



102 Vermont Ave.
Oak Ridge, TN 37830
Leading to the cure.
www.thompsoncancer.com

P: 865.835.4500
F: 865.835.4503
Open M-F, 8:30a-4:30p
Closed daily 12p-1p

Welcome to the department of Radiation Oncology at Thompson Cancer Survival Center at Methodist. The department consists of board certified physicians and professional employees proud to be of service to you and your family. Our goal is to provide you with excellent care before, during, and after treatment. The contents of this letter include what you and your family can expect next. It also includes phone numbers and information that may be of some assistance to you.

- First appointment - a **Consultation** is a discussion between you and the nurse and then the physician. Please plan on being at the center for approximately 2 hours. Please bring completed registration forms, current insurance cards, and current medication list. A face photo will be taken of you then placed in your chart for identification purposes only.
- Second appointment - a **CT Planning Scan and/or Simulation**. Should you decide to take radiation treatment, you will be scheduled for a CT planning scan and/or simulation. You can expect to be in the department 1 hour on this day. During this appointment, the area that is to be treated is localized or "mapped" for planning and reference marks will be placed on your skin. At the end of this appointment a radiation therapist will schedule your next appointment date. This is generally scheduled for 11:30 am.
- Third appointment - a **Verification Simulation**. You will receive a new set of marks that we refer to as your treatment marks. These new marks outline the treatment area and direct the radiation therapist in setting up for daily treatments. **These marks are very important and we ask that you please do not wash them off.** No treatment will be given this day. The radiation therapist will schedule your daily treatment time and will do their best to assign an appointment time that will fit your schedule. We ask that you be here no earlier than 15 minutes before your daily appointment time. If you are going to be late or miss an appointment, please call us at (865) 835-4500.

One day a week you will see the nurse and a physician after your treatment. This allows them to follow you closely during your radiation treatment course and gives you an opportunity to discuss any question or concerns that you may have. You will be introduced to and cared for by both radiation oncology physicians (Dr. Arwood and Dr. Strike) throughout your treatments. Weekly nutritional counseling sessions are available with the registered dietician to assist you with maintaining weight throughout your course of treatment.

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The following are phone numbers you may need while under treatment:

Radiation Oncology	(865) 835-4500	MMC Toll Free	1-800-221-7253
Manager	(865) 835-4522	Hospitality House	(865) 835-4358
Physician on Call	(865) 835-1000	MMC Billing-KBOS	(865) 374-3000
Physician Billing	(865) 705-5449		

With the very complex equipment that is used to deliver radiation treatment, occasionally delays may occur that affect our daily treatment schedule. We will do our best to inform you of any delays within 20 minutes. If you have been waiting for more than 20 minutes after your scheduled appointment time please inform someone at the front desk. Unscheduled maintenance of the equipment does occur and we do call patients as soon as we can to avoid having them come in unnecessarily. If you are from out-of-town and are staying locally, please make sure that we have the telephone number where you can be reached. We will need your current home, work, and mobile phone numbers on your chart.

During severe weather, please use safe judgment and/or call before leaving to make sure the radiation oncology staff is available to administer the treatments.

If you live at least 30 miles from Thompson Cancer Survival Center at Methodist and need a place to stay during your treatment, be sure to ask our staff about the Hospitality House located near the center (number listed above).

Billing for radiation treatment is done through Knoxville Business Office (KBOS). The physicians will bill separately for their service through Oak Ridge Radiation Oncology, PLLC (numbers listed above). Depending upon insurance coverage and eligibility, a co-payment and/or deductible payment at the time of services may apply.

Again, thank you for choosing Thompson Cancer Survival Center at Methodist. Our dedicated team works together very closely with a strong commitment to providing you safe, compassionate, and high quality care in an excellent manner. If you have comments, questions, or concerns **we encourage and request** that you immediately discuss them with our staff and/or manager, Audrey Ingram at (865) 835-4522.