



# MINNESOTA ONCOLOGY

*Caring, down to a science.®*

## PATIENT INFORMATION PACKET





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## WELCOME TO MINNESOTA ONCOLOGY

We have put this packet of information together to assist you when visiting our medical office. We hope these guidelines will help you when addressing your questions and needs with our office.

Our mission is to combine the strength of hope with the power of science, one patient at a time. Our philosophy is to deliver patient-centered, comprehensive, and compassionate care in community cancer centers using best-practice, state-of-the-art therapies and research, in order to be the premier provider of care for our patients.

We feel privileged to have the opportunity to provide you with the care and resources you deserve in your journey.



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# RIGHTS AND RESPONSIBILITIES OF PATIENTS

## AS A PATIENT, I HAVE THE RIGHT TO:

1. Full information about my rights and responsibilities as a patient at Minnesota Oncology;
2. Receive an explanation of my diagnosis, benefits of treatment, alternatives, recuperation, risks and an explanation of consequences if treatment is not pursued;
3. An explanation of all rules, regulations and services provided by the clinic, the days and hours of service and provisions for possible emergency care, including telephone numbers;
4. Choose the type of Medical Plan which is best suited to my particular situation and work with the physician members within my healthcare plan;
5. Participate in development of a plan of care including Advance Directives and have my own copies;
6. Refuse participation in any protocol or aspect of care including investigational studies, and freely withdraw my previously given consent for further treatment;
7. Disclosure of any teaching programs, research or experimental programs in which the facility is participating;
8. Full financial explanation and payment schedules prior to beginning treatment;
9. Receive professional care without discrimination, regardless of race, creed, color, religion, national origin, sexual preference, handicap, sex or age;
10. Be treated with courtesy, dignity and respect of my personal privacy by all employees of the clinic;
11. Be free of physical/mental abuse and/or neglect by all employees of Minnesota Oncology;
12. Complain or file grievance with the Site Administrator without fear of retaliation or discrimination;
13. Confidential treatment of my condition, medical record and financial information;
14. Access to my personal records and obtain copies upon written request; and,
15. Assistance and consideration in the management of pain.

# RIGHTS AND RESPONSIBILITIES OF PATIENTS

## **AS A PATIENT, I HAVE THE RESPONSIBILITY TO:**

1. Disclose accurate and complete information related to physical condition, hospitalizations, medications, allergies, medical history and related items;
2. Participate in developing a Plan of Care, Advance Directives and Living Will;
3. Assist in maintaining a safe, peaceful and efficient ambulatory environment;
4. Provide new/changed information related to my health insurance to the business office and be prepared to meet my agreed co-pay during my office visit;
5. Contact the clinic when unable to keep a scheduled appointment;
6. Cooperate in the planned care and treatment developed for me;
7. Request more detailed explanations for any aspect of service I don't understand;
8. Inform my physicians and nurses of any changes in my condition or any new problems or concerns;
9. Communicate any temporary or permanent change in my address or telephone number which might hinder contact by the Minnesota Oncology staff; and
10. Relate my levels of discomfort and/or pain and perceived changes in my pain management to my physician.
11. Inform my physician or nurse when I am going to need a prescription refill before my supply is gone.

# COMMUNICATION WITH YOUR CARE TEAM

It is important that your questions can be addressed from home. We have developed the following guidelines and listing of specific phone numbers so you can access us most conveniently and effectively.

For concerns relating to your medical condition, please refer to the following guidelines:

- If it is a life-threatening situation, call 911.
- For all non-urgent medical situations, please contact your clinic by sending a message through the MyCare Plus Patient Portal or by calling your clinic and talk with a nurse. They will help you decide if you should be seen by a clinic provider or if you need to go to the emergency department.
- Our clinic hours of operation are 8:00 am to 5:00 pm, Monday through Friday. Clinic hours may be modified in observance of holidays.
- If you are calling during business hours our receptionist will record your question. A specially trained nurse will gather information necessary for your doctor's evaluation and call you back to discuss your concern.
- Due to the doctor's schedule, please allow several hours for your call to be returned. Please make sure that you are available for this return phone call.
- If you call after 4:00 pm, you may not receive a call back until the next business day.
- If you have a question after business hours:
  - If it is an urgent situation that cannot wait until the next day, call your clinic and you will be connected to our 24 hour answering service. You should receive a call back by the on-call physician within 30 minutes. If you have not received a return call from the on-call physician, please call back.
  - For all non-urgent situations, please wait for the next business day and call your clinic.
- Please provide the name and clinic location of your Minnesota Oncology provider when receiving care at other healthcare facilities. This is especially important if you are hospitalized or seen in an emergency department.

**My Care Plus Patient Portal** - is a secure way to access information about your condition and care through your computer.

- Access your health information to view lab results, visit summaries, medications, allergies.
- Send your care team a secure message about scheduling appointments and cancellations, diagnostic preparation instructions, questions about lab results, medications and side effects.
- Discover information regarding your condition, care and side effects.

**To help us serve you better, please call rather than coming into the clinic.  
We have same day appointments available if you need to be seen by a provider.**

# TEST RESULTS

Diagnostic imaging tests such as x-rays and CT scans are important tools in monitoring your health, and we understand your anxiety when waiting for test results. The following guidelines outline how and when results will be communicated to you.

- Complete diagnostic imaging reports take 5 working days to be evaluated, typed and returned to our office for review by your physician.
- You may view your normal lab results by accessing the patient portal.
- Your laboratory and diagnostic imaging tests will be scheduled prior to your office visit, when possible, so results can be discussed at your appointment.
- We will contact you about laboratory and diagnostic imaging results that **require immediate attention**. For those tests not needing immediate attention, your provider will review laboratory and diagnostic imaging results at your next office visit.

## SCHEDULING APPOINTMENTS

- It is your responsibility to call our office to schedule your doctor, lab, diagnostic imaging and treatment appointments.
- When you call, our schedulers may be helping other patients. If you get connected to the voicemail, *please* leave a message with your name and phone number. Our schedulers check voicemail messages frequently and will return your call as soon as they can.

## LAB APPOINTMENTS

- An appointment is required for your routine lab work.
- Routine lab appointments not associated with other appointments in our clinic will be scheduled based on times that work best for you and the clinic.
- Patients who arrive without an appointment will be directed to the scheduler to make an appointment.
- Schedule future appointments with the clinic scheduler during your current visit or contact your clinic by phone.

**Minnesota Oncology is only able to draw outside lab orders that directly relate to the care Minnesota Oncology is providing.**



# TREATMENT EDUCATION

Education on the specific treatment an individual will receive will be provided for patients undergoing treatment for the first time and for patients in need of a review. The education session provides an opportunity to understand the therapy you will be receiving, learn what to expect from your treatment, and how to manage possible side effects. Family members, significant others and caregivers are welcome to attend with you.

We feel the education will benefit you and your family members, significant others and caregivers in the following ways:

- Explain the therapy that you will be receiving, its purpose, and how it works.
- Teach specific measures to care for yourself while receiving treatment.
- Advise you on what symptoms are important to report immediately to your nurse, as well as what symptoms to expect, and how to manage them.
- Recommend ways of improving communication with your doctor and health care staff.

Please allow 2 hours for the initial treatment education session.

## BEFORE YOU START YOUR TREATMENTS

**Dentist:** If you have time before you start treatment, have a dental cleaning and checkup. If you need to see a dentist while you are undergoing treatment, please talk with your oncology team about the timing of your visit. Depending on where you are in your treatment plan, we may need to order lab work before the appointment or delay the appointment for a short time. At your dental appointment, please tell your dentist you are undergoing cancer treatment.

**Supplements:** Supplements may interfere with your treatment. Please notify us of any supplements you would like to take and we can make sure they are safe to use during treatment.

# Clinical Trial Information

## What is a Clinical Trial?

Clinical trials are research studies that involve patient volunteers to help find different ways to treat diseases such as cancer. Each study is designed to answer specific scientific questions and help find potentially better ways to prevent, diagnose, or treat cancer.

## What happens during a Clinical Trial?

When someone chooses to take part in a clinical trial, the care they receive is much like the care they would otherwise receive. However, there is often additional monitoring for the purpose of learning about potential side effects and benefits of the clinical trial. Some trials simply test a study regimen, and all participants receive this same regimen. Other trials may compare a study regimen to the standard treatment. In this type of study, participants are randomly assigned to receive one or the other. Neither the participant nor their doctor can choose which one they will receive for important scientific reasons. Some people worry that they will not know which drug they are receiving or that they will receive a placebo, sometimes called a “sugar pill”. Placebos are never used in place of a treatment that is known to work. Participants will always be told before agreeing to take part if a placebo is going to be considered.

## What is Informed Consent?

Informed consent means that patients must be told the key facts about a clinical trial before deciding whether to take part. If the patient agrees to take part, the informed consent process involves signing a form that details the entire clinical trial, possible side effects, and potential risks and benefits. Participants may withdraw their decision to participate at any time for any reason.

## Why are Clinical Trials important?

Clinical trials are a vital part of the process in finding new cancer treatments. These research studies are conducted to determine if a study drug is safe and effective. Today’s research will guide the improvements for tomorrow’s cancer care.

## Should I participate in a Clinical Trial?

The decision to take part in a clinical trial is a personal one. You may wish to talk to your family and loved ones, as well as members of your health care team, before deciding. As with all current standard treatments, there can be possible risks as well as benefits from taking part in clinical trials. Study drugs may be found to be more or less effective than current standard treatments and have side effects not yet known. You will be informed of these risks as much as possible. Your health care team will give you the information you need to make the decision that is right for you.

**If you think you might be interested in taking part in a Clinical Trial and would like to speak to someone for more information, please ask your doctor or research nurse.**

# PRESCRIPTION REFILLS

- Please allow up to 2 business days for prescription refills in advance of your prescription refill need. Your pharmacy will contact our office to obtain physician approvals.
- Prior to each provider visit, please review your current supply of medications and note those that you need refilled. Let us know if you have questions on any of these.
- **Please bring an updated list of all medications and dosages to each appointment.**

## NARCOTIC PRESCRIPTION REFILLS

- Send a message through the patient portal or call your clinic for all narcotic refills.
- Narcotic prescriptions are written only during regular office hours. Our office hours are 8:00 am to 5:00 pm, Monday through Friday. Office hours may be modified in observance of holidays.
- Your narcotic prescription can be prescribed electronically to your pharmacy or mailed to you, your pharmacy, or be picked up at our office during office hours.
- For your safety, you and/or your designee will be asked to present your ID when picking up prescriptions and you may be asked for your ID by the pharmacist also.

# MINNESOTA CANCER CARE PHARMACY

Minnesota Oncology maintains a fully licensed retail pharmacy at the Maplewood Cancer Center. Our pharmacy stocks the most widely used oral cancer treatment medications, some of which many pharmacies do not carry. The pharmacy staff has in-depth knowledge of these medications, pain management, and drug interactions, and is available to review medications with each patient in person or via telephone. Our pharmacist work closely with our physicians and care team to coordinate care.

Patients at any of Minnesota Oncology's 12 clinic locations can fill their prescriptions through the Minnesota Cancer Care Pharmacy. Medications can be mailed to your home or picked up at the pharmacy. Specialty drugs are shipped via FedEx to track shipments.

## WHAT WE PROVIDE

- Courteous, knowledgeable & professional staff
- Most insurance plans accepted including Medicare Part D
- Medication Therapy Management Counseling (upon appointment)
- FedEx/Mail-out service
- 90-day supplies (per insurance)

## WE STOCK DIFFICULT TO FIND:

- Oral oncology medications
- Radiation symptom management supplies
- Anti-nausea drugs
- Pain Medications
- Nutritional supplements

**Location:** Maplewood Cancer Center, 1580 Beam Ave., Maplewood, MN 55109

**Hours:** 8:00 am to 5:00 pm, Monday through Friday

**Phone:** 651-255-8480

# PROGRAMS AND SERVICES

## ADVANCE CARE PLANNING (ACP)

ACP is for anyone, healthy or sick. Advance care planning helps your care team and the important people in your life better understand what's most important to you. The more we understand your priorities, the better we can help you make treatment decisions that are right for you.

Through our **Advanced Care Planning** program, we can provide support and guidance, including:

- Understanding your health condition and your treatment options.
- Getting clear on what YOUR health care goals are and what's most important for your quality of life.
- Weighing your options regarding what kind of treatment and care you would or would not want.
- Deciding who would chose to make healthcare decisions for you if you are unable to do this yourself.
- Completing a legal document, called a healthcare directive. Once completed, we can assist you in getting the form legally signed, copied, and distributed to the doctors, clinics, and hospitals that provide your care.
- Communicating your wishes and documents with your family, friends, and healthcare team.

We encourage all of our patients to have a conversation with their loved ones and write down their thoughts in a legal document.

## **PALLIATIVE CARE**

This service provides person and family-centered care that optimizes quality of life by anticipating, preventing, and treating suffering. People often think palliative care is another word for hospice or end of life care, but this is not correct. It is care provided to people at any stage of their illness, from time of diagnosis to end of life. It is provided at the same time that people are receiving curative or life-prolonging medical treatment, such as chemotherapy, radiation, and surgery. Timely attention to early management of symptoms related to cancer and treatments has been shown to increase quality of life, possibly extend length of life, and help reduce caregiver stress.

It addresses physical, emotional, spiritual, and practical concerns when people and their families are coping with an illness; including:

- Managing symptoms caused by cancer or its treatment, such as: pain, nausea, shortness of breath, loss of appetite, fatigue, and constipation.
- Treating depression and anxiety related to cancer.
- Referrals for emotional and spiritual support.
- Enhancing communication with doctors and family members.
- Supporting you in becoming clear on what your goals are for care and treatment.
- Assisting you in completing advance care planning documents.

## **SURVIVORSHIP**

A person's life can change dramatically after a cancer diagnosis. Survivorship care supports your treatment plan and helps you achieve and maintain your highest quality of life during treatment and in the months and years to follow. It is designed to maximize your total well-being at any stage throughout your cancer experience. Our goal is to care for the whole person, tailoring your care plan to focus on your physical, social, emotional, and spiritual needs. You can expect a Survivorship visit once your treatment plan is decided after diagnosis and upon completion of treatment.

A Survivorship visit includes:

- Discussing your treatment plan.
- Reviewing your current physical, social, emotional, and spiritual needs.
- Exploring and enhancing your coping skills.
- Connecting you to community or practice resources.
- Managing and understanding late effects from treatment.
- Understanding the purpose and importance of healthcare directives.

## **SEXUAL HEALTH**

This program provides personalized education and consultation for patients and their partners who have experienced changes in sexual health during and after cancer treatment. Both during and after cancer treatment, you may notice physical and emotional changes in the way you feel about your body and about sex. This is a common reaction to treatments such as chemotherapy, hormone therapy, and surgery.

Minnesota Oncology's Sexual Health Program addresses patients' concerns about sexual health as an integral part of their care, from diagnosis and treatment through survivorship. We believe all patients should have access to straightforward information about the ways cancer can affect sexuality. We offer private, compassionate counseling, consultation, and education to help you cope with these changes and find solutions.

The Sexual Health Program provides services for women, individually or with their partner. Minnesota Oncology providers will gladly coordinate referrals to a urology specialist for male patients with sexual health concerns.

**Our services include:**

- Sexual rehabilitation counseling for individuals and couples, including coping with menopausal symptoms, discomfort during intercourse, decreased desire, and changes in body image.
- Coping with infertility-related distress.
- Educational workshops.

## DIETITIANS

Everyone diagnosed with cancer and going through treatment has unique needs and challenges. Every individual has their own personal nutrition prescription. Maintaining and maximizing nutritional status is always the goal as it relates to overall health and well-being.

- How does one know how many calories are needed daily to prevent weight loss and maintain energy?
- How much protein is needed to maintain muscle mass?
- How much fluid to prevent dehydration?
- Should vitamins, minerals, herbs and supplements be utilized or could they be harmful?

Learn what the current research is behind your specific diagnosis and treatment and what strategies can be utilized to minimize side-effects of treatment as well as help prevent recurrence. Minnesota Oncology has Registered Dietitians who are also Certified Specialists in Oncology Nutrition. Their mission is to help patients maximize nutrition and hydration throughout treatment as well as during the recovery period and beyond.

## GENETIC COUNSELING

Genetic Counselors are available to educate and support people who may have an elevated risk of cancer due to genetic factors. Genetic Counselors help people consider the benefits and limitations of genetic testing in their particular situation.

Our **Genetic Risk Evaluation program** includes:

- Detailed family cancer history review
- Identify signs of hereditary risk
- Develop personalized approaches to reducing the risk for future cancers for patients and family
- Informed choice about strategic use of genetic testing
- Determine insurance eligibility for genetic testing
- Communicate recommendations to referral sources/healthcare teams

# SOCIAL WORKERS

Your needs are important to us. Our social workers are available to help you and your family with any needs and provide information on community services.

The following is a listing of some of the non-medical services that our social workers can assist you with:

- **Assessment, Planning and Referrals**
  - Transportation to clinic appointments
  - Homemaking and home care services
  - Meals on Wheels
  - Wig/Hair Loss information and resources
  - Medical equipment – walkers, wheelchairs
  - Housing issues, Assisted Living and Nursing Home Care
  - Palliative care
  - Healthcare Directives
  - Hospice
- **Financial Concerns**
  - Help applying for Social Security Disability (SSD) and Supplemental Social Security Income (SSI)
  - Financial grants for meeting non-medical living expenses during treatment
- **Emotional Support and Education**
  - American Cancer Society Services
  - Support Group information
  - Information on upcoming events and classes
  - Referrals to oncology therapist for individual and family counseling
- **Advocacy and help with Communication and Coping Issues**

## TRANSPORTATION

Minnesota Oncology utilizes community resources to assist you in your transportation needs. Our Social Workers can help in determining if any of these resources are available in your area. Most of these resources require a 5 to 7 day advance notice to establish. Therefore, during this time, please rely on other transportation until these resources have been established.

Our Social Workers are willing to assist you with your transportation needs; however, ultimately, you are responsible for your own transportation to and from your appointments.



# SUPPORT GROUPS

## FEARS AND FRUSTRATIONS ARE SHARED WITH OTHERS

If you have a personal, physical, or emotional concern and your friends and relatives are far away, or you are living in a new community...where do you turn for help? Sometimes people suffer alone because they are unaware that there is help available. SUPPORT GROUPS offer the understanding of others who are going, or have gone through similar experiences, plus practical help with the issues.

## HOW THEY WORK

Most local hospitals have their own programs and schedules. The groups usually number between 6-10. They are informal and usually include a social worker, nurse, or chaplain. Topics include a variety of everyday concerns and issues related to living with cancer. These groups provide an opportunity to ask questions and express thoughts with others who are experiencing similar feelings.

## WHAT TO EXPECT

It is understandable to feel a certain amount of hesitation before you step into a roomful of strangers. It is reassuring to know that the atmosphere is friendly, compassionate, and accepting. New members realize quickly that their participation is voluntary! There is an unwritten code of confidentiality within groups, and each person's privacy is respected.

## BENEFITS

Knowing that others share your concerns, by virtue of having 'been there', can bring a sense of relief. Your concern is no longer an individual burden. Being with other people, who support and understand your feelings, can be the best encouragement of all. You may attend any hospital group or community group that is convenient for you. There are a variety of support groups and support resources. Some of these groups are offered at specific times of the year. Listed below is a short description of some types of groups.

### Different Support Group Options:

**Patient and Family Support**...is an informal gathering of patients and family members to ask questions and share thoughts with others experiencing cancer.

**Diagnosis Specific**...is a support group providing the opportunity for patients to share common concerns and understanding.

**Patient Only**...is a unique support group providing the opportunity for patients to share common concerns and understanding.

If you need more information regarding any of these groups, or additional listings in your community, please feel free to contact our social workers:

**Nicole Reitsma, MSW, LGSW at 651-602-5301 or Lisa Thelemann, LSW at 651-251-5515.**



# RESOURCE LIST FOR PATIENTS

**AMERICAN CANCER SOCIETY ..... 1-888-227-6333**

The American Cancer Society provides education and support to patients with all types of cancer. The American Cancer Society can provide help with transportation through their Road to Recovery program and referrals to local support groups, classes, and wig resources.

**FIRST CALL FOR HELP ..... 651-291-0211**

Referral source for people with many different issues. Common things they refer for include; help with rent, utilities, electric bills, etc.

**SENIOR LINKAGE LINE ..... 1-800-333-2433**

Information and referral line for seniors and/or disabled people. Provides referrals for things such as Meals on Wheels, homemaker services, transportation, home health care, etc.

**METRO MOBILITY..... 651-602-1111**

Assists patients with transportation to and from appointments. Patient is required to complete an "Americans with Disabilities Acts" application and mail it in for eligibility to this program. Rides are between \$3.50 and \$4.50 per one way trip. Rides within the Minneapolis or St. Paul downtown area are \$1.00 each way. Able to transport people in wheelchairs.

**SOCIAL SECURITY ADMINISTRATION..... 1-800-772-1213 OR WWW.SSA.GOV**

Call or apply online for social security disability and supplemental security income. Information about social security programs are available on the social security website or by calling.

**HANDICAPPED PERMIT..... 651-297-3377**

You can also ask a nurse for a form. Cost is \$5.00 and requires a physician's signature.

**MN HOSPICE ORGANIZATION ..... 651-659-0423**

Provides referrals, educates caregivers, and does hospice training for the public.

**MEDICAL ASSISTANCE, ALTERNATIVE CARE, CADI AND OTHER PROGRAMS**

Call County Social Services.

# INSURANCE / BILLING INFORMATION

Minnesota Oncology accepts the majority of insurance plans.

We will automatically file all claims, and be paid directly by the insurance companies we accept.

We are willing to file all other insurance claims as long as we are provided with the proper filing information. We will be responsible for filing all secondary/supplemental insurance.

## REFERRALS

Some insurance companies have referral requirements. If your health plan requires a written referral, you will be responsible for obtaining it from your primary clinic.

## CO-PAYS

Co-pays are due and payable to the receptionist at the time of service.

## CREDIT CARDS

Patients may pay their bills and co-payments with Visa, Mastercard or Discover.

## PAY ONLINE/ECHECK PAYMENT

- Visit [www.mnoncology.com](http://www.mnoncology.com) click **For Patients**, page down to **Make a Payment**.
- All charges are due within 30 days upon receipt of your bill. A finance charge of 8% per annum will be added to an unpaid balance after 90 days.

### PAYMENT

If applicable, you will be furnished with a monthly statement of your account, showing the amounts billed, the payments/credits, and any outstanding balances.

## CONSULTATIONS AND TESTS

When you are being referred for a consultation or tests by our clinic to another treating facility or physician:

**It is the patient's responsibility** to check with the insurance company to see if that facility or physician is in your network.

If you have any questions or need assistance, please contact the Financial Counselor in your clinic (see page 15 for a listing of their phone numbers) or contact the Central Business Office at 651-602-5335.

# FINANCIAL COUNSELOR

Beginning at the time of diagnosis, Minnesota Oncology partners with you to make your journey through cancer care as successful and stress free as possible. We understand that the cost of care and the complexities of medical insurance can be difficult to deal with during this challenging time. Our Patient Financial Counselor program was created to assist you in understanding the financial aspects of your treatment and to set up a workable and understandable financial plan so that you can set your mind at ease and focus on getting well.

**The cost of your treatment medications depends on:**

- The types and doses of medication used
- How long and how often the medication is given
- Whether you get your treatment at home, in a clinic or office, or during a hospital stay
- The part of the country where you live

**Our Patient Financial Counselors can help:**

- Review your deductible, out of pocket expenses and co-insurances as it relates to services performed in our clinic (including chemotherapy and other treatment options).
- Assist with authorizations for your treatments
- Access a variety of programs that may help with drug costs, co-pays and co-insurance costs, if you qualify.

**NON-MEDICAL FINANCIAL NEEDS:**

Angel Foundation ([www.mnangel.org](http://www.mnangel.org)), supported by Minnesota Oncology, is a resource for cash grants to those who qualify for assistance with non-medical financial needs (groceries, rent, etc.) that may develop during treatment. Your financial counselor can connect you with a social worker to help you apply for a grant if you meet the qualification guidelines.

Please don't hesitate to ask for what you need. Your Patient Financial Counselor is an important member of your Care Team. Please contact him/her with any financial questions or concerns you may have during your time with Minnesota Oncology.

***Each of our clinic sites offers Patient Financial Counseling Support:***

Burnsville Clinic . . . . .	952-223-6907
Chaska Clinic . . . . .	952-361-5845
Coon Rapids Clinic . . . . .	763-712-2164
Edina Clinic . . . . .	952-928-2929
Fridley Clinic . . . . .	763-252-1722
Maplewood Cancer Center . . . . .	651 -255-8401 or 651 -255-8423
Minneapolis Clinic . . . . .	612-884-6389 or 612-884-6390
Plastic Surgery Consultants . . . . .	952-746-6767
Plymouth West Health Clinic . . . . .	763-519-7485
Saint Paul Cancer Center . . . . .	651-251-5510
Waconia Clinic . . . . .	652-442-6006
Woodbury Clinic . . . . .	651-999-8978

# DISABILITY INSURANCE FORMS

Timely and accurate processing of your disability insurance form is important to ensure prompt receipt of your benefits. In order to facilitate processing of your disability form, we have listed the following items that must be completed by you.

- Patient's name, with birth date and social security number
- Date of disability
- Last date of work
- Anticipated date of return to work (if known)

If there are special instructions regarding where the forms are to be sent, securely attach this information to the form.

Please direct your questions regarding disability forms to your clinic staff.

After completion of the forms, please send to your Minnesota Oncology Clinic; and allow up to a week for completion of disability forms. See back page for a list of clinics and their addresses.

## REQUESTING YOUR MEDICAL RECORDS

In the event that you need a copy of your medical records, a Release of Information (ROI) must be signed.

A patient can obtain a ROI form by going to the MN Oncology website, under the For Patients tab, open Patient Forms and you will see the Request of Information form that can be printed off; or you may call the Release of Information department @ 651-414-3100 to request a release form, and the ROI team will ensure that the form is sent to you by one of the following methods listed below:

- Faxed
- Mailed
- Sent through the portal
- Off of our website
- Pick up one in the clinic

A completed request form can then be returned to Medical Records for processing in the following ways:

- Faxed to: 651-414-3101
- Mailed to: Minnesota Oncology  
2550 University Ave W  
St. Paul, MN 55114
- Through the portal as an attachment
- Drop it off at the clinic

The general turnaround time once Medical Records receives a valid ROI is 7-10 business days.

**If you want any medical records from care providers outside of Minnesota Oncology, please contact them directly to obtain records.**

**DUE TO AN INCREASED SENSITIVITY TO ODOR DURING TREATMENT**

**WE ARE A**

**FRAGRANCE**

**FREE**

**ENVIRONMENT**

**SMOKING, IN ANY FORM, IS NOT ALLOWED IN OUR CLINICS.**

# OFFICE LOCATIONS

## **Administration Office**

*Court International*  
2550 University Avenue  
Suite 110N  
St. Paul, MN 55114

PHONE (651) 602.5335  
FAX (651) 665.9799

## **Burnsville Clinic**

*Oakridge East*  
675 East Nicollet Blvd.  
Suite 100  
Burnsville, MN 55337

PHONE (952) 892.7190  
FAX (952) 892.7956

## **Minnesota Oncology & Ridgeview Cancer & Infusion Center - Chaska**

*Lakeview Professional Building*  
110105 Pioneer Trail W  
Suite 302  
Chaska, MN 55318

PHONE (952) 361.5800  
FAX (952) 361.5858

## **Coon Rapids Clinic**

*Mercy Specialty Center*  
11850 Blackfoot Street NW  
Suite 100  
Coon Rapids, MN 55433

PHONE (763) 712.2100  
FAX (763) 712.2190

## **Edina Clinic**

*Southdale Medical Center*  
6545 France Avenue S.  
Suite 210  
Edina, MN 55435  
Medical Oncology

PHONE (952) 928.2900  
FAX (952) 928.2944

## **Thoracic Surgery**

PHONE (952) 928.2938  
FAX (952) 928.2944

## **Fridley Clinic**

*Fridley Medical Center*  
480 Osborne Road NE  
Suite 220  
Fridley, MN 55432

PHONE (763) 786.1620  
FAX (763) 780.3099

## **Maplewood Cancer Center**

1580 Beam Avenue  
Maplewood, MN 55109  
PHONE (651) 779.7978  
FAX (651) 779.7656

## **Minneapolis Clinic**

*910 Medical Place*  
910 E. 26th Street  
Suite 200  
Minneapolis, MN 55404

PHONE (612) 884.6300  
FAX (612) 884.6363

## **Plastic Surgery Consultants, Ltd**

*A Partnership with Minnesota Oncology*  
*Edinburgh Corporate Center East*  
3300 Edinburgh Way  
Suite 410  
Edina, MN 55435

PHONE (952) 746.6767  
FAX (952) 746.6768

## **Plymouth WestHealth Clinic**

*WestHealth Building*  
2805 Campus Drive  
Suite 485  
Plymouth, MN 55441

PHONE (763) 519.7440  
FAX (763) 519.7445

## **St. Paul Cancer Center**

*A Partnership with United Hospital*  
345 Sherman Street  
Suite 100  
St. Paul, MN 55102

PHONE (651) 251.5500  
FAX (651) 251.5555

## **Minnesota Oncology & Ridgeview Cancer & Infusion Center - Waconia**

*Ridgeview Professional Building*  
560 Maple Street S  
Suite 100  
Waconia, MN 55387

PHONE (952) 442.6006  
FAX (952) 442.6004

## **Woodbury Clinic**

*Cornerstone Medical Specialty Centre*  
6025 Lake Road  
Suite 110  
Woodbury, MN 55125

PHONE (651) 735.7414  
FAX (651) 735.1827

