdc.gov

Live Strong Foundation

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

www.livestrong.org

Look Good...Feel Better

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.

www.lookgoodfeelbetter.org

National Alliance for Hispanic Health

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

www.healthyamericas.org

National Coalition for Cancer Survivorship (NCCS)

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

www.canceradvocacy.org

People Living with Cancer

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

www.cancer.net

Blood and Marrow Information Network

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

www.bmtinonet.org

National Bone Marrow Transplant Link

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

www.nbmtlink.org

National Marrow Donor Program (NMDP)

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

bethematch.org

Breast Cancer.org

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

www.breastcancer.org

Susan G. Komen Foundation

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

ww5.komen.org

National Lymphedema Network

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

www.lymphnet.org

Sisters Network

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

www.sistersnetworkinc.org

Y-ME National Breast Cancer Organization

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.

www.y-me.org

Colon Cancer Alliance

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.

www.ccalliance.org

Head and Neck Cancer

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.

www.spohnc.org

Hospice

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.

hospicefoundation.org

The Lung Cancer Alliance

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.

go2.org

American Lung Association

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

www.lung.org

The Leukemia and Lymphoma Society

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.

www.lls.org

Eating Well Through Cancer Cookbook

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.

<http://www.hollyclegg.com>

American Sickle Cell and Anemia Association

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

www.lung.org

International Myeloma Foundation

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

www.myeloma.org

Multiple Myeloma Research Foundation

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

themmrf.org

National Ovarian Cancer Coalition

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

www.ovarian.org

The National Prostate Cancer Coalition

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

www.4npcc.org

The Skin Cancer Foundation

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

www.skincancer.org

Corporate Angel Network, Inc. (CAN)

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.

www.corpangelnetwork.org

Centers for Medicare and Medicaid Services

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

www.medicare.gov

Social Security Administration

General information about the Social Security Administration.

www.ssa.gov

Easing the Chemotherapy Journey

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.

www.chemotherapy.com

Pancreatic Cancer Action Network

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

www.pancan.org

Fertility Centers and Websites

- PREG- Piedmont Reproductive Endocrinology Group 2324 Sunset Blvd, West Columbia, SC 29169 · (803) 939-1515
- www.pregonline.com
- www.reprotech.com
- oncofertility.msu.edu
- www.fertileaction.org
- oncofertility.msu.edu/locations/ckn-oncofertility-referral-network/



Columbia Area Wig and Hair Replacement Centers

Becky's Place (Appointment Required)

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

JD's Fashions

- **Address:** 7546 Garners Ferry Road, Columbia, SC 29209
- **Phone:** (803) 776-7933

JD's Fashions

- **Address:** 10060 Two Notch Rd # 4, Columbia, SC 29223
- **Phone:** (803) 788-6500

Natural Wigs

- **Address:** 1722-C Broad River Road, Columbia, SC 29210
- **Phone:** (803) 772-1600
- Appointments or walk-ins welcome

Tony's Hair Replacement Systems (Appointment Required)

- **Address:** 2719 Middleburg Drive, Ste 106, Columbia, SC 29204
- **Phone:** (803) 799-1553

Community Cancer Support Groups

Breast Cancer

Bosom Buddies

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

Women to Women

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

Lung Cancer

Breathe Easier

- Contact: Karen McDonnell or Tamara Church at 803-777-9736 for information/dates and times

All Cancer Patients

Losing is Not an Option

- Address: Lexington Medical Center – 2728 Sunset Blvd, West Columbia SC in the Granby room
- Meeting Time: Free Weekly Meetings on Wednesdays at 11:30 am
- Contact: Tracy Williams at 803-939-8774

Programs for Women’s Image (Registration required)

Chemo with Style

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

MARYS (Meeting and Reviving Your Spirit: Breast Cancer Support Group for African American Women)

- Address: Celia Saxon Health Center – 2133 Walker Solomon Way, Columbia SC
- Meeting Time: Free Monthly Meeting on the 3rd Tuesday of every month at 11:45 am
- Contact: Rashonda Abrams at 803-296-2025

Sharing Hope (metastatic breast cancer)

- Address: Lexington Medical Center – 2728 Sunset Blvd, West Columbia SC in the Women’s Imaging Lobby
- Meeting Time: Free Monthly Meeting on the 2nd Thursday of each month at 5 pm
- Contact: Kelly Jeffcoat at 803-791-2521

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 advocacy 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.
- **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 co-pay. 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/ensuringsafeuseof-medicine/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 on 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: urac.org/contact/file-a-grievance
 - Email Address: grievances@urac.org

Notice Of Privacy Practices

Uses and disclosures to carry out treatment, payment, and healthcare 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.

Healthcare Operation

This practice may use or disclose your protected health information for reviewing the competence or qualifications of healthcare 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 disclose 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 whom 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 information about treatment alternatives, other health-related benefits, or 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 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 educational 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.