



## 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)