



## Welcome To Finger Lakes Hematology & Oncology

When the diagnosis is cancer, your first thoughts might run to big-name cancer hospitals like University of Rochester. But Ontario County patients don't have to travel so far to receive state-of-the-art cancer care. Here at Finger Lake s Hematology & Oncology our cancer center can offer all of the amenities of the large centers in Rochester while providing you excellent care right here in your home town. All of our staff make sure that they know who you are as a person not just as a patient. While you undergo treatment here your loved

ones can stay with you giving you the privacy you desire but also the support that you need. The Springs Spa even offers a free massage at their Integrative Medicine Center & Spa. Our cancer center offers full complement of diagnostic, treatment and support services, free parking. Lab services, radiology, and food service right here on the campus of Clifton Springs Hospital. In addition we have two satellite offices one in Newark and Geneva to better meet the needs of our patients.

## Nutrition Tips Before, During, and After Cancer Treatment

People with cancer often need to follow diets that are different to what they think of as healthy. For most a healthy diet includes :

- Lots of fruits & vegetables
- Whole grain
- Meat
- Dairy
- Low fat, sugar & salt

When you have cancer, though, you need to keep up your strength meaning you need additional protein and calories. In addition you might need to adjust your diet to help you deal with the side effects of cancer treatment. Cancer treatment is designed to kill cancer cells however it can damage your healthy cells to. This can lead to the side effects that effect appetite, sense of smell, dry mouth, nausea, constipation, and, sore throat.

Everyone does not suffer side effects but you won't know until you start treatment. Therefore, error on the side of caution and prepare foods ahead of time that will be easy to eat when you are sick. Eating 5-6 small meals a day. Avoid skipping breakfast because it helps your body get jump started and provides energy after fasting all night. A breakfast that is high in protein such as oatmeal, eggs, or greek yogurt will provide additional protein. Protein is important for repairing tissue and recovery. Drink plenty of fluids water, sports drinks, and fruit juices this prevents constipation from some of the medications. Above all make sure you eat even when you are not hungry because your body needs the calories to repair and heal.

### Special events

- March 18<sup>th</sup> 2-4 pm  
Health Fair @ Baldwin  
Richardsons Foods  
3268 Blue Heron View  
Macedon, NY 14502
- April 10, 2011 2p-4:30p  
Guilda's Club  
Fashion Show Fund Raiser @  
Hyatt Regency Rochester
- May 8<sup>th</sup> Mothers Day  
9am Pink Ribbon Walk & Run  
for Breast Ca at  
Ontario Beach Park  
Details:www.bccr.org
- June 3<sup>rd</sup> 4p – 6p  
Sulphur Spring Festival  
Cancer Survivor Day  
Foundation fund Raiser  
Bench Dedications & Ice  
Cream Social  
Please email  
[compliance@FLHOcancer.org](mailto:compliance@FLHOcancer.org)  
or call  
315-462-0122 if you would  
like to make a donation to  
this event

June 3<sup>rd</sup> @ 4pm  
Clifton Springs  
Sulphur Springs  
Festival





## FLHO is doing some spring cleaning & you might be too!

We believe it or not Spring will be here even if the snow still on the ground says otherwise. If you haven't been in to see us lately we have made several changes to our office. You will notice new paint, new faces and, a new excitement about how we communicate to our patients and families. We have launched our first newsletter. We will be using this as a way to share about up coming events, items of interested, encouragement, and help you get to know us better. If you wish to receive our newsletter electronically we would love to hear from you.

**Please leave your email address in the log book located at the front desk or email us at [compliance@FLHOCancerCare.com](mailto:compliance@FLHOCancerCare.com)**

If you have a topic you wish to see in this newsletter please let us know.

## Would you like to contribute to our patient assistance fund or volunteer?

Many of you know first hand how expensive cancer treatment is. We are looking for individuals or businesses that would be interested in donating to our patient assistance fund. This year we are organizing a large fund raiser for this fund. We are going to be dedicating a bench in memory of Cancer Survivor Day. This bench will be designed by local artists, they will be incorporating into the design a way to place your name or a loved ones name on the bench for a donation. We will be dedicating this bench on **June 3<sup>rd</sup>** from **4pm-6pm** at the **Sulphur Springs festival**. In addition we will be enjoying ice cream sundaes. **If you wish to be involved either by volunteering or donations please contact Patty Constantino at [compliance@flhocancercare.com](mailto:compliance@flhocancercare.com) or 315-462-0122**

**If you have a few hours to sit with someone while they are receiving their chemotherapy or do you have a talent you wish to share please contact **Rev Gail Connors, Volunteer Coordinator @ 315-462-0142****

### Did you know we have a website?

Please check out our frequently asked questions and commonly used forms.

[www.flhocancercare.com](http://www.flhocancercare.com)

## Do you have trouble understanding you insurance claim or bill?

### Glossary Of Billing Terms

#### **Co-insurance**

A term that describes a shared payment between an insurance company and an insured individual, usually described in percentages. For example, the insurance company agrees to pay 80% of covered charges and the individual picks up the remaining 20%.

#### **Co-payment**

The insured individual's portion of the cost, usually a flat predictable dollar amount, such as \$10 per office visit. Under many plans, co-payments are made at the time of the service and the health plan pays for the remainder of the fee.

#### **Deductible**

A fixed dollar amount during the benefit period - usually a year - that an insured person pays before the insurer starts to make payments for covered medical services. Plans may have both per individual and family deductibles. Some plans may have separate deductibles for specific services. For example, a plan may have a hospitalization deductible per admission.

#### **Maximum Out-of-Pocket**

The most money you can expect to pay for covered expenses. The maximum limit varies from plan to plan. Some companies count deductibles, co-insurance, or co-payments toward the limit,

### Understanding your Explanation of Benefits (EOB)

An Explanation of Benefits (EOB) is a form that is sent to you from your insurance company after you have had a healthcare service. It is not a bill. An EOB will give you information on how your visit was paid for.

A typical EOB will have the following:

- Patient's Name
- Insurance ID Number
- Provider: This will be the name of who provided the services. It could be a doctor, laboratory, hospital, or other healthcare provider.
- Type of Service: A code and brief description of the service that was billed.
- Date of the Service
- Billed Charges: This shows the amount that was billed to your insurance company.
- Not Covered Amount: The amount that your insurance company did not pay. This will also show way that amount was not paid.
- Patient Cost: This will show the amount that is your share of the bill. This amount depends on your health plan's out of pocket requirements. Depending on your insurance this may be a annual deductible, copay, and coinsurance.