

Frequently Asked Questions:

What types of cancers does Cancer Treatment Centers of America (CTCA) treat?

Cancer Treatment Centers of America treats advanced stage and complex cancers, primarily the seven most prevalent cancer types, including: breast cancer, lung cancer, colorectal cancer (colon and rectal cancer), prostate cancer, gynecologic cancers, hematological cancers (of the blood), and pancreatic cancer.

How many doctors are at CTCA at Midwestern Regional Medical Center in Zion, Illinois?

Midwestern currently has approximately (150) physicians, (12) oncologists and (5) specialists.

How many doctors are at CTCA at Southwestern Regional Medical Center in Tulsa, OK?

Southwestern currently has approximately (100) physicians, (6) oncologists and (9) specialists.

Am I assigned a doctor or does it depend on the specialty I require and/or day/hour/shift?

CTCA has a new patient evaluation process where new patients are seen by a general intake physician who determines their current condition, manages their immediate medical needs, and gets their testing/procedures done and prepared for the oncologist. New patients will then meet with their oncologist.

There are special situations that require the patient to be seen by the oncologist first (ex.: gynecologic, new prostate diagnoses, and new breast diagnoses). Patients with other types of cancer will be assigned an oncologist based on their cancer type and specific needs.

Are nurses available at all hours of the day, weekends included?

Yes, there are nurses available 24 hours a day, 7 days a week to meet any needs or answer any questions.

Why do patients treat at Cancer Treatment Centers of America and not other hospitals?

Our patients travel specifically to CTCA hospitals because of the CTCA unique standard and model of care. Patients tell us they are unsatisfied with previous

experiences or have exhausted what is available in terms of conventional treatments elsewhere.

Cancer patients and their caregivers come to CTCA for the specialized, comprehensive and whole-person cancer treatment that CTCA offers. CTCA provides a comprehensive, multidisciplinary approach to cancer treatment by integrating conventional medical treatment with supporting complementary treatments, including: naturopathic medicine, nutritional support, oncology rehabilitation, mind-body medicine and psycho-social counseling, spiritual support and pain management.

Where do I stay if I treat at Cancer Treatment Centers of America?

Midwestern Regional Medical Center

Patient Services will be happy to assist patients with lodging recommendations and/or reservations. CTCA has arranged discounted rates in local motels for patients while they are visiting the hospital. Contact Guest Services at 847-746-6586 for more information. Special arrangements can be made for radiation and stem cell patients to stay at our Guest Quarters, where they may be able to access lower rates, as space permits.

Southwestern Regional Medical Center

Southwestern Regional Medical Center has 75 guest rooms on site with and adding an additional 78 rooms within a couple of years. We also have 18 spots available for RV's with a charge of \$10 a night. Guest Services will be happy to assist patients with lodging recommendations and/or reservations. CTCA has arranged discounted rates in local hotels for patients while they are visiting the hospital as well. Contact Guest Services at 918-286-5155 for more information.

Does Cancer Treatment Centers of America pay for travel/housing arrangements?

In most cases, on the first visit, CTCA will cover the air travel of a patient and one caregiver. Unfortunately, we are not able to help offset this cost for people who have government insurance. This is because the government considers this assistance, an incentive.

On subsequent visits, CTCA can cover the cost of air travel only, for the patient. To discuss your travel options, please call your Oncology Information Specialist (OIS).

What types of insurance works with Cancer Treatment Centers of America?

Hundreds of insurance companies work with CTCA. The policies that usually work best are Preferred Provider Organization (PPO) policies that allow for treatment at out-of-network providers/healthcare facilities.

Oncology Information Specialists work with the CTCA Insurance Verification Department to individually determine patients' insurance benefits as they relate to treatment at CTCA.

Once a patient provides their insurance information to the OIS Representative, that information will be verified, and the OIS Rep. will communicate that information back to the patient. The objective is to promptly and accurately inform the patient of their insurance company's coverage at CTCA.

How do I respond to someone who has been denied insurance coverage? at Cancer Treatment Centers of America?

If the insurance company determines they will not cover treatment for the policyholder/patient at CTCA, the Oncology Information Specialist will try to assist the patient by providing potential national and local treatment alternatives, information on/or about support groups and references to try and provide additional help for their cancer journey.

What kind of activities does CTCA offer when I'm not seeing a doctor?

CTCA offers many different activities on-site. There are Cancer Fighter and other activities throughout the week. Different departments such as Nutrition, Mind-Body Medicine, Pastoral Care and Naturopathic Medicine provide educational classes and support groups. Such activities include: nutrition classes and grocery shopping/learning trips, crafts, Laughter Club, worship services, patient feedback sessions and many others. An activity calendar is posted outside the Patient Activity Room on the 3rd floor and in the Lobby.

What is the evaluation period like?

During the evaluation patients register, medical information is taken/reviewed, and other activities occur, including:

- Vital medical information is taken (height, weight, temperature, blood pressure, pulse, etc).
- Records review with a nurse
- Initial doctors visit and physical examination is given
- Initial instructions given for necessary tests or diagnostic procedures, including blood draws and an EKG
- Initial consults and educational sessions take place with Nutritionist and Naturopathic Practitioner.
- In a group setting patients meet with numerous support clinicians. Patients subsequently set up one-on-one consultations with various complementary providers, as they determine they may want and need.
- Patient and their caregiver meet with Medical Oncologist who will present a comprehensive treatment plan. Based on the patient's and

caregiver's decision to treat at CTCA, and the patient's individual needs, a personal care team will be assigned and the patient will begin treatment as soon as possible.

Do we have to pay for all of our food?

Midwestern Regional Medical Center

Patients' meals are available at the CTCA patient dining room, at no cost to the patient. Each caregiver's meal is subsidized and provided up to \$4 per meal. All other guests are welcome in our patient dining room, and are responsible for the cost of their meals, which are also subsidized.

Southwestern Regional Medical Center

Patients and one caregiver's meals are available in Café L'Abri. Meals are at a discounted rate of \$2 for breakfast and \$4 for lunch and dinner.

Can we drive our car?

Yes, patients can drive their cars and parking is available at no cost. Patients can park at CTCA, where valet service is available at no cost. Or, they can leave their car wherever they are staying, and take a shuttle service to and from the hospital at no cost.

Are visitors allowed at all times?

There are no visiting hours at CTCA. The intensive care unit has "quiet" hours from 1 PM to 3 PM each day. They ask families to consider taking a break and allowing the patient to rest during this time.

Is there a place I can go if I have any questions or concerns?

For clinical questions and concerns, ask your Care Manager. For non-clinical questions and concerns, ask for Patient Relations.

Does Cancer Treatment Centers of America follow up with us once we leave?

Yes, if you decide to stay and receive treatment at CTCA, you are followed closely by a Care Manager, who is assigned to you. If you are going home to decide on your treatment, then you are contacted regularly by a Nurse Navigator, until you make your decision. If you leave Cancer Treatment Centers of America and do not plan to return, your Oncology Information Specialist will contact you.

Is medication delivered in the mail during my treatment at CTCA?

This depends on your insurance benefits and the type of medication needed/ordered.

Why is this any better than what my doctor has to offer?

CTCA is a cancer specialty hospital. We have the expertise and technology not often available at other hospitals treating a wider audience of patients. Therefore, CTCA can provide cancer treatment and options not necessarily available at other hospitals.

CTCA practices the Mother Standardsm, which requires every patient to be treated as the mother, father, and sister of brother of each CTCA employee. CTCA also treats the whole person. Patients are positioned at the center of their Care Team. They are encouraged to voice their opinions and preferences, and their voices are heard. Patients participate in the treatment decision-making process, and their choices are respected.