

**IMPORTANT
INFORMATION!**



Experience...Compassion...Excellence...

CJOC patients and families:

We have recently implemented several changes in our practice to provide more efficient and timely care for you. The telephone prompting system has been updated. The processes for refilling prescriptions, using our in-house pharmacy, and the scheduling of all patient visits to CJOC have changed. We would like to take this opportunity to share these important changes with you. We appreciate and thank you for your assistance in following these procedures, as they will support us in our efforts to provide you with excellent medical care.

Telephones and Contacting Your Physician or Nursing Staff

Please note if you are experiencing a life-threatening emergency such as shortness of breath or chest pain call 911 immediately. Do not spend valuable time calling our office first.

During our office hours of 8:45 through 4:45, the telephones will be answered by CJOC staff. We have recently implemented a phone system whereby in following the prompts, your call will be directed to the appropriate person. It is very important to listen to the entire message to assure that you choose the correct extension, so that your call is directed in a timely fashion. The phone system will NOT be transferred to the answering service during the lunch hour, enabling us to assist you during our operational hours.

During office hours, the CJOC triage nurse is available for patients who are experiencing symptoms and who may need to see the physician, have a prescription called in or given other medical advice.

If you are experiencing any of the following symptoms:

- ◆ Fever greater than 100.5 degrees, with or without chills
- ◆ Any type of bleeding
- ◆ Pain
- ◆ Uncontrolled nausea or vomiting

Please select the nursing option, then press 1. Your call will be answered promptly by the front desk. Please give your symptom to the front desk and ask that our triage nurse ***be paged for you. These calls will be answered immediately by the triage nurse.***

For any other symptoms, questions or medical concerns, please leave your message in our nursing voicemail by following the prompts. We assure you a return phone call will be made from our triage nurse within **one hour**. Please do not ask to speak to the nurse immediately if you are not experiencing the above symptoms so that she is able to handle the emergencies first and return your call in the order it was received.

Our on-call physician is available for you after hours and on weekends. If you need to speak to a physician during this time, please call the CJOC office at 732.390.7750 or 732.828.9570. Our answering service will take your information and page the on-call physician who will return your call as quickly as possible.

Prescription Refills

Policy for NON-NARCOTIC refills:

If your prescriptions are dispensed by a local or mail order pharmacy, it is necessary to contact that pharmacy and request that your medication be refilled. If there are no more refills available for any prescriptions originally written at CJOC, please also call your pharmacy. Your pharmacy will contact CJOC and we will refill the medication directly with your pharmacy. For prescriptions originally written by a physician other than your CJOC physician, it is necessary to contact the prescribing physician for refills.

If your prescriptions are dispensed by the CJOC pharmacy, you may leave a message on our refill line by calling 732.390.7750, ext. 248 and we will process your request.

Both your local pharmacy and the CJOC pharmacy will require **48 hours for your prescription to be ready for pick up**. It is important that you are aware of when your prescription will need to be refilled so that you do not run out of medication during the 48 hours required to prepare your refill.

Policy for NARCOTIC refills:

For all pain medication refills, an office visit with your CJOC physician or one of our nurse practitioners is required. This ensures a thorough exam, evaluating the effectiveness of your pain control and determining whether an increase or decrease in dosage is recommended.

If you are incapacitated, or if you have special permission from your CJOC physician that you do not need an appointment (only under extreme circumstances), you may call our nursing line. Nursing will have your narcotic prescription prepared in advance. Please note that all narcotic prescriptions *must be hand written and signed* by your CJOC physician. The hard copy of the narcotic prescription may be picked up at our offices. *The CJOC Pharmacy does not fill any narcotic prescriptions* – you will need to have these filled at your local pharmacy.

Scheduling Appointments

We provide many services for our patients at CJOC, therefore it is necessary that you have an appointment for each and every service in advance. This provides us the opportunity to provide excellent care to each and every one of our patients during the scheduled appointment time. Please note that all services require an appointment and *we must discourage any walk-in visits*, including laboratory testing. **Please be sure to contact our office in advance of your visit to schedule a specific appointment time.** We will make every effort to accommodate you as best as we can.

If you have any questions or concerns regarding these policies, feel free to discuss them with any of our nurses or other staff members.

Thank you in advance for your understanding and cooperation.

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