



Office Policies

WELCOME

We warmly welcome you to Hematology Oncology Associates (HOA), an independent clinic specializing in cancer and blood disorders. Working closely with all area hospitals and healthcare professionals, HOA provides on-site chemotherapy services and complete cancer-care coordination.

OUR MISSION

Our mission is to guide and support you and your families through the challenges of cancer and blood disorders. We take a comprehensive, compassionate approach to your health. Our world-class medical staff will:

- Help you understand your diagnosis.
- Develop customized treatment strategies appropriate for your individual health and lifestyle.
- Coordinate all aspects of your treatment—both in our facility and with other specialists.
- Provide aggressive patient advocacy when it comes to health insurance, financial assistance, and drug assistance programs.
- Offer access to the latest treatment developments through clinical trials.

YOUR CARE TEAM

One of our hematology/oncology physicians will lead your specially trained care team of phlebotomists, physician's assistants, and oncology-certified nurses. Together, we form a multidisciplinary team passionately dedicated to understanding your unique situation and devising the best possible course of therapy for you.

You play a pivotal role on your own healthcare team. We need you to ask questions and openly share how you are feeling throughout the process. Strong communication and teamwork will ensure your treatment is perfectly attuned to your needs.

OFFICE HOURS AND APPOINTMENTS

Your appointments will be scheduled between Monday and Friday from 8:30 a.m. to 4:30 p.m.

Always bring your insurance card with you to your appointment. Please keep us apprised of any changes to your insurance coverage.

Some insurance companies require prior authorization for all visits. This step needs to be completed before you are seen by the physician or treated by the nurses.

“Walk-in” visits are discouraged, but same-day appointments can always be made for urgent problems by calling 541.774.5853.

We are occasionally delayed by emergencies and prolonged appointments with patients who are experiencing problems. We will make every effort to be on time or keep you fully informed when there is a wait.

APPOINTMENT CANCELLATIONS

If you are unable to keep your appointment, you are required to call us at least 24 hours in advance so we may offer your time to another patient.

No-show appointments can result in dismissal from the physician's practice. Our no-show policy is defined as any scheduled appointment for which you arrive more than 15 minutes late or give less than 24-hour notice when canceling or rescheduling.

AFTER-HOURS CARE

One of our physicians is on call for emergency care after hours. Because all of our doctors work together as a team, each one is prepared to help you with any problems you might have.

In the event of a serious problem, please call us first at 541.774.5853. The answering service will put you in touch with the on-call physician.

In the case of a life-threatening emergency, immediately call 911.

IN CASE OF EMERGENCY

Emergencies always receive our highest priority. In the event of an emergency, call our office immediately at 541.774.5853. Give the receptionist your name and describe the nature of your problem.

If you are unsure whether you should visit our office or a hospital emergency room, please call us first. If you do not need the intensive services of an emergency room, we may be able to care for you less expensively and more conveniently.

We ask for your understanding if your appointment is delayed by another patient who needs emergency attention. We hope you will find it reassuring to know you would receive the same immediate attention if you were in a similar situation.

For emergencies after regular office hours, call our office at 541.774.5853, and the answering service will contact the on-call physician.

TELEPHONE CALLS

Our nurses and other health professionals are trained to answer many of your medical questions. Please feel free to call us at 541.774.5853 during regular office hours.

If you need to speak with your physician, he or she will return your call or convey information through our staff at the earliest possible opportunity.

PRESCRIPTION REFILLS

Prescriptions and refills are issued only during office hours. Call your pharmacist at least 48 hours before you need your prescription. Most narcotics require a written prescription, so please anticipate your needs in advance.

YOUR MEDICAL RECORD

Your medical record will be kept strictly confidential, and no information will be released without your written consent. Our obligation to maintain the confidentiality of your medical records extends to your relatives and friends. We require your specific authorization to discuss your case with them.

LABORATORY AND X-RAYS

Some of your laboratory work may be performed in our clinic. Charges for these services will be included on your monthly statement. Occasionally, laboratory work will be sent to an outside laboratory. In this case, the bill for services will come from that outside facility.

Radiology tests ordered from our office can also be scheduled with outside facilities and will be billed directly from these facilities. CT tests done at our 2828 E. Barnett office will be billed by Hematology Oncology Associates, P.C. This does not, however, include the interpretation of the study, which will be billed from an outside facility.

Lab results and radiology tests performed by Hematology Oncology Associates, P.C. will be given out by our physicians or nurses only. The results have to be verified by our physicians before they can be released.

INSURANCE AND BILLING

We are physician providers for most major health plans in the region. We will bill your insurance company directly, and in most cases, will bill your secondary insurance company if available. Please be sure to notify our office of any insurance changes.

We are happy to help you with any billing or insurance questions you may have. Just call our business office at 541.774.5853 between 8:30 a.m. and 4:30 p.m. or visit our office at 2828 E. Barnett Road in Medford.

REFERRALS AND PRIOR AUTHORIZATIONS

Your insurance company may require a referral or prior authorization for each visit and treatment. Your request may take up to one week to process, so please realize we need this prior to your scheduled appointment or treatment. We will assist you with preauthorization and referral requirements for your particular plan.

CREDIT POLICY

Insurance generally pays a portion of your total charges, but there may be a balance due because of copayments, deductibles, or services not covered. Statements are mailed on a monthly basis.

Copays are always due at the time of service, prior to your seeing a doctor or undergoing treatment. They cannot be waived.

If you do not have health insurance, we offer counseling and credit terms to assist you. When you make your first appointment, please let us know if you do not have insurance. We have access to resources to assist you.

New patients without insurance are required to pay \$100 at the time of their appointment. The \$100 will be applied to the total charges due and does not necessarily represent the total charges for the initial visit.

We encourage you to contact our business office if your financial situation is unusual. Our staff will be happy to discuss arrangements for payment.

For your convenience, we accept VISA, MasterCard, and American Express. Outstanding balances after insurance payment are subject to 1.5-percent interest per month on the balance due, compounded monthly for an effective annual interest rate of 18 percent.

OUR PRACTITIONERS

Our physicians hail from the finest medical schools around the world—from Princeton, Duke, UC Davis, and the University of Pennsylvania to the University of the Witwatersrand, Aga Khan University, and the University of Belgrade. Their calming, supportive bedside manner will ensure your treatment is as comfortable and pleasant as possible.

PHYSICIANS

Gerald B. Ahmann, MD, PhD
Charles R. Dibb, MD, FACP
Sean T. Hehn, MD
Richard K. Karchmer, MD
Susan E. Kohler, MD
Brett A. Poisson, MD
Mujahid A. Rizvi, MD
Aleksandra Simic Sander, MD
Alison D. Savage, MD
Sandra J. Taylor, MD

PHYSICIAN ASSISTANTS

David E. Greene, PA-C
Lorraine R. Washburn, PA-C
Christopher M. Crum, PA-C

OUR LOCATIONS

BARNETT OFFICE

2828 East Barnett Rd.
Medford, Oregon 97504

PROVIDENCE CANCER CENTER

940 Royal Avenue, Suite 100
Medford, Oregon 97504

THREE RIVERS MEDICAL CENTER

520 SW Ramsey Ave., Suite 201
Grants Pass, OR 97527

PHONE NUMBERS

Toll Free: 888.774.4911

Phone: 541.774.5853

Fax: 541.608.6632

Fax (Medical Records): 541.608.6674

HOURS OF OPERATION

OFFICE AND LAB

Monday–Friday, 8:30 a.m.–5:30 p.m.

INFUSION ROOM

Monday–Friday, 8:30 a.m.–6:00 p.m.

BILLING

Monday–Friday, 8:30 a.m.–5:00 p.m.