



## **WELCOME TO cCARE!**

California Cancer Associates for Research and Excellence (cCARE) is the largest full-service, private oncology and hematology practice in California.

With offices in San Diego and Fresno, cCARE offers extensive services and world-class care for every step of your treatment including: oncology, chemotherapy, radiation oncology, hematology, infusion and imaging. The research division at cCARE offers a high number of clinical trials for qualifying patients and we provide pharmacy services at multiple locations so that our patients get everything needed for care right on-site.

At cCARE we believe that treatment is more than just medicine. It's about compassion, prevention, research and wellness. We know that cancer treatment requires medical intervention, but it is also our belief that a strong will and a solid support group will play vital roles in the healing process. That is why our expert team of board-certified oncologists, hematologists, nurses and other highly-skilled cancer care professionals all work together closely with our patients and their loved ones throughout the course of recovery. It is this compassionate approach, combined with our state-of-the-art facilities, comfortable environment and commitment to utilizing the most advanced treatment techniques available that help make cCARE California's premier oncology center.

### **OUR STAFF**

Our staff of Physicians, Nurse Practitioners, and Oncology Nurses will always provide excellent care for our patients and their families. We will continuously evaluate our practice in order to find new ways to better meet the needs of our patients. Our team will be available to assist our patients and their families during every step of this journey. As a staff we strive to minimize the distraction and worry so that our patients and their families can be about the business of getting well.

### **OUR SERVICES**

Our treatment and research programs reinforce our commitment to the highest quality of patient care.

Our services include:

- Medical Oncology services - Chemotherapy, Immunotherapy, and additional treatments.
- Radiation Oncology services
- Hematology services - Treatment and management of benign and malignant hematological disorders
- Clinical research trials and initiatives
- Radiology services
- Lung Cancer Screening Program
- In- house laboratory testing
- Physician dispensing program / In-house Dispensary
- Genetic counseling / risk evaluation
- Psychosocial counseling
- Integrative Medicine / Support Groups

## **YOUR FIRST VISIT**

To evaluate your health, it is extremely important that we receive your medical records prior to the time of your scheduled visit. Please arrange to have your doctor send these to our office before your initial appointment. To provide you the highest quality of care, your physician will need to review any pathology, surgical reports, x-ray scans, laboratory results, medical notes and in-patient records that are available.

We accept most insurance carriers and our staff will work with you before you come for your initial appointment to ensure that you have the coverage you will need. If you have a managed care plan that requires a referral from your primary care physician, please ensure that you have obtained that referral as it is the patient's responsibility to do so. Referrals occasionally have limits on the number of visits which patients may be allowed and/or an expiration date. Please monitor this information and obtain updated referrals as required. Co-payments, deductibles and non-insurance covered medical services are due at the time of the service.

## **WE ASK THAT PATIENTS ALWAYS:**

- Bring insurance cards to each visit. This helps assure accurate billing information. If there is a secondary insurance plan or a Medicare supplemental plan, please make sure that we have that information as well.
- Keep us informed of any change to any vital statistics such as address, telephone number, employment status, marital status or insurance.
- Provide a current list of medications at each office visit; it is necessary that we review all prescription and over-the-counter medications currently taken. Some patients find it more convenient to bring your medications bottles with you. Note that over the counter drugs include vitamins, herbs, aspirin, Tylenol, etc.
- Allow a 48-hour turnaround for prescription refills. Please note that some prescriptions for pain medications do not allow refills, therefore we request that patients contact us prior to running out of any medication.
- Consider the compromised immune systems of other patients, and refrain from bringing children to your appointments.
- Write down any questions or concerns that arise to discuss with the physician.
- Notify cCARE to schedule any desired conferences involving multiple family members and/or friends to arrange adequate time and space.
- Schedule follow up appointments after each office visit.
- Cancel an appointment with as much notice as possible so that we may allow another patient to be treated at that appointment time.

## **INFUSION ROOM RULES:**

- Due to compromised immune systems, Children Under the age of 14 are not permitted in the infusions rooms.
- Likewise, Family Members and visitors with symptoms of illness are not permitted in the infusion rooms.
- Please inform us of any pet allergies or concerns you may have regarding the presence of dogs. We do occasionally have service and therapy dogs onsite.

Once a patient has made an appointment, all facets of our services—from the latest research findings to the most advanced technology—will be utilized in providing the highest level of quality medical care. Please complete the enclosed patient registration form and history questionnaire BEFORE your first appointment.

Again, we welcome you and say thank you for choosing our practice. For further information, please visit our website at [www.ccare.com](http://www.ccare.com) and should you need additional assistance, please call:

- San Diego – New Patient Department: 858-753-6446
- Fresno – New Patient Department: 559-326-1905

*caring physicians caring for people*