Thank you for choosing Northwest Georgia Oncology Centers, P.C. (NGOC). You have Georgia’s largest community-based, independent cancer/hematology practice FIGHTING FOR YOU with nine locations and a collaborative network of 21 board-certified medical oncologists and hematologists. Along with our esteemed physicians, we have excellent, experienced clinical staff and knowledgeable administrative staff members, all of whom are available to help you and your family. We are your healthcare team and will remain in communication with you, your family and your other physicians to make certain that the circle of care is complete. Delivered with expertise and compassion, our patient-centered care sets us apart, inspiring us to make advancements in evidence-based treatment and care. We’re making remarkable progress in the fight against cancer and blood disorders by offering the most advanced treatments, targeted therapies and clinical trials. Our cancer specialists are actively involved in cancer research through offering cutting-edge clinical trials giving you access to the newest cancer drugs often before they’re commercially available.

Your life is at the center of our care. At NGOC, we’re FIGHTING FOR YOU.

The Northwest Georgia Oncology Centers (NGOC) team looks forward to meeting you so we can start building a trusting relationship to provide you care with confidence, strength and expertise.

You’ll get an introduction to our compassionate patient-centered care and come to know it well as we walk alongside you on your journey.

Your doctor will listen to your concerns, answer your questions and educate you about your diagnosis.

You’ll get a balanced approach about the options and appropriateness of various treatments that are best for you based upon risks and benefits.

You’ll gain confidence with a personalized care plan using the most advanced treatments available.

You’ll gain hope with the expertise, encouragement and support of the NGOC team and other patients fighting cancer and blood disorders.

Many of our patients face serious illnesses. For this reason, we encourage you to bring a designated family member to office visits or conferences to participate in discussions related to your care. With your consent, we can also arrange for a family conference to help address all concerned family members questions.

What to expect:

Once you arrive for your appointment, you will be asked to complete or update a patient visit information form which includes your current medications, allergies, demographic and insurance information. This is important information that will keep your medical record up to date. We will confirm insurance coverage and file claims with your insurance carrier for office services. If your insurance plan requires a co-payment or if you have any balance due after insurance pays, this will become your responsibility. At your first visit, you will also be activated in our secure online patient portal so that you may obtain and view pertinent clinical information, including but not limited to your lab results. Our clinical team will then obtain your vital signs and may collect blood work before you are escorted to an exam room to meet your doctor. Most routine laboratory tests necessary for your care may be collected in our office. Testing may be performed in the office or sent to a reference lab. These tests may be billed as part of your office visit or may be billed to you by the reference lab depending on your insurance status. All requests or concerns should be discussed during the visit with your provider, including all medication refills.

All return office visit appointments will be scheduled before you leave, if you need to change an appointment or have any concerns between appointments with your physician, we ask that you please contact our office immediately. All incoming calls will be returned by the end of the business day, if you need immediate assistance, please do not leave a message and press zero to speak with a member of your care team directly.
After Hours Care:

If you need to speak with your physician after hours, please call the phone number for the office location where you are seen. You will be given instructions on how to contact the answering service directly. Please provide the answering service with your physician’s name and office location, your contact information and reason for call. The answering service will page the on call physician, who will return your call within 20 minutes. If you do not receive a call back within 20 minutes, please notify the answering service.

Patient and Family Support Services:

NGOC is dedicated to providing you and your family the support, education materials and outreach services you may need. Some of the patient support services offered at NGOC include:

- Pharmaceutical and financial aid patient assistance programs
- Patient education library/resource room
- Assessment of psychosocial needs, financial or social concerns
- Community resources and referrals as needed (governmental agencies and non-profit organizations)
- Loving Arms Cancer Outreach (LACO), a not-for-profit organization designed to help patients and their families receive services to include emotional support, financial assistance, and transportation to treatments with an opportunity to get involved via support group meetings and fundraisers.
- Consultation groups – Look Good, Feel Better ACS
- Transportation assistance
- Transition help for palliative care
- Involvement in community cancer awareness and research events like Relay for Life
Medication Log

Use this form to keep a record of all prescribed medications. Talk to your provider or your pharmacist if you have any questions regarding your medications or if you’re experiencing unexpected complications or side effects.

- If medication or treatment prescribed by your physician doesn’t seem to help the problem, please let your provider know.
- Please check your medications at the beginning of each week to make sure you will have enough until your next visit.
- Please allow a 24 hour notice for prescription refills.
- Pain medications require a written prescription from your physician and cannot be refilled on weekends or after office hours.

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<th>Prescribing Doctor</th>
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Side effects experienced:
OUR MISSION
Northwest Georgia Oncology Centers is dedicated to the delivery of high quality, cost effective Oncology and Hematology services to patients in Northwest Georgia. The practice provides state of the art care through our consultation services, comprehensive office infusion services, patient education and coordination of ancillary care.

For additional information and resources please visit our website at www.ngoc.com