



the Physicians of Oncology Hematology West

Welcome

This is a brief overview of what to expect during your office visit, as well as some of the services we provide. If you wish, it may be helpful to bring someone with you to listen and take notes during your visit.

Arrival:

Upon arrival, our Patient Schedulers will greet you and ask for your drivers license or current photo ID, and your insurance card(s), and the completed enclosed forms. They will scan the cards and forms into your electronic chart.

A Medical Assistant will then greet you to complete your check in process. Your vital signs will be recorded, as well as your current medications. Due to potential drug interactions, it is important to bring all of your current medication bottles. If you have an accurate and up-to-date medication list that includes doses, strength, and frequency, you may bring that with you. Please include vitamins, herbals, and over-the-counter medications.

Your physician will review and complete your health history, followed by a physical exam if indicated. He/she will discuss your diagnosis and management plan; by the end of your visit we hope you have a clear understanding. If not, please let your physician know; we encourage you to ask questions.

If your physician recommends treatment, it will be done in the treatment area of the clinic. In most cases treatment will not be started on your first visit, unless your physician has already discussed this with you.

Patient Portal:

Our practice utilizes MyCarePlus Patient Portal. Enrolling in the patient portal allows convenient and secure online access to your Personal Health Record. Your access gives you up-to-date information related to your diagnosis, medications, allergies, and lab results.

Advanced Practice Providers:

At times you will be seen by an Advanced Practice Provider. These clinicians have an advanced degree, allowing them to make medical decisions and order treatments and medications. They work in close collaboration with the supervision of your physician. Nurse Practitioners and Physicians Assistants are both part of the care team.

Delays:

We strive to keep waiting times to a minimum, but please realize that delays can occur due to emergencies and unforeseen patient needs.

Check-out:

Following your appointment, you will check out with one of our schedulers. We will schedule your next appointment, as well as any necessary tests or procedures recommended by your physician.

Nurse Case Managers:

Your case manager is the contact person for any questions or concerns that may arise between office visits. Our case managers are highly-trained nurses with many years of oncology experience. **Their office hours are Monday – Friday, 9:00am-4:00pm.** Please leave a voicemail; calls for test results and non-urgent matters will be returned after urgent patient needs are met.

For life-threatening emergencies, call 9-1-1.

If you are in need of a prescription refill, contact your pharmacy directly. They will contact us for the authorization needed.

Billing Specialists

Our billing team is here to help you. We participate with most major insurance plans including Medicare and Medicaid, and we will verify your insurance prior to your office visit. You may find it helpful to check with your insurance ahead of time to determine if our physicians are considered “in-network” for your plan.

Once you and your physician have determined a treatment plan (if needed), a billing specialist will verify benefits with your insurance company.

Co-payments are due at the time of your office visit. Payment options include cash, check, Visa, MasterCard, American Express, and Discover. We will submit charges to your insurance company and we will bill you any deductible and/or uncovered portion of the charges. Please note that any services such as tests and procedures that are provided outside of our office will be billed to you directly by the provider of those services, the bill you receive from Nebraska Cancer Specialists is separate from other bills you may receive from the hospital or other physicians.

Our financial counselors and billing specialists are available to answer any questions you might have about reimbursement and payment. If you need assistance with your insurance requirements, our staff will make every effort to help you. Please feel free to contact our billing team at 402.537.5600.

By providing us with your landline or cell phone number(s), you give your consent for us, our agents, and our collection agents, to contact you at these numbers, or, at any number that is later acquired for you, and, to leave live, or pre-recorded messages regarding any accounts or services. For greater efficiency, calls may be delivered by an auto dialer. Providing us a telephone or cell number is not a condition of receiving our services, however.

Outpatient Pharmacy

As an added convenience for our patients, we are now capable of dispensing medications associated with your care from our practice-affiliated pharmacy. We simply offer this service as part of our total care option to ensure continuity of care. Please ask your physician or nurse for more information.

Research Team

We offer access to over 100 clinical trials at each of our locations. Clinical trials are a treatment option for many of our patients. Many treatments used today are the result of past clinical trials. We offer trials designed to prevent, diagnose, and treat, as well as manage symptoms.

Support Services

We offer many services that compliment your care. These include dietary, social work, genetic counseling, survivorship, support groups, physical and occupational therapy, image recovery, lymphedema specialists, and chaplain support.

PLEASE NOTE:

In keeping with our intent to provide a safe and healthy environment, smoking is not allowed on any of our campuses; this includes e-cigarettes and smokeless tobacco. For the consideration of our patients and their families, we do not permit children or pets in the treatment area. Due to potential patient allergies, latex balloons are not allowed. Privacy laws prohibit the use of cameras or video during your visit.