Welcome

Your care is our main focus. Our staff is dedicated to providing the best possible care for you and your family members as you are dealing with cancer.

The Cancer and Hematology Clinics include oncology, hematology, bone marrow transplant and gynecologic oncology services, as well as our chemotherapy treatment area.

Our specialists will work with you to develop your own individual plan of care. The Cancer and Hematology Clinics incorporate multiple disciplines to enhance your care, including:

• Nutrition evaluations
• Social work services
• Genetic counseling
• Psychology services
• Pastoral care services
• Physical and occupational therapy
• Acupuncture
• Complimentary wig program

If you have any questions about the Cancer and Hematology Clinics or your care, please ask any of your health care providers.

About Your Clinic Visit

Parking
When arriving at University Hospital for your appointment, we suggest you park in the Parking Ramp and enter the hospital through the Clinics Entrance. Valet parking is available – free of charge.

Please make sure to bring your parking ticket in with you when you come to your appointment. Have it validated by the Cancer and Hematology Clinics registration desk or Clinics Lobby information desk receptionist and you will receive free parking for that day’s appointment. Parking is free whenever you have an appointment.

Directions to the Cancer and Hematology Clinics
The Cancer and Hematology Clinics are located on the first and second floors of the hospital—off the atrium. When entering the building, walk straight ahead through the Clinics Lobby (watch for atrium signs). Follow the signs until you enter our atrium. The Cancer and Hematology Clinics check-in desk for all visits is to the right of the bank of elevators on the second floor.

For your first appointment at UW Health
Please check in at the Cancer and Hematology Clinics (see map). The registration desk is located on the second floor near the atrium elevators.

Please check in at least 20 minutes prior to your scheduled appointment. The registration staff will verify information, including your address and the name of your insurer(s) and then direct you to the appropriate waiting area.

If you have brought medical records with you, please give them to the nursing staff. The staff will prepare you for your examination. If at any time during your visit you feel ill, please let a staff member know.

If you are traveling from far away, you may want to pack an overnight bag in case you are asked to return to the clinics for further evaluation on the following day. This happens infrequently.

Important Phone Numbers

• University Hospital
  Toll Free Number: (800) 323-8942

• Cancer Connect
  (608) 262-5223 (in Madison)
  (800) 622-8922

• Cancer and Hematology Clinics Appointments
  Medical Oncology
  Gynecologic Oncology
  Hematology/Bone Marrow Transplant
  (608) 265-1700

• Housing/Accommodations
  (608) 263-0315

Cancer and Hematology Clinics
University Hospital
600 Highland Avenue
Madison, WI 53792
uwhealth.org/cancer
How can I reach the Cancer and Hematology Clinics?

Feel free to telephone the clinic any time you have concerns about your health. Important phone numbers are listed on the back of this brochure.

We are available for calls Monday-Friday, during which time we have access to your medical records. For concerns you may have between scheduled appointments, please call the clinic before 4 pm. We will strive to return your call promptly and will make every effort to respond that day. To respect your privacy, we will not leave personal medical information on an answering machine or share medical information regarding any patient 18 or over without consent from the patient.

For urgent concerns after hours, please call (608) 265-1700 and ask for the physician on call for your clinic.

What is Cancer Connect?

(800) 622-8922 or (608) 262-5223

E-mail: cancerconnect@uwcarbone.wisc.edu

Staffed by skilled oncology health educators and nurses, Cancer Connect offers information about services available through the UW Carbone Cancer Center (UWCCC), including clinical trials, support services, and how to access care.

What are clinical trials?

Clinical trials are research studies conducted to answer specific questions about new ways to prevent, diagnose, detect and treat cancer. You may be offered the option to receive treatment as part of a clinical trial at UWCCC. For more information on clinical trials at the UW Carbone Cancer Center, contact Cancer Connect, (608) 262-5223 or (808) 622-8922 or visit uwhealth.org/cancer.

What are prescriptions handled?

It is important to be aware of your prescription renewal times. Before you run out of prescription refills, you can renew your prescription by one of two methods:

1. Ask your doctor during your already scheduled appointment.
2. Telephone your pharmacy, which will contact your doctor for you.

Please contact your pharmacy at least 48 hours in advance of needing the medication. For pre-approved refills (as noted on your prescription bottle) at UW Health pharmacies, you may order online at uwhealth.org/rx or call the Cancer and Hematology Clinics Pharmacy at (608) 263-7025. For prescriptions that need to be mailed, please allow 4-5 business days for delivery.

Please note, you can fill your prescriptions with the Cancer and Hematology Clinics pharmacist. Our pharmacist is familiar with the medications our physicians prescribe and will have these medications on hand. This pharmacy is affiliated with the other UW Health pharmacies and accepts most prescription plans.

What support services are available?

The UW Carbone Cancer Center offers a number of support services for our patients and family members:• Social work, including assistance with financial, disability, access and vocational issues.
• Cancer psychology for emotional support.
• Pastoral services for spiritual support.
• Nutrition services, including dietary evaluations.
• Integrative medicine, including referrals to services such as acupuncture.
• Wigs, turbans and scarves for patients.

Call (608) 890-7399 for details.

CareWear, a specialty store that offers products for individuals who have cancer. Call (608) 262-2609 for details.

For more information on Cancer and Hematology Clinics, please visit our website uwhealth.org/cancer for more details on support services or contact Cancer Connect, (800) 622-8922 or (608) 262-5223.

Will I be admitted to the hospital?

Occasionally, people seen at the Cancer & Hematology Clinics may require hospitalization on the day they visit the clinic. If you need to stay in the hospital, we will help with getting you admitted. The admission process will be described to you and financial advisors can answer any questions about your insurance coverage.

Are accommodations available if I need to stay overnight in the Madison area?

Our housing office can help you make arrangements for an overnight stay. Discounted rates are available to our patients. Please call (608) 263-0315 or stop by the housing desk located at the Hospital Entrance on the second floor.

The following chart is a helpful tool for patients and family members:

<table>
<thead>
<tr>
<th>Questions/Concern</th>
<th>Resource</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Hospital</td>
<td>Toll free number: (800) 323-8942</td>
<td></td>
</tr>
<tr>
<td>Cancer Appointments</td>
<td>(608) 265-1700</td>
<td></td>
</tr>
<tr>
<td>Cancer Connect</td>
<td>(608) 262-5223 (Madiion) (800) 622-8922</td>
<td></td>
</tr>
<tr>
<td>CareWear</td>
<td>(608) 262-2609</td>
<td></td>
</tr>
<tr>
<td>Housing/Accommodations</td>
<td>(608) 263-0315</td>
<td></td>
</tr>
<tr>
<td>Wigs/Turbans/Scarves</td>
<td>(608) 890-7399</td>
<td></td>
</tr>
<tr>
<td>Insurance</td>
<td>Please call your insurance company</td>
<td></td>
</tr>
<tr>
<td>Billing</td>
<td>Patient Billing Service 608-262-2221 or 866-841-8535</td>
<td></td>
</tr>
<tr>
<td>Pricing</td>
<td>Proteine 608-263-1507</td>
<td></td>
</tr>
<tr>
<td>Financial Concerns</td>
<td>Community Care Line 608-262-2221 or 866-841-8535</td>
<td></td>
</tr>
<tr>
<td>Other Concerns</td>
<td>Patient Relations 608-263-8009</td>
<td></td>
</tr>
<tr>
<td>Online prescription renewal</td>
<td>Pharmacy uwhealth.org/rx</td>
<td></td>
</tr>
</tbody>
</table>