



Welcome to the Watson Clinic Center for Cancer Care and Research. We appreciate the opportunity to assist you with your cancer care. Our physicians have unparalleled expertise in diagnosing and treating cancer. A biographical data sheet for each physician is available in this welcome packet. Our staff consists of highly qualified professionals who work together as a team to deliver quality treatment in a warm, caring setting. Answers to many of your questions should be found in this handout; however, if you have other questions, please feel free to ask any member of our staff.

CONTACTING US

The Watson Clinic Center for Cancer Care and Research is open Monday through Thursday from 8:30 a.m. to 5:00 p.m. and Fridays from 8:30 a.m. to 1:00 p.m. For appointments, to speak with your physician or nurse, obtain prescriptions or any other assistance you may need, please call **(863) 603-4770**.

AFTER HOURS CARE

If a problem arises while the office is closed, call **(863) 603-4770** and our answering service will promptly forward your message to the physician on call. In the event of a severe emergency, please go immediately to the emergency room of the nearest hospital or dial 911.

ID BADGES

When you first become a patient at the Watson Clinic Center for Cancer Care and Research, depending on your plan of treatment, an ID Badge with your photograph may be made. This badge includes: your photograph, clinic number and date of birth. The badge will be given to you with a lanyard so that it can be worn around your neck. We ask that you wear this ID Badge to each of your visits as it enables the staff to verify your identity throughout the course of your treatment.

CHECK – IN

Upon arrival at the facility, please proceed to the second floor and go to the desk that is labeled **Check - In** where one of the Oncology Receptionists will complete the check-in process.

CHECK – OUT

After your appointment with the physician or physician extender, please proceed to the area of the desk labeled **Check - Out** where an Oncology Discharge Specialist will assist you in making follow-up appointments, scheduling lab and radiology studies, chemotherapy, as well as any procedures that need to be done at the hospital. The Oncology Discharge Specialist is there to answer any additional questions you may have regarding your treatment plan.

PRESCRIPTIONS

All prescriptions and authorizations for renewals should be requested during normal office hours or when you are seeing your physician. Please allow adequate time for your prescription to be processed as some medications require a written prescription and cannot be called in to a pharmacy. Be sure that you have enough medication to last you through times the office is closed, including weekends and holidays. Prescriptions not pertaining to your cancer management must be prescribed and/or renewed by your primary care physician or other specialist involved in your care.

LABS AND X-RAYS

In most instances, we will ask that your lab work be performed on the day prior to your visit with the physician or physician extender. The lab at the Center for Cancer Care and Research is open Monday through Thursday from 7:30 a.m. to 5:00 p.m. and Friday from 8:00 a.m. to 12:00 p.m. Additionally, for your convenience, labs may be drawn at other Watson Clinic locations; please refer to the Watson Clinic Locations Map in this packet. Every effort will be made to let you know the results of your tests during your office visits. Feel free to ask about your lab results! If you have not received results of lab tests within seven (7) days of having the test or procedure, please contact the ordering physician's office at **(863) 603-4770**. **Do not** assume the results are normal if the office has not notified you.

CHEMOTHERAPY EDUCATION

If your treatment plan includes chemotherapy, an appointment will be made for you to attend the conquering chemo class. "Conquering Chemo" is a class designed to empower patients and their families with the most up to date information on chemotherapy and side-effect management. The class is held every Thursday afternoon at 2:00 p.m. in the boardroom. This is located on the first floor of the cancer center. Any questions please contact Tracey at **(863) 603-4730**.

ONCOLOGY SOCIAL SERVICES/PATIENT ADVOCATE

The Oncology Social Worker, Martha Harper, MSW is a trained professional and a member of the oncology treatment team. Arrangements will be made for you to meet with the social worker as part of your treatment plan. Cancer can have a profound effect on patients and family members. Our social worker has much to offer toward successful management of the illness and coping with the disease. Various support services are available in the form of community organizations, education, financial concerns, and coping with treatment, crisis intervention and patient advocacy. Martha may be reached by calling **(863) 603-4791**.

CHEMOTHERAPY

Our Chemotherapy Unit is staffed with Registered Nurses (RN) who are certified in Oncology and Chemotherapy, as well as specially trained Licensed Practical Nurses (LPN). As nurses, they provide not just the physical care while in the unit, but spend a lot of time educating patients and offering support. They are a talented team dedicated to serving their patients.

FINANCIAL ARRANGEMENTS

Insurance: We make every effort to control the cost of your medical care. Our Patient Financial Services Representative may either contact you by phone or meet with you prior to your initial visit to go over your insurance. Once you have seen the physician and the treatment plan has been determined, you will meet with the Patient Financial Services Representative who will answer any questions regarding you coverage, review the cost of your treatment and inform you of the portion of your balance that will be your responsibility. Watson Clinic will file primary and secondary insurance claims for you. We will work with

you to assure that you receive the maximum benefit to which you are entitled. If you have questions, please contact our Patient Financial Services Representative at **(863) 603-4770**. We are on-site to help you with your account Monday through Friday from 8:00 a.m. to 4:30 p.m.

Please bring your insurance card(s) to each visit. If your insurance has changed, please notify us immediately.

Co-pays: If you have a co-pay, please pay this at the time of your visit. This is expected unless prior financial arrangements have been made.

COMPLETION OF FORMS AND RELEASE OF MEDICAL INFORMATION

Completion of forms and release of medical information is handled by our Release of Information Department. They can be reached at **(863) 904-2652**.

RESEARCH

Our Oncology Research Department, managed by the Watson Clinic Center for Research, is an integral part of the care we render to our cancer patients. Our patients are given the opportunity to be involved in new up-to-date cancer treatment regimens through research protocols. Many of these regimens are not available unless you participate in these protocols. We currently have several open protocols for Breast, Lung, Colorectal, Pancreatic, Genitourinary, Hematological and Melanoma malignancies. We are actively participating in the Total Cancer Care – Tissue Procurement Trial seeking to enroll patients diagnosed with cancer or patients who have a high suspicion of cancer. During your care at the Center for Cancer Care and Research your physicians may feel you might be eligible for a specific protocol. Our research coordinators will meet with you to review the protocol and obtain your consent.

ARTS IN MEDICINE PROGRAM (AIM)

The Arts in Medicine Program (AIM), brought to you by the Watson Clinic Foundation, is a group of volunteers comprised of musicians, artists, writers, performers and educators coming together to use their talents to benefit the patients, families and staff of the Center for Cancer Care and Research. Activities can be found in the lobbies, waiting rooms, Chemotherapy and Radiation rooms. Activities include story writing, painting, origami, and music therapy. To request more information or to schedule AIM services, please contact AIM Coordinator Julie Boon, MM, MT-BC at **(863) 603-4718** or jboon@watsonclinic.com.

ADMINISTRATIVE SUPPORT

Administrative support at the Center for Cancer Care and Research is provided by Mary Ann Blanchard, RN, BS, Director of Clinical Services, who can be reached at **(863) 680-7561** and Kim Stetson, Site Manager, who can be reached at **(863) 603-4715**.

The best health care is based on a friendly, mutual understanding among staff, physicians and the patient.
If any problems or questions arise, do not hesitate to bring them to our attention immediately.
We're looking forward to getting to know you!