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GENERAL INFORMATION

THE INFORMATION TO THE RIGHT WILL ACQUAINT YOU WITH OUR SERVICES AND OFFICE PROCEDURES. OUR GOAL IS TO PROVIDE YOU WITH USEFUL INFORMATION THAT WILL HELP YOU UTILIZE OUR CENTER.

WHEN YOU CALL VIRGINIA ONCOLOGY ASSOCIATES: IN ORDER TO BETTER SERVE OUR PATIENTS, VOA HAS A CENTRALIZED PHONE SYSTEM. OUR PHYSICIANS ARE ON-CALL FOR EMERGENCIES AFTER HOURS AND DURING THE WEEKEND.

NURSE/PHYSICIAN

All calls to our nurses are routed through the Triage Nurse. Please leave a detailed message with your full name (including the spelling of your last name), date of birth, reason for calling, and a number where you can be reached. Every effort will be made to return your call as soon as possible, and you can expect your call to be returned the same day. If it is important that your call be returned within a certain amount of time (example; need a call back within 2 hours) you must make that clear in your message. If you call needing to speak with a physician, your call will be transferred to our voice mail.

IF YOUR SITUATION REQUIRES IMMEDIATE ATTENTION, DO NOT CALL THE OFFICE; DIAL 911.

PRESCRIPTION REFILLS

Refills of prescription drugs can only be filled during regular business hours. This restriction is for your protection: we must be able to have access to your most up-to-date and complete medical records to ensure you receive appropriate medications and approvals from your physician.

SCHEDULING AND APPOINTMENTS

If you are calling to schedule an appointment, please leave a detailed message including the following information on voice mail: full name (including the spelling the last name), date of birth for the patient, and the telephone number where you can be reached. If you are calling to schedule a follow up appointment with a doctor or a nurse, please press 5 when calling the main number.

We will always accommodate emergencies when they occur. For this reason it is very important to always schedule your visits so that time can be set aside for your care. Please call the office and speak with the nurse before coming in for an unscheduled visit. If you choose to come into the office without first speaking to a nurse, your situation will be assessed to determine if your needs can be taken care of the next day.

If you cannot keep a scheduled appointment please let us know 24 hours in advance so that we can release that time for another patient.

Please pay close attention to your appointment time and help us by arriving at the time designated on your appointment card. Lab draws are scheduled 15 minutes prior to a physician or chemotherapy appointment. Please understand that in order to be respectful of those patients who do arrive at their scheduled times, late arrivals will be worked into the schedule if and

as it allows. Additionally, those who arrive more than 30 minutes before their appointment will be asked to wait.

INSURANCE AND BILLING

You will be asked to provide us with your insurance coverage information at your first visit and every 6 months thereafter. A day or two prior to your appointment with our office, a registration clerk will contact you to obtain and verify your insurance information.

It is a requirement of your health insurance that co-payments be collected at each visit.

We participate with most major insurance carriers. As a courtesy, claims will be filed for you. In order to ensure reimbursement, your insurance information must be kept current. Please remember that your insurance policy is a contract between you and your insurance company and we are not a party to the contract. For your convenience we accept Visa, MasterCard, Discover, and American Express.

You will be introduced to one of our Patient Financial Counselors who will assist you with your financial health. You will receive monthly statements showing you an itemization of charges and payments made by you or your insurance company. If you have questions regarding your billing, do not hesitate to contact our billing office at (757) 213-5700.

FEES

A fee will be charged for all medical paperwork such as, but not limited to, disability form, FMLA, etc. Please notify the front desk if medical paperwork needs to be completed.

ADDITIONAL RESOURCES

In addition to the valuable information contained in our Patient Resource Libraries at each of our locations, please visit the official website for Virginia Oncology Associates at www.virginiacancer.com for more information. There you can explore the Resource Center, get directions, and find valuable links to other websites.

If you have any questions, at any time, do not hesitate to ask a VOA staff member or call our offices where we will be happy to assist you.

Child Visitation Policy for Virginia Oncology Associates

- The purpose of this policy is to create a safe environment for patients, visitors and staff.
- This policy mirrors current visitation guidelines for local Sentara and Bon Secours facilities and leading national cancer centers at VCU, UVA, Duke, MD Anderson, Johns Hopkins and Memorial Sloan Kettering.

1. CHILDREN UNDER THE AGE OF 12 ARE NOT ALLOWED IN THE INFUSION ROOM, LAB, NUCLEAR MEDICINE, RADIATION TREATMENT AREA OR ULTRASOUND AT ANY VIRGINIA ONCOLOGY ASSOCIATES' OFFICE.

2. CHILDREN UNDER THE AGE OF 12 MUST BE SUPERVISED IN THE MAIN WAITING ROOM BY ANOTHER RESPONSIBLE ADULT WHILE THE PATIENT IS GETTING TREATMENT.

3. PATIENTS ARE ASKED NOT TO BRING CHILDREN UNDER THE AGE OF 12 TO ROUTINE PHYSICIAN VISITS WITHOUT AN ADDITIONAL SUPERVISING ADULT. YOUR DOCTOR MAY ORDER ADDITIONAL CLINICAL TESTING BASED ON NEW SIGNS OR SYMPTOMS AT YOUR VISIT.

RISK TO PATIENTS:

- Multiple routine childhood vaccinations are "live" vaccines. MMR for measles, mumps and rubella, Varicella vaccine for chickenpox and flu-mist for influenza are all live attenuated vaccines. A cancer patient whose immune system is weakened may have serious complications from routine infections. Any visitor who is recovering from illness or have been exposed to someone who is ill, should not come into the office. Young children may not be sophisticated enough to recognize early symptoms and communicate them appropriately.

RISK TO CHILDREN:

- Clinical environments place younger children at increased risk of exposure to health hazards. Children are still mastering safe behavior within their community. Young children may accidentally expose themselves to biologic and chemotherapy hazards when they touch a contaminated surface and then touch their mouth, nose or eyes.

THINGS TO CONSIDER:

- Critical lab results, reactions to medications or new clinical findings all might lead a physician to recommend that a patient be hospitalized on an emergent basis.
- A child might witness emergency care being delivered to another patient which the child might find upsetting.

Virginia Oncology Associates is committed to providing patients the highest quality care. By providing a protected clinical time, we afford patients the opportunity to be a full participant in their care.

OFFICE LOCATIONS

SOUTHSIDE

5900 Lake Wright Dr.
Norfolk, VA 23502
(757) 466-8683
FAX (757) 466-8892

1950 Glenn Mitchell Dr., Ste. 102
Virginia Beach, VA 23456
(757) 368-0437
FAX (757) 368-0492

5838 Harbour View Blvd., Ste. 105
Suffolk, VA 23435
(757) 484-0215
FAX (757) 484-6792

102 Fairview Dr., Ste. E
Franklin, VA 23851
(757) 569-9709
FAX (757) 569-6102

725 Volvo Pkwy., Ste. 200
Chesapeake, VA 23320
(757) 549-4403
FAX (757) 549-4332

2790 Godwin Blvd., Ste 101
Suffolk, VA 23434
(757) 539-0670
FAX (757) 539-1062

PENINSULA

Port Warwick III
1051 Loftis Blvd., Ste. 100
Newport News, VA 23606
(757) 873-9400
FAX (757) 873-9420

3000 Coliseum Dr., Ste. 104
Hampton, VA 23666
(757) 827-9400
FAX (757) 827-9320

500 Sentara Cir., Ste. 203
Williamsburg, VA 23188
(757) 229-2236
FAX (757) 221-0409

NORTHEAST NC

1503 B North Road St.
Elizabeth City, NC 27909
(252) 331-2044
FAX (252) 331-1909

5200 N. Croatan Hwy., Ste 9
Kitty Hawk, NC 27949
(252) 255-6122
FAX (252) 255-6069

OUR TEAM

OUR CANCER CARE TEAM IS MADE UP OF BOARD-CERTIFIED AND BOARD-ELIGIBLE ONCOLOGISTS AND OTHER ONCOLOGY-TRAINED CLINICAL PROFESSIONALS WHO UNDERSTAND THE SPECIAL NEEDS OF CANCER PATIENTS AND THEIR FAMILIES.

With many years of experience caring for cancer patients, our physicians, nurses, pharmacists, counselors and other specialists work together to provide world-class, personalized cancer care.

MEDICAL ONCOLOGY & HEMATOLOGY

Our medical oncology team plays a major role in cancer care by managing treatment plans and therapies, monitoring and evaluating progress, and collaborating on best options with other caregivers. We consult with patients on their choices and any temporary side effects they may experience during chemotherapy treatments, as well as offer medical guidance to help patients make decisions along the way.

Our hematology team has extensive experience providing high quality patient care, research, and leading-edge treatment of blood and bone marrow disorders; for both cancer and non-cancer patients.

- Thomas A. Alberico, M.D.
- Cristina S. Alencar, M.D.
- Burton F. Alexander, M.D.
- Daniel Atienza, M.D.
- Bruce W. Booth, M.D.
- Celeste Bremer, M.D.
- David Z. Chang, M.D.
- Paul R. Conkling, M.D.
- Scott J. Cross, M.D.
- Snehal Damle, M.D.
- Michael A. Danso, M.D.
- Mark T. Fleming, M.D.
- Ranjit K. Goudar, M.D.
- Elizabeth Harden, M.D.
- John Kessler, M.D.

- Boon Kok, M.D.
- Scott Kruger, M.D.
- Michael E. Lee, M.D.
- John Q. A. Mattern, II, D.O.
- Dean S. McGaughey, M.D.
- Kenneth F. More, M.D.*
- Sowjanya Naga, M.D.
- J. Christopher Paschold, M.D.
- David Michael Powell, M.D.
- Christina Prillaman, M.D.
- Gauri V. Radkar, D.O.
- S. George Saman, M.D.
- Cynthia C. Sile, M.D.
- Valiant Tan, M.D.
- Ligeng Tian, M.D.

**Fall 2014
GYNECOLOGIC ONCOLOGY**

Our gynecologic oncologists specialize in cancers of the female organs. With a unique depth of experience and expertise coupled with easy access to the latest treatment options, we are able to develop and implement the best treatment plan for each patient.

- Michael E. McCollum, M.D.
- Stacey J. Rogers, M.D.
- Robert C. Squatrito, M.D.

Website:
Virginiacancer.com

NON-URGENT MEDICAL QUESTIONS

Triage nurses assist patients with questions and issues relating to cancer, medication(s) and treatment side effects:

Southside Triage Nurse Line
(757) 466-8683, option #6

Peninsula Triage Nurse Line
(757) 873-9400, option #6

EMERGENCY & AFTER-HOURS

For emergencies, please dial 911. For help after hours, during the weekend and over holidays, please page our on-call healthcare provider.

Southside - (757) 466-8683

Peninsula - (757) 594-2000

INCLEMENT WEATHER

For information on office closures or delays due to inclement weather, extended power failures or other catastrophes that would require office closures, please call our inclement weather box:

Southside - (757) 459-9286

Peninsula - (757) 459-9287

OUR TEAM (continued)

RADIATION ONCOLOGY

Today, radiation therapy is quicker, safer and more precise than ever before. Our radiation oncology team uses advanced treatment planning systems and state-of-the-art radiation technology to deliver internal and external radiation to cancerous cells, which helps prevent them from growing or dividing and spreading.

Victor Archie, M.D.

Heather Jones, M.D.

Song K. Kang, M.D.

Michael L. Miller, D.O.

Janete M. Mills, M.D.

ADVANCED PRACTICE PROVIDERS (APP):

At Virginia Oncology Associates, physician assistants and nurse practitioners (collectively referred to as advanced practice providers or APPs) work in all aspects of care including oncology, hematology, surgery, pain management, survivorship, palliative care and stem cell transplant. As a part of the multidisciplinary team, they work collaboratively with doctors, nurses and other healthcare providers in performing regular cancer screening tests, discussing treatment options, educating patients on symptoms and help in conducting clinical studies.

Kelly Byrum, PA-C

Cori Damuth, NP-C

Lori Dankmyer, PA

Cara DePanfilis, MPA, PA-C

Andrea Edwards, PA

Lisa Everitt, PA-C

Andrea Foster, MS, PA-C

Aimee Gannon, PA-C

Kimberly Heath, MS, FNP-C

Lynn Kelly, PA-C

Christina Krupski, PA

Angela Maher, MSN, NP-C

Ashley Martin, PA-C

Miriam New, RN, MS, FNP

Kathy Pearson, MPA, PA-C

Eric Poulin, PA-C

Shanti Powers, PA

Linda Sawyer, RN, MSN, NP-C

CeCe Scotece, PA

Kathleen Sharp, PA

Amy Stinnette, PA-C

Angela Thompson, PA-C

Audrey Walker, RN, MSN, NP-C

VIRGINIA ONCOLOGY ASSOCIATES

SERVICES

WHEN FACED WITH CANCER, PATIENTS WANT THE MOST ADVANCED CARE AVAILABLE. Thanks to the dedication of our experienced physicians and staff, Virginia Oncology Associates provides unparalleled access to innovative therapies and the latest technologies based on the latest clinical evidence—right here in our community. From leading-edge diagnostic imaging and sophisticated radiation therapies, to new investigational drugs through clinical trials, we offer our patients advanced and comprehensive cancer care.

To us, providing comprehensive care also means understanding that having cancer is hard on patients and their families. Our physicians and staff will do whatever it takes to make everyone more comfortable. We will spend time with our patients to make sure they understand their diagnosis and treatment options, and offer educational resources and support services designed to help patients and their families understand and cope with their disease.

Services offered at Virginia Oncology Associates include:

Medical Oncology	Translational Oncology Program (TOP)
Gynecologic Oncology	Therapeutic Phlebotomy
Radiation Oncology	Genetic Testing
Hematology	Genetic Counseling
Oncology Clinical Nursing	Patient Financial Counselors
Stem Cell Transplantation	Educational Resources
Nuclear Medicine	On-Site Support Groups
Bone Density	Home Care & Hospice Care Support Referral
Hormone Therapy	Survivorship Program
Immunotherapy	Chemotherapy Teaching
Chemotherapy	My Choices My Wishes (Advance Care Planning)
PET/CT	
Ultrasound	
Pharmacy	
Clinical Laboratory Services	
Clinical Studies/Research Trials	

MISSION

STATEMENT

VIRGINIA ONCOLOGY ASSOCIATES SEEKS TO IMPROVE THE LIVES OF ALL PATIENTS WITH CANCER AND BLOOD DISEASES ACCURATELY, EFFICIENTLY AND COMPASSIONATELY, WITH STATE OF THE ART, PERSONALIZED CARE IN OUR COMMUNITY.

PATIENT RIGHTS AND RESPONSIBILITIES

RIGHTS

As a patient I have the right to:

- Full information about my rights and responsibilities as a patient at VOA.
- Receive an explanation of my diagnosis, benefits of treatment, alternatives, recuperation, risks and an explanation of consequences if treatment is not pursued.
- An explanation of all rules, regulations and services provided by VOA, the days and hours of services and provisions for possible emergency care, including telephone numbers
- Choose my own physician/care giver, and know the names, status and experience of the staff.
- Participate in development of a plan of care including Advance Directives and have my own copies.
- Refuse participation in any protocol or aspect of care including investigational studies, and freely withdraw my previously given consent for further treatment
- Disclosure of any teaching programs, research of experimental programs in which the facility is participating
- Full financial explanation and payment schedules prior to beginning treatment
- Receive expert, professional care without discrimination, regardless of age, creed, color, religion, national origin, sexual preference, or handicap
- Be treated with courtesy, dignity and respect of my personal privacy by all employees of VOA
- Be free of physical/mental abuse and/or neglect by all employees of VOA
- Complain or file grievance with VOA patient representative without fear of retaliation or discrimination
- Access to my personal records and obtain copies upon written request
- Assistance and consideration in the management of pain

AS A PATIENT I
HAVE THE RIGHT
TO RECEIVE AN
EXPLANATION OF MY
DIAGNOSIS, BENEFITS
OF TREATMENT,
ALTERNATIVES,
RECUPERATION,
RISKS AND AN
EXPLANATION OF
CONSEQUENCES IF
TREATMENT IS NOT
PURSUED.

RESPONSIBILITIES

As a patient I have the responsibility to:

- Disclose accurate and complete information of my physical condition, hospitalizations, medications, allergies, medical history and related items
- Participate in developing a plan of care, advance directives and living will
- Assist in maintaining a safe, peaceful and efficient ambulatory environment
- Provide new/changed information related to my health insurance to the business office
- Contact VOA when unable to keep a scheduled appointment
- Cooperate in the planned care and treatment developed for me
- Request more detailed explanations for any aspect of service I do not understand
- Inform my physicians and nurses of any changes in my condition or any new problems or concerns
- Communicate any temporary or permanent changes in my address or telephone number which might hinder contact by the staff
- Relate my levels of discomfort and/or pain and perceived changes in my pain management to my physician

Physicians

Hematology & Oncology

Thomas A. Alberico, MD
Cristina S. Alencar, MD
Burton F. Alexander, III, MD
Daniel M. Atienza, MD
Bruce W. Booth, MD
Celeste T. Bremer, MD, FACP
David Z. Chang, MD, PhD, FACP
Paul R. Conkling, MD
Scott J. Cross, MD
Snehal A. Damle, MD
Michael A. Danso, MD
Mark T. Fleming, MD
Edward R. George, MD, FACP
Ranjit K. Goudar, MD
Elizabeth A. Harden, MD, FACP
John R. Howard, Jr., DO
John F. Kessler, MD, FACP
Boon C. Kok, MD
Scott Kruger, MD, FACP
Michael E. Lee, MD
John Q. A. Mattern, II, DO
Dean S. McGaughey, III, MD
Sowjanya Naga, MD
John C. Paschold, MD, FACP
David M. Powell, MD
Christina W. Prillaman, MD, FACP
Gauri V. Radkar, DO
S. George Saman, MD
Cynthia C. Sile, MD
Valiant D. Tan, MD
Ligeng Tian, MD, PhD



Virginia Oncology Associates

VirginiaCancer.com

Gynecologic Oncology

Michael E. McCollum, MD, FACOG
Stacey J. Rogers, MD, FACOG
Robert C. Squatrito, MD, FACOG

Radiation Oncology

Victor Archie, MD, MBA
Heather A. Jones, MD
Song K. Kang, MD
Michael L. Miller, DO
Janete M. Mills, MD
James A. Wassum, MD

Southside Locations

5900 Lake Wright Dr.
Norfolk, VA 23502
(757) 466.8683
FAX (757) 466.8892

Central Business Office
(757) 213.5700
FAX (757) 213.5701

1950 Glenn Mitchell Dr., Ste. 102
Virginia Beach, VA 23456
(757) 368.0437
FAX (757) 368.0492

5838 Harbour View Blvd., Ste. 105
Suffolk, VA 23435
(757) 484.0215
FAX (757) 484.6792

102 Fairview Dr., Ste. E
Franklin, VA 23851
(757) 569.9709
FAX (757) 569.6102

725 Volvo Parkway, Ste. 200
Chesapeake, VA 23320
(757) 549.4403
FAX (757) 549.4332

2790 Godwin Blvd., Ste. 101
Suffolk, VA 23434
(757) 539.0670
FAX (757) 539.1062

Peninsula Locations

1051 Loftis Blvd., Ste. 100
Newport News, VA 23606
(757) 873.9400
FAX (757) 873.9420

3000 Coliseum Dr., Ste. 104
Hampton, VA 23666
(757) 827.9400
FAX (757) 827.9320

500 Sentara Cir., Ste. 203
Williamsburg, VA 23188
(757) 229.2236
FAX (757) 221.0409

North Carolina Locations

1503 B North Road St.
Elizabeth City, NC 27909
(252) 331.2044
FAX (252) 331.1909

5200 North Coatan Hwy., Ste. 9
Kitty Hawk, NC 27949
(252) 255.6122
FAX (252) 255.6069



QOPI Certification Program

Quality Cancer Care: Recognition Excellence



You're Invited to Join Virginia Oncology Associates E-Mail Program

If you are interested in receiving updates from Virginia Oncology Associates (VOA) regarding VOA news and events, please provide your name and primary e-mail address. Submit this form during your next appointment.

IMPORTANT: Please add Jayme.Riegler@USOncology.com to your safe sender list. Otherwise, e-mail may be directed to a SPAM or junk folder.

PLEASE PRINT CLEARLY

First/Last Name

E-mail Address

Signature — *authorizing VOA to e-mail news/updates*

Date

Virginia Oncology Associates Notice of Disclosure for E-Mail Practices & Privacy Policy

Virginia Oncology Associates (VOA) has created this policy to demonstrate our firm commitment to your privacy and the protection of your information.

Did you receive e-mail from VOA?

Our e-mail marketing program is permission based. If you receive e-mail from us, our records indicate that you have expressly shared this address for the purpose of receiving information in the future ("opt-in"). We respect your time and attention by controlling the frequency of our mailings.

If, at any time, you believe you have received unwanted, unsolicited e-mail sent via our distribution system or purporting to be sent via our system, please forward a copy of that e-mail with your comments to jayme.riegler@usoncology.com for review.

Can you stop receiving e-mail?

Each e-mail sent contains an easy, automated way for you to cease receiving e-mail from the lists to which you are subscribed, or to change your expressed interests. If you wish to do this, simply follow the instructions to [unsubscribe](#) provided in every e-mail.

How we protect your privacy

We use security measures such as encryption to protect against the loss, misuse and alteration of data used by our system.

Sharing and Usage of Account Information

We will never share, sell, or rent your personal account information or subscriber data with anyone without your advance permission or unless ordered by a court of law. Information submitted to us is only available to employees managing this information for purposes of contacting you or sending you e-mails based on your request for information and to contracted service providers for purposes of providing services relating to our communications with you.

Use of Web Beacons

When we send you e-mails, we may include a web beacon to allow us to determine the number of people who open our e-mails. When you click on a link in an e-mail, we may record this individual response to allow us to customize our offerings to you. Web beacons collect only limited information, such as a cookie identifier, time and date of a page being viewed, and a description of the page on which the Web Beacon resides (the URL).

Web Beacons can be refused when delivered via e-mail. If you do not wish to receive Web Beacons via e-mail, you will need to disable HTML images or refuse HTML (*select Text only*) e-mails via your e-mail software.

Privacy Policy Changes

If this privacy policy changes in the future, all account holders will be notified of the change at least ten (10) days before it occurs and have the option to terminate his or her account and thus have their data removed from the system. This policy was created in August 2008.



Virginia Oncology Associates Notice of Disclosure for E-Mail Practices & Privacy Policy

Virginia Oncology Associates (VOA) has created this privacy policy to demonstrate our firm commitment to your privacy and the protection of your information.

Why did you receive e-mail from VOA?

Our e-mail marketing program is permission based. If you receive an e-mail from us, our records indicate that you have expressly shared this address for the purpose of receiving information in the future ("opt-in"). We respect your time and attention by controlling the frequency of our mailings.

If you believe you have received unwanted, unsolicited e-mail sent via our distribution system or purporting to be sent via our system, please forward a copy of that e-mail with your comments to jayme.riegler@usoncology.com for review.

How can you stop receiving e-mail?

Each e-mail sent contains an easy, automated way for you to cease receiving e-mail from the lists to which you are subscribed, or to change your expressed interests. If you wish to do this, simply follow the instructions to [unsubscribe](#) provided in every e-mail.

How we protect your privacy

We use security measures, such as encryption, to protect against the loss, misuse and alteration of data used by our system.

Sharing and Usage of Account Information

We will never share, sell, or rent your personal account information or subscriber data with anyone without your advance permission or unless ordered by a court of law. Information submitted to us is only available to employees managing this information for purposes of contacting you or sending you e-mails based on your request for information and to contracted service providers for purposes of providing services relating to our communications with you.

Use of Web Beacons

When we send you e-mails, we may include a web beacon to allow us to determine the number of people who open our e-mails. When you click on a link in an e-mail, we may record this individual response to allow us to customize our offerings to you. Web beacons collect only limited information, such as a cookie identifier, time and date of a page being viewed, and a description of the page on which the Web Beacon resides (the URL).

Web Beacons can be refused when delivered via e-mail. If you do not wish to receive Web Beacons via e-mail, you will need to disable HTML images or refuse HTML (select Text only) e-mails via your e-mail software.

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