

PACIFIC SHORES MEDICAL GROUP

Hematology

Oncology

Infusion Services

www.pacshoresoncology.com



Patient Information Booklet

Exclusive Property of Pacific Shores Medical Group

Patient Information Booklet

Welcome To Pacific Shores Medical Group (www.pacshoresoncology.com)

We would like to provide you with information about some of our policies and procedures, as well as answers to frequently asked medical questions. Some of the information in this booklet may not directly apply to you because it is specific to certain conditions. However, we trust that most of the information in this booklet will help you receive the safest, most accurate, and highest quality of medical care.

Office Policies and Procedures

Your Appointment

Each scheduled appointment time is specific to the service required. Your appointment will generally include one or any combination of the following services:

- Laboratory work
- Physician/health professional visit
- Research visit
- Treatment

Patients may be scheduled for one appointment time but may receive different services. In case an emergent situation arises during clinic hours, our staff will do their very best to accommodate each patient's personal needs

and scheduled appointment time. We appreciate your patience and understanding during these situations.

It is essential that you bring your appointment card to each visit.

Please remember to schedule your appointments at the front desk.

A date without a time is not a scheduled appointment.

Our scheduled appointments are computerized, and your appointment is entered into the computer at the front desk. Without this action, there is no scheduled appointment. Failure to follow these instructions may delay your treatment.

Your appointment date and time are inside the appointment card. Please come to your appointment at the designated, scheduled time.

Please remember to call ahead for a same-day appointment. We do not accept walk-in appointments.

Pacific Shores Medical Group
APPOINTMENT CARD



Please Get Time at Front Desk Before Leaving

Bring this card at each visit

- Glendale (818) 637-7611
- Huntington Beach (714) 252-9415
- Irvine (949) 333-7580
- Long Beach (Elm) (562) 590-0345
- Long Beach (Worsham) (562) 430-5900
- Newport Beach (949) 999-1400

Your Name

For physician/health professional visit, you will usually receive a reminder automated call.

Your Clinic Visit

Please remember to:

- Bring your current health insurance and prescription benefits cards.
- Always be prepared to pay your co-pay at the time of service; payment can be with cash, credit card, or check.
- Bring your appointment card.

Rules and Regulations

- We are an adult hematology/oncology practice; therefore, children under the age of 16 are not allowed.
- Please! Do not use cell phones inside our office (this includes the waiting area), except for emergencies. Keep cell phone use to an absolute minimum.
- It is very important to notify the billing department at 562-590-0345 if you have any of the following changes:
 - Address and phone number
 - Insurance coverage (Please call prior to your appointment to inform us of the change to avoid delays.)

As a courtesy to our patients, The PSMG Billing Department will submit your medical bill to your insurance company for payment.

Any unpaid balance will be your responsibility.

Patient Care

Medications

Always carry an updated list of your current medications. It is essential for your safety that we keep updated current information about any and all medications you are taking, including not only prescription medications but also any vitamins, herbs, as well as alternative and complementary medicines.

Other Doctors

Always carry an updated list of the names and phone numbers of other doctors involved in your care. Our doctors often communicate with them.

Physician Dispensing Program

You may be able to fill your prescriptions in our office; please ask your doctor or nurse about this convenient option.

Refills

Have your pharmacist call us or fax a request for refills. **Please allow at least 72 hours to refill prescriptions.** Call ahead of time so you do not run out of medicine. Some medications, such as strong pain killers, may not be refilled over the phone, as they require written prescriptions. **Do not wait until Friday to get your medication supply for the weekend.** Get the prescription ahead of time or during your doctor visit.

Communicating with your Nurses and Doctors

If your problem is extremely urgent, please call 911.

If you have an acute medical problem, such as fever, shaking chills, uncontrolled pain, bleeding, uncontrollable nausea and vomiting, or any condition that requires immediate attention, you may need to go to the emergency room immediately or call your doctor.

Whether you call 911 or go to the emergency room, call our office as soon as possible to let us know about your condition and ask to speak with the nurse or doctor immediately. If you receive treatment in our office under the care and orders of a doctor who practices at another facility, please call your doctor immediately.

If the situation is less urgent, you should call our office and ask to speak with the nurse or doctor.

If you call our office number after hours, you will be able to leave a message for the on-call doctor who will call you back.

If your call is of a less acute nature, such as a question about the schedule of medications to be taken or questions about your tests or upcoming treatments, then we ask that you call during office hours.

Please keep in mind that during office hours, our staff is taking care of patients while you are calling. We ask you to assist us in making our operations as efficient as possible, so that everyone will be attended to efficiently and on time.

Medical information

Our medical team will discuss your condition as well as

needed tests and treatments with you; if your treatment includes chemotherapy, please read the next section.

Otherwise please move on to the following section (General Medical Information).

Answers to frequently asked questions about chemotherapy

What foods should I eat during the therapy?

Eat a light meal the morning and afternoon of your treatment. Avoid spicy or fatty foods. Please do not bring snacks that require refrigeration, microwaving, or are odorous (strong aromas can stimulate nausea and vomiting). Eat frequent small meals. Use dietary supplements to complement your diet, if needed.

What about fluids?

Unless otherwise indicated by your doctor, drink plenty of fluids the day before, the day(s) of, and the day after you have chemotherapy. We suggest 10 to 15 (8-ounce) glasses of fluid (soda, water, or other beverage, soups, gelatin, watermelon, fruits). You may need to drink less fluid if you have a history of heart failure or swelling with water retention. You do not generally need to drink extra fluid the rest of the time.

What should I know about mouth care?

Maintain good oral hygiene. Gently floss after each meal and use a soft-bristled toothbrush. Use Biotene® or similar mouthwash 2 or 3 times a day. If you will be

having radiation that affects your mouth area, you must see the dentist before starting treatment.

What should I wear during therapy?

Wear comfortable, loose-fitting clothing with stretchable waistbands; no constricting jewelry. Bring a blanket, especially if your treatment is long. Please do not use perfume (patients or family members). Treatments may make your skin extremely sensitive to the sun; use a sunscreen and wear protective clothing, as needed.

What will I do when I arrive?

We usually have Wi-Fi access, as well as TV and video equipment in the treatment areas. There are also magazines and educational materials available. Bring any item needed for comfort, such as a favorite blanket or pillow, a book, or a portable device with an ear piece to listen to your favorite music or program.

One family member is encouraged to accompany the patient in the treatment area on the first day of their chemotherapy. During subsequent chemotherapy appointments, we request that adult family members wait in the reception/waiting room area.

Please limit the use of cell phones in the treatment area to an absolute minimum. For safety reasons, children are not allowed in the treatment area. An uncluttered treatment area provides a safer and more comfortable environment for patient care.

What side effects should I expect?

Chemotherapy can cause a variety of side effects, including low blood counts, increased risk of infection, fatigue, hair loss, nausea, ovarian failure, premature menopause, and female or male sterility. The side effects vary with the drug(s) used, so please make sure you read the medication-specific printed information given to you.

Follow your prescribed anti-nausea medication schedule and other instructions at home after treatment. Do not wait until you have severe nausea or vomiting to find out what to do. Take your nausea medication as instructed by your doctor and your nurse.

What signs and symptoms should I report immediately to the nurse or physician?

Fevers over 100.4°F (38 C), chills, nausea/vomiting not improving with anti-nausea medication, diarrhea, mouth sores that impede drinking and eating, excessive bleeding from any site, sudden severe weakness, or feeling suddenly cold and sick and unable to get warm.

After hours please call our regular office number to contact the on-call doctor. In case of an emergency, call 911.

What if I am pregnant?

In general, it is recommended that patients **not** get pregnant during, and up to 2 years after, completion of chemotherapy, radiotherapy, or other cancer treatments. The safety of chemotherapy, and other drugs used in cancer therapy during pregnancy is generally not well

known. If you are pregnant, you should not take any treatments without checking with your doctor. Use appropriate contraception, if applicable, during therapy to avoid getting pregnant.

General Medical Information

Anemia

Anemia results when there is a lack of red blood cells that carry oxygen to all parts of your body. When the red blood cell count is low, your body's tissues don't get enough oxygen to do their work. Anemia may make you look pale and feel fatigued, weak, tired, and dizzy. Anemia can be caused by many conditions and at times can be a side effect of medications; our team specializes in the diagnosis and therapy of anemia, which is often very treatable.

Bleeding Precautions

If you have a low platelet count or you are taking a blood thinner, you may have an increased risk of bleeding or bruising. Avoid aspirin or aspirin-like medications, unless approved by your doctor. Notify the nurse or doctor of any excessive bleeding or abnormal bleeding from rectum, in urine, from mouth or nose, or any other site. You may notice easy bruising, so avoid trauma or falls, especially head trauma.

Constipation

Some anticancer medicines, pain medicines, and other medicines can cause constipation. Constipation can also occur if you are less active or if your diet lacks enough fluid or fiber. If you have not had a bowel movement for more than a day or two and this is less than normal for you, call your doctor, who may suggest taking a laxative or stool softener.

What can I do about constipation?

Drink plenty of fluids. If you do not have mouth sores, try warm and hot fluids, including water. Check with your doctor to see if you can increase the fiber in your diet (there are certain kinds of cancers and side effects for which a high-fiber diet is not recommended). High-fiber foods include bran, whole-wheat breads and cereals, raw or cooked vegetables, fresh and dried fruit, nuts, and popcorn. Walking can be very helpful to prevent constipation, bloating, and excessive gas, especially after meals.

Depression

Cancer may disrupt patients' lifestyles and threaten their emotional and physical well-being. This stress can often lead to depression. Please inform your doctor or nurse if you feel depressed. You can be helped.

Diarrhea

Some treatments can affect the cells lining the intestine, causing diarrhea (watery or loose stools). Diarrhea can also be caused by an infection in the bowel, especially after taking antibiotics. If you have diarrhea that

continues for more than 24 hours, or if you have pain and cramping along with the diarrhea, call your doctor. In some instances, the doctor or nurse will instruct you to take medication immediately for any diarrhea. If diarrhea persists, you may need intravenous (IV) fluids to replace the water and nutrients you have lost. Often these fluids are given to you in the office, and you do not require hospitalization. Do not take any over-the-counter medicines for diarrhea without asking your doctor.

How can I help control diarrhea?

Drink more fluids to help replace those you have lost through diarrhea. Mild, clear liquids, such as water, clear broth, sports drinks such as Gatorade®, or ginger ale, are best. Drink slowly and make sure the drinks are at room temperature. Let carbonated drinks lose their fizz before you drink them. Eat small amounts of food throughout the day instead of large meals. If you have nausea and are unable to take fluids by mouth, you may need intravenous fluids in the office to prevent severe dehydration.

Unless your doctor has told you otherwise, eat potassium-rich foods. Diarrhea can cause you to lose this important mineral. Bananas, oranges, potatoes, and peach and apricot nectars are good sources of potassium. The nurse can give you a list of other potassium-rich foods.

Ask your doctor if you should try a clear-liquid diet to give your bowel time to rest. A clear-liquid diet does not provide all the nutrients you need, so it is generally not indicated for more than 3 to 5 days. Avoid hot or very

cold liquids, which can make diarrhea worse. Avoid coffee, tea with caffeine, alcohol, and sweets. Stay away from fried, greasy, or highly spiced foods, as well as the skin of fruits. They are irritating and can cause diarrhea and cramping. The skin of chicken and turkey are to be avoided because they contain fat. Avoid milk and milk products, including ice cream, as they may make your diarrhea worse.

Eat low-fiber foods. Low-fiber foods include white bread, white rice or noodles, cream cereals, ripe bananas, canned or cooked fruit without skins, eggs, mashed or baked potatoes without the skin, pureed vegetables, chicken, or turkey without the skin, and fish.

Fatigue (Tiredness)

Report to your doctor or nurse if you have severe tiredness that interferes with your ability to do your normal activities.

Rest when you are tired. Otherwise, do pursue your normal activity levels and try to stay fit and physically active.

Unless otherwise instructed by your doctor, most treatments will allow you to remain physically active which, in turn, will maintain your strength and muscle mass. When possible, an exercise program and frequent brisk walking are highly recommended. If necessary, ask others to help you with household tasks, such as cooking, cleaning, and shopping.

Hair Loss

Hair loss (alopecia) is a common side effect of chemotherapy, but not all drugs cause hair loss. Your doctor can tell you if hair loss might occur with the drug(s) you are taking. When hair loss does occur, the hair may become thinner or fall out entirely. Hair loss can occur on all parts of the body, including the head, face, arms, legs, underarms, and pubic area. The hair almost always grows back after the treatments are over. Some people start to get their hair back while they are still having treatments. Sometimes, hair may grow back with a different color or texture.

Hair loss does not always happen right away. It may begin several weeks after the first treatment or after a few treatments. Many patients indicate that their head becomes sensitive and the scalp tender before or during the hair loss. Hair may fall out gradually or in clumps. Any hair that is still growing may become dull and dry.

Infection

If you are on chemotherapy, you may be at an increased risk of infection. You need to watch for these symptoms:

- Any fever over 100.4°F or 38°C.
- Shaking chills, feeling suddenly very cold, unable to get warm.
- Feeling suddenly very weak and sick.
- Redness, swelling and/or pain around skin sores, in the mouth or rectal area.
- Loose bowel movements or diarrhea.
- A burning sensation when urinating.
- A severe cough or sore throat; sputum production.

If any symptoms of infection appear, report them to your doctor or nurse right away. Do not ignore these symptoms. Do not use Tylenol®, Advil®, aspirin-containing medications, or any other medicine unless you check with your doctor or nurse. Your doctor or nurse may give more specific instructions for you to follow if you have a fever (such as taking antibiotics) based on your special situation.

Why is infection more likely?

Anticancer drugs can affect the bone marrow, decreasing its ability to produce blood cells. The white blood cells produced in the bone marrow protect your body by fighting bacteria that cause infection. During the course of your therapy, the doctor will closely watch your blood cell count. If you have a reduced white cell count, it is very important that you try to prevent infection by taking the steps listed below:

- Wash your hands often during the day; be sure to wash them well before eating and after using the bathroom.
- Avoid crowds, as well as people who have contagious illnesses such as colds, chickenpox, or the flu.
- Maintain good oral hygiene. Floss very gently after each meal and use a soft-bristled toothbrush.

Nausea and Vomiting

Report to your doctor or nurse immediately if you have nausea that makes it difficult for you to eat, or if you vomit more than twice in one day. Vomiting may cause dehydration. Take anti-nausea medication as ordered.

Notify the doctor or nurse if your anti-nausea medication is not effective.

- Avoid large meals and foods that are fatty and spicy.
- Eat foods at room temperature. Try juice, crackers, sandwiches, cottage cheese, or cereal.
- Eat six small meals a day instead of three larger meals.
- Avoid preparing foods when you feel nauseated.
- Exercise moderately. Some studies have shown that moderate exercise helps lessen nausea.

Sexual Problems

If you are pregnant, you should not take any treatments without checking with your doctor. You should use appropriate contraception, if applicable, during therapy to avoid getting pregnant.

Menstrual periods may become irregular or stop completely while you are undergoing chemotherapy. Women are also more likely to get vaginal infections and may experience menopause-like symptoms, like hot flashes. Chemotherapy can cause premature ovarian failure and menopause in women and temporary or permanent sterility in men.

Vaginal dryness and scar tissue can result with certain treatments, such as radiation and chemotherapy for rectal cancer, anal cancer, or cervical cancer. Ask your doctor for details.

Please ask your doctor regarding any specific questions you may have.

Women: The safety of chemotherapy and other drugs used in cancer therapy during pregnancy is generally not well known. Chemotherapy drugs may affect ovarian function, which can result in temporary or permanent infertility (sterility). Ask your doctor for details.

Men: Chemotherapy drugs may affect sperm cells, which can result in temporary or permanent infertility (sterility). Impotence, either temporary or permanent, is frequent with certain treatments. Ask your doctor for details.

Complete Blood Count

The complete blood count is a test run in your blood sample to determine the numbers of white blood cells, red blood cells, and platelets. Normal results may vary slightly according to the laboratory. This test is very important especially during treatments and when your condition causes abnormalities in the complete blood count. It is not uncommon to monitor this test weekly during treatments.

White blood cells (WBC) indicate the number of white blood cells circulating in the blood. The normal range is usually around 4.6 to 10.2 K/uL, and the laboratory printout will show the number under the "normal" column if the number is within normal limits. If the number is outside the normal range, then it gets printed under the "abnormal" or "out of range" column. White blood cells are part of the immune system and fight infection. There are different types of white cells, including lymphocytes (LYMPH) and granulocytes (GRAN) and other cells (MID). The

absolute number of granulocytes (GRAN) is an important number, and it is listed in the complete blood count report. Normally this number should be from around 2 to 6.9 K/uL. If the number is below normal, and especially if it is below 1, it can indicate that the person is prone to infection.

Red blood cells (RBC), hemoglobin (HGB), and hematocrit (HCT) are the three numbers that measure the proportion of red blood cells in the blood. Red blood cells carry oxygen, and therefore they are important to the overall function of the body. Low numbers can be associated with fatigue and possibly shortness of breath, difficulty functioning, and sometimes headaches, chest pain, irritability, and inability to rest and sleep well. Normal ranges tend to be a bit higher for men than for women and overall are around: RBC 4.20 to 6.30 M/uL, HGB 12 to 17 g/dL, HCT 37 to 51%.

The MCV, MCH, MCHC, and RDW are somewhat less important indicators. These are indices that outline certain characteristics of the red cells. Sometimes these indices can help the doctor determine what kind of problem there is with the red cells, such as lack of iron, lack of vitamin B-12, or an abnormality in the bone marrow.

Platelets are an important component of the coagulation system. Low platelets are associated with excessive bleeding. On the other hand, sometimes the platelet count can be very high, and that can be associated with an excessive risk of having blood clots. The normal platelet count range is from 140 to 440 K/uL.

GLOSSARY

This glossary reviews the meaning of some common words and expressions that you may hear.

Adjuvant therapy

Anticancer drugs, hormones, radiation therapy, or other medication given after surgery to prevent the cancer from coming back.

Anemia

Having too few red blood cells. Symptoms of anemia include feeling tired, weak, and short of breath.

Antiemetic

A medicine that prevents or controls nausea and vomiting.

Blood cell count

The number of white blood cells, red blood cells, and platelets in a sample of blood. This is also called complete blood count (CBC).

Bone marrow

The inner, spongy tissue inside of bones where blood cells are made.

Cancer

Uncontrolled growth of malignant cells that invade and spread if left untreated. Malignant cells have lost the natural mechanisms that control their growth.

Central venous catheter

A special thin, flexible tube placed in a large vein. It remains there for as long as it is needed to draw blood and deliver medications or fluids.

Chemotherapy

The use of drugs to treat cancer.

Diuretics

Drugs that help the body get rid of excess water and salt. Also known as water pills.

Infusion

Slow and/or prolonged intravenous delivery of a drug or fluids.

Injection

Using a syringe and needle to push fluids or drugs into the body; often called a "shot."

Intramuscular (IM)

Into a muscle.

Intravenous (IV)

Into a vein.

Malignant

Used to describe a cancerous tumor.

Mucositis (also known as stomatitis)

Sores and inflammation of the lining of the mouth.

Peripheral neuropathy

A condition of the nervous system that usually begins in the hands and/or feet with symptoms of numbness, tingling, burning, and/or weakness. Can be caused by certain anticancer drugs.

Platelets

Blood cells that help stop bleeding.

Port (Port-a-cath)

A small plastic or metal container surgically placed under the skin and attached to a central venous catheter inside the body. Blood can be drawn and medications or fluids can be administered through the port, using a special needle.

Radiation therapy

Cancer treatment with radiation (high-energy rays).

Red blood cells (RBCs)

Cells that supply oxygen to tissues throughout the body.

Subcutaneous (SQ or SC)

Under the skin.

Tumor

An abnormal growth of cells or tissues. Tumors may be benign (noncancerous) or malignant (cancerous).

White blood cells (WBCs)

The blood cells that fight infection.

Internet Resources

Here are some helpful internet sites
you may consider visiting
depending on your needs and condition:

www.pacshoresoncology.com

www.nccn.org

www.cancer.net

www.cancer.gov

January 20_ _

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February 20__

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March 20__

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April 20__

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May 20__

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June 20__

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July 20__

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August 20__

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October 20__

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November 20__

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December 20__

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January 20_ _

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March 20__

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June 20__

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714-252-9415

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Irvine, CA 92618
949-333-7580

351 Hospital Road, #610
Newport Beach, CA 92663
949-999-1400

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