

2018/01/10

Dear Patient

Welcome to our practice.
We trust that you will find a supportive and caring environment with us.

We would like to take the opportunity to introduce you to our staff, facilities, services and procedures with this brochure.

STAFF

Oncologists:

We have six experienced specialists in our partnership:

- Dr Rory Callaghan - The founding partner of the practice.
He practices in Durban and Umhlanga, Ballito and in Hillcrest.
Contact details: Office: 031-209 9030 (Durban), 031-350 4011 (Umhlanga), 031-350 4060 (Hillcrest)
Cellular phone: 083-775 9154
email: rory@oncocare.co.za
- Dr Leon Marais - He practices in Hillcrest and Durban.
Contact details: Office: 031-209 9030 (Durban), 031-350 4060 (Hillcrest)
Cellular phone: 083-636 6666
email: leon@oncocare.co.za
- Dr Neil Narsai - He practices in Umhlanga and Durban.
Contact details: Office: 031-209 9030 (Durban), 031-350 4011 (Umhlanga)
Cellular phone: 081-016 4196
email: neil@oncocare.co.za
- Dr Anne Maxwell - She practices in Durban.
Contact details: Office: 031-209 9030 (Durban)
Cellular phone: 083-789 5548
email: anne@oncocare.co.za
- Dr Ria David – She practices in Durban and Umhlanga
Contact details: Office: 031-209 9030 (Durban), 031-350 4011 (Umhlanga)
Cellular phone: 083-682 0038
email: ria@oncocare.co.za
- Dr Poovan Govender – He practices in Durban and Umhlanga
Contact details: Office: 031-209 9030 (Durban), 031-350 4011 (Umhlanga)
Cellular phone: 083-775 3255
email: poovan@oncocare.co.za

We value the relationship between us and our patients.

Although you will mostly be seeing the same doctor, there will be times when the that doctor is not available.

We would like to encourage you to meet all our doctors since you will then already be familiar with him or her if you have to call on him or her over a weekend or afterhours.

We strive to ensure the highest quality of personal care.

All treatment is done in accordance with the South African Oncology Consortium (SAOC) or Independent Clinical Oncology Network (ICON) protocols.

We regularly attend national and international meetings to stay abreast of the latest treatment developments. We also consult international publications to ensure that your treatment is in accordance with international standards. By doing this we can reassure you that you are offered the best possible treatment available in South Africa.

Reception staff:

- Durban:
 - Heather Clark
 - Charmaine Delpaul
 - Alex Richmond
 - Michel Kritzing
- Umhlanga:
 - Patsy Govender
 - Aveen Sukhraj
- Hillcrest:
 - Debra Lee

Our friendly and helpful staff would have welcomed you to the practice already.

They will ask you to complete a new patient detail form. Depending on your medical aid, you will be asked to complete a second form to access the ICON managed care network.

The information about your height and weight assists us in submitting complete treatment plans.

Pharmacy information helps us with future communication with your pharmacy of choice.

Please complete both your physical and postal address on the form to improve the administration.

Please alert the practice timeously of changes to the information provided on the forms.

Signing the form with a witness protects both you and us.

Please hand all referral letters, reports and other documentation that you might have brought with you to the reception staff. They will compile a file that the Oncologist and other staff will refer to in future.

We share consulting rooms with other doctors in Ballito and do not have our own reception staff there. All calls, queries and bookings should be directed through our rooms in Durban, Umhlanga or Hillcrest.

Chemotherapy staff:

- Durban
 - Dianne Clark
 - Linda Crous
 - Priscilla Fynn
- Umhlanga
 - Babitha Maistry
 - Colleen Anderson
 - Rene Nortje
- Hillcrest
 - Dianne Clark

Our staff are all trained and experienced in the administration of chemotherapy.

They are dedicated to ensuring that you receive your chemotherapy safely and comfortably.

Before each chemotherapy session they will ensure that you are ready for the treatment. They will consult with the doctor if there are problems that need to be addressed.

Should you feel unwell while the treatment is administered please call them immediately.

The chemotherapy staff are an invaluable source of practical information on the management of challenges and side effects that you might experience during your time with us. They are first port of call for cancer and treatment related questions. Should they not be able to help you, they will consult with one of the Oncologists.

After each chemotherapy session, the chemotherapy staff will ensure that you have a follow-up chemotherapy appointment and that you know what tests are to be done prior to the next appointment.

Please do not leave the rooms without an appointment card and the requisite request forms.

Please ensure that you have a follow-up appointment with the Oncologist before leaving the rooms.

We trust that you will find the chemotherapy suites to be comfortable and conducive to relaxation. You are free to bring your own reading material, media player or favourite cushion.

Please respect your fellow patient's need for a quiet and undisturbed environment.

Family members and close friends are welcome to accompany you in the chemotherapy suite, but the seating is limited, and the patients take priority when it comes to seat allocations.

Children need to be under close parental supervision at all times. At times the chemotherapy suite becomes very busy and it might become hazardous for small children.

Pharmacy staff:

- Durban
 - Dhiren Singh
 - Tilly Arjuna
- Umhlanga
 - Jenny Ashton

The pharmacy staff prepare the chemotherapy and supporting drugs for administration. They also ensure that the correct drug orders are placed on time.

The pharmacy deals strictly with chemotherapy and is not a retail pharmacy for other chronic medications.

We do not carry large stocks of drugs and each dose is allocated to a specific patient.

Once the pharmacy receives authorisation for chemotherapy, they order it from the wholesale pharmacy. We primarily use Dis-Chem wholesale pharmacy to supply our pharmacies. We also regularly deal with Optipharm, Qestmed and Clicks for wholesale supplies.

The pharmacy staff will inform you when the chemotherapy has arrived, and the chemotherapy staff will make a booking for you to start with the treatment.

Radiotherapy staff:

Although we work in the same building, the radiotherapy department is separate from the doctors' practice.

It is operated by Equra Health. Equra Health is a specialised healthcare company that employs radiotherapists and medical physicists.

ADDITIONAL FACILITIES

Lake, Smit & Partners Inc.

Diagnostic Radiologists that provide an on-site CT-scan facility in Durban.

This is a very convenient facility for our patients at the time of diagnosis, treatment and follow-up.

You will be referred to a nearby facility with suitable equipment should your Oncologist request a test other than a CT.

The CT scanner is also used during the planning phase of radiotherapy.

This planning CT is performed to specific radiotherapy requirements and it might not be suitable for regular diagnostic interpretation.

Lake, Smit & Partners Inc. obtain the authorisations for diagnostic and planning scans.

Planning scans are invoiced separately from radiotherapy.

Most medical aids allow for diagnostic radiology investigations to be paid from the Oncology benefit. Unfortunately, this does not apply to all medical aids. Please clarify this with your medical aid and inform your Oncologist if the funding is separate from the Oncology benefit.

Lancet Laboratories

The Oncology Centre and The Umhlanga Oncology Centre hosts a depot for Lancet Laboratories.

The Practice does however use both Ampath and Lancet Laboratories.

It is recommended that tests be done at a full day prior to consultations to ensure that the results are available at the time of consultation. The laboratories have an extensive national network and you will be able to visit a laboratory close to home.

Although it is the exception, some tests take up to two weeks to process. The chemotherapy staff will inform you if a test needs to be done well in advance.

Lancet Laboratories or Ampath Laboratories make their results available to the doctors and staff electronically.

Please ensure that you bring copies of the results to the consultations if you use any other laboratory service (Flowpath, Global etc.)

Clinical Psychologist

Paula van Rooyen – She runs a private practice from our Hillcrest and Durban rooms on a sessional base. She has extended the courtesy of a complimentary introductory consultation to all new patients. For an appointment, please contact our Durban or Hillcrest rooms or contact her directly on: 083-439 0801.

Dietician

Kathy Krog - She runs a private practice from our Hillcrest rooms on a sessional base. For an appointment, please contact our Hillcrest rooms or contact her directly on: 031-265 1015.

Holistic therapist:

Rene Nortje - She offers relaxing therapies drawing on reflexology and back massage.

She is based at our Umhlanga rooms but also offers an after-hours clinic from her home.

Rene can assist with minor after-hours procedures like administering injections and taking blood at home.

Please contact her at our Umhlanga rooms for bookings or contact her directly on: 083-443 3075.

MOTIVATIONS AND AUTHORISATIONS

Once a decision has been made regarding your treatment, your doctor will compile a treatment plan.

The reception staff submit the treatment plans to your medical aid for authorisation once they receive it from the Oncologist. Heather primarily submits the chemotherapy plans and Alex primarily submits the radiotherapy and brachytherapy plans.

We cannot proceed with treatment before receiving written authorization from the medical aid. Written authorisation is the only acceptable form of authorisation.

Due to the specialised nature of Oncology treatment, the motivation process is complex and the authorisation of certain treatment plans by your medical aid may take several days.

Under exceptional circumstances the treatment plan needs to be reviewed by a third party. This adds to delays in obtaining authorization.

Some medications require special permission from the Medicines Control Council for use on a "named patient base".

This process can delay the procurement of drugs and is beyond our control.

Should there be an undue delay in obtaining authorization, we often get a faster response from the medical aid if the patient also gets involved in contacting the medical aid.

While we assist you to obtain your authorisation, the responsibility of ensuring you have authorisation for treatment ultimately lies with you.

Please check with your medical aid before every chemotherapy treatment that you have authorisation for the treatment and that there are adequate funds available.

SAOC (South African Oncology Consortium)

The SAOC has developed a tiered oncology treatment guideline in which chemotherapy and radiation therapy options are tailored to meet the financial prescriptions of the individual patient's healthcare insurance benefits.

ICON (Independent Clinical Oncology Network)

Our practice was one of the original practices to join ICON.

(ICON) is a network of Oncology specialists who are committed to widening access to quality cancer care across South Africa.

Some medical aids have contracted with ICON to manage the Oncology treatment of their members.

Our chemotherapy suites are ICON accredited.

Both ICON and SAOC offers three tiers of treatment. The lower tiers do not cover high cost drugs.

High cost drugs are not always indicated or appropriate. This indication and appropriateness is mostly determined by your diagnosis and disease stage.

Please discuss the appropriate level of medical aid care with your treating Oncologist.

ICON members do pay an additional ICON access fee at their first consultation, but this is recouped by the member's overall cost savings.

CHEMOTHERAPY BOOKINGS:

Treatment bookings are made by the chemotherapy staff.

You need to be seen by the Oncologist prior to each cycle of chemotherapy.

On some of the treatment schedules with very frequent dosing the consultations are less frequent. Please follow the chemotherapy sisters' instructions on making bookings.

Do not leave the rooms without a follow-up appointment.

RADIOTHERAPY BOOKINGS:

You need to be seen weekly by the Oncologist while on radiotherapy treatment. These consultations are intended assist in the management of treatment related side effects.

You will receive a treatment roster from the radiotherapy department once you commence with your treatment. Please contact our reception to set up weekly appointments to coincide with the times on the treatment roster.

There is no consultation charge for the appointments while on radiotherapy.

SPECIALISED RADIOTHERAPY

Stereotactic radiosurgery is regularly performed in conjunction with Equra Health at The Oncology Centre in Durban.

We offer prostate brachytherapy in conjunction with several of the Urologists in the greater Durban area. We regularly perform the procedures in Durban, Hillcrest, Umhlanga and Ballito.

Brachytherapy for gynaecological malignancies is only performed in Durban in conjunction with Netcare Parklands Hospital.

Radioembolization (Selective Internal Radiation Therapy (SIRT)) is also available under select conditions. The procedure is only performed in Durban in conjunction with Lake, Smit & Partners Inc.

GENERAL MATTERS:

Telephone calls

We use an automated answering service that is designed to direct your call to the most appropriate person to deal with your query. Please listen carefully and select the appropriate number.

Should the number not be available, the system will direct the call to the reception.

Contacting the doctors

Consultations are the best opportunity to interact with the doctor and to ask your questions.

It is advisable to write the questions down before the consultation to ensure that the questions are all answered.

Email and text message interaction with the doctors is strongly discouraged due to the limited information that is conveyed with these means of communication.

As a courtesy to the patients during consultations, the cellular phones are diverted to the reception during consultations.

Should there be a pressing problem between consultations the first step is to contact the rooms for assistance. The staff will suggest making a booking with an available doctor if they cannot resolve the matter telephonically.

The doctors do reply to emails at the earliest possible opportunity. Please bear in mind that a specific doctor might not be available to reply to your email and that you might receive a response from another doctor. As a courtesy to patients with bookings, emails are only dealt with once the booked consultations have been completed.

Extended family

To limit confusion, we suggest that your family identify one person in addition to the patient to liaise with the practice. This person will then disseminate the information to the extended family.

Telephonic consultations

Telephonic consultations are strongly discouraged. Serious health matters are better dealt with in person. Should you or your family insist on a telephonic consultation; we reserve the right to bill you for the service.

Telephonic prescriptions

Please use the regular consultation time to ask for your prescription.

We encourage you to continue receiving your chronic medications from the original prescribing specialist or general practitioner.

Should you require telephonically script, please have the drug name, strength and dosing as well as your pharmacy's fax number available. We reserve the right to bill you for the service.

Office hours

08h00 to 16h00 from Monday to Friday.

Over weekends and on public holidays one of the doctors is on call to deal with emergencies.

After-hours emergencies

The doctors take turns to attend to after-hours emergencies.

Call any one of our rooms to determine which doctor is on call (031-209 9030, 031-350 4011, 031-350 4060)

For after-hours emergencies, our doctors are available on their cellular phones (listed above).

If the doctor you wish to contact is unavailable, your call will be diverted to an answering machine detailing with an option to be forwarded to the doctor on-call.

Do not rely on a text messages or emails in case of emergency.

Voice calls are encouraged since text message delivery might be delayed or not reach the doctor at all when he or she is not on call, or on leave.

For all other queries, please call either 031-209 9030 (Durban), 031-350 4011 (Umhlanga) or 031-350 4060 (Hillcrest) during office hours.

General practitioners

We encourage you to maintain your relationship with your general practitioner. They have often managed your chronic conditions for a long time prior to your cancer diagnosis and they should continue to do so.

Where possible, we keep your general practitioner informed of your treatment.

Test results

The results of tests done prior to a consultation will be discussed during the consultation.

If you had tests done and you do not have an appointment with the doctor, please contact our rooms to enquire about the results. Our staff have strict instructions to not provide results telephonically unless it has been cleared by the Oncologists.

Test results are best discussed in person with the requesting doctor.

Reports and X-rays

The Oncologist would like to keep a copy of all your radiology reports on file.

Please take all other envelopes, discs and reports home with you and keep it in a safe place.

You do not have to bring these envelopes, discs and reports to each consultation unless you are requested to do so.

Other important points

The Oncology Centre is a smoke-free building.

Please help yourself at the refreshment counter.

No animals or firearms are permitted in the practice facilities.

Closed circuit television surveillance is active at the premises.

VALUEABLE LINKS:

- The Highway Hospice Association (Tel: 031-2086110)
- Nurserve (Tel: 031-201 2077)
- www.cansa.org (Tel: 031-205 9525)
- www.uptodate.com
- www.webmd.com
- www.cancer.gov
- www.plwc.com
- www.aboutcancer.com
- www.icon.co.za
- www.patientresource.com
- www.macmillan.org.uk
- www.nccn.org
- www.esmo.org
-

This is by no means a complete list and we would like to hear from you if you had a particularly helpful experience from an organisation or a website.

ACCOUNTS

We understand that money matters are a sensitive topic, but we would prefer you to be aware of potential costs rather than receiving unexpected bills afterwards.

The first consultation is billed directly to the patient. Most medical aids will reimburse the patient if the invoice is submitted to them by the patient.

Medical aid payments

All our accounts, except for the first account, are submitted electronically (via EDI) to the medical aids.

The medical aid then pays us in accordance with the authorisation that they had agreed to.

At the risk of labouring the point, at times we have problems with the medical aids settling our accounts timeously. The contract with the medical aid lies between you and your medical aid, and not between us and your medical aid. Should your medical aid fail to settle our accounts, you will personally be held responsible for outstanding amounts.

Private payments

All payment needs to be made by EFT, cash or cheque. No credit card facility is available.

Please refer to the invoice for the banking details. Please use your name and surname as reference for EFT payments.

Consultation billing

Drs Callaghan, Marais, Narsai and Associates Inc. charges above scale of benefits for consultations.

You are responsible for settling your account personally and claiming the balance from your medical aid society.

Chemotherapy billing

The billing structure is determined by your medical aid.

In some cases, all the chemotherapy costs appear one account. In other cases, the costs appear on two separate accounts.

Some medical aids reimburse us directly for the chemotherapy. In those cases, the invoice will contain an itemised bill for a facility fee, professional fee and chemotherapy drugs, supporting drugs and consumables. We submit this invoice to your medical aid.

Other medical aids reimburse the wholesale pharmacy for the chemotherapy drugs, supporting drugs and consumables. The wholesale pharmacy submits its invoice to the medical aid. We then invoice separately for a facility fee and a professional fee and submit a separate invoice to the medical aid.

Minor variations on the above is determined by each individual medical aid.

We primarily use Dis-Chem wholesale pharmacies to supply our pharmacy.

If you do not belong to a medical aid, we can order the drugs on your behalf from Dis-Chem. The wholesaler will invoice you directly and they require proof of payment before dispatching the drugs to us. The payment needs to be done two days before your scheduled treatment day to ensure that the order is processed and delivered on time.

We require that you pay the chemotherapy administration and facility fee two days prior to the treatment day. Unfortunately, no discounts apply.

This process needs to be repeated before each dose of chemotherapy.

The same procedure applies should your medical aid not cover your treatment, or requires you to pay a portion of your treatment.

Some medications require special permission from the Medicines Control Council (MCC) for use on a "named patient base". This process can delay the procurement of drugs and is beyond our control.

Unfortunately, we must recoup the expense for these applications from the patient (R300 per application).

Patients are liable for chemotherapy cost that are incurred when there is no authorisation for the treatment or when medical aids don't honour their authorisations.

Radiotherapy billing

The billing structure is determined by your medical aid.

In some cases, all costs appear one account. In other cases, the costs appear on two separate accounts.

The billing structure for radiotherapy consists of two separate components.

The first is related to the doctor's professional fee for prescribing and overseeing the treatment.

The second is related to the preparation for treatment and the delivery of treatment by the radiotherapy staff.

If the radiotherapy is approved by SAOC, then two invoices are generated, one for Drs Callaghan, Marais, Narsai and Associates Inc., and the second for Drs Callaghan, Landers and Associates Inc.

If the radiotherapy is approved by ICON, then two invoices are generated, one for Drs Callaghan, Marais, Narsai and Associates Inc., and the second for Dr S.J. Fourie and Partners Inc.

The centre where your treatment is delivered also affects the billing details (e.g. The Oncology Centre, Umhlanga Oncology Centre, Amanzimtoti Oncology Centre or Msunduzi Oncology Centre in Pietermaritzburg).

Private radiotherapy patients are charged at medical aid rates. Accounts are payable weekly on presentation. A 10% discount will apply to the doctors' professional fee if the amount is paid in full before the start of treatment.

Should you go through the preparation process and not proceed to treatment, you will be liable for the costs incurred during the preparation.

Account queries and help with your medical aid

Drs Callaghan, Marais and Narsai Inc. and its staff strive to be professional and efficient at all times.

We respectfully request the same from our clients.

Most problems have a rational explanation and with your assistance we will be able to resolve it.

No verbal abuse will be tolerated.

Payments

No credit card facility is available. We welcome EFT payments.

Please refer to the invoice for the banking details. Please use your name and surname as reference for EFT payments.

DISCLAIMER

The owner of the building and the tenants do not accept responsibility for any physical or material harm, damage, loss or theft that might occur either inside the building or on the surrounding grounds.

The right of admission to the grounds and building is reserved by the owner and tenants.

Persons or companies causing physical or material harm, damage, loss or theft to the building or the tenants will be held responsible for reparations for such physical or material harm, damage, loss or theft.

IN CONCLUSION

This brochure is just an introduction to our team and the administration process.

Please do not hesitate to contact us should you have anything you wish to discuss.

Kind regards

Drs Rory Callaghan, Leon Marais, Neil Narsai, Anne Maxwell, Ria David and Poovan Govender