

Information for your first visit



How we are helping protect everyone during the COVID-19 outbreak:

- asking patients, visitors and staff COVID-19 screening questions and taking their temperature when they arrive.
- asking that each person brings and wears a cloth or surgical mask **at all times** while in the building.
- limiting visitors – at most sites, we allow 1 visitor. At times, we may not allow visitors based on the ability to social distance and provide safe care. If you do not know the visitor policy at your center, please call your doctor’s office.



Thank you for your understanding. If you have questions about these safety measures, please call your doctor’s office and ask to speak with their nurse.



Parking

For visits to the UH Seidman Cancer Center at UH Cleveland Medical Center, you can drop your car off with the valet at the UH Seidman Cancer Center or park in the UH Drive garage. There is a fee for garage or valet parking. For parking and valet rates, call the parking office at 216-844-7275.

For visits to a UH community site, park in their parking lot. Parking at our community sites is free.



For questions or to cancel or change your visit

Call 216-844-3951 if you have questions about your visit or if you need to reschedule or cancel. Our scheduling staff can help you during normal business hours, Monday through Friday.



For billing or insurance questions

We suggest that you call your insurance company and ask if University Hospitals and the doctor you are seeing are in your network. You may also want to ask if they have a nurse case manager that can assist you.

For other insurance or billing questions, you can call one of our financial counselors. If your last name starts with A through M, call 216-286-3814. If your last name starts with N through Z, call 216-286-3809.



What to bring

- Photo ID and current health insurance card(s)
- Co-pay, if your health insurance plan has one
- The health history form that you filled out ahead of time.
If you did not get a health history form before your visit, we will ask you to fill it out when you check-in.

- Copies of your Advance Directives, if you have them

These forms are also called a Living Will and/or a Durable Health Care Power of Attorney. If you would like to fill out one of these forms, please ask our staff to help.

- Your medicines and/or a list of your current medicines

Write down all of your prescription and over-the-counter medicines, vitamins, herbs and supplements. Include the dose, when you take them, why you take them and name of the doctor who prescribed them.

- A list of your questions and notebook to write down important info
- Your calendar, in case you need to make any follow-up appointments
- Items to help pass the time, such as a book, magazine or your phone
- A cloth or surgical mask



What to expect

Please plan on being here at least 2 hours, maybe longer. After the doctor sees you, they may order further testing and/or suggest you meet with other doctors or staff members. We suggest clearing your morning or afternoon schedule so that you do not feel rushed during your visit.

What to expect

- Check in at the front desk – you will be asked to show your photo ID and health insurance card and make a co-payment, if needed
- Fill out and sign any needed papers – please bring your completed health history form with you, or you may complete it while waiting
- Have your vital signs checked - vital signs include your temperature, pulse, breathing rate, blood pressure, height and weight
- Tell us what medicines you take – more than one staff member may review this info with you
- Meet the health care team – besides your doctor, you may also speak with a nurse, social worker, medical assistant, nurse practitioner, physician assistant and/or other doctors
- Talk with your doctor to discuss your plan of care and questions
- Have your blood drawn, if needed
- Speak with our check-out staff, most likely by phone, after your visit to schedule follow-up visits and/or tests

What else should I know?

Not all patients seen at the UH Seidman Cancer Center have cancer. Some patients have blood problems that are not cancer, such as anemia or Sickle Cell Disease. Doctors who treat these blood problems are called Hematologists.

Wait times and paperwork



- Wait times to see a doctor can vary. If you wait for more than 15 minutes past your scheduled visit time, please tell the front desk staff.
- We may ask you to fill out a lot of papers while you are here and your health care team may ask you many questions. We are sorry for any inconvenience, but these steps are part of the process to learn about you.
- You may want to bring items to help pass the time while waiting, such as books, magazines, your phone or a laptop computer. We offer free Wifi.



Our health librarian can provide information for you or your family about a range of topics such as health conditions, treatment and nutrition. Information can be emailed to you.

To learn more, call 216-286-4636 or email cancerinfo@uhhospitals.org

We are here to help. Please let our staff know:

- What language you prefer to use for talking about your health care.
- If you and/or the person you have chosen as your health care decision maker needs an interpreter or translator. If you need this service, please tell us **before** your visit.
- If you need help filling out any forms.
- If you have a hearing, speech, visual and/or mobility impairment that requires an aid, service or extra help.
- If you need help to understand your health care information.
- If you have any other needs that need help or that are not being met.

If you are unable to make your own health care decisions, then the person you have chosen as your health care decision maker should tell us if they have any of the needs listed above.

Before you leave make sure:



- all your questions have been answered
- you know why any new medicines were prescribed
- you know your follow-up plan and when your next visit is
- you know what number to call if you have questions or concerns