

Your Guide to Cancer Care



Welcome to Clearview Cancer Institute

We want you to know that you are coming to a cancer institute with **more than 40 years of successful history.**

We are a leader in cancer treatment, offering excellence in patient care, research, and education. At Clearview Cancer Institute, you will find a health care team dedicated to providing you with the best possible care. Your team will focus on your diagnosis, treatment, and post treatment.

You and your family are also important members of the health care team.

Everyone's understanding and cooperation are vital to your care. Please don't hesitate to reach out to us with questions throughout your journey. We hope you and your caregivers will read this handbook. Please keep it for future reference.



**You can also download
the handbook to your
phone or computer.**

Our patients always come first. Thank you for putting your trust in us.
- The Physicians & Staff of Clearview Cancer Institute

CCI
CLEARVIEW
CANCER INSTITUTE

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Locations

ANNISTON

901 Leighton Avenue, Suite 602, Anniston, AL 36207
Phone: **256.238.1011** Prescription Refill: **256.236.2401**
Office Hours: Monday through Friday: 8:00 a.m. - 5:00 p.m.

ATHENS

707 West Market Street, Athens, AL 35611
Phone: **256.705.4224** Prescription Refill: **256.705.4216**
Office Hours: Tuesday and Thursday: 8:00 a.m. - 5:00 p.m.

CULLMAN

1948 Alabama Hwy 157, Professional Building One, Suite 380
Phone: **256.775.9170** Prescription Refill: **256.775.9382**
Office Hours: Monday through Friday 8:00 a.m. - 4:00 p.m.

DECATUR

1107 14th Avenue SE, Suite 200, Decatur, AL 35601
Phone: **256.705.4224** Prescription Refill: **256.642.2525**
Office Hours: Monday through Friday: 8:00 a.m. - 5:00 p.m.

1310 14th Avenue SE, Decatur, AL 35601
Phone: **256.705.4224** Prescription Refill: **256.642.2525**
Office Hours: Monday through Thursday: 8:00 a.m. - 5:00 p.m.
Friday: 8:00 a.m. - 12:00 p.m.

HUNTSVILLE - CRESTWOOD

One Hospital Drive, Suite 400, Huntsville, AL 35801
Phone: **256.705.4224** Prescription Refill: **256.705.4216**
Office Hours: Monday through Thursday: 8:00 a.m. - 5:00 p.m.

HUNTSVILLE - RUSSEL HILL

3601 CCI Drive, Huntsville, AL 35805

Phone: **256.705.4224** Prescription Refill: **256.705.4216**

Office Hours: Monday through Friday: 7:00 a.m. - 6:00 p.m.

JASPER

3500 Hwy 78 East, Jasper, AL 35501

Phone: **205.387.0333** Prescription Refill: **205.282.8625**

Office Hours: Monday through Friday: 8:00 a.m. - 5:00 p.m.

MADISON

12090 County Line Road, Suite B, Madison, AL 35756

Phone: **256.705.4224** Prescription Refill: **256.705.4216**

Office Hours: Friday: 8:00 a.m. - 12:00 p.m.

SCOTTSBORO

911 South Broad Street, Scottsboro, AL 35768

Phone: **256.705.4224** Prescription Refill: **256.705.4216**

Office Hours: By Appointment

SHOALS

180 Cox Creek Parkway, Suite B, Florence, AL 35630

Phone: **256.760.0422** Prescription Refill: **256.284.6050**

Office Hours: Monday through Friday: 8:00 a.m. - 5:00 p.m.

101 Dr. W. H. Blake Jr. Drive, Muscle Shoals, AL 35661

Phone: **256.760.0422** Prescription Refill: **256.284.6050**

Office Hours: Monday through Thursday: 8:30 a.m. - 4:00 p.m.

For maps and driving directions, please ask your scheduler or visit: clearviewcancer.com

Clinic Policies & Procedures

When You Arrive, Always Check In With Us

Please make sure you check in at our front desk upon arrival.

- If you have any changes in contact information or insurance, please let us know when you check in.
- Co-pays are due upon check-in.

Parking / Wheelchairs

An attendant is available at the front door to assist you (Huntsville-Russel Hill and Crestwood locations). Please drive to the front and ask for assistance. Wheelchairs are available at all locations.

Valet Parking

We offer valet parking at our Crestwood and Decatur locations to any patients with physical limitations. Valet parking is available during clinic hours.

No Smoking Policy

Clearview Cancer Institute is a smoke-free institution. Smoking (including e-cigarettes) is not permitted within the cancer facilities or on the property surrounding the buildings.

Photography / Video Policy

Unauthorized photography, video, or audio recording is not permitted on the premises of Clearview Cancer Institute.

Emergency Weather or Clinic Closings

For possible office closings due to inclement weather, please call our weather hotline: 1.833.327.5720

24 Hour Cancellation Policy

Please contact us at least 24 hours prior to your scheduled time if you need to reschedule your appointment. If you do not cancel or reschedule at least 24 hours in advance, you will be charged \$50 (not covered by insurance). You will be responsible for this charge on your monthly statement.

To schedule or reschedule an appointment, please call your clinic location. Our phones are answered 24 hours a day, 7 days a week.



Appointments and Treatments

When you come to our office for the first time, please remember to:

- Bring all completed paperwork. You can download forms from our website or register as a new patient at www.clearviewcancer.com.
- If you complete your forms prior to your first visit, please arrive 20 minutes before your scheduled appointment. If you do not have access to a computer, please arrive 45 minutes before your appointment in order to fill out paperwork.
- Bring all insurance cards and prescription coverage cards.
- Bring a list of current medications.
- Bring a notebook and pen for taking notes.
- Bring a friend or family member.

About Children and Treatment

We request that young children do not visit the facility due to the compromised immune systems of our patients. Children under 13 years of age are not allowed in the treatment areas.

About Pets and Treatment

- We only allow service animals wearing a vest to enter the facilities.
- Service animals must remain with the owner at all times and are not allowed on furniture.

About Visitors and Treatment

- While family members are permitted in the treatment area, a maximum of one visitor per patient is allowed.
- Due to limited space, family members may not be allowed in treatment areas at some office locations.
- Please be understanding of our space limitations, as patient care and comfort are our first priority.

About Infections and Illness

Many of our patients are especially susceptible to infections. If you are sick with cold or flu-like symptoms, please do not accompany patients to the office.



Appointments & Treatments

Please notify our staff if any of the following apply:

- You are on blood thinners.
- You have a special line/port for blood draws (Ports, Hickmans, Neostars, PICC lines).
- You are receiving chemotherapy/other medications through this line at the time blood is drawn.

Your Treatment

Your treatments are given in the infusion area. This area is designed for our patients receiving intravenous (through your vein) hydration, chemotherapy, antibiotics, or other medical treatments. Registered nurses will educate you in understanding the effects of your illness and treatment. They have specialized training which includes certification in providing your treatment and can answer questions for you or your family members. Most treatments will be given on the day after you see a provider.

Medical Symptoms or Concerns

If you experience medical symptoms that need immediate attention and cannot wait to be addressed until your next scheduled appointment, please call your clinic location. You will speak to our operator and a registered nurse will return your phone call. Our nurses are highly experienced in oncology care and will help manage your symptoms directly. They will work closely with your physician to make sure your needs are met. Our nurses are here for your questions 24 hours a day, 7 days a week.

Prescription Refills

- Please obtain your refills during physician visits. Please prepare a list of the refills you will need prior to your appointment. Then, give your list of refills to your physician during your visit.
- We are able to fill most oral chemotherapy drugs. Due to some insurance requirements, we may have to work with another pharmacy to complete these requests. All other prescriptions will be sent to your local pharmacy.
- If you forget to ask for a prescription refill during your appointment with your physician, or if you run out of your medication prior to your next scheduled visit, please call our prescription line for your location. You can also request a refill using the RxLocal app. Please allow for a 24-hour turnaround for all prescription requests. For information on the RxLocal app, please see our website.



Helpful Treatment Information

- When you are receiving chemotherapy treatments, drink at least 8–12 eight-ounce glasses of fluids the day prior to treatment, the day of treatment, and the day after treatment, unless instructed otherwise by a physician or nurse.
- Dress in layers such as sweaters or jackets which may be removed for your comfort.
- If you are cold, ask a volunteer or a staff member for a blanket from our blanket warmer.
- Wear front button shirts if you have a central venous catheter (port) which needs to be used for your treatment.
- Bring only one family member (13 years of age or older) or friend during your treatment.
- Our patients are offered small snacks and beverages at no charge from our hospitality area.
- Please avoid bringing foods with strong odors into the infusion area.
- Please avoid wearing strong smelling perfumes/lotions due to patients' sensitivities.

Fertility Concerns:

Fertility is the ability to reproduce. Infertility can be a concern for patients starting cancer treatment. Common causes include chemotherapy, radiation, cancer-related surgery, and age.

For women: egg retrieval/egg storage may be an option.

For men: therapeutic sperm banking may be an option.

Please talk to your provider regarding fertility preservation.





Services

Medical Oncology is a clinical and scientific specialty dedicated to the care of cancer patients through the use of medicine, primarily chemotherapy. Medical Oncology focuses on the diagnosis, treatment, follow-up after treatment, and prevention of cancer. Our Medical Oncologists coordinate with Radiation Oncologists, Gynecologic Oncologists, Surgeons, and your physician(s) as needed for your care.

Hematology is the branch of internal medicine which is concerned with blood, blood-forming organs, and blood diseases. Our hematologists focus on the causes, diagnosis, treatment, and prevention of blood disorders. All of our physicians specialize in both Medical Oncology and Hematology.

Radiation Oncology Services

Your healthcare provider may refer you to radiation oncology depending on your diagnosis. Radiation oncology is a clinical and scientific specialty dedicated to managing patients with cancer (and occasionally a few non-malignant conditions) through radiation, or in combination with surgery and/or chemotherapy.

Imaging Services (Russel Hill, Decatur, and Florence locations)

Diagnostic Imaging

Our Imaging Center conducts the studies needed to monitor your cancer and its response to treatment. When having imaging studies performed, it is important to wear comfortable clothing and minimal jewelry. Please note that you should arrive at least 15 minutes prior to your scheduled appointment time to prevent delays or rescheduling of your test.

Please notify staff if any of the following apply:

- You are diabetic
- You are claustrophobic
- You have kidney problems, or other major medical problems,
- You are pregnant
- You are currently undergoing treatment
- You have a power port.

Common imaging tests include:

X-ray – X-ray, or radiograph, is a painless way of visualizing structures within your body, particularly your bones. X-rays will aid your physician in diagnosing and treating certain conditions and diseases. This test will expose you to a small amount of radiation; however, there is no IV or oral contrast involved. Usually X-rays take about 20 minutes to complete, but can take up to 45 minutes for a skeletal survey.

MRI – Magnetic Resonance Imaging uses a magnetic field and radio waves, not radiation, to make detailed images of the organ and tissues within your body. Some types of MRI's use a contrast, gadolinium, to enhance the images. Gadolinium rarely causes allergic reactions, because it does not contain iodine. MRI scans usually take about an hour, but they can take up to 2 hours depending on the type of study ordered by your physician. Claustrophobia can be an issue, so please talk to your physician prior to scheduling an MRI scan.



Services

Ultrasound – Ultrasound, also known as diagnostic sonography, involves the use of high frequency sound waves to produce pictures inside your body. Ultrasound does not use any radiation, so it is safe if you are pregnant. Ultrasound images are captured in “real time” so they can show the structure and movement of the body’s internal systems. Ultrasound can also be used to visualize blood flowing through vessels. The ultrasound process takes anywhere from 30 minutes to an hour depending on the test and the amount of scans ordered by your provider.

CT Scan – CT is a series of X-rays that show the cross-sectional anatomy of bones and tissues. CT scans do expose you to radiation. If you are pregnant, you should avoid this exam. You may be given IV contrast or oral contrast to enhance the quality of your images. If you have had a CT scan with IV contrast and have had an allergic reaction, please notify your physician prior to scheduling a CT scan. Most CT scans take 20 to 30 minutes to complete but can take longer depending on the type of scan your physician has ordered for you.

PET Scan – PET, or Positron Emission Tomography, is a nuclear medicine technique which produces three dimensional images that allow the doctor to look at the normal and abnormal cells in your body. A short lived radioactive isotope is given through an IV for this scan. This scan will expose you to radiation. If you are pregnant, you should avoid this exam. Fortunately, there are no reactions to this tracer, because it is a radioactive isotope, not a medicine. There is a waiting period while the tracer is allowed to deposit in the cells. The tracer uptake process takes about an hour. The actual PET scan takes about 20–30 minutes. The entire process takes approximately 1.5–2 hours from start to finish.



Nuclear Medicine – Nuclear Medicine uses radioactive tracers to make images of the body's functions. Radioactive tracers are given by IV or port only. This scan will expose you to radiation. Sophisticated equipment detects the injected tracer allowing us to evaluate the physiological function of the area of interest. Most scans take approximately 40 minutes with the exception of the bone scan. If you are having a bone scan, you will be injected with a radioactive tracer and imaged 3 hours post injection.

NOTE: All times listed for imaging scans are approximate. Actual duration of the scan is dependent on the area being imaged and the amount of scans ordered by your physician.

Receiving Results

You will receive the results of your imaging studies at your next scheduled appointment. Please DO NOT call for your scan results. We will not be able to provide this information to you. During that appointment, your healthcare provider will explain to you the results of your studies and answer any questions that you may have regarding the studies. A copy of scan results can be found on your patient portal.

Medical Records

We have partnered with MediCopy to fulfill Release of Information requests. MediCopy is fully HIPAA compliant and adheres to all state and federal regulations concerning the release of medical information.

To request your medical records please visit MediCopy.net/Patients.

Please provide an email address on the authorization to expedite the process and delivery method. Records sent via email, or to another provider, are complimentary. Requests are processed within two business days after receipt by MediCopy.



Services

Research / Clinical Trials

Clinical trials offer patients opportunities to receive promising new treatments that are not yet available for general use. They are research studies involving patients and may offer possible new treatments for those who may be out of treatment options or have not responded well to other therapies. Clinical trials are designed to answer questions about new ways to treat cancer, detect and diagnose cancer, prevent cancer, or manage symptoms or side effects of cancer and treatment.

The physicians of Clearview Cancer Institute have been involved in cancer research for over 35 years. During that time, more than 35 scientific breakthroughs of new FDA approved cancer-fighting treatments have been proven in clinical trials that were conducted at Clearview.

If you would like additional information about research at Clearview Cancer Institute, please visit our website, www.clearviewcancer.com or call your local clinic and ask for the Research Department.

Genetic Counseling

If you have several family members or multiple generations of relatives who have been diagnosed with cancer, you may benefit from genetic counseling. Licensed genetic counselors are available to meet with you or your family members to discuss risk factors and inherited cancers.

We recommend genetic counseling if you are/have:

- A patient diagnosed with breast cancer under the age of 45
- A patient diagnosed with triple negative breast cancer under the age of 60
- Three or more close family members diagnosed with breast or ovarian cancer
- Male diagnosed with breast cancer
- A patient diagnosed with both breast and ovarian cancer
- A patient diagnosed with ovarian cancer
- A patient diagnosed with colorectal cancer under the age of 50
- A patient with two separate colon cancer diagnoses
- A patient diagnosed with endometrial/uterine cancer under the age of 50
- A patient diagnosed with both colorectal and endometrial cancer



Social Workers and Financial Counselors

Our staff includes social workers who provide short-term counseling and financial counseling services. Social workers can address such issues as emotional support, community resources, and prescription assistance. And our financial counselors will review your healthcare policy benefits and explain your financial responsibility for services scheduled/rendered. Call your local clinic for more information.

Support Groups

We encourage patients to join one of the many support groups available. Visit www.clearviewcancer.com for a list of active groups.

Clearview Cancer Pharmacy for Oral Cancer Drugs

Clearview Cancer Institute's pharmacy at the Russel Hill location will coordinate filling your oral cancer drug prescriptions. Our dedicated pharmacists are here to answer any of your questions regarding your oral cancer prescriptions. The pharmacy staff is available to address billing and claim questions related to your prescriptions and can help you determine network status and cost differences. The pharmacy staff can also refer patients to social workers or other advocates in order to assist you with discussion about out-of-pocket costs, such as deductibles, co-pays, and co-insurance.

The pharmacy is located on the 1st floor at the Russel Hill location and is open Monday-Friday from 8:30 am – 5:30 pm.

Three convenient ways to get prescriptions or refills:

- Call 256.327.5900
- Email pharmacy@ccihsv.com (please include name, date of birth, and prescription number in the body of your email)
- Request a refill or ask questions on the RxLocal app. Please see our website for downloading instructions.

Telemedicine

Clearview Cancer Institute conveniently offers a telemedicine option for appointments deemed appropriate by our providers. Using telemedicine enables video appointments between a patient and their provider. It is our hope that this benefits our patients with both comfort and convenience.

Services

Care Management Services

To support your health journey, especially when managing complex or ongoing conditions, we offer a variety of care management services. These services are designed to help you feel more supported between visits, avoid unnecessary hospital stays, and improve your overall quality of life.

Chronic Care Management (CCM)

If you live with two or more ongoing health conditions (like cancer, diabetes, or heart disease), CCM gives you extra support between visits. A care team member will check in monthly to help manage medications, appointments, and your care plan. We also connect you with helpful resources like transportation or home care.

Transitional Care Management (TCM)

After a hospital stay, TCM helps you recover safely at home. We'll contact you within 2 days, review your medications and discharge plan, and schedule a follow-up with your doctor—usually within 1–2 weeks. This reduces the risk of returning to the hospital.

Principal Illness Navigation (PIN)

PIN supports patients facing a serious illness like cancer. A care navigator helps you understand your diagnosis, coordinate care, access resources, and manage appointments or paperwork. We're here to guide you and your family through each step.

Remote Patient Monitoring (RPM)

If you're receiving chemotherapy, RPM helps your care team keep track of your health while you're at home. You'll use simple tools like a thermometer or blood pressure cuff and may be asked to report symptoms. Your care team reviews this information and will follow up quickly if anything looks concerning. This helps us catch problems early and support you throughout your treatment.

If you're eligible for any of these services, a member of your care team will talk with you about getting started. Participation is always voluntary, and there may be a small monthly copay depending on your insurance.

Outpatient Medical Clinic (Russel Hill location)

Supports patients needing transfusions of blood/blood products (platelets, plasma, immunoglobulins). Located on the 2nd floor of Russel Hill.

Outpatient Medical Clinic (Russel Hill location)

Huntsville Hospital Outpatient Medical Clinic is located on the 2nd floor of the Russel Hill campus. Their mission is to support Clearview Cancer Institute by providing a convenient, on-campus location for patients to receive transfusions of blood and blood products, such as platelets, plasma, and immunoglobulins. Your physician will order these treatments if necessary. Their number is 256.265.4620.



Russel Hill Cancer Foundation

Russel Hill Cancer Foundation is a 501©3 non-profit organization based in Huntsville Alabama. The mission of Russel Hill is to improve the lives and health of North Alabama through the support of bold, innovative cancer research, cancer education, and patient assistance.

Formed in 2006, Russel Hill Cancer Foundation aims to offer hope and support to the local cancer community. We believe in the idea of 'live local, give local.' Every dollar given to the Foundation goes directly back to cancer patients in North Alabama. We are proud to serve 22 counties in North Alabama, collaborate with more than 32 healthcare partners, and support numerous grant programs.

Since 2006, no eligible patient has been turned away due to lack of funds—thanks to the unwavering support of our community, donors, and supporters. Together, we are making an impact in the lives of those facing cancer.

Cancer is complicated, helping is not!

Over 5.1 million

has been returned to
the cancer community

\$3,296,658

in Patient Assistance

\$1,273,119

in Research Assistance

\$542,500

in Education Programs

No one fights alone.

Together, we bring hope, help, and
healing to those who need it most.

3601 CCI Drive, Huntsville, AL 35805
256.705.4133 | www.russelhill.org

FAQ

Treatment Considerations

If I am having chemotherapy and radiation at the same time, can I coordinate both appointment times?

- We will make every effort to help you schedule your chemotherapy appointment as close to your radiation appointment as possible. Please let us know if you are having radiation treatment.

Are there any special guidelines regarding fluid intake?

- When you are receiving chemotherapy treatments, increase fluid intake to at least 8–12 eight-ounce glasses of fluids the day prior to treatment, the day of treatment, and the day after treatment (unless otherwise instructed by your physician or nurse).

What vitamins, medications, etc. am I allowed to take while undergoing chemotherapy treatment?

- Please consult your provider as every patient's care is individualized.

How should I dress for my appointment?

- Dress in layers such as sweaters or jackets which may be removed for your comfort.
- Wear front button shirts if you have a central venous catheter (port) which needs to be used for your treatment.

Can I wear perfume or cologne to my appointment?

- Strong smelling perfumes or lotions are discouraged due to other patients' sensitivities.

Are there any foods I should avoid eating?

- Your provider will let you know if your medication/chemotherapy require that you avoid a particular food.

Can I bring food into Clearview Cancer Institute?

- Yes, you may bring in your own food; however, please avoid bringing foods with strong odors into the infusion area. Some patients may be sensitive to strong odors while undergoing treatment. Our patients are offered small snacks and beverages at the hospitality area.

Children and Visitors/Infection Control

Can I bring family and/or friends with me during my appointments or treatments?

- Only one family member (13 years of age or older) may be allowed to sit with a patient during treatment. However, in some of our office locations, visitors may not be allowed to sit with patients during treatment due to space limitations.

Is there a minimum age requirement for children accompanying a patient?

- Due to the compromised immune systems of our patients, we request that young children do not visit the facility.
- Children under 13 years of age are not allowed in treatment areas.

What should I do if my friend or family member who usually accompanies me to my visit is sick with a cold or mild infection on the day of my appointment?

- Since many of our patients are especially susceptible to infections, we ask that those with even mild infections, such as a cold or sore throat, not accompany patients to the office.

Prescription Refills

What if I forgot to ask for a prescription refill during my appointment with my physician?

- All information regarding prescription refills is on page 7.

If it is necessary for me to receive a handwritten prescription, where can I pick it up?

- You may pick up handwritten prescriptions at the front desk. Please bring a photo ID in order to pick up your prescription.

Business Office/Payments for Services

How do I pay for my visit?

- Co-pays are due at the time of your visit. Our billing department will file your insurance for you. Clearview Cancer Institute accepts the following as payment: cash, check, VISA, and MC, and Am Ex. (VISA and MC may only be used if you have the 3 digit PIN number on the back of your card.)
- You may pay your bill online by visiting our website at www.clearviewcancer.com.

Who should I notify if I have a cancer policy?

- The business office should be notified that you have a cancer policy. Please call your local clinic for more information.

Cell Phone and Tablet Usage

Can I use my cell phone at your facility?

- You are able to use your phone or tablet, however, no recording video or taking photos in public spaces. Please be considerate of those around you.

Internet Service

Can I use my wireless device (laptop, iPad, etc.)? Will I have internet access?

- Yes. We have public internet access. Please connect to: **CCI Public**

Holiday Schedule

All Clearview offices are closed on:

- New Year's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Patient Rights Policy

Patient Rights

Clearview Cancer Institute does not discriminate against any person on the basis of race, color, gender, sexual orientation, national origin, disability or age in admission, treatment or participation in its programs, services, activities or employment. Services will not be denied to those who need them but cannot pay for them.

It is the policy of Clearview Cancer Institute to inform patients of their rights while a patient. The objective of the standard is to ensure protection of each patient's physical and emotional health and safety. By informing patients of their rights, we believe they will participate more effectively in treatment decisions which may enhance the outcome of their treatment. The patient's care includes consideration of the patient as an individual with personal and cultural values and belief systems. All employees will respect these beliefs and values. The following serves as the basic statement regarding patient rights which addresses each patient's right to notification of his or her rights in regard to his or her care; privacy and safety; confidentiality of his or her records.

Patients have the following rights:

Respect and Dignity: Effective health care requires trust between patients and health care providers. Staff will show respect for each patient's rights and spiritual needs.

Continuity of Care: Clearview Cancer Institute must inform each patient (or their representative) of the patient's rights in advance of furnishing or discontinuing care.

Transfer: Patients will not be transferred to another facility or organization without an explanation of the need for transfer and the alternative to transfer.

Participation in Care: Patients have the right to participate in the development and implementation of their plan of care including but not limited to the following:

- Receive treatment regardless of race, religion, disability, age, sex or national origin
- Make informed decisions regarding their care
- Be informed of their health status
- Be involved in care planning and treatment
- Request or refuse treatment
- Formulate advance directives
- Have practitioners and staff provide care that is consistent with these directives
- Resolving conflicts about care decisions

Privacy, Security, Access, Communication: Clearview Cancer Institute will respect patient's needs that may affect care such as:

- Confidentiality of information gathered during treatment
- Privacy during care
- The need for a safe environment
- Security of self and property
- Effective communication that considers hearing, speech, and visual impairments as well as language barriers
- Physical access to the facility for the physically and visually impaired
- The right to complain about care, to have the complaints reviewed and when possible, resolved

Access to Medical Record: Patients have the right to access the information contained in their medical records and recommend amendments when documentation is thought to be inaccurate or incomplete.

Abuse and Harassment: Patients have the right to be free from all forms of abuse, neglect, mistreatment, or harassment.

Grievance: Patients have the right to file a grievance in writing or by calling the appropriate patient representative: » Chief Operations Officer

- Compliance Officer
- Call 256.705.4224 or 1.888.374.1015 and request to speak to one of these individuals

Billing: Regardless of the source of payment for care, patients have the right to request and receive an explanation of the bill. Additionally, patients have the right to be informed of any financial benefits upon referrals to an organization.

Professional Relationships: Patients have the right to know the name of the person responsible for or delivering their care and to have questions answered in regard to relationships with other health care providers.

Financial Resources: Patients have the right to expect Clearview Cancer Institute to be financially prudent in the use of resources.

Patients have the following responsibilities:

Accurate Information: Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives, and other matters of care.

Treatment Decisions: Demonstrate an understanding of their contemplated treatment or care decisions and follow the treatment plan recommended by health care providers.

Appointments: Keep and be on time for appointments. If needed, please call and cancel the appointment so that another patient may be served. Please contact us at least 24 hours prior to your scheduled time. In the event that you DO NOT cancel or reschedule at least 24 hours in advance, you will be charged \$50.00.

Adverse Outcomes: If treatment is refused or if instructions are not followed.

Financial Obligations: Promptly fulfills financial obligations for medical services.

Pharmacy Network Status: The patient will be notified if the pharmacy is included or excluded from health plan and/or pharmacy benefit network. Patient will be notified in writing of financial obligations (cost) for services based on the pharmacy being included or excluded from the network.

Rules and Regulations: Patients and their guests are responsible for following Clearview Cancer Institute's rules and regulations. If unclear or not sure, patients have the responsibility to ask.

Rights of Others: Be considerate of the rights of other patients and Clearview Cancer Institute's personnel as well as the property of both.

Additional rights are provided to you under HIPAA (Health Insurance Portability & Accountability Act) of 1996.

Notice of Privacy Practices: The notice of privacy practices is available at each registration area and can be mailed to you if you call your clinic location or toll free at 1.888.374.1015.

- Right to request restrictions on uses and disclosures.
- Right to access medical records.
- Right to request amendments.
- Right to request an accounting of disclosures.
- Right to request confidential communications.

If you have any questions or concerns regarding any of these rights, please do not hesitate to contact the Privacy Officer at 1.888.374.1015.

Notice of Privacy Practices

ONCOLOGY SPECIALTIES, P.C. Notification of Privacy Practices

Your Right to Privacy

A notice of Privacy Policies and Practices for ONCOLOGY SPECIALTIES, P.C.

DEAR PATIENT:

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

Introduction

At Clearview Cancer Institute, we are committed to treating and using protected health information about you responsibly. This Notice describes the personal information we collect and how and when we use or disclose that information. It also describes your rights as they relate to your protected health information. This Notice is effective June 19, 2015 and applies to all protected health information as defined by federal regulations.

Understanding Your Medical Information

Each time you visit Clearview Cancer Institute, a record of your visit is made. Typically, this record contains information about your visit including your examination, diagnosis, test results, treatment as well as other pertinent health care data. This information, often referred to as your health record, serves as a:

- Basis for planning your care and treatment
- Means of communication with other health professionals involved in your care
- Legal document outlining and describing the care you received
- Tool that you or another payer (your insurance company) will use to verify that services billed were actually provided
- Source for medical research
- Basis for public health officials who might use this information to assess and/or improve state as well as national healthcare standards
- Tool that we can reference to ensure the highest quality of care and patient satisfaction

Understanding what is in your record and how your health information is used helps you to ensure its accuracy, determine what entities have access to your health information, and make an informed decision when authorizing the disclosure of this information to other individuals.

Your Rights

You have certain rights under the federal privacy standards. These include the right to:

- Request restrictions on the use and disclosure of your protected health information
- Receive confidential communications concerning your medical condition and treatment
- Inspect and copy your protected health information
- Amend or submit corrections to your protected health information
- Receive an accounting of how and to whom your protected health information has been disclosed
- Receive a printed copy of this notice

Our Responsibilities

Clearview Cancer Institute is required to:

- Maintain the privacy of your health information
- Provide you with this Notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- Abide by the terms of this Notice
- Notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests you may have regarding communication of health information via alternative means and/or locations
- Notify you if there is a breach related to your medical information

How We May Use and/or Disclose Your Health Information

We will use your health information for treatment.

Your health information may be used by staff members or disclosed to other health care professionals for the purpose of evaluating your health, diagnosing medical conditions, and providing treatment. For example: results of laboratory tests and procedures will be available in your medical record to all health professionals who may provide treatment or who may be consulted by staff members.

We will use your information for payment.

Your health plan may request and receive information on dates of service, the services provided, and the medical condition being treated in order to pay for the services rendered to you.

We will use your information for regular health operations.

Your health information may be used, as necessary, to support the day-to-day activities and management of Clearview Cancer Institute. For example: information of services you received may be used to support budgeting and financial reporting, or activities reviewed to evaluate and promote quality of care.

Business Associates

In some instances, we have contracted separate entities to provide services for us. These "associates" require your health information in order to accomplish the tasks that we ask them to provide. Some examples of these "business associates" are: billing or collection agencies, answering services, and computer/software providers.

Communication with family

Due to the nature of our field, we will use our best judgment when disclosing health information to a family member, other relatives, or any other person that is involved in your care or that you have authorized to receive this information. Please inform the practice when you do not wish a family member or other individual to have authorization to receive your health information.

Research/Teaching/Training

We may use your information for the purpose of research, teaching, and training.

Healthcare Oversight

Federal law requires us to release your information to an appropriate health oversight agency, public health authority or attorney, or other federal/state appointee in certain circumstances.

Public Health Reporting

Your health information may be disclosed to public health agencies as required by law.

Required by Law

Your health information may be disclosed to law enforcement agencies, and as otherwise required by law, including to support government audits and inspections, to facilitate law-enforcement investigations, to comply with federal government mandated reporting, and to identify suspects.

Notice of Privacy Practices

Judicial or Administrative Proceedings

In certain circumstances, your health information may be used or disclosed in legal proceedings, such as when we are required to respond to a subpoena, discovery request or other lawful process, in accordance with federal regulations.

Organ and Tissue Donation

We may use your health information to notify organ procurement organizations to assist them in organ, eye or tissue donation, and transplants.

Abuse

We may use or disclose your medical information in some instances if we reasonably believe that you are a victim of abuse.

Decedents

We may use or disclose health information about decedents to coroners, medical examiners, funeral directors, and others involved in the decedent's care.

Serious Safety Threat

We may use or disclose your health information if we believe it is necessary to prevent or lessen a serious threat to the safety of another person or the public.

Special Government Functions

We may use or disclose your health information under some circumstances for specialized government functions, including those related to the armed forces, national security, and intelligence.

Workers' Compensation

We may use or disclose your medical information as authorized by and to the extent necessary to comply with laws related to workers' compensation and similar programs.

Appointment Reminders

The practice may use your information to remind you about upcoming appointments. If you don't approve of the reminders or if you prefer alternative methods of notification (i.e., e-mail), please inform the practice.

Other uses and disclosures

Disclosure of your health information or its use for any purpose other than those listed above requires specific written authorizations. If you change your mind after authorizing a use or disclosure of your information, you may submit a written revocation of the authorization. However, your decision to revoke the authorization will not affect or undo any use or disclosure of information that occurred before you notified us of your decision.

Below are some of the circumstances when we may use and disclose your medical information only with your authorization:

Marketing - With limited exceptions, your authorization is required for use or disclosure of your medical information for marketing purposes.

Sale of Your Medical Information - Your authorization is required if we want to sell your medical information.

FOR MORE INFORMATION OR TO REPORT A PROBLEM

If you have complaints, questions, or would like additional information regarding this notice or the privacy practices of Clearview Cancer Institute:

Compliance Officer
Clearview Cancer Institute
3601 CCI Drive
Huntsville, AL
256.705.4224

If you believe that your privacy rights have been violated, please contact the Privacy Official for the address above, or you may file a complaint with the Office for Civil Rights, U.S. Department of Health and Human Services. There will be no retaliation for filing a complaint with either the practice's Privacy Official or with the Office for Civil Rights. The address for the Office for Civil Rights is:

OFFICE FOR CIVIL RIGHTS
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201

If you have other privacy needs, please let your nurse or physician know.



3601 CCI Drive, Huntsville, AL 35805
256.705.4133 | www.clearviewcancer.com

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CANCER INSTITUTE