

The Mission of Hematology-Oncology Associates of CNY is to provide the highest level of quality care in a healing environment for the mind, body and spirit of patients dealing with cancer and blood disorders.

Look who is **NOT** Retiring!



Heard Rumors? We are happy to tell you that two of the original four partners, Drs. Anthony Scalzo and Jeffrey Kirshner continue to be committed to their patients and HOA! Don't believe any rumors that may be circulating, these two fabulous physicians are **NOT RETIRING!**

- **Drs. Scalzo and Kirshner, not retiring! If you heard it—it's just a rumor/not true!**

- **Save the Date: National Survivors Day**

- **More Construction on the way!**

- **Advanced Directives**

- **For the Mind, Body & Spirit - Services for our patients**

- **Breast Care Partners Update**

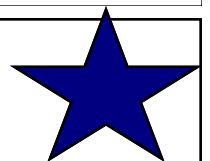
- **CancerConnects**

- **I Should Know / Educational Series**

- **We're not miles away ... Just miles ahead!**

- **Integrative Medicine and Wellness Programs**

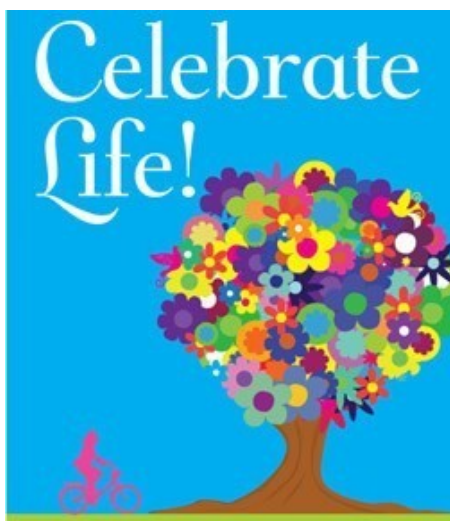
**Quote for
the Quarter**



"Our greatest glory is not in never falling, but in rising every time we fall."

Confucius

Save the Date!



*Longbranch Park,
Liverpool*

*Throop Fire House,
Auburn*

June 2, 2019

National Cancer Survivors Day

More construction on the way!

Construction is never easy for patients and staff, but we hope this last round of improvements provides welcomed changes and process enhancements for everyone. The greatest inconvenience will be updates to the lobby. Our goal is to have an efficient and friendly check-in area with warmth, privacy and plenty of seating. We are hoping to eliminate the numbering system and prevent confusion and lines.

Our intent is to move the phlebotomy and lab to the first floor for greater convenience to patients. We will be using the lab space on the second floor for more space for our physicians and advanced practice staff (nurse practitioner and physician assistants).

We will be creating beautiful space on the third floor for our Cancer Rehab Services, as well as our social work and nutritional counseling. Stay tuned for more updates. Construction will likely begin around summer and take 18—20 months for completion. A warm thank you in advance for your support during all our construction phases!

Advance Directives

Let your wishes be heard



Regardless of your diagnosis, your age, or other factors, *all patients have the right to and are encouraged to make their wishes formally known through the preparation of advance directives.* While it is particularly important to have a plan and to have advance directives in place for those with terminal illness, it is encouraged that everyone has a medical plan and has defined their wishes, should there be a time in the future when you are unable to express those wishes for yourself.

Our staff at HOA has the utmost respect for every one of our patients and we are honored to be a part of your journey. We always strive to help our patients maintain their *dignity*, and understand this can be difficult as the end of life approaches. Advance directives are one way to ensure that your wishes will be known and respected. It can be difficult to discuss advance directives, but once again, *we are here to help.* Our providers have honest and respectful conversations with patients and their loved ones, and our social workers provide additional assistance and support during these often confusing and difficult times; *you are not alone.*

~ Understanding Advance Directives ~

- ❖ **Health Care Proxy:** A health care proxy allows you to appoint someone to make medical decisions for you (should you be unable to make your wishes known). Your designated Health Care Agent should be someone close to you that you trust and you should discuss your wishes with this person.
- ❖ **Living Will:** A Living Will details specifics about your medical treatment wishes. If you were to become seriously ill, your living will would guide your healthcare team and lets them know exactly what types of interventions you would like or which interventions you do not want done.
- ❖ **Do Not Resuscitate (DNR) Order:** A DNR will prevent healthcare practitioners from initiating emergency procedures in attempt to resuscitate you should you stop breathing or your heart stop beating. A DNR can facilitate a *natural death* for terminally ill patients.
- ❖ **Medical Orders for Life Sustaining Treatments (MOLST):** The *bright pink* MOLST form outlines end-of-life wishes for terminally ill patients. This form is completed with your doctor and should stay with you at all times (keep it readily available at home and bring it with you to hospital visits, etc.).

Please visit our website for more information:

<https://www.hoacny.com/patient-resources/advance-directives>

For the Mind and Spirit

More Support for our Patients * Free to All !!

Support Group for Recurrent & Metastatic Disease

This support group is dedicated to providing guidance to those cancer patients with recurrent and metastatic disease. The unique aspects of this journey are explored with patients who are experiencing similar challenges. This group meets the 1st & 3rd Tuesday of each month from 4-5:30 pm at Brittonfield in the 3rd floor conference room and is facilitated by Gussie Sorensen, LCSW-R and Katie Cazzolli, NP.

Look Good... Feel Better

Cosmetology professionals will help you with make-up application, dry skin, discolored nails, choice and care of a wig, scarves, turbans and hats.

lookgoodfeelbetter.org

(800)-395-5665



- ♦ **Brain Tumor Family Retreat**
- ♦ **Women & Men's Oncology Programs**

315-434-9477

www.campgooddays.org



For more information call
315/313-6645 or email:
breastcarepartners@gmail.com

Our mission:

To provide an organized, comprehensive, multidisciplinary, team approach to breast care that is now considered best practice to improve clinical and psychological outcomes for all patients.

How we work:

When a patient enters the program, a certified breast care nurse navigator is assigned to help guide them through their individualized evaluation, and treatment course.

Our multidisciplinary team comes together weekly, to discuss patient cases and develop treatment recommendations, for each person.

The collaboration of all the specialists, combined with the shepherding of our nurse navigators ensures the best possible outcomes that meet national care standards.



Healing Harmonies

The mission of Healing Harmonies is to create partnerships between the musicians and local healthcare and wellness providers, with the intent to bring live music with therapeutic benefits to patients, their families, and healthcare staff in CNY. Music has been recognized to have immense benefits for patients through stress and anxiety reduction, lessening the side effects of chemotherapy, and reducing the amount of pain medication needed before and after surgical procedures. We are pleased to offer this to our patients.

Auburn / Cayuga County Support Group

This support group, facilitated by Kathy Bennett, RN meets the last week of each month from 7-9 pm at Auburn Community Hospital, 3rd Floor Conference Room. All patients & caregivers are welcome. For exact dates please contact Kathy Bennett at (315) 246-1931



Breast Care Partners

Comprehensive Breast Center

Breast Cancer Support Group

Meeting location:

Hematology-Oncology Associates of CNY
3rd floor
5008 Brittonfield Parkway
East Syracuse, NY 13057
Free Parking

Now Meeting Quarterly!

Next meeting:

Wednesday, May 8 5-7 pm

Pre-registration is requested at
breastcarepartners@gmail.com or
315/559-6803 (text/call)

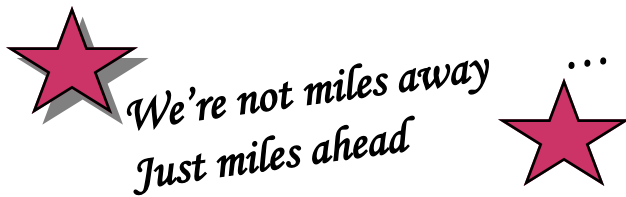
Breast Care Partners is certified by the National Accreditation Program for Breast Centers (NAPBC), a program developed by the American College of Surgeons to ensure the highest level of dedication to quality and successful outcomes in breast health. A partnership with Hematology-Oncology Associates of CNY, St. Joseph's Health, Crouse Health, St. Joseph's Imaging, CRA Imaging, CNY Surgical Associates and St. Joseph's Breast Care Surgeons.



- ♦ Mentoring Program
- ♦ Financial Assistance for Cancer Patients
- ♦ Vouchers for free Complementary/ Integrative Wellness services
- ♦ Connections to facilitate the cancer journey

CancerConnects is pleased to continue our work to facilitate connections for everyone throughout Central New York who has been diagnosed with cancer. If you are interested in connecting with a cancer survivor mentor or if you're interested in becoming a mentor to cancer patients, please contact CancerConnects.

www.cancerconnects.org or (315) 634-5004



The Wellness Center

A beautiful and healing atmosphere is provided as a haven of opportunity for the mind, body and spirit. Check out the Wellness Center's schedule of classes and services on the web!

www.hoacny.com — Wellness Center
(315) 234- HOPE

Hematology-Oncology Associates Comprehensive Outpatient Treatment and Support Services

- ◇ Chemotherapy and Radiation
- ◇ Clinical Research
- ◇ CyberKnife®
- ◇ Clinical Laboratory
- ◇ Pharmacy & Patient Rx Center
- ◇ CT and Other Diagnostic Testing
- ◇ Patient and Family Counseling and Support Group Services
- ◇ Nutritional Counseling
- ◇ Integrative/Complementary Therapy
- ◇ Cancer Rehabilitation / Survivorship
- ◇ Community Educational Programs

Amenities

- ◇ State of the Art Facilities ◇ Imaging Services
- ◇ Boutique at Brittonfield ◇ Flat Screen TVs
- ◇ Patient Internet Access ◇ Free Parking
- ◇ Patient Education Area ◇ Electronic Medical Record

I Should Know

I Should Know is a four (4) week educational series that will be facilitated by Belinda Tamoutselis, LCSW-R, OSW-C and Pamela Coffey-Marceau, LCSW-R. Please call Heather Bertelli at 315-472-7504 ext. 1067 for more information or to register.

May 1st: *Values Clarification*—making medical decisions based upon what is important to you.

May 8th: *Advance Directives*—Make the most of your MOLST/ Health Care Proxy/ Living Will and understand what forms are right for you

May 15th: *Estate Planning*—Who can you trust with your Will/ Trust/ POA

May 22nd: *Family Love Letters—Information* at a time of confusion—passwords, contact people, location of documents, how to get organized.

Integrative Medicine /Wellness Programs 315-234-HOPE

Integrative or Complementary Therapies are services that support your current medical treatment and are never intended to replace it. They are for patients who are seeking wellness or well being of not only the physical body, but of the mind, body and spirit.

Massage * Reiki * Healing Touch * Yoga * CranioSacral Therapy * Foot Reflexology * Meditation * Acupuncture * Tai-Chi * Zumba * and more

Offered at our Brittonfield Office &/or The Wellness Center at Medical Center West

*Please call Anne, 315-234-4673 or check out our website for more information
www.hoacny.com/our-services/wellness-center*

Your Opinion Matters!

	Nat'l CAHPS Comp.	HOA
Access to Care	67%	81%
Provider Communication	88%	94%
Care Coordination	74%	84%
Clerks & Receptionists	82%	93%
Rating of Provider	82%	93%

It's absolutely amazing to think about all of the moving parts at Hematology Oncology Associates. Day in and day out, HOA runs like a well-oiled machine and our HOA team is dedicated to providing the very best to every single patient. Quality is not something that we "do" -- it is something that lives in us at HOA. It drives our care and our actions, every-single-day.

As part of willingness to always put our best foot forward and to embrace feedback, HOA has been voluntarily participating in a government program called

CAHPS or the Consumer Assessment of Healthcare Providers and Systems. Under the program, HOA works closely with a consortium of research organizations to conduct research on patient experience and develop surveys that ask consumers and patients to report on and evaluate their experiences with health plans, providers, and health care facilities. HOA has been using our results to improve our patients' experiences. We'd love to share some of our latest results with you! Thank you for taking the time to complete our surveys.

Do you know your coverage benefits?

Insurance Companies mandate the use of **Specialty Mail Order Pharmacies** - What this means for you!

Some payers are moving injectable drugs from coverage under your medical benefits to your pharmacy or specialty mail-order pharmacy benefits.

This change in benefit coverage could create a delay in your medical treatment, how you receive your treatment, and could be a higher cost to **you and your employer**.

When a payer mandates the use of a specialty mail-order pharmacy it's known as Brown or White Bagging-

Brown and White bagging is the method of delivery by which physician- administered drugs are dispensed by a mail-order pharmacy for a specific patient, shipped to the patient (brown bagging) or to the physician (white bagging) for administration, and generally paid under the pharmacy benefit rather than the medical benefit.

This mandate has been shown to increase health care costs, as drugs are shipped ahead of time and may never be given due to changes in therapy, dose, duration or other unforeseen issues. **Medications from mail-order pharmacies are shipped only for you and they cannot be used for anyone else.** If your medication has been ordered and your treatment changes, it cannot be returned to the mail-order pharmacy for a refund. This means that you, your employer and your insurance company have paid thousands of dollars for medication that will have to be thrown out.

What this means for you-

Hematology Oncology Associates of CNY (HOA) will not administer any drug to a patient that it does not purchase directly from either the manufacturer or a Verified- Accredited Wholesale Distributer (VAWD) accredited drug distributor.

The responsibility and liability for purchasing, mixing, and administering injectable medications resides solely with HOA. For your safety and the safety of all our patients, the legitimacy of original drug sources and the appropriateness of subsequent storage and handling must be assured by us.

HOA opposes the action of payers that require practices to obtain and receive injectable drugs from a vendor mandated by the payer.

Please help us help you! Know your benefits, talk to your employer's human resources department and ask how your benefits are administered. We are here to advocate for you! If you have any questions please ask to speak with one of our patient advocates.