

***The Mission of Hematology-Oncology Associates of CNY is to provide the highest level of quality care in a healing environment for the mind, body and spirit of patients dealing with cancer and blood disorders.***

## **The Only Number we assign to our patients is:**

# **Number ONE!**

We think it's important for us to share why the numbering system upon entering our Brittonfield building was instituted. Our number one priority is always our patients. The last thought we would want any of our patients, their families or caregivers to have is the idea that they are just a number, as that is the farthest from reality. We understand the honor and privilege it is to serve and we hold our patients in the center of all we do. The system is not optimal—but right now, it's the best solution we could create to reach the following goals:

- ◆ To allow our patients and their caregivers to sit comfortably while waiting to be checked in. We do not want our patients who are sick, elderly or fragile to stand in line.
- ◆ To eliminate lines to enter our building that often caused the front doors to remain open and chill or heat up the foyer.
- ◆ To eliminate confusion as to where the line begins, twists, turns and ends.
- ◆ To be compassionate and as efficient as possible to enable our patients to proceed to their appointment (s) as quickly as possible.

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- **Our patients are #1**
- **Otto visits Infusion**
- **Community Oncology Alliance (COA) and our Patient Advocate's trip to DC!**
- **For the Mind, Body & Spirit - Services for our patients**
- **Breast Care Partners Update!**
- **A new CyberKnife**
- **CancerConnects**
- **We're not miles away ... Just miles ahead!**
- **HOA's improved website**
- **Integrative Medicine and Wellness Programs**
- **2017 Spirit Award-Matt Korzeniewski**
- **Medicare Update**

**Quote for  
the Quarter**



"Hope sees the invisible,  
feels the intangible and  
achieves the impossible."  
Helen Keller

## Our Patients are Number One (continued)

A number of patients have commented that they don't like the new system and some feel offended by the numbers for various reasons. Many of these patients have been with our practice for years and didn't mind the old lines. We were very bothered by these comments, as we value our patients and want to provide the best experience possible. Through the years, we have received numerous complaints about the lines and the confusion that is caused when many patients enter simultaneously.

We decided to present our patients with a survey. We surveyed over 500 patients and the great majority—over 92% are fine with the numbering system. To improve our patient experience and streamline front desk operations further, we added the confidentiality screens and additional staff. We removed some of the tasks that the front desk staff needed to complete with our patients upon entry and moved those tasks to the second floor to make office visits flow more smoothly.

We have contemplated renovating the foyer to better meet the needs of our patient and staff and are still evaluating these possibilities. In summary—right now, we think this numbering system is our best option. We are grateful to our patients for allowing us to be an integral part of their healing journey and we appreciate your understanding and support of our practice operations. Please know that our patients are only NUMBER ONE!

## Otto Visits our Onondaga Hill Location!



*Nothing can cheer an SU fan like a visit from Otto while in infusion!*



## I AM Community Oncology!



Pictured from left to right: Dr. Anthony Scalzo, Brenda Alkins, Katherine Scott, Cassandra Fedyshyn, Maritza Alvarado, Rebekah Gilbert, Loras Freiburger, Catherine Crawford, Tracy Brown, Della Smith and Kathleen Barry

Washington, DC will never be the same! The Community Oncology Alliance, fondly abbreviated **COA**, had their annual meeting April 11-13, 2018. A great event was made even more spectacular by the nine HOA Patient Advocates that accompanied us to this meeting, pounding the pavement on Capitol Hill fighting for the preservation of Community Oncology! Community Oncology practices are private cancer practices not owned by hospitals or universities. Voluminous data has resulted from studies and white papers that demonstrate a 35-45% cost savings when cancer care is provided by independent physician practices—in conjunction with the highest level of patient satisfaction and a commitment to excellence. The energy of dedication to cancer care filled the air! We are grateful to our patients and all the patient advocates from around the country that flooded capital hill to support us! Special appreciation to HOA's Community Oncology Alliance Patient Advocacy Network (CPAN) Advocacy Leader, Rebekah Gilbert, RN, BSN, OCN.



## For the Mind and Spirit

**More Support for our Patients \* Free to All !!**

### Support Group for Recurrent & Metastatic Disease

This support group is dedicated to providing guidance to those cancer patients with recurrent and metastatic disease. The unique aspects of this journey are explored with patients who are experiencing similar challenges. This group meets the 1st & 3rd Tuesday of each month from 4-5:30 pm at Brittonfield in the 3rd floor conference room and is facilitated by Gussie Sorensen, LCSW-R and Katie Cazzolli, NP.

### Look Good... Feel Better

*Cosmetology professionals will help you with make-up application, dry skin, discolored nails, choice and care of a wig, scarves, turbans and hats. Please call and register for sessions in East Syracuse & Cayuga, Jefferson, Lewis, Madison, Oneida and St. Lawrence Counties.*

### American Cancer Society

6725 Lyons St., East Syracuse

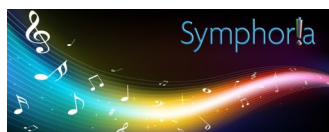
**Call 1-800-227-2345**



- ♦ **Brain Tumor Family Retreat**
- ♦ **Women & Men's Oncology Programs**

**315-434-9477**

**[www.campgooddays.org](http://www.campgooddays.org)**



### Healing Harmonies

The mission of Healing Harmonies is to create partnerships between the musicians and local healthcare and wellness providers, with the intent to bring live music with therapeutic benefits to patients, their families, and healthcare staff in CNY. Music has been recognized to have immense benefits for patients through stress and anxiety reduction, lessening the side effects of chemotherapy, and reducing the amount of pain medication needed before and after surgical procedures. We are pleased to offer this to our patients.

### Breast Cancer Support Groups

Second Wednesday of Each Month February-November  
at Hematology-Oncology Associates 5008 Brittonfield Parkway  
East Syracuse, NY 13057



**Moving Forward**  
4-5 p.m.

For Newly  
Diagnosed  
Patients

**Step by Step**  
5-6 p.m.

Health &  
Wellness  
Program



For more information and to RSVP call/text 315/952-1318  
or email [hoabcp@gmail.com](mailto:hoabcp@gmail.com)

### Auburn / Cayuga County Support Group

*This support group, facilitated by Kathy Bennett, RN meets the last week of each month from 7-9 pm at Auburn Community Hospital, 3rd Floor Conference Room. All patients & caregivers are welcome. For exact dates please contact Kathy Bennett at (315) 246-1931*





Breast Care Partners is Certified by the National Accreditation Program for Breast Centers (NAPBC), a program developed by the American College of Surgeons to ensure the highest level of dedication to quality and successful outcomes in breast health. A partnership with Hematology-Oncology Associates, St. Joseph's Health, Crouse Health, St. Joseph's Imaging, CRA Imaging, CNY Surgical Associates and St. Joseph's Breast Care Surgeons.

**Like us on Facebook at [breastcarepartners.com](http://breastcarepartners.com)**

## Celebrating 10 years of CyberKnife!

What's the best way to celebrate 10 years having the only CyberKnife in Central New York? Buying a new CyberKnife!

This state of the art, robotic, radiosurgery is one of a kind and we are thrilled to be able to bring this cutting edge modality to our HOA patients!

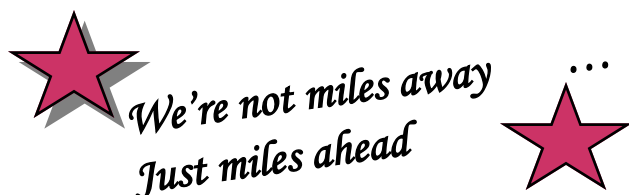
The new CyberKnife can do even more than the previous one—reducing treatment times even further and allowing more tumor sites to be treated, all with the same incredible results! Look for a complete review in our next newsletter or check it out at our website: [www.hoacny.com](http://www.hoacny.com)



- ◆ Mentoring Program
- ◆ Financial Assistance for Cancer Patients
- ◆ Vouchers for free Complementary/ Integrative Wellness services
- ◆ Connections to facilitate the cancer journey

**CancerConnects** is pleased to continue our work to facilitate connections for everyone throughout Central New York who has been diagnosed with cancer. If you are interested in connecting with a cancer survivor mentor or if you're interested in becoming a mentor to cancer patients, please contact CancerConnects.

**[www.cancerconnects.org](http://www.cancerconnects.org) or (315) 634-5004**



# The Wellness Center

A beautiful and healing atmosphere is provided as a haven of opportunity for the mind, body and spirit. Check out the Wellness Center's schedule of classes and services on the web!

[www.hoacny.com](http://www.hoacny.com) — Wellness Center

(315)234- HOPE

## Hematology-Oncology Associates Comprehensive Outpatient Treatment and Support Services

- ◇ Chemotherapy and Radiation
- ◇ Clinical Research
- ◇ CyberKnife®
- ◇ Clinical Laboratory
- ◇ Pharmacy & Patient Rx Center
- ◇ CT and Other Diagnostic Testing
- ◇ Patient and Family Counseling and Support Group Services
- ◇ Nutritional Counseling
- ◇ Integrative/Complementary Therapy
- ◇ Cancer Rehabilitation / Survivorship
- ◇ Community Educational Programs

### ***Amenities***

- ◇ State of the Art Facilities
- ◇ Imaging Services
- ◇ Boutique at Brittonfield
- ◇ Flat Screen TV's
- ◇ Patient Internet Access
- ◇ Free Parking
- ◇ Patient Education Area
- ◇ Electronic Medical Record

## Our Updated Website!

Please remember to visit our site soon!

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



Our website has never been so robust—now including a video that may be helpful to patients and can be found under the Patient Resources tab. You'll also find pictures of our Advanced Practice Team—our Nurse Practitioners and Physician Assistants. We are really proud of the updated site and the team of dedicated HOA employees who put forth great effort to create a comprehensive resource for our patients. Please check it out!

## Integrative Medicine /Wellness Programs 315-234-HOPE

**Integrative or Complementary Therapies** are services that support your current medical treatment and are never intended to replace it. They are for patients who are seeking wellness or well being of not only the physical body, but of the mind, body and spirit.

Massage \* Reiki \* Healing Touch \* Yoga \* CranioSacral Therapy \* Foot Reflexology \* Meditation \* Acupuncture \* Tai-Chi \* Zumba \* and more

*Offered at our Brittonfield Office &/or The Wellness Center at Medical Center West*

*Please call Anne, 315-234-4673 or check out our website for more information  
[www.hoacny.com/our-services/wellness-center](http://www.hoacny.com/our-services/wellness-center)*

## 2017 Spirit Award Recipient Matthew Korzeniewski, RN



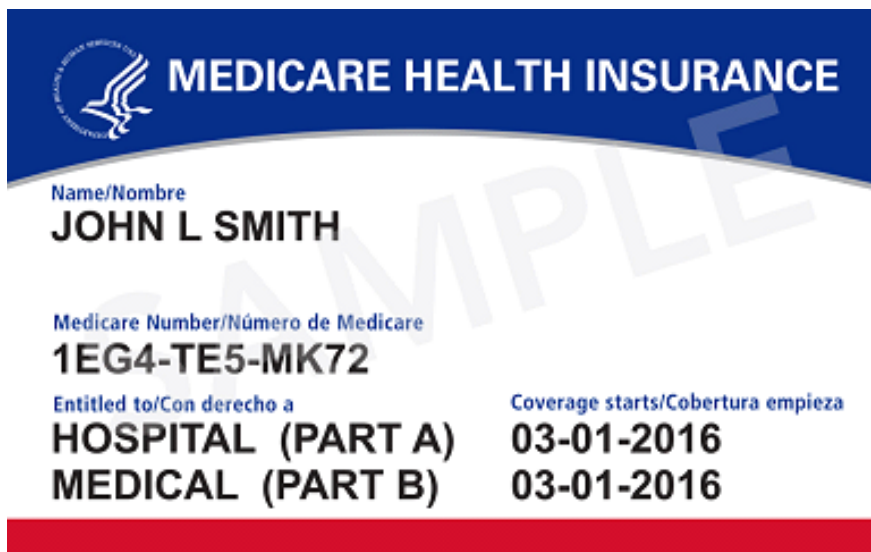
**Congratulations Matthew!**

Matthew Korzeniewski, RN was the recipient of the 2017 Spirit Award. Matthew is the Director of EMR and HIRS—the Electronic Medical Record and Health Information and Referral Services Departments. He is loved and respected by his peers and he was an outstanding choice for this award. The spirit award is given annually to an employee who consistently demonstrates an exemplary team spirit, passion for excellence and commitment to our mission. Every employee can submit a nomination and Matt's were overflowing with words that expressed his commitment to our patients, his kindness and his extraordinary work ethic. Our EMR conversion was an incredibly difficult undertaking and we could not have done it without Matt's positive attitude, perseverance, motivation and skill. Thanks Matt!

## Important Medicare Information!

### Medicare's New Insurance Cards

#### YOUR NEW CARD WILL LOOK LIKE THIS:



Due to the Medicare Access and CHIP Reauthorization Act (MACRA), the removal of Social Security Numbers from all Medicare cards is required by April 2019.

A new Medicare Beneficiary Identifier (MBI) will replace the Social Security Number based Health Insurance Claim Number on the new Medicare cards. (Your new card will have a new Medicare Number that's unique to you, instead of your Social Security Number. )

This will help to protect your identity in the fight of medical identity theft.

You and your providers will be able to use the MBI for Medicare transactions like eligibility status, billing, and claim status. Once you receive your new Medicare card, **please bring it with you to your next appointment we will make a copy that will be saved to your account.**

Medicare has started to mail the new cards this April and will continue to do so in phases by geographic locations.

*If you would like other information about this change, please visit [www.cms.gov](http://www.cms.gov)*