



## Columbus Oncology & Hematology

*Serving Ohio Since 1987*

Jasonway Cancer Center  
810 Jasonway Ave.  
Columbus, Ohio 43214-4359

Phone: (614) 442-3130  
Fax: (614) 442-3145

Dublin Cancer Center  
6700 Perimeter Drive  
Dublin, Ohio 43016-8063

Westerville Cancer Center  
300 Polaris Pkwy, Suite 330  
Westerville, Ohio 43082-7813

Welcome to Columbus Oncology and Hematology (COHA).

At COHA, walking alongside and guiding you on your journey, is at the center of everything we do. We are honored that you chose us to care for you, and we have a team of experts here to help you each and every step of the way. We are committed to providing you with comprehensive and supportive care services, which include:

### **Comprehensive Care:**

- Physician Practices (medical oncology and hematology with collaborative surgical and radiation oncology services)
- Advanced Practice Provider Services
- Infusion Services
- Pharmacy Services
- Care Navigation
- Precision Medicine
- Genetic Counseling
- Imaging
- Lab Services
- Research and Clinical Trials

### **Supportive Care:**

- Social Work Navigation
- Breast Survivorship Clinic
- Cold Cap Therapy
- Over My Head Boutique
- WW Weight Management Program
- Newly diagnosed Support group – a collaboration with Cancer Support Community
- Massage Therapy and Music Therapy
- Living Story Tattoo

### **Your First (and Ongoing) Appointments:**

Your first appointment is when we will get to know both you and the people at home caring for you. Typically, you will meet with one of our Navigators on or before the day of your first appointment. You will be provided with an introduction packet. We ask that you complete your new patient paperwork prior to your first appointment.

1. We need to know what medications you are on. Please bring a list to your first appointment. And for all future appointments, please bring a list of any new medications you are taking, as well as information regarding medications that you are no longer taking. This includes prescribed, over-the-counter medications, and any vitamins or supplements.
2. Our Front Desk Team will greet you and ask for the following:
  - a. Identification (driver's license or passport)
  - b. Insurance card(s) / pharmacy card
  - c. Please note, if you have not completed your new patient packet, the front desk will ask you to complete the forms on the day of your visit which may cause a delay in your appointment. There is a checklist within this packet called the "FIRST VISIT CHECKLIST" which also provides a list of necessary items to be completed and brought with you to this first visit.



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3. One of our medical assistants will take your vital signs, review your medications and the paperwork that you have completed. They will walk with you to an exam room and make sure you are comfortable.
4. Your doctor or advanced practice provider (APP) will join you to get to know you, review your medical history, and begin your exam. They may order blood work to be done after your appointment that we can draw while you are in our office.
5. Our staff will help you check out and schedule a follow-up appointment as ordered by your doctor or APP.

***To promote a safe and healthy environment, we ask that you do not bring anyone with you who is sick.***

### ***Treatments:***

If you start a treatment with us for your diagnosis, either in one of our infusion suites or an oral therapy, here are some things you should know:

#### **Before you begin your treatments:**

1. **We will first verify if your insurance requires prior authorization.**

This process is necessary to make sure that if the treatment requires an authorization, one is obtained. Our staff works diligently, on your behalf, to get these approvals as quickly as possible. However, you should be aware that sometimes insurance plans require additional time. If this happens with your insurance, we may have to adjust the start date of your treatment to allow your insurance company time to approve the treatment.

2. **We will schedule a “teaching appointment” for you.**

Prior to starting a new therapy, you will meet with an APP, as well as a financial navigator. The APP will review your diagnosis, treatment plan, goals of treatment, the side effects of the medications, and side effect management. The financial navigator will go over the cost of your treatment. Your team will answer all your questions and identify other resources that will help you with your specific needs.

**We encourage you to bring your family or a friend with you for this visit. They can help you take notes, since you will be given quite a bit of information, and ask any questions they may have.**

#### **The Day of Your First Treatment:**

If you are coming in to one of our infusion suites for a treatment, there are a few things to keep in mind for your comfort, which is very important to us.

1. If you have an implanted port, a catheter or external IV, please remember to wear loose or buttoned clothing so we can easily access it.



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2. If you are receiving an injection, wear clothing that helps us easily access the site where the injection needs to be made (example, if in your arm, think about a short-sleeved shirt with a long-sleeved outer layer that can be removed easily for the injection).

You are always welcome to bring a family member or friend. However, please note:

- Due to space and the safety of all patients and visitors, family members or friends may be asked to wait in the waiting area, depending on space available in the infusion suite at any given time.
- **Children under the age of 15 are not allowed in the treatment suite area due to safety concerns.**

We encourage you to bring something with you to help pass the time. You can bring a computer, book, portable music player, hand-held games, or hobby items. We ask that you use headphones with any devices with sound, in consideration of other patients. For your convenience, all of our infusion suites have wireless internet access. We can also provide some comfort items, such as blankets, socks, tissues, hand sanitizer, hard candy, beverages, and snacks. But, please do bring extra layers (such as a sweatshirts or sweaters) to keep you comfortable, especially if you have a long infusion.

Thank you,

The Physicians and Staff at Columbus Oncology and Hematology

Phone: 614-442-3130

Website: [www.coainc.net](http://www.coainc.net)



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## **FIRST VISIT CHECK LIST**

The list provided below includes all necessary documents to be completed prior to your first visit. Please complete and sign where applicable before your scheduled appointment time.

New Patient Registration Form

New Patient Health History

Consent to Release Protected Health Information

Notice of Privacy Practices

COA Patient Assistance Consent

Current Insurance Card(s) to include Pharmacy Benefit - Co-pays are due at the time of service

Driver License or other Photo ID

Current Medication List or Medication Bottles

CD and/or report of past radiology scans/tests (if available)

Thank you for choosing Columbus Oncology Associates, Inc. as your healthcare provider. Our physicians, nurses, and staff are dedicated to providing you with the highest quality of care.



Patient Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

SSN \_\_\_\_\_ Birthdate \_\_\_\_\_ Home # \_\_\_\_\_

Cell # \_\_\_\_\_ E-mail Address \_\_\_\_\_

Preferred method of contact:  home phone  cell phone  e-mail

Race (please select):  White  Hispanic  American Indian or Alaskan Native  Black or African American  
 Asian  Native Hawaiian or Pacific Islander  Other  Decline

Ethnicity:  Hispanic or Latino  Non Hispanic or Non Latino  Decline

Preferred Language:  English  Spanish  Bosnian  Indian  Sign  Other \_\_\_\_\_

Employer \_\_\_\_\_ Position \_\_\_\_\_

Address \_\_\_\_\_ Phone # \_\_\_\_\_

Employment Status  Full Time  Part Time  Retired  Not Employed

Spouse \_\_\_\_\_ SSN \_\_\_\_\_ Birthdate \_\_\_\_\_

Spouse's Employer \_\_\_\_\_ Employer Phone # \_\_\_\_\_

Person to contact in case of an emergency \_\_\_\_\_ Phone # \_\_\_\_\_

PRIMARY INSURANCE:	SECONDARY INSURANCE:
Insurance Co.	Insurance Co.
Address	Address
Subscriber	Subscriber
ID #	ID #
Group #	Group #
Effective Date	Effective Date

Referring Physician \_\_\_\_\_ Family Physician \_\_\_\_\_

& Phone # \_\_\_\_\_ & Phone # \_\_\_\_\_

I authorize Columbus Oncology and Hematology Associates to release to any third party payer, such as an insurance company or government agency, any medical information contained in my records when such material is required in connection with determining a claim for payment.

I authorize Columbus Oncology and Hematology Associates to release any medical information accumulated in the course of my examination or treatment to any other requesting physician, hospital, or nursing home.

I authorize payment directly to Columbus Oncology and Hematology Associates for the surgical and/or medical benefits, if any otherwise payable to me under the terms of my insurance and/or Medicare.

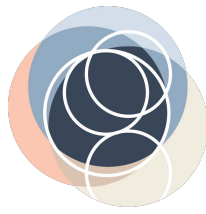
I hereby accept responsibility for payment of services not covered by Medicare or my insurance company.

This assignment will remain in effect until revoked by me in writing. A photocopy of this assignment is to be considered as valid as an original.

Date \_\_\_\_\_ Signature \_\_\_\_\_  
(Patient or Parent if under 18 years of age)

Date \_\_\_\_\_ Primary Policyholders Signature \_\_\_\_\_

How did you find out about our practice? \_\_\_\_\_



# Columbus Oncology & Hematology

*Serving Ohio Since 1987*

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## BILLING POLICY

Thank you for choosing Columbus Oncology and Hematology. Each of our oncologists is board certified, and these dedicated physicians remain on the cutting edge of advances in medical research and technology to offer care that is not only compassionate and personal, but also informed and innovative. For every person who walks through our doors, we believe in providing comprehensive care, and we foster an environment where your questions will be addressed with kindness and promptness. The following information is provided to avoid any misunderstanding concerning payment of services provided by our office.

- Our office participates with a variety of insurance plans. In order to verify we are in-network with your specific plan, it is best to contact them directly. Please note, we currently do not accept Marketplace plans.
- Please bring your current insurance card(s) to every visit and notify us of any changes in coverage.
- You will be responsible to obtain a referral to our office, if your insurance plan requires such.
- Copays not paid at the time of service, will be assessed a billing fee of **\$35.00**.
- COHA will verify eligibility with your payer, and obtain required prior authorization, before starting treatment. If we are unable to verify eligibility or obtain prior authorization, we will notify you prior to beginning treatment.
- Treatment estimates will be communicated to patients before starting treatment, along with pre-payment deposit requirements.
- With consent, COHA will determine if Patient Assistance funds are available, before starting treatment.
- We will submit your claim for you, as long as we receive accurate and complete billing information.
- We accept assignment on Medicare claims; therefore, the twenty percent of Medicare's approved amount is considered patient responsibility, along with any remaining deductible.
- We will make every attempt to notify you when a service may not be covered; however, it is not possible for us to always know when the insurance company may disallow payment as non-covered or not medically necessary. Ultimately, you are financially responsible for payment of services.
- For those patients with no insurance, payment in full is required at the time of service.
- Patients may request an itemized bill of services at any time.
- Statements will be issued for outstanding account balances totaling **\$5.00** or more.
- Small Balance Policy
  - Total patient account balances between **\$.01 - \$4.99** are considered small balance, and will be adjusted to small balance, as they do not meet the minimum statement threshold for processing.
  - Total patient account balances between **(\$.01) – (\$4.99)** are considered small balance credits and will be adjusted to small balance, and not processed for refund.
- All patient balances are considered due in full, unless a payment contract has been established with the billing office.
- Unpaid balances are reviewed and may result in placement with our collection agency, PCB Rossman.
- All returned checks will be assessed a service fee in the amount of **\$35.00**.
- Medical records will be provided to a patient free of charge, as a one-time courtesy. Additional requests or authorized third party requests, will incur fees for copying records, as outlined in ORC Section 3701.741.

Patient's Name \_\_\_\_\_ Date \_\_\_\_\_

Signature of Patient or Responsible Party \_\_\_\_\_



**CURRENT MEDICAL HISTORY:**

What is your medical reason for coming to Columbus Oncology and Hematology Associates?  
Please give the history of your current problem: (when it started; symptoms; treatment)

.....  
.....  
.....  
.....  
.....

**PAST MEDICAL HISTORY:** Please check ALL previous illnesses and list additional conditions.

<input type="checkbox"/> Bleeding problems	<input type="checkbox"/> High blood pressure	<input type="checkbox"/> Stroke	<input type="checkbox"/> Seizure	<input type="checkbox"/> Heart problems
<input type="checkbox"/> Circulation problems	<input type="checkbox"/> Lung problems	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Liver problems	<input type="checkbox"/> Thyroid problems
<input type="checkbox"/> Kidney/urine problems	<input type="checkbox"/> Psychological/Psychiatric problems	<input type="checkbox"/> Frequent infections	<input type="checkbox"/> HIV/AIDS	<input type="checkbox"/> Tuberculosis

Please provide information below for the conditions you checked above and other conditions including hospitalizations:

.....  
.....  
.....  
.....

**Past Surgeries** (include type of surgery and date):

.....  
.....  
.....  
.....

<b>Immunizations:</b> <input type="checkbox"/> Pneumonia vaccine <input type="checkbox"/> N, <input type="checkbox"/> Y Date:	<input type="checkbox"/> Influenza (Flu Shot): <input type="checkbox"/> N, <input type="checkbox"/> Y Date:	<input type="checkbox"/> Other
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**SOCIAL HISTORY**

**ALCOHOL HISTORY**

Do you drink alcoholic beverages regularly (at least 1 drink per month)?	<input type="checkbox"/> Yes currently	<input type="checkbox"/> Yes but Quit	<input type="checkbox"/> Never/rarely
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If answered yes to either above question, answer the following questions:

Beverage	Total # of Drinks per Day	Total # of Drinks per Week	Number of Years
<input type="checkbox"/> Beer, <input type="checkbox"/> Wine, <input type="checkbox"/> Liquor			

If you have quit drinking, how old were you when you quit? \_\_\_\_\_ Years old

**TOBACCO HISTORY**

Have you ever smoked at least 100 cigarettes (5 packs) during your lifetime?	<input type="checkbox"/> Yes currently	<input type="checkbox"/> Yes but Quit	<input type="checkbox"/> No
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If Yes, When did you first start smoking cigarettes regularly? \_\_\_\_\_ Age, If quit, how old were you? \_\_\_\_\_ Age

On average, how many packs do/did you smoke per day? \_\_\_\_\_ most packs per day

Any  Childhood and/or  Second hand smoke exposure? If yes, \_\_\_\_\_ number of years, \_\_\_\_\_ about number of hours/day

Use of any other tobacco products?

Chewing Tobacco,  Snuff or Dip,  Pipes,  Cigars, How much \_\_\_\_\_ per day, \_\_\_\_\_ years used

\*\* Interested in Quitting any tobacco products Please ask for more information and options.

**RECREATIONAL DRUGS**

Have you ever used any recreational (street) drugs?	<input type="checkbox"/> Yes currently	<input type="checkbox"/> Yes but Quit	<input type="checkbox"/> No
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If Yes, What agents and how much?



**FAMILY HISTORY:**

Are you Adopted?  No,  Yes      Are you a Twin?  No,  Yes      What type of twin?  Identical ,  Fraternal

Excluding yourself, how many of each of the following blood-related family members do you have?

Brothers: \_\_\_\_\_ Sisters: \_\_\_\_\_ Sons: \_\_\_\_\_ Daughters: \_\_\_\_\_

**Remember to include those who are no longer living.** Include only **full** brothers or sisters.

Complete the table below for each of your blood relatives who has had cancer or a bleeding or blood related problem . . .  
If it is a grandparent, aunt or uncle, place in the box a "F" if from your **father's side** or "M" if from your **mother's side of the family**.

Name	Relative Type	F or M	Year Born	Still Living	Age Died	Type of Cancer or Blood Problem	Age Diagnosed

**Screening and Sexual History:**

Colon screening :  Yes,  No       Colonoscopy       Sigmoidoscopy       Annual hemocult       Barium enema

Date of test perform: \_\_\_\_\_ Next Due \_\_\_\_\_ Any Polyps?  Yes,  No

Bone Density :  Yes,  No      Date: \_\_\_\_\_ Result: \_\_\_\_\_

**To be answered by WOMEN only:**

Mammogram:  Yes,  No, Date \_\_\_\_\_ Result \_\_\_\_\_      Pap Smear:  Yes,  No , Date \_\_\_\_\_ Result \_\_\_\_\_

Age of first menstrual period? \_\_\_\_\_ Regular monthly menstrual periods?  Yes,  No, if no when last period \_\_\_\_\_

Are you now on or have you ever taken birth control pills?  Yes,  No, When? \_\_\_\_\_ How Long \_\_\_\_\_

Have you ever used estrogen replacement therapy?  Yes,  No, When? \_\_\_\_\_ How Long? \_\_\_\_\_

Have you ever had a miscarriage?  Yes,  No, How many? \_\_\_\_\_ What Term? \_\_\_\_\_ When? \_\_\_\_\_

**To be answered by MEN only:**

Prostate screening:  PSA : Result if known: \_\_\_\_\_ Date? \_\_\_\_\_       Exam : Date \_\_\_\_\_

**For cancer patients only:**

Please complete the **TABLE** below for my **PRIOR** cancer, radiation treatment, or chemotherapy that you may have had:

	Don't know	No	Yes	Year	Kind of cancer or type of disease / condition
Prior Cancers (before current illness):					
Prior Radiation Treatment (not dental x-rays or for broken bones):					
Prior Chemotherapy					

**General Health Questions: \*Attach additional sheets if needed or add to last page**

<b>General</b>	Weight Loss?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Decrease in appetite?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Night sweats?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Fatigue?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Decrease in energy?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Fever?	<input type="checkbox"/> N, <input type="checkbox"/> Y

If any yes, explain and other general complaints?  
 -----

<b>Eyes and Ears</b>	Change in hearing?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Ear pain?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Change in vision?	<input type="checkbox"/> N, <input type="checkbox"/> Y
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If any yes, explain and other seeing or hearing complaints?  
 -----

<b>Head, Nose, and Throat</b>	Sinus infection/pain?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Nasal Drainage?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Throat pain?	<input type="checkbox"/> N, <input type="checkbox"/> Y
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If any yes, explain and other head or necks complaints?  
 -----

<b>Cardiovascular</b>	Nighttime Shortness of breath?		<input type="checkbox"/> N, <input type="checkbox"/> Y	Lower leg swelling?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Chest pain?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Decrease in ability to exert oneself?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Able to lie flat?

If any yes, explain and other heart complaints?  
 -----

<b>Pulmonary</b>	Shortness of Breath?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Blood in Sputum?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Cough?	<input type="checkbox"/> N, <input type="checkbox"/> Y
------------------	----------------------	--	------------------	--	--------	--

If any yes, explain and other lung complaints?  
 -----

<b>Gastrointestinal</b>	Difficulty swallowing food?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Indigestion?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Diarrhea?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Vomiting?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Nausea?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Constipation?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Abdominal Pain ?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Blood in stool?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Black stool?	<input type="checkbox"/> N, <input type="checkbox"/> Y

If any yes, explain and other abdominal complaints?  
 -----

<b>Genitourinary</b>	Blood in urine?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Increase in need to urinate?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Difficulty starting urination?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Burning or pain with urination?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Increase in urination at night?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Dribbling or unable to control urine?	<input type="checkbox"/> N, <input type="checkbox"/> Y

If any yes, explain and other urination complaints?  
 -----

<b>Hematologic</b>	Bleeding after surgery?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Easy bruising/ bleeding?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Lymph node or gland swelling?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Prior transfusion?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Any history of blood clots?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Nose bleeds, rectal bleeding or bleeding at other site? (specify)	<input type="checkbox"/> N, <input type="checkbox"/> Y

If any yes, explain and other hematologic complaints?  
 -----

<b>Neurologic</b>	Headaches, troublesome or frequent?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Decrease in ability to walk?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Seizures?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Numbness in hands and feet?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Decrease in muscle strength	<input type="checkbox"/> N, <input type="checkbox"/> Y	Tingling in hands/ feet?	<input type="checkbox"/> N, <input type="checkbox"/> Y

If any yes, explain and other neurologic complaints?  
 -----

<b>Psychiatric</b>	Change in mood?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Depression?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Change in behavior with family/friends?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Anxious?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Memory loss?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Change in ability to think?	<input type="checkbox"/> N, <input type="checkbox"/> Y

If any yes, explain and other psychiatric complaints?  
 -----

<b>Endocrine</b>	Diabetes?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Hypothyroidism?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Hyperthyroidism?	<input type="checkbox"/> N, <input type="checkbox"/> Y
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If any yes, explain and other endocrinology complaints?  
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<b>Skin</b>	Rashes?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Infections?	<input type="checkbox"/> N, <input type="checkbox"/> Y	Ulcers or open sores?	<input type="checkbox"/> N, <input type="checkbox"/> Y
	Yellow skin?	<input type="checkbox"/> N, <input type="checkbox"/> Y	If any yes, explain and other skin complaints? -----			

-----

**Any additional comments, information, issues you would like to discuss or provide to us:**

Dotted lines for writing additional comments.

**Physician Notes: - Office use Only -**

Dotted lines for writing physician notes.

By checking this box, I confirm that I have reviewed this form in its entirety.

Physician Signature : \_\_\_\_\_

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## CONSENT TO RELEASE PROTECTED HEALTH INFORMATION TO FAMILY AND FRIENDS

I authorize the Columbus Oncology Associates, Inc (“COA”) to discuss appointment dates, times, location, medical history, diagnosis, treatment, prognosis, financial, insurance and billing information with those listed below. I understand that my health care provider will use his/her judgment in sharing this information in order to foster continuity of care. The release of copies of medical records will require a signed authorization. This permission will be considered ongoing until I indicate otherwise in writing.

### My Protected Health Information may be released to the following individuals:

- 1) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_
- 2) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_
- 3) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_
- 4) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

**COA STAFF HAVE MY PERMISSION TO LEAVE MESSAGES CONCERNING TREATMENT (i.e., LAB RESULTS) on my:**

**(Please check all boxes that apply)**

Home Voice Mail. Home Phone number: \_\_\_\_\_

Cell phone. Cell phone number: \_\_\_\_\_

Work Voice Mail. Work phone number: \_\_\_\_\_

**NO INFORMATION: I do not authorize the release of any verbal information (other than appointment reminders to the number(s) that I have provided.**

\_\_\_\_\_  
Print Name of Patient/Authorized Representative

\_\_\_\_\_  
Patient Date of Birth

\_\_\_\_\_  
Patient/Authorized Representative Signature

\_\_\_\_\_  
Date Signed

Authorized Representative’s authority\* to act on the Patient’s behalf:

- Parent/legal guardian                       Power of Attorney

\*Evidence of authority must be provided and on file with COA.



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# **NOTICE OF PRIVACY PRACTICES**

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

## **I. Who We Are**

This Notice of Privacy Practices (“**Notice**”) describes the privacy practices of Columbus Oncology Associates, Inc (“**COA**”) and our physicians, nurses, and other personnel. It applies to services furnished to you at any of our patient care sites, including the Jasonway Cancer Center, the Dublin Cancer Center, and the Westerville Cancer Center, as well as hospitals and other locations where our physicians, nurses and other personnel provide medical services (“**we**” or “**us**”). This notice also applies to any other affiliate (doing business as) entities under COA (i.e., Columbus Oncology and Hematology Associates, LLC; Columbus Oncology Associates Pharmacy).

## **II. Our Privacy Obligations**

We are required by law to maintain the privacy of your health information (“Protected Health Information” or “PHI”) and to provide you with this Notice of our legal duties and privacy practices with respect to your PHI. We are also obligated to notify you following a Breach of unsecured PHI. When we use or disclose your PHI, we are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure).

## **III. Permissible Uses and Disclosures Without Your Written Authorization**

In certain situations, which we describe in Section IV below, we must obtain your written authorization in order to use and/or disclose your PHI. However, we do not need any type of authorization from you for the following uses and disclosures:

**A. Uses and Disclosures for Treatment, Payment and Health Care Operations.** We may use and disclose PHI, but not your “Highly Confidential Information” (defined in Section IV. C below), in order to treat you, obtain payment for services provided to you and conduct our “Health Care Operations” as detailed below:

- **Treatment.** We may use and disclose your PHI to provide treatment, for example, to diagnose and treat your injury or illness. We may also disclose PHI to other health care providers involved in your treatment.
- **Payment.** In most cases, we may use and disclose your PHI to obtain payment for services that we provide to you – for example, disclosures to claim and obtain payment from your health insurer, HMO, or other company that arranges or pays the cost of some or all of your health care (“**Your Payor**”) to verify that Your Payor will pay for health care.
- **Health Care Operations.** We may use and disclose your PHI for our health care operations, which include internal administration and planning and various activities that improve the quality and cost effectiveness of the care that we deliver to you. For example, we may use PHI



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Dublin, Ohio 43016-8063

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300 Polaris Pkwy, Suite 330  
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to evaluate the quality and competence of our physicians, nurses and other health care workers. We may disclose PHI to our Patient Relations Coordinator in order to resolve any complaints you may have and ensure that you have a comfortable visit with us.

- Health Information Exchange. COA currently participates in the health information exchange (HIE) platform *Carequality*. The goal of the HIE is to enhance the quality of your care by the sharing of health information across secure systems with participating physicians and providers. This means that wherever a patient goes, the patient's health information may be available to all doctors who use the HIE's, which helps to provide safer, more coordinated patient care. COA uses Carequality to retrieve and share, via secure electronic access, your health information with other participants of this HIE for treatment purposes and for payment of treatment services.

You may opt out of the Health Information Exchange by:

- i. Emailing your request to our COA Privacy Officer at [Privacyofficer@coainc.cc](mailto:Privacyofficer@coainc.cc), with "Opt-Out" in the subject line, OR
- ii. Mail your written request to "Attention: Privacy Officer, Columbus Oncology Associates, Inc; 810 Jasonway Avenue, Suite A; Columbus, OH 43214

Please include all of the following with your request: First and Last Name, date of birth, current address, and your request to Opt-Out of the Health Information Exchange, Carequality.

We may also disclose PHI to your other health care providers when such PHI is required for them to treat you, receive payment for services they render to you, or conduct certain health care operations, such as quality assessment and improvement activities, reviewing the quality and competence of health care professionals, or for health care fraud and abuse detection or compliance.

- B.** Use or Disclosure for Directory of Individuals in Facility. We may include your name, location in Facility, general health condition and religious affiliation in a patient directory without obtaining your authorization unless you object to inclusion in the directory. Information in the directory may be disclosed to anyone who asks for you by name or members of the clergy; provided, however, that religious affiliation will only be disclosed to members of the clergy.
- C.** Disclosure to Relatives, Close Friends and Other Caregivers. We may use or disclose your PHI to a family member, other relative, a close personal friend or any other person identified by you when you are present for, or otherwise available prior to, the disclosure, if we (1) obtain your agreement; (2) provide you with the opportunity to object to the disclosure and you do not object; or (3) reasonably infer that you do not object to the disclosure.

If you are not present, or the opportunity to agree or object to a use or disclosure cannot practicably be provided because of your incapacity or an emergency circumstance, we may exercise our professional judgment to determine whether a disclosure is in your best interests. If we disclose information to a family member, other relative or a close personal friend, we would



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disclose only information that we believe is directly relevant to the person's involvement with your health care or payment related to your health care. We may also disclose your PHI in order to notify (or assist in notifying) such persons of your location, general condition or death.

- D.** Public Health Activities. We may disclose your PHI for the following public health activities: (1) to report health information to public health authorities for the purpose of preventing or controlling disease, injury or disability; (2) to report child or elder abuse and neglect to public health authorities or other government authorities authorized by law to receive such reports; (3) to report information about products and services under the jurisdiction of the U.S. Food and Drug Administration; (4) to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition; and (5) to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance.
- E.** Victims of Abuse, Neglect or Domestic Violence. If we reasonably believe you are a victim of abuse, neglect or domestic violence, we may disclose your PHI to a governmental authority, including a social service or protective services agency, authorized by law to receive reports of such abuse, neglect, or domestic violence.
- F.** Health Oversight Activities. We may disclose your PHI to a health oversight agency that oversees the health care system and is charged with responsibility for ensuring compliance with the rules of government health programs such as Medicare or Medicaid.
- G.** Judicial and Administrative Proceedings. We may disclose your PHI in the course of a judicial or administrative proceeding in response to a legal order or other lawful process.
- H.** Law Enforcement Officers. We may disclose your PHI to the police or other law enforcement officials as required or permitted by law or in compliance with a court order or a grand jury or administrative subpoena.
- I.** Decedents. We may disclose your PHI to a coroner or medical examiner as authorized by law.
- J.** Organ and Tissue Procurement. We may disclose your PHI to organizations that facilitate organ, eye or tissue procurement, banking or transplantation.
- K.** Research. We may use or disclose your PHI without your consent or authorization if an Institutional Review Board or Privacy Board approves a waiver of authorization for disclosure.
- L.** Health or Safety. We may use or disclose your PHI to prevent or lessen a serious and imminent threat to a person's or the public's health or safety.
- M.** Specialized Government Functions. We may use and disclose your PHI to units of the government with special functions, such as the U.S. military or the U.S. Department of State under certain circumstances.



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- N. Workers' Compensation. We may disclose your PHI as authorized by and to the extent necessary to comply with state law relating to workers' compensation or other similar programs.
- O. As Required by Law. We may use and disclose your PHI when required to do so by any other law not already referred to in the preceding categories.

#### IV. **Uses and Disclosures Requiring Your Written Authorization**

- A. Use or Disclosure with Your Authorization. We must obtain your written authorization for most uses and disclosures of psychotherapy notes, uses and disclosures of PHI for marketing purposes, and disclosures that constitute the sale of PHI. Additionally, other uses and disclosures of PHI not described in this Notice will be made only when you give us your written permission on an authorization form ("**Your Authorization**"). For instance, you will need to complete and sign an authorization form before we can send your PHI to your life insurance company or to the attorney representing the other party in a lawsuit in which you are involved.
- B. Uses and Disclosures of Your Highly Confidential Information. Federal and state law requires special privacy protections for certain highly confidential information about you ("**Highly Confidential Information**"). This Highly Confidential Information may include the subset of your PHI that: (1) is maintained in psychotherapy notes; (2) is about mental health and developmental disabilities services; (3) is about alcohol and drug abuse prevention, treatment and referral; (4) is about HIV/AIDS testing, diagnosis or treatment; (5) is about sexually-transmitted disease(s); (6) is about genetic testing; (7) is about child abuse and neglect; (7) is about domestic abuse of an adult with a disability; or (8) is about sexual assault. In order for us to disclose your Highly Confidential Information for a purpose other than those permitted by law, we must have Your Authorization.
- C. Revocation of Your Authorization. You may withdraw (revoke) your Authorization, or any written authorization regarding your Highly Confidential Information (except to the extent that we have taken action in reliance upon it) by delivering a written statement to the Privacy Officer identified below. A form of Written Revocation is available upon request from the Privacy Officer.

#### V. **Your Rights Regarding Your Protected Health Information**

- A. For Further Information; Complaints. If you would like more information about your privacy rights, if you are concerned that we have violated your privacy rights, or if you disagree with a decision that we made about access to your PHI, you may contact our Privacy Officer. Also, you may make a complaint by calling COA Corporate Hotline at (614) 442-3130. You may also file written complaints with the Director, Office for Civil Rights of the U.S. Department of Health and Human Services. Upon request, the Privacy Officer will provide you with the correct address for the Director. We will not retaliate against you if you file a complaint with us or the Director.
- B. Right to Request Additional Restrictions. You have the right to request a restriction on the uses and disclosures of your PHI (1) for treatment, payment and health care operations purposes, and (2) to individuals (such as a family member, other relative, close personal friend or any other person





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identified by you) involved in your care or with payment related to your care. For example, you have the right to request that we not disclose your PHI to a health plan for payment or health care operations purposes, if that PHI pertains solely to a health care item or service for which we have been involved and which has been paid out of pocket in full. Unless otherwise required by law, we are required to comply with your request for this type of restriction. For all other requests for restrictions on use and disclosures of your PHI, we are not required to agree to your request, but will attempt to accommodate reasonable requests when appropriate. If you wish to request additional restrictions, please obtain a request form from our Privacy Officer and submit the completed form to the Privacy Officer. We will send you a written response.

- C. Right to Receive Confidential Communications.** You may request, and we will accommodate, any reasonable written request for you to receive your PHI by alternative means of communication or at alternative locations.
- D. Right to Inspect and Copy Your Health Information.** You may request access to your medical record file and billing records maintained by us in order to inspect and request copies of the records. Under limited circumstances, we may deny you access to a portion of your records. If you would like to access your records, please obtain a Record Request Form from the Privacy Officer and submit the completed form to the Privacy Officer. If you request copies, we will charge you a cost-based fee, consistent with Ohio law, and, if you agree in advance, the cost of preparing an explanation or summary of the PHI.
- E. Right to Amend Your Records.** You have the right to request that we amend PHI maintained in your medical record file or billing records. If you desire to amend your records, please obtain an Amendment Request Form from the Privacy Officer and submit the completed form to the Privacy Officer. We will comply with your request unless we believe that the information that would be amended is accurate and complete or other special circumstances apply.
- F. Right to Receive an Accounting of Disclosures.** Upon request, you may obtain an accounting of certain disclosures of your PHI made by us during any period of time prior to the date of your request provided such period does not exceed six years. If you request an accounting more than once during a twelve (12) month period, we will charge you a cost-based fee, consistent with Ohio law, for the accounting statement. We will inform you in advance of any fee and provide you with an opportunity to withdraw or modify the request.
- G. Right to Receive a Copy of this Notice.** Upon request, you may obtain a copy of this Notice, either by email or in paper format. Requests can be made by emailing our COA Privacy Officer at [Privacyofficer@coainc.cc](mailto:Privacyofficer@coainc.cc); or by mailing your written request to "Attention: Privacy Officer, Columbus Oncology Associates, Inc; 810 Jasonway Avenue, Suite A; Columbus, OH 43214". You may also obtain a copy by downloading it at our internet site, <https://www.coainc.net/patient-information/>.



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**VI. Effective Date and Duration of This Notice**

- A. Effective Date.** This Notice is effective on **January 1, 2019.**
- B. Right to Change Terms of this Notice.** We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in waiting areas around COA and on our Internet site at <https://www.coainc.net/patient-information/>. You also may obtain any new notice by contacting the Privacy Officer, as noted below.

**VII. Privacy Officer**

You may contact the Privacy Officer at:

**Privacy Officer: Joseph Hofmeister, MD Columbus  
Oncology Associates, Inc  
810 Jasonway Avenue, Suite A  
Columbus, OH. 43214  
Phone: (614) 442-3130  
Email: [Privacyofficer@coainc.cc](mailto:Privacyofficer@coainc.cc)**



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**NOTICE OF PRIVACY PRACTICES**

**PATIENT ACKNOWLEDGMENT FORM**

Our Notice of Privacy Practices (“**Notice**”) provides information about: (1) the privacy rights of our patients; and (2) how we may use and disclose Protected Health Information about our patients.

Federal regulations require that we give our patients or their authorized representatives our Notice before signing this acknowledgment.

If you have any questions about your rights or our privacy practices, please send an electronic message (e-mail) to [Privacyofficer@coainc.cc](mailto:Privacyofficer@coainc.cc) or a letter to:

**Privacy Officer: Dr. Joseph Hofmeister, MD**  
**Columbus Oncology Associates, Inc**  
**810 Jasonway Ave, Suite A**  
**Columbus, OH. 43214**  
**Phone: (614) 442-3130**  
**Email: [Privacyofficer@coainc.cc](mailto:Privacyofficer@coainc.cc)**

By signing this form, you are only acknowledging that you have been provided our Notice.

\_\_\_\_\_  
Signature of Patient or Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name of Patient/Authorized Representative



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## **COA PATIENT ASSISTANCE PROGRAM**

### **Patient Consent and Authorization**

Columbus Oncology Associates, Inc. ("COA" or "COHA") operates a patient assistance support program to assist its current patients seeking medication discounts that exist from time to time ("Patient Assistance Program"). The Patient Assistance Program researches and identifies drug discount programs, including without limitation drug rebate programs and copayment savings programs owned or operated by drug manufacturers, third-party drug rebate programs, non-profit foundations and other advocacy organizations (collectively, "Savings Programs"), which patients may be eligible for medication discounts. When identified, the Patient Assistance Program delivers patient information to Savings Programs for the benefit of patients. Savings are directly transmitted to patients and are not routed through COHA. "Patient information" includes health data and financial information of the patient that is either in the custody of COHA or has been provided by the patient.

COHA offers the Patient Assistance Program to its patients at no charge, but may receive remuneration from the Savings Programs in exchange for disclosing health data and financial information to Savings Programs and/or for providing patients with support services. COHA operates the Patient Assistance Program in accordance with industry standards and commercially reasonable practices. Support provided through the Patient Assistance Program represents no statement, promise or guarantee by the Program. And, COHA makes no guarantee of drug discounts for patient participation in the Patient Assistance Program.

#### **Consent to Participate**

**I hereby consent to participate in the Patient Assistance Program for so long as I am a patient of COHA receiving drug therapy treatments. And, I hereby authorize COHA to use and disclose my health data and financial information, including without limitation my identifying health information, health insurance information, medical diagnosis and condition (including lab test results related to such diagnosis or supportive testing), prescription information, and name, address, and telephone number to any Savings Program to which COHA reasonably believes I may be eligible to benefit from drug discounts.**

**I understand** that COHA will use reasonable efforts to identify and seek drug discounts under Savings Programs on my behalf, and **I hereby agree** that in no event will COHA be liable for any damages resulting from or relating the Patient Assistance Program.

#### **Authorization for Disclosure of PHI**

**I authorize COHA to review and share my protected health information (PHI) with Savings Programs pursuant to the Patient Assistance Program. I understand** that there is a potential for the information to be subject to re-disclosure by the recipient and no longer protected by the Health Insurance Portability and Accountability Act of 1996, as amended (or HIPAA) and the regulations promulgated thereunder including, without limitation, the Privacy Rule (45 CFR Part 164).

My PHI may include:

- information provided on this form;
- healthcare records related to my treatment and health condition(s);
- payer-related information received from my health insurer;
- prescription, fulfillment, shipment, and other information provided by pharmacies or other sites of care; and
- information to help support my transition of care;



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My authorization and notice of release will remain in effect for as long as I am receiving drug therapy treatments as patient of COHA.

**I understand** that I may be requested to provide my written consent for continued participation in the Patient Assistance Program and authorization for the disclosure of health and financial data, including PHI, from time to time by COHA. **I understand** that COHA may receive payment from the Savings Programs for disclosing my PHI or operating the Patient Assistance Program.

No Effect on Treatment

I UNDERSTAND THAT SIGNING THIS CONSENT AND AUTHORIZATION FORM IS VOLUNTARY, AND THAT IF I REFUSE TO SIGN THIS FORM, IT WILL NOT AFFECT THE START, CONTINUATION, OR QUALITY OF MY TREATMENT FROM COHA.

Revocation

After I have signed this consent and authorization, I may withdraw it by calling COHA at (614) 442-3130 or by sending a written notice to Columbus Oncology Associates, Inc. The withdrawal goes into effect once it has been received by the Program. If I choose to not sign this authorization or I withdraw it after signing this form, the Patient Assistance Program will not be able to provide me with the support described above after the date of my revocation.

_____	____/____/____
Patient Name (Please Print)	Patient Date of Birth
_____	_____
Parent/Legal Guardian Name (Please Print)	Relationship to Patient
_____	____/____/____
Patient/Parent/Legal Guardian Signature	Date



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## Notice of Nondiscrimination

Columbus Oncology & Hematology complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Your age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression will not impact your care.

### Columbus Oncology & Hematology provides:

- Free aids and services to all patients to be able to communicate effectively with us, such as:
  - ✓ Qualified sign language interpreters
  - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - ✓ Qualified interpreters
  - ✓ Information written in other languages

If you need these services, contact any member of our staff to have these needs accommodated to the best of our ability in a timely fashion.

If you believe that Columbus Oncology & Hematology has failed to provide these services or discriminated in another way on the basis of age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression, you can file a grievance with:

### Patient Advocacy at Columbus Oncology Associates

You can file a grievance in person or by mail (Attention to: *Patient Advocacy*; 810 Jasonway Ave; Columbus, Ohio 43214) or email ([PatientAdvocacy@coainc.cc](mailto:PatientAdvocacy@coainc.cc)).

If you need help filing a grievance, *our Patient Advocacy Manager* is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

### U.S. Department of Health and Human Services

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



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## Taglines Informing Individuals with LEP of Language Assistance Services

HHS Hotline: 1-877-696-6775

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you.

ARABIC	ملاحظة: إذا كنت تتحدث اللغة العربية ، فإن خدمات المساعدة اللغوية متاحة لك مجانًا.
CHINESE	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。
FRENCH	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
GERMAN	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
GREEK	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στην διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν.
GUJARATI	સુચના: જો તમેગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સેવાય સેવાઓ તમારા માટેઉપલબ્ધ છે.
HINDI	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त मेंभाषा सहायता सेवाएँ उपलब्ध हैं।
ITALIAN	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.
KOREAN	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
PORTUGUESE	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.
RUSSIAN	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
SOMALI	Haddii aad ku hadasho Soomaali, adeegyada kaalmada luuqadda, oo lacag la'aan ah, ayaa diyaar kuu ah.
SPANISH	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
TAGALONG	Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
VIETNAMESE	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.



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## Notice of Patient Rights

At Columbus Oncology & Hematology, we respect you as an individual with unique healthcare needs. We want you to know about your rights as a patient, as well as what your responsibilities are to yourself, your health care team and to other patients.

### Every Patient has the Right to Expect:

#### 1. Care that is respectful, high-quality, considerate and dignified.

- Expect quality treatment. This is our commitment to your safety and ongoing care.
- Your age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression will not impact your care.

#### 2. Information that is understandable and complete, including treatment and care outcomes.

- You will be told about your condition including the proposed treatment, other treatment options and the benefits and risks of each option.
- The outcome of your care, including expected and unexpected outcomes, will be shared with you or your designated representative(s).
- You will be informed of any research, educational, or training activities that may be part of your treatment. You can choose to participate or not to participate in these activities.

#### 3. Participation in decisions about treatments, benefits, risks and options.

- You may decide whether you wish to be treated and by which method of treatment. You can refuse a diagnostic procedure or treatment. If you refuse a treatment, you will be informed of the impact this decision will have on your health.
- You may request, prior to treatment, a reasonable estimate of charges for your care.
- If you are unable to make decisions about your care, Columbus Oncology & Hematology will extend these same rights to your designated representative(s).

#### 4. Prompt response to requests and needs.

- Should you need a service not provided by Columbus Oncology & Hematology, you have the right to be assisted in transferring to another facility that can provide the needed service.
- You have the right to examine your bill and have it explained to you.

#### 5. To be heard if problems, complaints, or grievances arise.

- Columbus Oncology & Hematology values open discussion. If you share a complaint or concern, it will not negatively change your care in any way.
- You have the right to make complaints or grievances regarding the quality of care or service you receive. If you have a concern, please do not hesitate to inform the Columbus Oncology & Hematology staff.
- Ask to speak with Patient Advocacy at Columbus Oncology & Hematology if you feel your concern was not addressed well enough. Our goal is to address complaints at the time of complaint and grievances within 7 business days.

*Financial Interest Disclosure - You have the right to choose the provider of your healthcare. Columbus Oncology & Hematology is owned by the physicians. As such, the physician(s) furnishing your health care service(s) at Columbus Oncology & Hematology may have a financial and ownership interest. You have the right to be treated by another provider or facility of your choice.*