

Mary Bird Perkins Cancer Center Patient Handbook

Helpful Information to Guide
You Through Your Treatment



 **MARY BIRD PERKINS**
CANCER CENTER

Fighting Cancer For Over 40 Years.

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A Message from the Staff

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Cancer can be frightening. We are working hard to change that. Mary Bird Perkins Cancer Center (MBPCC) and the physicians we work with are focused on providing the most sophisticated, comprehensive radiation therapy options in the world. Our technology is unparalleled and our physicians and treatment team offer unmatched training and expertise. Combined with a nationally recognized medical physics program, Mary Bird Perkins Cancer Center has the most advanced technology and experienced staff in this region of the United States, assuring that the patients we serve will always receive the best cancer care possible.

The purpose of this patient information guide is to serve as a valuable resource while you are receiving care at our facility. We hope it will make you feel more informed about what to expect during the course of your treatment.

It is possible that you will have questions related to your personal course of treatment that this guide does not answer. Be sure and write those questions down and bring them to discuss with your doctor or another member of your treatment team. Remember, more information may also be found on our website, www.marybird.org.

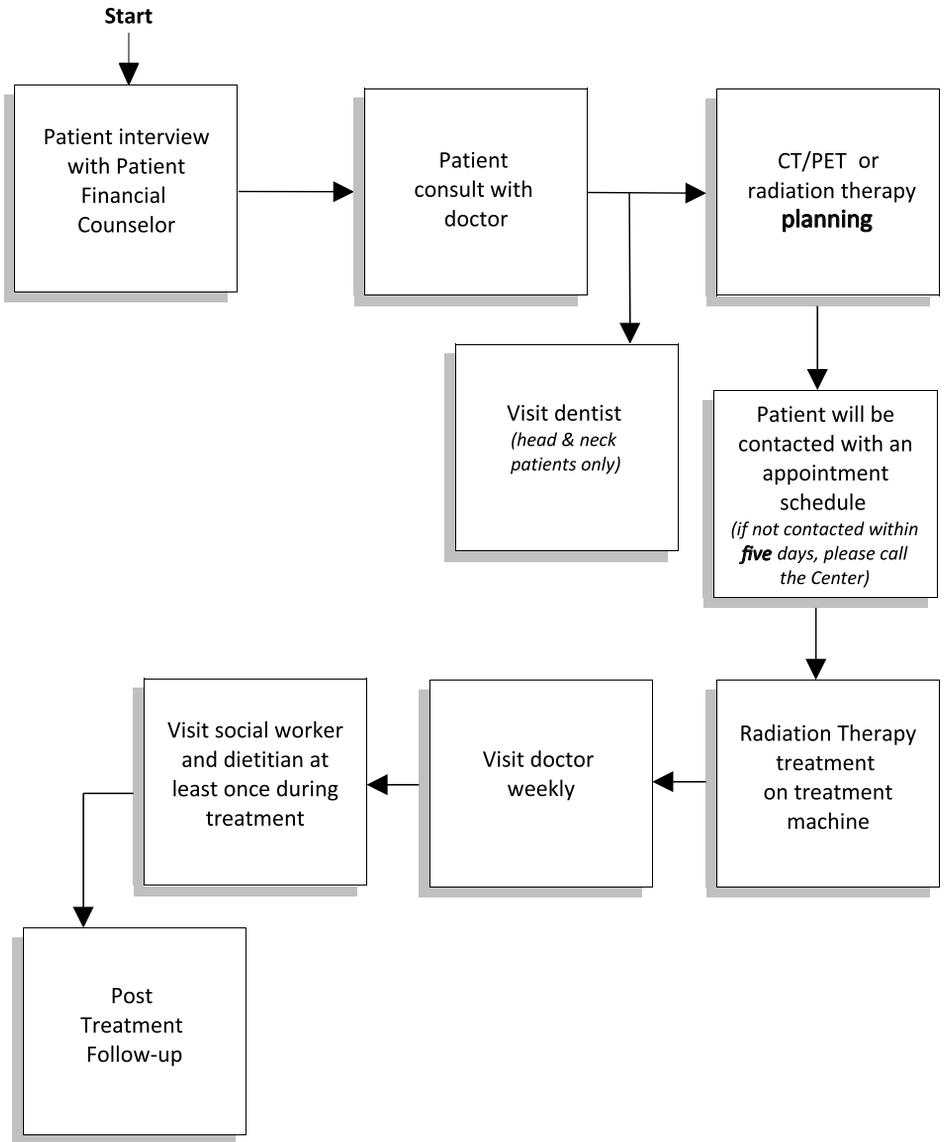
Your care and comfort are of utmost importance to us. At some point during the last week of your treatment, you will receive a questionnaire from your radiation therapist. We ask that you please take the time to give your honest impressions of the quality of care you received here. At Mary Bird Perkins Cancer Center, we believe everything we do can always be improved.

Sincerely,

Your Mary Bird Perkins Cancer Center Treatment Team

Your Path to Radiation Treatment

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Help Is Just a Call Away

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Knowing how to contact your doctor and other healthcare professionals is important.

You should have a business card for all of your doctors and other healthcare professionals involved in your care.

If you lose a number or are not sure who to call for a particular need, call (225) 215-1515.

For our centers in Covington, Hammond, Houma or Gonzales, please call the Center's main number. Our operator will be happy to assist you.

For urgent problems on weekends or after business hours, or when you think you need a quick reply, call (225) 215-1515 or the Center's main number and ask the operator to page your doctor or the doctor "on-call."

MARY BIRD PERKINS – OUR LADY OF THE LAKE CANCER CENTER

To call your doctor or nurse: (225) 215-1515

Press 1 to speak with a doctor.

Then press 2 to speak with a nurse to have a prescription filled.

To reach your treatment team:

Dietitian..... (225) 215-1216

Social Worker..... (225) 215-1250

Your therapist will supply you with a direct dial number.

To schedule or change an appointment

for a CT Scan, PET Scan or Chest X-Ray:..... (225) 215-1280

To reach the business office: (225) 215-1257

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MARY BIRD PERKINS CANCER TGMG CENTER

To contact your doctor, nurse, social worker, dietitian or radiation therapist, call the main MBP TGMG number: **(985) 876-9045**

After hours your call will be answered by the answering service and forwarded to the appropriate staff.

COVINGTON

To contact your doctor, nurse, social worker, dietitian or radiation therapist, call the main MBPCC - Covington number: **(985) 875-2234**

After hours your call will be answered by the answering service and forwarded to the appropriate staff.

GONZALES

To contact your doctor, nurse, social worker, dietitian or radiation therapist, call the main MBPCC - Gonzales number: **(225) 644-1205**

After hours your call will be answered by the answering service and forwarded to the appropriate staff.

HAMMOND

To contact your doctor, nurse, social worker, dietitian or radiation therapist, call the main MBPCC - Hammond number: **(985) 542-5000**

After hours your call will be answered by the answering service and forwarded to the appropriate staff.

My Treatment Team & Other Support Staff

While you undergo radiation therapy at Mary Bird Perkins Cancer Center, a team of highly trained medical professionals will be working together to make sure you receive the best care possible. A radiation oncologist, a doctor who specializes in using radiation to treat cancer, leads this team. Other members of our team include oncology-certified and registered nurses, medical assistants, board-certified medical radiation physicists, certified medical dosimetrists and registered and licensed radiation therapists.

RADIATION ONCOLOGISTS

A doctor called a radiation oncologist will oversee your radiation therapy treatments at Mary Bird Perkins Cancer Center. This doctor will work with the other members of the radiation therapy team to develop your treatment plan and ensure that each treatment is accurately delivered. Your radiation oncologist will also monitor your progress and adjust the treatment as necessary to make sure the radiation is hitting its target while minimizing side effects. Before, during and after your radiation therapy treatments, your radiation oncologist will work closely with your other cancer doctors, such as your medical oncologist and/or surgeon, to maximize the radiation's effectiveness.

Radiation oncologists have completed at least four years of college, four years of medical school, one year of general medical training and three to four years of residency or specialty training in radiation oncology. They have extensive training in cancer medicine and the safe use of radiation to treat disease. All of Mary Bird Perkins' radiation oncologists are board certified by the American Board of Radiology.

Your Radiation Oncologists:

Richard S. Bermudez, M.D.

Andrew Elson, M.D.

Katherine O. Castle, M.D.

Robert S. Fields, M.D.

Gregory C. Henkelmann, M.D.

Maurice L. King, M.D.

Renee A. Levine, M.D.

Jeffrey P. Long, M.D.

Jingya Wang, M.D. *

Charles G. Wood, M.D.

My Treatment Team *cont...*

CLINICAL SUPPORT

During your treatment, you may work with a number of other healthcare professionals while undergoing radiation therapy. These specialists ensure that all of your physical and psychological needs are met during your treatment.

PET/CT Technologists

Our PET/CT technologists are specially trained to perform diagnostic and radiation treatment planning scans to help your doctor plan your course of treatment. The PET/CT technologist will give you any oral or intravenous contrast ordered by the doctor, make immobilization devices and put the initial marks on your skin. He/she will give you a radioactive substance through an IV and perform the scan as prescribed by the doctor. Your doctor will use this scan in diagnosing or staging your cancer or in planning your treatment.

Patient Navigators

Navigating the cancer care system can be complex and can feel overwhelming. Patient navigators are available to assist our patients and their families. Our navigators are social workers and nurses with specialized knowledge and experience who provide assistance with things including:

- counseling patients and family members to help cope with the physical, emotional, financial and lifestyle changes associated with cancer and its treatment
- assisting with transportation issues
- making referrals to other community agencies, such as cancer service agencies, as necessary
- furnishing educational materials, such as brochures, booklets, tapes and DVDs, on cancer and related subject matter
- assisting with financial concerns
- providing information and referrals to local support groups
- helping obtain supplies and equipment, such as wheelchairs, walkers, etc.
- contacting an interpreter for non-English speaking or hearing-impaired patients

My Treatment Team *cont...*

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The social worker is available to help patients at no additional cost. For assistance or information on any of these services, patients and their loved ones may contact the social services department through one of the Center's staff members or his/her doctor.

Navigator services are provided at no cost to our patients and may be accessed via the front desk or through a referral from your physician.

Clinical Dietitian

Nutrition and hydration are important tools in the combat against cancer. Doctors and researchers have found that patients who eat well during treatment can maintain weight, prevent hospitalizations, improve energy, maintain muscle and strength and support a positive outcome.

The Center's clinical dietitians are trained to screen and assess the nutritional needs of cancer patients, assist in side effect management, and develop an individualized eating plan during treatment and recovery. Dietitians can suggest healthy and nutritious alternatives when a specific problem restricts a patient's ability to eat certain foods or when swallowing may become difficult.

Dietitians are available to provide dietary guidance and will gladly offer helpful suggestions or advice on eating well during treatment. Dietitians can provide patients with informative researched based literature on current nutrition topics of interest. When needed, dietitians may also provide oral nutrition liquid supplements for the patient to sample for acceptance and tolerance and may also provide samples of dietary supplements for the patient.

Patients with tumors of the head and neck or esophagus are scheduled to see the dietitian weekly. Patients who experience weight loss, nausea and vomiting, or intestinal distress will be referred to the dietitian by the treatment team as needed. All other patients can meet with the dietitian by request. The dietitian can be contacted by self-referral through one of the Center's staff members or doctors to address any diet-related questions. This service is free to all of the Center's patients.

My Treatment Team *cont...*

Clinical Research Nurses

At the heart of cancer research are clinical trials: studies investigating ways to prevent, detect, diagnose, control and treat cancer. They may also study the psychological impact of the disease and ways to improve the patient's comfort and quality of life. Those enrolled in clinical trials are among the first to receive new research treatments before they are widely available. Through our clinical research program, MBPCC is committed to assuring our community access to the most modern and up-to-date treatments. If your doctor determines that a particular research trial may be appropriate for you, he/she will discuss the details of the study with you. If you consent to the study, a clinical research nurse will explain the details of the research study to you, explain and obtain your written consent to participate and ensure that the research protocol is strictly followed.

Oncologic Dentist

Patients who are treated with radiation may experience some localized side effects, that is, bodily reactions in the area being irradiated. If a patient has cancer in the head or neck region, the mouth or throat (or both) may be exposed to the path of the radiation beam. If so, certain side effects can occur that may affect the patient's dental health.

If the radiation oncologist determines that this is the case for a patient, he/she will be evaluated by the Center's dentist. This dentist, who specializes in the dental care of cancer patients, works closely with the Center's radiation oncologists to reduce exposure and potential damage to healthy tissues, while also taking steps to promote patients' dental health. The dentist may custom-build devices that help block radiation from areas of the mouth that do not need to be treated.

If a tumor is located in the head or neck area, a patient will be referred to the dentist to determine what needs to be done to protect the patient's dental well-being. Appointments may be scheduled with the dentist during the course of treatment.

My Treatment Team *cont...*

Radiation Therapists

Radiation therapists work with the radiation oncologists to administer the daily radiation treatment under the doctor's prescription and supervision. Your radiation therapists will check the treatment machines daily to ensure they are working properly, accurately align the radiation beam to the area of treatment and keep a daily record of your treatment.

Radiation therapists go through a two-to-four year education program following high school or college. They take a special examination and are certified by the American Registry of Radiological Technology. In addition, our radiation therapists are licensed by the Louisiana Radiological Technology Board of Examiners.

Radiation Oncology Nursing

Your radiation oncology nursing team consists of radiation oncology nurses and medical assistants who are specially trained in the needs of cancer patients and work with your radiation oncologist and radiation therapists to care for you and your family at the time of consultation, while you are receiving treatment and during your follow-up care. They are conveniently available to patients and caregivers and are a good source of information.

Medical Physics Team

The medical physics team consists of board certified medical physicists and medical dosimetrists. The medical physicists are the members of the radiation oncology team responsible for the technical aspects of radiological imaging and radiation therapy of cancer patients. The medical physicists' duties include selecting and implementing new equipment and techniques, planning and delivering complex treatments such as radiosurgery and providing continuous quality control of patient treatments.

The medical physicists also manage radioactive material and ensure patient safety. A major pathway to becoming a medical physicist requires a M.S. or Ph.D in medical physics and two years of residency or on-the-job clinical training, after which certification by the American Board of Radiology in therapeutic radiologic physics may be achieved.

My Treatment Team *cont...*

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Medical dosimetrists assist the doctors by measuring and determining the proper dosage of radiation according to the doctor's prescription. The medical dosimetrists are responsible for helping plan a patient's treatment. Dosimetrists calculate radiation dosages prescribed by the radiation oncologist. In some cases, dosimetrists make treatment devices, such as masks or molds that are used to block radiation from healthy tissue surrounding a tumor.

Many dosimetrists start as radiation therapists and then, with very intensive training, become medical dosimetrists. Others are graduates of one-to-two year dosimetry programs. They are certified by the Medical Dosimetrist Certification Board.

Students, Interns and Residents

Mary Bird Perkins Cancer Center actively participates in training young men and women for careers in medicine. You may encounter students who are participants in some of the following programs:

- Mary Bird Perkins Cancer Center and Louisiana State University's physics department have a joint master's degree program in medical radiation physics
- Mary Bird Perkins Cancer Center has an accredited medical physics residency program
- MBPCC serves as a clinical site for training radiation therapists
- MBPCC serves as a site for social work interns from Louisiana State University
- The radiation oncologists at Mary Bird Perkins sometimes provide training for medical students, interns and/or residents
- Mary Bird Perkins serves as a site for clinical training of medical assistant and dietitian interns

Under the supervision of Mary Bird Perkins' staff, these students may participate in patient care at the Center without directly administering treatment. A patient may wish for them not to participate in his/her care and can let the radiation therapist know.

Asking Questions

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WHAT IS CANCER?

KEY POINTS

- Cancer occurs when cells do not stop growing (dividing) and do not die when they should; these cells can spread (metastasize) to distant parts of the body through the bloodstream or lymphatic system
- Cancer is the result of changes in the genes that control normal cell growth and death; these changes may be inherited or may result from lifestyle factors
- Cancer can be treated with surgery, radiation therapy, chemotherapy, hormones and/or substances that improve the immune system's ability to fight cancer
- The place where the cancer started is called the primary tumor or the primary site
- Metastatic cancer occurs when cancer cells spread from the place where the cancer started to other parts of the body
- When cancer spreads, the metastatic cancer has the same type of cells and the same name as the primary tumor
- Treatment for metastatic cancer usually depends on the type of cancer as well as the size and location of the metastasis

STAGING KEY POINTS

Staging describes the extent or severity of an individual's cancer. Knowing the stage of the disease helps the doctor plan a person's treatment and estimate prognosis.

Physical exams, imaging procedures, laboratory tests, pathology reports and surgical reports provide the information to determine the stage of the cancer.

To find out more about staging contact National Cancer Institute Information Service toll-free at 1-800-4-CANCER or online at www.cancer.gov.

QUESTIONS TO ASK YOUR CANCER CARE PROVIDER

When visiting with your doctor, you may have questions and concerns. Often these are forgotten during the visit, so we have compiled a list of questions to help you get the information you want about your illness and possible treatments. You and your family can use these questions to help you decide what you need to ask your doctor each time you have an appointment.

DIAGNOSIS

- What kind of cancer do I have?
- How common is my cancer?
- Where is the cancer at the moment?
- Has it spread to other parts of my body?

PROGNOSIS

- What is the aim of the treatment to cure the cancer or to control it and manage symptoms?
- Am I going to get sick from my treatment or from the cancer itself?
- Am I going to lose my hair?
- How likely is it that the cancer will spread to other of my body without any more treatment?
- What is the expected range of survival for people with my type of cancer?
- How likely is it that treatment will improve my symptoms? Is it worth going through?

TEST

- Are there any further tests that I need to have?
- What will the test(s) tell us? Will they confirm my diagnosis?
- What will I experience during the test(s)?

TREATMENT OPTIONS

- Is it necessary to have treatment right now?
- If so, do I have a choice of treatments?
- What are the pros and cons of each treatment option?
- What can I expect if I decide not to have treatment?

Asking Questions *cont...*

- How much time do I have to think about this?
- Do you need my decision today?
- What is your opinion about the best treatment for me?

TREATMENT PLAN

- What exactly will be done during the treatment and how will it affect me?
- When are the side effects likely to occur?
- What is the treatment schedule? (For example, how many treatments will I have, how often and for how long will I have treatment?)
- Where will I have treatment?

PREPARING FOR TREATMENT

- Is there anything that I can do before or after my treatment that might make it more effective? (For example, diet, work, exercise, etc.)
- What are the do's and don'ts while undergoing treatment?
- What problems should I look out for, and who do I contact if they occur?
- Are there long-term side effects from the treatment?
- What is my long-term follow-up plan?

CLINICAL TRIALS

- What are clinical trials? Are there any that could help me?
- Will I be treated differently if I enroll in a trial?
- What can I expect?

OPTIMAL CARE

- Do you specialize in treating my type of cancer?
- How well established is the treatment you are recommending?
- Are there guidelines on how to treat my cancer?
- Is there another doctor who treats this type of cancer that you recommend for a second opinion?

MULTIDISCIPLINARY TEAMS

- Do you work in a multidisciplinary team and what does this mean?

Asking Questions *cont...*

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- Can you explain the advantages of a team approach?
- How do you all communicate with each other and me?
- Who will be in charge of my care?

SUPPORT INFORMATION

- Are there support services that can help my family and me deal with this illness?
- What information is available about my cancer?
- Are there palliative care options for my cancer?

DIAGNOSTIC PROCEDURES AND TESTS

WHAT IS A CT SCAN?

At Mary Bird Perkins Cancer Center we use Computed Tomography (CT) scans for diagnosis and radiation treatment planning. CT uses special X-ray equipment to obtain cross-sectional pictures of the body. The CT computer displays these pictures as detailed images of organs, bones and other tissues. This procedure is also called CT scanning, computerized tomography or computerized axial tomography (CAT).

For cancer, CT is used to detect or confirm the presence of a tumor, to provide information about the size and location of the tumor and whether it has spread, to help plan radiation therapy or surgery, and to determine whether the cancer is responding to treatment. The doctor may order oral, IV or other contrast (i.e., barium) to be used as part of your CT scan.

WHAT IS A MRI SCAN?

MRI stands for Magnetic Resonance Imaging and is a diagnostic procedure that uses a magnetic field, radio waves and a computer to build up detailed pictures of various parts of the body from the signals that are sent out from the water molecules in the body. Computer systems help with this but no X-rays are used.

These pictures can show the difference between normal and diseased tissue. MRI makes better images of organs and soft tissue than other scanning techniques, such as CT or X-ray. MRI is especially useful for imaging the brain, spine, the soft tissue of joints and the inside of bones.

For cancer, MRI scans are used to detect or confirm the presence of a tumor, to provide information about the size and location of the tumor and whether it has spread, to help plan radiation therapy or surgery and to determine whether the

Asking Questions *cont...*

cancer is responding to treatment.

WHAT IS A PET SCAN?

A PET (positron emission tomography) scan is an imaging test that uses positively charged energy particles to locate changes in the function of the tissues and organs of the body. X-rays, CT scans or MRI all produce images of the anatomy, or the structure, of the tissue and organs. In contrast, a PET scan provides information about the function of the tissues and organs (i.e., how well they work, not simply what they look like).

During a PET scan, a small dose of a tracer chemical (i.e., a radioisotope) combined with a sugar is injected into a vein in the hand or arm. The radioisotope gives off positrons (positively charged energy particles), and a PET scanner rotates around the body to detect the positrons given off by the radionuclide. Because malignant tumors grow at a faster rate compared to healthy tissue, the tumor cells use up more of the sugar attached to the radionuclide. The PET scan computer then uses the measurements to produce a picture that health care providers can interpret.

For cancer, PET scans are used to detect or confirm the presence of a tumor, to provide information about the size and location of the tumor and whether it has spread, to help plan radiation therapy or surgery and to determine whether the cancer is responding to treatment.

WHAT IS AN ULTRASOUND?

Ultrasound uses sound waves that are far above the frequency heard by the human ear. A transducer gives off the sound waves which are reflected back from organs and tissues, allowing a picture of what is inside the body to be drawn on a screen. Ultrasound can be used to look for tumors and can also be used to guide doctors doing biopsies or treating tumors with laser therapy.

WHAT IS X-RAY IMAGING?

X-ray imaging is perhaps the most familiar type of imaging. The images produced by X-rays are due to the different absorption rates of different tissues. Calcium in bones absorbs X-rays the most, so bones look white on a film recording of the X-ray image, called a radiograph. Fat and other soft tissues absorb less and look gray. Air absorbs the least so lungs look black on a radiograph. The most familiar use of X-rays is checking for broken bones, but X-rays can also be used to check for cancer. For instance, chest radiographs are sometimes used to see if cancer has spread to the lungs or other areas in the chest.

WHAT IS A COMPLETE BLOOD COUNT OR CBC?

The complete blood count (CBC) is the measurement of the cells of the blood. A major portion of the CBC is the measure of the concentration of white blood cells,

Asking Questions *cont...*

red blood cells and platelets in the blood. The CBC is done by testing a simple blood sample.

WHAT ARE TUMOR MARKERS?

Tumor markers are substances that can often be detected in higher-than-normal amounts in the blood, urine or body tissues of some patients with certain types of cancer. Tumor markers are produced either by the tumor itself or by the body in response to the presence of cancer or benign (noncancerous) conditions.

Measurements of tumor marker levels can be useful – when used along with X-rays or other tests – in the detection and diagnosis of some types of cancer. However, measurements of tumor marker levels alone are not sufficient to diagnose cancer for the following reasons:

- Tumor marker levels can be elevated in people with benign conditions
- Tumor marker levels are not elevated in every person with cancer – especially in the early stages of the disease
- Many tumor markers are not specific to a particular type of cancer; the level of a tumor marker can be raised by more than one type of cancer
- A commonly known tumor marker used to detect prostate cancer is a PSA (prostate-specific antigen) test

COURSE OF TREATMENT

RADIATION TREATMENT PLANNING (RTP)

The first step in your treatment is the planning process, which may include computerized tomography (CT, CAT) and/or positron emission tomography (PET) scans. These scans allow the radiation oncologist to determine the exact area to treat and the proper positioning of the treatment machines that will be used during the course of your radiation therapy.

Before CT simulation scans are done, immobilization devices may be made to assist the radiation therapists to accurately duplicate your exact treatment position each day. These immobilization devices may include masks that cover your face or another area of your body during treatment, and/or something you lie in each day. The exact positioning device(s) used will be determined by the doctor and depend on the area of your body that will be treated.

After you have had your CT and/or PET scans, a technologist may draw special colored lines on your skin with ink. The semi-permanent lines drawn on your skin are used to outline your treatment fields and to make sure that you will be correctly positioned each time you receive a treatment. **These lines are very**

Asking Questions *cont...*

important to your treatment team and should not be intentionally washed off until you have completed your entire course of therapy. The ink used to make these lines sometimes rubs off on your clothing and may be difficult to remove. You may want to wear a t-shirt between your outer clothes and your skin to prevent this from happening. A photograph will be taken of your lines and kept in your medical record to indicate where your treatments were given.

DAILY TREATMENTS

Before your actual treatment course begins, you, or a responsible family member or representative, will be asked to sign a consent form indicating that you have been informed of the proposed therapy (and alternative methods of treatment) and have agreed to receive treatment.

Your treatments will be scheduled at the same time every day, if possible. Initially, you may have to come at a time that may not be convenient, but your radiation therapists will schedule appointments at a more suitable time for you as soon as such a time becomes available. Each treatment visit should last between 15 and 45 minutes. Your radiation oncologist at the Center will visit with you regularly to chart your progress and further fine-tune your treatment, if needed, and will remain in contact with your referring doctor to keep him or her informed of your progress. You must see your MBPCC doctor once a week.

FREQUENTLY ASKED QUESTIONS

1. SCHEDULING APPOINTMENTS

If the doctor orders radiation therapy for me, how do I schedule appointments for my radiation treatments?

Once your physician has finalized your treatment plan your radiation therapist will contact you with an appointment time. The phone number to reach the staff for your treatment machine will be provided to you at your first appointment.

Your radiation therapists will do their best to accommodate your scheduling needs. However, please understand that the treatment machines have a very busy schedule and your time may be moved a few times before getting your choice of appointment time.

Can I change my appointment each week?

We prefer that once your radiation appointment time is set, you keep that time

Asking Questions *cont...*

for the entire course of treatment. Please arrange outside appointments around your treatment schedule. If you must change your treatment time, please talk with your therapist several days in advance in order to accommodate your request. In addition, there may be times that we will have to change your appointment due to unexpected scheduling issues. We will give you as much notice as possible.

How often are my treatments delivered

How long will my treatments take each day?

Radiation treatments are generally delivered five days/week, Monday – Friday, for two to nine weeks, depending on the tumor type and location. Each treatment (from the time you enter to the time you leave) takes about 15-45 minutes.

What do I do if I am unable to keep a scheduled appointment?

Please notify your therapist as soon as possible by calling your treatment machine's assigned phone number.

How many treatments will I be having?

The number of treatments will vary between individual patients and the specific diseases being treated. Some patients receive only a single treatment, others as many as 45. Your doctor will review the treatment objectives and goals and number of treatments being planned for you.

I have a planned vacation. Can I take time off from my radiation therapy treatments? Can I miss treatments?

Radiation treatments provide the optimal outcome if delivered in succession. Breaks in treatment are not in your best interest unless there is a family crisis or medical reason. Discuss vacation plans with your doctor early in the planning process or before your treatment begins.

Do I need to make up missed treatments?

Yes. Your doctor will prescribe a definite number of treatments. If you miss a treatment, it will be added to the end of your treatment schedule.

2. PRESCRIPTIONS AND MEDICATIONS

How do I get a prescription filled?

Please call (225) 215-1515, then press 1, then press 2 to have prescriptions filled during office hours. When you call, please leave your name, phone

Asking Questions *cont...*

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number and date of birth. All calls made by 3 p.m. will be returned that day. Calls made after 3 p.m. will be returned the next business day. For Hammond, Covington, Gonzales and Houma, please call the Center's main number.

Will the doctor prescribe all my medicines while I'm taking treatments?

Your radiation oncologist will manage your treatments and any side effects associated with your radiation treatment. You must continue to see your primary care doctor for your routine medications.

3. TRANSPORTATION

I am having transportation concerns. Can MBPCC help?

If you need transportation or are having problems with transportation, please see the social worker for assistance.

4. RADIATION AND SIDE EFFECTS

Will the radiation treatments make me sick?

What are the side effects I can expect?

With the possible exception of fatigue, side effects from radiation generally occur in the area that is being treated. If we are treating your abdomen, then you may be nauseated. If we are treating your brain, you may lose your hair. The radiation does not affect any site other than the one being treated. Your doctor will review the side effects of your treatment with you.

Will radiation therapy damage normal tissue?

Radiation therapy is designed to treat tumor cells; however, adjacent normal tissue will receive some radiation. Therefore, some normal tissues may be temporarily affected. These effects usually resolve themselves shortly after treatment. Delayed or chronic complications may rarely occur. Please check with your radiation oncologist for further information.

Are you going to burn me with radiation?

Reactions to radiation vary from patient to patient and are dependent upon the site of treatment. The dose given to a certain area or depth of tissue determines surface reaction of the skin. Tumors farther from surface area, like prostate or uterus, have very little skin reaction. Tumors closer to the skin surface, like the larynx (voice box) or throat, have potential for increased skin reaction.

Asking Questions *cont...*

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Are there any restrictions on who I may visit (i.e., do I have to stay away from children or pregnant women)?

No. Patients receiving external beam radiation do not become radioactive.

Will I lose my hair?

If your head is not being irradiated, you will not lose your hair.

5. HOW WILL I FEEL?

Can I drive myself for treatments?

If you are able to drive and have not been told to stop driving, then you may continue to drive yourself. If your condition changes, and you are taking narcotics, you may not be able to drive. Ask your doctor about this.

Can I work while taking treatments?

The answer to this question depends on how you are feeling, the type of treatment you are receiving and your type of work. Although it may be necessary for some cancer patients to take a leave of absence from work, many continue working throughout their treatment and recovery. Ask your doctor about what to expect.

Just remember, each patient handles and responds to treatment and recovery differently.

It is also important to openly communicate your needs with your employer so that he/she may plan in case you need to decrease your hours, schedule an absence or have increased flexibility.

6. SKIN CARE

How do I keep the marks on my skin?

Do not wash the marks off or use soaps, creams, lotions, perfumes or deodorants in the area of the marks.

How can I bathe without washing off the marks?

- When taking a shower, let the water run gently over the marks
- Use only lukewarm water for bathing the treated area
- *DO NOT* use any soap in the area of the marks
- Do not rub or scrub the treated skin
- Pat marked area dry with a towel. (It's best to use older towels you can wash

Nutrition

or throw away if the ink marks rub off on them)

- If marks are fading or coming off, please call the Center

NUTRITION DURING CANCER

Good nutrition is especially important for people with cancer. That is because the illness itself, as well as its treatments, may affect your appetite. Cancer and cancer treatments may also alter your body's ability to tolerate certain foods and to use nutrients.

The nutrient needs of a cancer patient vary from person to person. Your doctor, nurses and dietitians can help you identify your nutrition goals and plan strategies to help you meet them. Eating well while undergoing cancer therapy can:

- Help you to feel better
- Provide strength and energy
- Help your weight and your body's store of nutrients
- Tolerate treatment-related side effects
- Decrease your risk of infection
- Heal and recover quickly

Eating well means eating a variety of foods that provide the nutrients you need to maintain your health while fighting cancer.

Individual nutritional needs vary depending on your diagnosis, treatment and your metabolism. Not everyone has difficulty with achieving nutrition. If you have any questions about nutrition or how to eat during your treatment, ask your doctor or call our registered dietitians.

Phone in Baton Rouge: (225) 215-1216

Phone in Covington: (985) 875-2234

Phone in Gonzales: (225) 644-1205

Phone in Hammond: (985) 542-5000

Phone in Houma: (985) 876-904

GENERAL NUTRITION GUIDELINES

Nutrition is the total process of taking in, digesting, absorbing and using nutrients provided by food. The nutrients in food provide the body with energy that can be used in growth, aid in the repair of tissues and normalize body functions. This energy can be measured in calories.

Every person metabolizes food differently and this determines the amount of energy (calories) needed daily to maintain health and weight. A person's height, weight, age, activity level and stress (illness, surgery, chemotherapy, etc.) all

Supportive Services

contribute to the total amount of calories needed. Therefore, the more calories that you take in the more calories (energy) you have for the body to use.

Cancer is a frightening disease that affects not only the patient, but the entire family. It is important to us that you know you are not alone. There are many people and agencies in the community whose purpose is to help patients and their families face the problems associated with cancer.

For a listing of some of the services offered by Mary Bird Perkins Cancer Center as well as services offered locally, regionally and nationally, please feel free to call one of our radiation oncology social workers. They will be happy to assist you.

PATIENT NAVIGATORS

Full-time patient navigators on staff at Mary Bird Perkins provide a wide range of services and are available at no additional cost. Patient navigators can help you cope with the physical, emotional, financial and lifestyle changes associated with having cancer and its treatment. They can also provide referrals to other cancer-related agencies that offer assistance.

Phone in Baton Rouge: (225) 215-1250

Phone in Covington: (985) 875-2234

Phone in Gonzales: (225) 664-1205

Phone in Hammond: (985) 542-5000

Phone in Houma: (985) 876-9045

CLASSES AND SUPPORT GROUPS

A variety of classes and support groups meet regularly in Baton Rouge and the surrounding communities. For specific information on times and locations, contact the social services department at (225) 215-1250 for an extensive list of events or visit the Center's website at www.marybird.org.

TRANSLATORS

Language Line, an over the phone interpreter, is available to help you if you speak a language other than English. Also, if you communicate through sign language, an interpreter will be made available to you. Requests for translators may be made through the social services department.

CANCER SUPPORT AND OUTREACH

Mary Bird Perkins Cancer Center works collaboratively with outside individuals and organizations to reduce cancer incidence and mortality in southeast Louisiana, and to improve the quality of life for those affected by cancer.

Supportive Services *cont...*

To accomplish its mission, the Cancer Support and Outreach team plans and implements services and programs for cancer patients, healthcare professionals and the general public that focus on the following:

CANCER SUPPORT SERVICES

- Social Services
- Dental Services (for patients treated in head and neck region)
- Nutritional Services
- Transportation
- Community Support Groups

AWARENESS AND EDUCATION

- Professional Education
- Patient Education
- Community Education

If you or a loved one are interested in finding out more about any one of these topics, visit our website at www.marybird.org or contact one of Mary Bird Perkins Cancer Center's oncology social workers.

The Cancer Support and Outreach team is supported by the fundraising efforts of Mary Bird Perkins Cancer Center's Office of Development.

PATIENT RIGHTS

PATIENT FINANCIAL SERVICES

Billing and insurance can be overwhelming. We recognize this, and provide telephone customer service representatives to help you and your family with financial questions. Please feel free to contact us if you would like to speak with someone about:

- An itemized listing of your bill
- An explanation of your bill
- Payment arrangements
- What your insurance paid and what is still due

CONTACT PATIENT FINANCIAL SERVICES IF:

- Your insurance company changes
- You enter into hospice care during treatment

Supportive Services *cont...*

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PHONE NUMBERS:

From 8:00 a.m. to 4:30 p.m., Monday - Friday

(Voice mail available after regular business hours)

Baton Rouge (225) 215-1257

Covington..... (985) 875-2234

Gonzales (225) 644-1205

Hammond..... (985) 542-5000

Houma..... (985) 876-9045

Questions regarding financial counseling should be directed to the Center's patient financial counselor. You are encouraged to discuss any questions you may have regarding the cost of treatment, payment options and/or payment schedules. Appointments may be made with the patient financial counselors.

FINANCIAL POLICY

Mary Bird Perkins Cancer Center's charges for services are based on the complexity and duration of the procedures. As a patient of the Center, you are responsible for the prompt fulfillment of your financial obligations. All payments should be made directly to the Center. You will receive one statement each month listing charges for both the *technical* and *professional* components of your treatment.

The technical component covers services provided by the Center associated with your treatments, such as X-rays, staff, equipment, etc.

The professional component covers services provided by your radiation doctor associated with consultation, treatment planning, management, supervision of your therapy and follow-up.

PAYMENT OPTIONS

Mary Bird Perkins Cancer Center accepts all insurance plans, Medicare, Medicaid and private payment. Payment may be made with cash, checks, Visa, MasterCard, Discover and American Express.

CLINICAL TRIALS: QUESTIONS AND ANSWERS

What are clinical trials, and why are they important?

Clinical trials are research studies conducted with people who volunteer to participate. There are many different types of clinical trials and each study answers scientific questions and focuses on finding better ways to prevent, screen for, diagnose or treat a disease. People who make the decision to participate in a research study have the opportunity to contribute to knowledge of, and the progress in the fight against cancer. For more information you can view the clinical trials being offered by visiting www.marybird.org/clinical-trials. You may also call (225) 215 - 1353 or e-mail at clinicalresearch@marybird.com and a research coordinator will assist you.

How are participants protected?

Clinical trials are sponsored by private organizations and Government agencies and are conducted according to strict scientific and ethical principles. Every clinical trial has a protocol, or action plan, which acts like a "recipe" for conducting the trial. The plan describes what will be done in the study, how it will be conducted, and why each part of the study is necessary.

What are eligibility criteria, and why are they important?

Each study's protocol has guidelines for who can or cannot participate in the study. These guidelines, called eligibility criteria, describe characteristics that must be shared by all participants, differ from study to study and may include age, gender, medical history and current health status and often require that patients have a particular type and stage of cancer.

What is informed consent?

Informed consent is a process by which people learn the important facts about a clinical trial to help them decide whether to participate. This information includes details such as the purpose of the study, the tests and other procedures used in the study and the possible risks and benefits. In addition to talking with a doctor or nurse, participants receive a copy of the consent form explaining the study. People who agree to voluntarily take part in the study are asked to sign the informed consent form. However, signing the form does not mean people must stay in the study. People can leave the study at any time- either before the study starts or at any time during the study or the follow-up period. The informed consent process continues throughout the study. If new benefits, risks or side effects are discovered during the study, the researchers must inform the participants. They may be asked to sign a new consent form if they want to stay in the study.

Where do clinical trials take place?

Clinical trials take place in doctors' offices, cancer centers, medical centers, community hospitals and clinics, and veterans' and military hospitals in cities across the United States and in other countries. Clinical trials may include participants at one or two highly specialized centers or they may involve hundreds of locations at the same time.

How are clinical trials conducted?

Clinical trials are usually conducted in a series of steps called phases. Treatment clinical trials are always assigned a phase. However, screening, prevention, diagnostic and supportive care studies do not always have a phase. Genetics clinical trials generally do not have a phase.

- Phase I trials are the first step in testing a new approach in humans. In these studies, researchers evaluate what dose is safe, how a new agent should be given (by mouth, injected into a vein, or injected into the muscle) how often, and researchers watch closely for any harmful side effects. Phase I trials usually enroll a small number of patients and take place at only a few locations.
- Phase II trials study the safety and effectiveness of an agent or intervention and evaluate how it affects the human body. Phase II studies usually focus on a particular type of cancer and include fewer than 100 patients.
- Phase III trials compare a new agent or intervention (or new use of a standard one) with the current standard therapy. Participants are randomly assigned (randomization) to the standard group or the new group, usually by computer which helps to avoid bias. In most cases, studies move into phase III testing only after they have shown promise in phases I and II. Phase III trials may include hundreds of people across the country.
- Phase IV trials are conducted to further evaluate the long-term safety and effectiveness of a treatment. They usually take place after the treatment has been approved for standard use. Several hundred to several thousand people may take part in a phase IV study.

People who participate in a clinical trial work with a research team. Team members may include doctors, nurses, social workers, dietitians and other health care professionals. The health care team provides care, monitors participants' health and offers specific instructions about the study. It is important for participants to follow the research team's instructions, so that the trial results are as reliable as possible. These instructions may include keeping logs or answering questionnaires. The research team may continue to contact participants after the trial ends.

Do Insurance Companies Pay for Clinical Trials?

One major concern for patients enrolling in a clinical trial is whether or not their insurance will cover the cost of treatment. It should be noted that more and more states are requiring private insurance companies, health maintenance organizations (HMOs) and managed care organizations (MCOs) to pay for the routine medical care associated with a patient's enrollment in a clinical trial. Louisiana is one of those states. This policy can significantly reduce a patient's financial burden, because any procedure that would be required as part of "routine" care must be paid for by the insurance company, even if the patient is enrolled in a clinical trial. Routine medical costs are the usual costs of doctor's visits, x-rays, CT scans and lab work that a patient would receive whether he or she is participating in a clinical trial or not. Non-routine care is provided by the sponsor of the clinical trial, such as the National Cancer Institute (NCI), a pharmaceutical company, or some other research organization.

Patient Rights and Responsibilities

Mary Bird Perkins Cancer Center provides impartial access to treatment and facilities for all patients regardless of race, creed, age, sex, national origin, financial status or sources of payment for care. In addition, you are guaranteed

- To be treated with respect, consideration and dignity by all Center personnel
- To personal and informational privacy, within the law, including the right to refuse to talk with or see anyone not directly involved in your care;
- To be interviewed and examined in surroundings assuring reasonable visual and auditory privacy
- To have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex and not to remain disrobed any longer than is necessary for the medical purpose for which you were asked to disrobe
- To expect that any discussion about your care will be conducted discreetly and that individuals not directly involved in your care will not be present without your permission
- To have your medical records read only by individuals directly involved in your care or in the monitoring of its quality except with your written authorization or that of your legally authorized representative
- To expect all communications and other records pertaining to your care, including the source of payment for care, to be treated as confidential
- To expect reasonable safety insofar as the Center's practices and environment are concerned
- To know the identity and professional status of those providing your care at the Center, and any professional relationships among those providing your care here, as well as their relationship to any other health care or educational institutions involved in your care
- To have access to complete and current information about your diagnosis (to the degree it is known), your treatment, any possible side effects of your treatment and any known prognosis in terms you can understand. When it is not medically advisable to give such information to you, the information will be made available to your legally authorized representative
- To have access to an interpreter if you are unable to speak or understand English
- To have reasonable informed participation in decisions about your care that is, to the degree possible, based on a clear, concise

Patient Rights and Responsibilities *cont...*

explanation of your condition, all proposed technical procedures, any risk of death or serious side effects, any problems related to recovery and the probability of success. Except in emergencies, you will not be subjected to any procedure without your voluntary and competent consent or that of your legally authorized representative. You will be informed of any medically significant alternatives for care

- To refuse treatment to the extent permitted by law and to be informed of the medical consequences of doing so
- To be informed of and to refuse any opportunity to participate in experimental treatment studies conducted at the Center
- To expect reasonable continuity of care including information about any continuing health care needs after your treatment
- To make complaints or suggestions about the Center without compromising the quality or accessibility of your care.
- Complaints or suggestions may be made in person or in writing to the Center's President/CEO or VP of Patient Care Services (Baton Rouge) or the program managers of Covington, Gonzales, Hammond or Houma

PATIENT RESPONSIBILITIES

As a patient at Mary Bird Perkins Cancer Center, you are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about present physical complaints, past illnesses, hospitalizations, medications and other matters relating to your health
- Reporting unexpected changes in your condition to your Center doctor.
- Making it known whether you clearly comprehend a proposed course of action and what is expected of you
- Following the treatment plan recommended by your Center doctor and following the instructions of nurses, radiation therapists and other Center health care practitioners
- Keeping appointments and notifying the Center if you are unable to do so for any reason
- The consequences of refusing treatment or not following your doctor's instructions
- Assuring that your financial obligations for your health care are fulfilled as promptly as possible

Patient Rights and Responsibilities *cont...*

- Being considerate of the rights of other patients and Center personnel

MEDICAL RECORDS

Your medical records generated at the Center during any course of therapy are held in strictest confidence. Information about your radiation treatment will be routinely sent to your referring doctor and other doctors participating in your care. Information will not be provided to anyone else, unless we have written authorization from you to do so. If you would like information about your condition to be released to a third party, information requests by the third party should be made in writing, accompanied by your personally signed, written authorization. Records originating at another facility, or from another health care provider, belong to the originating facility. If you desire to keep copies of your medical records from other institutions for your personal records, please request copies from the originating institution before you relinquish custody of the records to the Center.

AMERICAN DISABILITIES ACT

Mary Bird Perkins Cancer Center is in compliance with the Americans with Disabilities Act of 1990.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

WHO WILL FOLLOW THIS NOTICE

This notice describes Mary Bird Perkins Cancer Center's practices and that of...

- any health care professional authorized to enter information into your medical record;
- all departments and units of the Center;
- all employees, staff, volunteers, contractors and other Center personnel;
- any member of a volunteer group that we allow to help you while you are in the Center;
- any physician who is a member of the Medical Staff and involved in your care; and,
- all entities, sites and locations of the Center.

Entities include but are not limited to the following:

- **MARY BIRD PERKINS CANCER CENTER**
- **CANCER CARE SPECIALISTS**

In addition, these entities, sites and locations may share medical information with each other for treatment, payment or operation purposes described in this notice. This notice applies to all of the records of your care generated by the Center, whether made by Center personnel or your doctor.

How Mary Bird Perkins Cancer Center May Use and Disclose Medical Information About You

For Treatment: We may use and disclose your PHI to provide you with medical treatment or services. We may disclose your PHI about you to doctors, nurses, technicians, medical students, or other personnel who are involved in taking care of you at the Center. Different departments of the Center may share medical information about you in order to coordinate the different things you need, such as medications, lab work and X-rays. We also may disclose medical information about you to people outside the Center who may be involved in your medical care after you leave the Center, such as family members, clergy or others we use to provide services that are part of your care.

For Payment: We may use and disclose your PHI to bill and collect payment from you, your insurance company or any third party payer. For example, we will ask you to give us your insurance company information so they will pay us or reimburse you for the treatment you receive.

For Healthcare Operations: We may use and disclose your PHI for our day-to-day operations and functions. For example, members of the medical staff, the Risk or Quality Assessment Director, or members of the Quality Assessment team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and services we provide. We may also compile medical information we have and compare it with other cancer centers to see how we are doing and see where we can make improvements in the care and services we offer. We may remove information that identifies you from this set of medical information so others may use it to study health care and health care delivery without learning who the specific patients are.

Business Associates: We may contract with individuals or entities known as Business Associates to perform various functions on our behalf or to provide certain types of services. In order to perform these functions or to provide these services, Business Associates will receive, create, maintain and/or transmit PHI about you, but only after they agree in writing with us to implement appropriate safeguards regarding your PHI.

Individuals Involved in Your Care or Payment of Your Plan: We may release information about you to a family member or friend who is involved in your care or who helps pay for your care. We may also disclose information about you to an entity assisting in disaster relief efforts so that your family can be notified about your condition, status, and location.

Research: Under certain circumstances, we may use and disclose medical information about you for research purposes. For example, a research project may involve comparing the health and recovery of all patients who received one type of medication to those who received another, for the same condition. All research projects, however, are subject to a special approval process. This process evaluates a proposed research project and its use of medical information, trying to balance the research needs with patients' need for privacy of their medical information. Before we use or disclose medical information for research, the project will have been approved through this research approval process, but we may, however, disclose medical information about you to people preparing to conduct a research project, for example, to help them look for patients with specific medical needs, so long as the medical information they review does not leave the Center.

Treatment Alternatives and Health-Related Benefits or Services: We may use and disclose your PHI to tell you about or recommend possible treatment options or alternatives or other health-related benefits or services that may be of interest to you.

Appointment Reminders and Other Communication: We may contact you as a reminder that you have an appointment for treatment or medical care and we may contact you regarding your care. You could also be contacted regarding billing or payment. We may communicate to you via newsletters, mail outs, or other means regarding health related information or other community based initiatives or activities in which our facility is participating.

Fundraising: We may use certain information to contact you to help support fundraising efforts. If you do not wish to be contacted for fundraising efforts, please notify, in writing, Development Office, Mary Bird Perkins Cancer Center, 5745 Essen Lane, Baton Rouge, LA, 70810, or email MBPCC at remove@marybird.com, or call (888) 317-6592. Please provide your name, mailing address and phone number.

As Required by Law: We will disclose medical information about you when required to do so by federal, state or local law. Any use or disclosure not described in this notice will be made only with your written authorization.

To Avert a Serious Threat to Health or Safety: We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

Special Situations:

Organ and Tissue Donation: If you are an organ donor, we may disclose your protected health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.

Military and Veterans: If you are a member of the armed services, we may disclose your protected health information as required by military command authorities. We may also release health information about foreign military personnel to the appropriate foreign military authority.

Workers' Compensation: We may disclose your protected health information for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks: We may disclose your protected health information for public health activities. These activities generally include the following:

- To prevent or control disease, injury or disability
- To report births and deaths
- To report to state and federal tumor registries
- To report child abuse or neglect
- To report reactions to medications or problems with products
- To notify people of recalls or products that may be using
- To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition
- To provide proof of immunization to a school that is required by state or other law to have such proof with agreement to the disclosure by a parent or guardian of, or other person acting in loco parentis for an emancipated minor
- To notify the appropriate government authority if we believe that a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law

Health Oversight Activities: We may disclose your protected health information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

For Judicial or Administrative Proceedings: We may disclose your protected health information in response to and in accordance with a court or administrative order. We may also disclose your protected health information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute after we have received assurances that efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Law Enforcement: We may disclose PHI to a law enforcement official for purposes such as providing limited information to locate a missing person or report a crime.

Coroners, Medical Examiners and Funeral Directors: We may disclose your protected health information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or to determine cause of death. We may also release health information about patients of the Organization to funeral directors as necessary to carry out their duties.

Inmates: If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may disclose your protected health information to the correctional institution or law enforcement official. This release would be permitted (1) for the institution to provide you with healthcare; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

National Security and Intelligence Activities: We may release your protected health information to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.

Your Health Information Rights

You may exercise the following rights by submitting a written request to our Privacy Officer at: 5745 Essen Lane, Baton Rouge, LA 70810. Please be aware that we may deny your request in certain limited circumstances, however, in most cases, you may seek a review of the denial.

You Have The Right To:

Inspect and Copy: You have the right to inspect and copy PHI that may be used to make decisions about your care. Usually, this includes medical and billing records. If the requested PHI is maintained electronically and you request an electronic copy, we will provide access in an electronic format per your request, if readily producible or, if not, in a readable electronic form and format we mutually will agree upon. If you request a copy of information, in accordance with Louisiana state law, you will be charged a fee for costs of copying, mailing or other supplies associated with your request.

Amend: If you feel that health information we have about you is incorrect or incomplete, you may ask us to amend your information for as long as we maintain the information. Your request must include the reason(s) you are requesting the amendment.

Request Restrictions: You have the right to request restrictions or limitations on the health information we use or disclose about you for treatment, payment, or operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment of your care, such as a family member or friend. For example, you could ask that we not share information about a particular diagnosis or treatment with your spouse. Except as provided below, we are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

Effective September 23, 2013, we will comply with any restriction request if: (1) except as otherwise required by law, the disclosure to a health plan for purposes of carrying out payment or health care operations (and is not for purposes of carrying out treatment); and (2) the PHI pertains solely to a health care item or service for which the Mary Bird Perkins Cancer Center has been paid out-of-pocket in full. Mary Bird Perkins Cancer Center is not responsible for notifying subsequent healthcare providers of your request for restrictions on disclosures to health plans for those items and services, so you will need to notify other providers if you want them to abide by the same restriction.

A Paper Copy of this Notice: You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy.

Accounting of Disclosure & Notification of Breach: You have the right to request an accounting of disclosures, and this request must be in writing. This is a list of disclosures we make of your medical record for purposes other than treatment, payment, or operations. You also have the right to be notified by us following any breach of unsecured PHI.

Right of Request Confidential Communications: You have the right to request that we communicate with you in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. We will not ask you the reason for your request and will accommodate all reasonable requests, when possible.

Other Authorized Use of Medical Information:

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written authorization. If you authorize us to use or disclose medical information about you, you may revoke that authorization, in writing, at any time. If you revoke your authorization we will no longer use or disclose medical information about you for the reasons covered by your written authorization. We are unable to take back any disclosures we have already made with your authorization, and we are required to retain our records of the care that we provided to you.

Marketing: We must receive your authorization for any use or disclosure of PHI for marketing, except if the communication is in the form of face-to-face communication made to you personally; or a promotional gift of nominal value provided by MBPCC. It is not considered marketing to send you (and we may send you without written authorization) information related to your individual treatment, care coordination, or to direct or recommend alternative treatment, therapies, healthcare providers or settings of care. If the marketing is to result in financial remuneration, e.g. direct or indirect payment, to MBPCC by a third party, we will state this on the authorization.

Sale of PHI: We must receive your authorization for any disclosure of your PHI which is a sale of PHI. Such authorization will state that the disclosure will result in remuneration, e.g. direct or indirect payment, to MBPCC.

CHANGES TO THIS NOTICE

We reserve the right to change the terms of this notice and to make those changes applicable to all PHI that we maintain. Any changes to this notice will be posted on our website and at our facility, and will be available from us upon request. We will ask that you sign a written acknowledgment that you have had the opportunity to read our notice and obtain a copy of it.

ADVANCED DIRECTIVES

It is your right to accept or refuse medical care. Advance medical directives can protect this right if you ever become mentally or physically unable to choose or communicate your wishes due to an injury or illness. Advance directives are just that: directions you give to your healthcare providers before treatment, outlining your personal choices about the care you would like to receive in case you are unable to make those wishes known later. If you have not already executed an advance directive, the patient registration representative (during your initial interview at MBPCC) will give you written information on the two types: (1) a living will, and (2) a durable power of attorney for healthcare.

Advance directives can help you protect your right to make medical choices that can affect your life. It protects your family by avoiding the responsibility and stress of making difficult decisions for you at a critical time; and your doctor by providing guidelines for your care. If you have already executed an advance directive, MBPCC will require a copy of your living will and/or durable power of attorney for our records.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department Of Health and Human Services. To file a complaint with us, you may submit your complaint to Mary Bird Perkins Cancer Center, 5745 Essen Lane, Suite 100, HIM Department/Privacy Officer, Baton Rouge, LA 70810 or contact the Privacy Officer at (225) 767-0841. All complaints must be submitted in writing. You will not be penalized or retaliated for filing a complaint.

In compliance with Federal Law, Effective April 14, 2003
Revised: September 9, 2013; Effective September 23, 2013

How Can I Help?

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VOLUNTEER

Mary Bird Perkins Cancer Center has an active corps of volunteers. They are engaged in a variety of roles that support an important part of our mission. If you, as a patient or an interested family member, would like to be a volunteer, please visit www.marybird.org, or call the Volunteer Services Coordinator at (225) 215-1230 to volunteer in Baton Rouge, Tiffany Shelton at (225) 215-2170 to volunteer in Gonzales or Tammy Asmus at (985) 542-5000 to volunteer in Hammond.

DONATE

Every gift will make a difference in the fight against cancer!

1) ANNUAL GIVING

Annual Giving helps make possible programs and services that support the entire continuum of cancer care. Gifts can be made monthly, recurring or as a one-time donation. Giving in honor of someone is a wonderful way to say "Thanks!" and help take the fight forward against cancer. Gifts may also be given in memory of a loved one or friend. Sponsorships and partnerships are available.

2) ENDOWMENT/PLANNED GIVING

Endowment and Planned Giving is an investment in the future of cancer care. Your gift and your legacy will help grow our endowment, ensuring that leading-edge cancer care and research live on.

3) SIGNATURE FUNDRAISING EVENTS

Corporate sponsorships, ticket purchases, restaurant participation, and volunteer participation are just some of the ways you can be involved in our signature events, such as the Merrill Lynch Open, the Fakier Open, The Taste and the Benefits of Home Gala.

4) COMMUNITY EVENTS

Help us make new friends by hosting an in-home reception or community event fundraiser. We will work with you to create an exciting event idea. Corporate partners can establish a partnership through products, services or business to raise awareness and funds to take the fight forward.

How Can I Help? *cont...*

FOR INFORMATION ON HOW TO MAKE YOUR GIFT, PLEASE CONTACT:

Office of Development
Mary Bird Perkins Cancer Center and Foundation
4950 Essen Lane
Baton Rouge, LA 70809
Office: (225) 215-1224
Fax: (225) 766-7203
www.marybird.org

Comments & Suggestions

PATIENT GRIEVANCES

You and your family are encouraged to exercise your right to present problems and grievances concerning your care at Mary Bird Perkins Cancer Center. Complaints may be made either in person or in writing to the Center's president/CEO or VP of operations (Baton Rouge), or the director of radiation therapy operations of Covington, Gonzales, Hammond or Houma. If appropriate, the president, vice president or director will write you a timely response addressing the complaint and take action to resolve it. Your doctor will be informed of any significant grievance unless you or the family member registering the complaint request otherwise.

PATIENT SATISFACTION SURVEY

Your opinion is important to us. You may receive a survey in the future so please take a moment to complete the survey you receive to evaluate your experience and share your feedback. We take this feedback seriously to ensure a pleasant patient experience for future patients.



MARY BIRD PERKINS CANCER CENTER
PATIENT SUGGESTION/GRIEVANCE FORM

SUGGESTIONS:

GRIEVANCE:

1. What patient right(s) do you feel were violated? _____

2. What was the date, time and place the alleged violation took place?

3. Please indicate who you feel violated the right(s) you indicated in #1.

4. Please describe, in as much detail as possible, the incident that you believe violated your patient rights. ***You may use additional sheets of paper if necessary.***

5. What do you feel would resolve this issue to your satisfaction?

Printed name: _____

Signature: _____ Date: _____

Complete this section only as it may be applicable. This grievance was resolved informally on (date) _____ with (staff) _____

Patient initials: _____ Staff initials: _____

