

First visit guide

THE UNIVERSITY OF TEXAS
MD Anderson
~~Cancer Center~~

Making Cancer History®

We are here for you

Quick Reference

Have an emergency or urgent medical question?

Call 911

MD Anderson website
mdanderson.org

askMDAnderson
877-632-6789

mdanderson.org/Ask

Getting to and around MD Anderson
access.mdanderson.org

Personal health record
MyChart

Download the free mobile app in the App Store or Google Play store.

MyChart.mdanderson.org

Patient Advocacy

713-792-7776

Financial Clearance Center

1-844-294-4322 or send a message using MyChart

One-on-one support for patients, caregivers and family members

800-345-6324

mdanderson.org/myCancerConnection

Reaching your center

Find a list of helpful phone numbers at
mdanderson.org/HelpfulNumbers

Welcome to The University of Texas MD Anderson Cancer Center.

You are our top priority. We are committed to meeting your needs. From medical knowledge to financial counseling or emotional support, we are here for you.

This guide outlines what to expect during your first visit with us. It covers:

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If you are a pediatric patient or the parent of a pediatric patient, you will receive additional information about your care.

Throughout the guide, you can find helpful tips from people who have shared your experience. Look for the  symbol to find questions you may want to ask your care team.



Write down all of your questions. After my doctor went over everything, it was my turn to ask questions. Having them written down really helped.”

–Mariana Torrado, survivor

You can find more information to plan for care at MD Anderson by going to

[mdanderson.org/FirstVisit](https://www.mdanderson.org/FirstVisit)

The four steps of your first visit

Your first appointments may take place over several days. This allows us to give you complete care. Typically, the four steps of the first visit are:

1. Registration.

A patient access staff member meets with you in person or by phone to review insurance benefits and sign initial forms. You will get information about receiving text messages and emails from MD Anderson.

2. Screening tests.

You will meet with a member of your health care team. You may need to complete medical tests before you see your doctor.

3. Meeting with your doctor.

Your doctor and care team will review your test results and medical history. Then, your doctor will perform a physical exam. With this information, your care team will develop and discuss a treatment plan that is unique to you, as needed.



What is my primary diagnosis? _____



What caused it? _____

Continue to ask questions at your visits. There is space throughout this guide for you to write notes.

The four steps of your first visit

4. Deciding on a treatment plan.

Your care team will discuss next steps with you. You may have choices to make about the type of treatment and where you want to receive your treatment.

? What are my treatment options? _____

? Will this treatment impact my daily activities? Ability to work? Diet? Exercise?
Sexual activity? _____

? What can I do now to prepare for treatment so that I can decrease the impact of
side effects? _____

? What else can I do? Any lifestyle changes? Why is it important? _____

? What happens if a visit, test, treatment or hospital stay is denied by my
insurance provider? _____

Roles on your care team

Over the next few days, you will meet many MD Anderson employees. Some of these people will be part of your primary care team. A care team is made up of specialists from many different areas. Together they will review your test results and develop a treatment plan just for you.

As a patient at MD Anderson, you are an important part of your own health care team. Your family and loved ones who support you are also important members of the team. We encourage you to actively participate in your care to achieve the best possible results. Feel free to ask your care team for information if you have questions.

Here is a list of care team roles and how each role may help you. Use MyChart to reach many of these team members.

Patient access staff

Communicates with you about your records and insurance coverage. This person scheduled your first appointment.

Doctor

You and your doctor are responsible for all decisions about your care. Your primary doctor is sometimes called your attending physician. You may meet with physicians from different specialties, too.

Advanced practice provider

Your advanced practice provider (APP) works closely with your doctor and is very involved in your care. They could be an advanced practice nurse or physician assistant.

TIP: Write the names of your physician and APP in key contacts on page 32.

Nursing team

You will have several nurses at MD Anderson including:

- Your clinical nurse
- A research nurse
- A medical assistant
- Other nurses with special training and skills

Roles on your care team

Additional people who may assist you include

Case manager

Provides information to your insurance company about what services you have received and why.

Chaplain 713-792-7184

Spiritual support is available to you and your family, of any denomination, 24 hours a day. The Chapel is located in the Main Building, Floor 1, near Café Anderson at our Texas Medical Center location. The Muslim Prayer Room is in the Main Building, Floor 3, near Elevator E, B3.4301. Spiritual support is available at all of our Houston-area locations both in person and through virtual visits.

Dietitian 713-792-2254 or 713-563-5167

Can help you with questions about what foods to eat during treatment and about weight gain or weight loss. Call to learn more and have a nutrition plan developed for you during treatment and recovery.

Integrative Medicine practitioner

Can help you incorporate complementary medicine, such as acupuncture, music therapy and massage into your care.

Occupational or Physical therapist

Can help you achieve your best physical activity level and regain bodily function after treatment.

Patient advocate 713-792-7776 (Monday-Friday, 8 a.m.-5 p.m.), 713-792-7090 (after hours and weekends)

Assists with questions or concerns anytime. Your patient advocate will listen to your concerns, make sure you know your rights, and be a voice for you. They are a good resource when you are unsure where to go with questions.

Pharmacist

Provides information and answers questions about your medicines.

Roles on your care team

Social work counselor 713-792-6195

Can help you and your caregiver cope with your diagnosis and treatment plan. Individual and family counseling is available free of charge. They also provide information about community resources. Learn more at mdanderson.org/socialwork.

Business Support

If you receive treatment at MD Anderson, you may meet other specialists who can become part of your care team. They are available to assist you if needed. You can send them messages in MyChart.

Patient Service Coordinator (PSC)

Schedules appointments for returning patients.

Financial Clearance Center team 1-844-294-4322

Can help you with questions about your insurance coverage and pre-authorization of care.

Patient Business Services representative 1-800-527-2318

This team can help you understand your bills.

Communication resources

MD Anderson provides interpreters, translators and other language assistance services free of charge.

Hearing-Impaired Services

American Sign Language interpreters and text telephone (TDD) can be provided for hearing-impaired patients. For patients in the hospital, closed-caption television and a doorknocker can be arranged. Contact your nurse to request these services.

Language Assistance

In-house interpreters are available to help patients communicate in their preferred language and for those with limited English proficiency. Interpretation is provided for Arabic, French, Mandarin, Spanish and Vietnamese. With notice, interpreters will be provided for other languages. Please contact your care team or center to request an interpreter.

Care team uniforms

Most members of your care team wear uniforms. To help you identify their role, here is a guide to care team uniforms at MD Anderson.



Doctor
White lab coat



Advanced Practice Provider
White lab coat



Registered Nurse
(Inpatient, Outpatient and Diagnostic Imaging)
Black



**Nursing Assistant/
Patient Care Technician/
Medical Assistant**
Gray



Licensed Vocational Nurse
Gray top/
black bottom



Inpatient Patient Services Coordinator
Red with black pants or skirt



Outpatient Patient Services Coordinator
Navy shirt with khaki pants



Pharmacy
Royal blue



Respiratory
Hunter green



Physical Therapy
Navy blue



Occupational Therapy
Ceil blue



Speech Therapy
Teal green



**Technologists/
Technicians**
Olive



Perioperative Services/Surgery
Galaxy blue



Patient Transportation
Gray top with black bottom



Patient Transportation Trainers
Purple top/black bottom



DI Receptionist
Light blue dress shirt



DI Technologist
Pewter gray



Radiation Therapy
Navy blue



Interventional Radiology
Wine



Phlebotomists
Sapphire blue



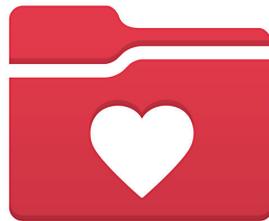
MERIT Team
Light green with black pants

How to manage your care online with MyChart



“MyChart is an amazing tool. I can see my upcoming appointments at a glance, send a note to my care team or even request a prescription refill. I feel connected without having to be on campus.”

–Raphael Moffett, Ed.D., survivor



As a patient at MD Anderson, you take an active role in managing your care with MyChart, a secure website and mobile app. You may recognize MyChart if you use it to communicate with doctors at other hospitals.

With this website, you can

- Access your health information
- Send messages
- Find directions
- Request to schedule or reschedule appointments
- Get your schedule and review appointment details to prepare for appointments
- Review test results
- Complete questionnaires before you arrive for an appointment

How to manage your care online with MyChart

Activation: If you do not already have an account, you will need to create one. Talk with a staff member to receive an activation link.

Also, you can call **askMDAnderson** for an activation link or to find answers to any questions you have about MyChart. Call 877-632-6789 to reach a health information specialist.

By updating your communication preferences in MyChart, you can choose how you want to hear from us. For example, if you opt in for text messages, we can send you text message appointment reminders. MyChart notification preferences are separate from direct appointment reminders. Log in to MyChart to update your MyChart notification preferences, if desired.

To access your health record on your mobile device, download the free MyChart mobile app in the App Store or Google Play store. Look for the **Get help using MyChart** link on the MyChart.mdanderson.org login screen to find a MyChart fact sheet.

Training on how to use the site and mobile app.

1. askMDAnderson can help you with MyChart.

Call 877-632-6789 to reach a health information specialist. They are open evenings, weekends and holidays.

2. Staff in The Learning Center can show you how to navigate the site and find the information you need. They can also help you download the mobile app to your device. Visit either location at our Texas Medical Center campus Monday through Friday, 9 a.m. to 4 p.m.

Theodore N. Law Learning Center
Main Building
Floor 4, Elevator A

Levit Family Learning Center
Mays Clinic
Floor 2, near Elevator T

Free wireless access is available. You can connect your device to Wi-Fi in most public places on the MDAGuest network. No password or payment is required.

Patient rights and responsibilities



Asking questions is the best way to ensure you have a voice when it comes to your care. I feel respected as a patient when my care team listens and addresses my concerns patiently and is available for additional questions.”

–Ivanna Kern, survivor

Your Rights

1. Care that is respectful, high-quality, considerate and dignified.

- Ask all people involved in your care to introduce themselves, state their role and explain what they are going to do for you.
- Expect quality treatment. This is a commitment to your safety and ongoing care.
- You can decide who can visit you, including family, friends and others. You may have someone with you for emotional support.
- Your age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression will not impact your care.
- You can request accommodations for your religious and other spiritual services.

2. Information that is understandable and complete, including treatment and care outcomes.

- You will be told about your condition including the proposed treatment, other treatment options and the benefits and risks of each option.
- You will be informed about your role in your own care.
- The hospital will involve your family in your care, treatment and service decisions in accordance with your wishes and the law. You may decide who may (or may not) receive information about your care.

Patient rights and responsibilities

- The outcome of your care, including expected and unexpected outcomes, will be shared with you or your designated representative(s).
- You will be informed of any research, educational or training activities that may be part of your treatment. You can choose to participate or not participate in these activities.

MD Anderson provides interpreters, translators and other language assistance services free of charge. Request that Language Assistance be contacted for you.

3. Participation in decisions about treatments, benefits, risks and options.

- It is your right to have your family and/or physician told promptly if you are admitted to the hospital.
- You may decide whether you wish to be treated and by which method of treatment. You can refuse a diagnostic procedure or treatment.
- If you refuse a treatment, you will be informed of the impact this decision will have on your health.
- You may request, prior to treatment, a reasonable estimate of charges for your care.

If you are a minor, your parent(s) or guardian(s) will be involved in all of your treatment planning decisions. If you are unable to make decisions about your care, MD Anderson will extend these same rights to your designated representative(s).

4. Consideration of personal beliefs and values.

- We respect your right to make a personal decision that is based on your beliefs and values, as well as on the available medical information.
- You, your family or your designated representative(s) will be involved in all ethical issues about your care.

Patient rights and responsibilities

- You may wish to think about these questions:
- Do you have all the information you need to make a decision about your care?
- In case you cannot speak for yourself, have you appointed someone to speak on your behalf through a Medical Power of Attorney? If not, have you informed us of who will speak on your behalf?

Ask to speak to Clinical Ethics to help address any of these concerns.

5. Prompt response to requests and needs.

- You have the right to considerate and respectful care.
- Should you need a service not provided by MD Anderson, you have the right to be assisted in transferring to another health care facility that can provide the needed service.
- You also have the right to examine your hospital bill and to have it explained to you.

6. Privacy and confidentiality in all matters.

- Case discussions, examinations and treatments are confidential and will be done in private by MD Anderson staff.
- Patient information is confidential and may not be given to third parties without your permission except as required by law. You or your legally designated representative(s) may access your medical record.
- You may request confidential status to protect your identity as a hospitalized patient.
- You may close the curtain around your bed or the room door when you want privacy.
- You may request to move to another room if you are unreasonably bothered by another patient or visitor. Every effort will be made to move you to a similar type of room.

Patient rights and responsibilities

7. Commitment to patient safety.

- You have the right to expect quality treatment that is committed to your safety and ongoing care.
- It is a priority to promote a safe and caring environment at MD Anderson.
- You have the authority to say “Stop, I have a concern” if you feel there is a safety issue.

8. Pain management by assessment.

- MD Anderson will provide an appropriate assessment to address and manage your pain.
- We will work with you to establish a goal for pain relief and to implement a plan to achieve that goal.

9. Respect of Medical Power of Attorney and other Advance Directives.

- You have the right to a medical power of attorney. This lets you give one or more people the right to make medical decisions for you if you are unable to do so for yourself.
- You also have the right to complete a living will (directive to physicians and family or surrogates). This document tells how you want your medical care to be handled in case you are unable to say so for yourself.
- If you are in the hospital, you or your legally designated representative(s) may request the withholding of resuscitation (DNR), or the starting or ending of life-sustaining treatment.
- If you are an outpatient, you or your legally designated representative(s) may request that your physician prepare an Out-of-Hospital Do-Not-Resuscitate (DNR) order for you.
Ask to speak with Social Work if you need information or assistance in completing a Medical Power of Attorney or other advance directives.

Patient rights and responsibilities

10. To be heard if problems, complaints or grievances arise.

- MD Anderson values open discussion. If you share a complaint or concern, it will not negatively change your care in any way.
- You have the right to make complaints or grievances regarding the quality of care or service you receive. If you have a concern, please do not hesitate to inform the MD Anderson staff involved. You may also speak with the manager in charge.
- Ask to speak with Patient Advocacy at MD Anderson if you feel your concern was not addressed well enough. MD Anderson's goal is to address complaints at the time of complaint and grievances within 7 business days. If you have questions about the status of a complaint or grievance, contact your Patient Advocate at 713-792-7776.
- You also may call MD Anderson's Institutional Compliance Hotline at 800-789-4448.
- You may contact the Texas Health and Human Services Commission or The Joint Commission whether or not you have first told MD Anderson about your concern.
 - Texas Health and Human Services Commission, 888-973-0022
hfc.complaints@hhsc.state.tx.us
Mailing address: Health and Human Services Commission, Complaint and Incident Intake, Mail Code E-249, P.O. Box 149030, Austin, TX 78714-9030
 - Office of Quality Monitoring for The Joint Commission, 800-994-6610
patientsafetyreport@jointcommission.org
- Medicare beneficiaries may submit complaints regarding concerns of quality of care, coverage decisions, and premature discharge by contacting:
 - TMF Health Quality Institute, 800-725-9216
Mailing address: Beneficiary Review Department, Barton Oaks Plaza Two, Suite 200, 901 MoPac Expressway South, Austin, TX 78745-5799

Patient rights and responsibilities

Your Responsibilities

- 1. Treat others with consideration and respect.** Patients, their family members and their caregivers must treat all people at MD Anderson – including other patients, caregivers, and employees – with dignity and respect, regardless of age, race, color, national origin, ethnicity, religion, culture/cultural values, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity/expression. All forms of communication, including social media, must be delivered using civil language, and the physical space of everyone must be respected during in-person interactions. MD Anderson will not honor requests for changes of provider or other care team members based on personal identifiers as described above, with limited exceptions.
- 2. Provide complete medical information** Give accurate and complete information about your present health and medical history. This includes illness, hospital stays, medicines, advance directives and other health issues.
- 3. Ask for clear explanations.** Ask questions until you understand your condition, treatment or role in your care.
- 4. Make informed decisions.** You are responsible for the decisions you make about your care. You may be asked to give permission (consent) in writing for certain tests, procedures or surgical operations. Ask questions about any document you are asked to sign.
- 5. Understand.** Ask any member of your health care team to explain anything that you do not understand. It is important that you know your role in your care.
- 6. Report changes.** Tell your health care team about any changes in your health. Be sure to tell them if you are unable to follow the treatment plan that you have decided on.

Patient rights and responsibilities

7. **Accept financial obligations.** Ask questions to be sure you understand your financial responsibilities. Pay or ask questions about your bills as soon as possible. You must provide complete and accurate third party payer and guarantor information. Any outstanding financial obligations related to services received must be paid promptly. The Financial Clearance Center (FCC) and Patient Business Services (PBS) are available to help you.
 - FCC helps with questions about insurance coverage. 713-792-4322 or 844-294-4322
 - PBS can help you understand your bills. 713-792-2991 or 800-527-2318
8. **Respect the privacy of others.** Be considerate of other patients by observing their right to privacy, limiting your visitors and maintaining a quiet atmosphere.
9. **Be courteous when taking photos or making recordings.** You may want to take pictures or make audio or video recordings during your time at MD Anderson. However, do not include other patients or MD Anderson employees without their permission. All patients and employees have the right to request that you stop. Our employees have the right to leave an area until unpermitted recording ends, as long as it does not impact your safety.
10. **Follow hospital rules and regulations.** Everyone must follow the hospital rules and regulations.

Read a copy of your rights and responsibilities online at

[mdanderson.org/PatientAdvocacy](https://www.mdanderson.org/PatientAdvocacy)

Adapted from the Patient Rights and Responsibilities of the Individual section of the Comprehensive Accreditation Manual for Hospitals, The Joint Commission, © 2022.

What to expect from us as your partner in care

When you choose MD Anderson, you join a community of more than 22,000 cancer-fighting professionals and countless survivors, volunteers, donors and more.

We are dedicated to meeting your needs related to cancer screening, prevention, treatment and beyond.

If you and your care team decide to begin treatment, you may need to return for radiation, chemotherapy, surgery or other forms of treatment.

Most of your appointments will be as an **outpatient**. This means you will visit one of our care centers and not be admitted to the hospital.

MD Anderson provides care at several locations throughout Houston. Let your care team know which locations are most convenient for your appointments, treatment, labs and scans.

Our locations:

- Texas Medical Center
- League City
- Sugar Land
- The Woodlands
- West Houston

Specialty services:

- Bellaire Diagnostic Imaging (imaging and blood work)
- West Houston Diagnostic Imaging (imaging and blood work)
- The Women's Hospital of Texas (surgery)

Learn more about our locations at
[mdanderson.org/Locations](https://www.mdanderson.org/Locations)

Tips for getting around

We use landmarks, signs and maps to help you find your way. Ask an MD Anderson employee wearing a badge or a blue-jacket volunteer if you need help getting around.

Inside our Texas Medical Center buildings follow the pathway marked by blue carpet stripes to the landmark closest to your destination. Visitors traveling between Main Building and Mays Clinic can ride shuttle carts on the skybridge for free.

Financial clearance is worth the wait

Health care is complicated, and so is insurance.

You can avoid getting unexpected bills by having authorization from your insurance company before a scan, test or treatment. That is why you may be asked to wait while your insurance company pre-authorizes a last-minute service. While we ask for feedback from your insurance company as soon as possible, reviews may not be immediate.

We understand this can be frustrating and inconvenient, especially for those with a tight travel schedule. However, this important step can influence future coverage decisions by your insurance company. If you have questions about your coverage, speak to the **Financial Clearance Center** team at 1-844-294-4322.

You can find more information at
[mdanderson.org/InsuranceandBilling](https://www.mdanderson.org/InsuranceandBilling)

Treatment decisions

Some treatments, such as a stem cell transplant or a surgery, require us to monitor your progress or recovery day and night. For this, we will admit you to the hospital. You will receive the guide to our hospital if you are admitted as an **inpatient**.

Treatments may take days or weeks at a time.

Here are questions to consider asking your care team:

? What's the problem? _____

? What is the goal of the treatment? Will it cure me, help me live longer or help with my symptoms? _____

? Why are you prescribing this treatment plan and what are the chances it will work?

? What are the short- and long-term side effects of this treatment? _____

Treatment decisions

? How will we know if the treatment is working? _____

? Are there other treatment options? _____

? Where can I document my values and goals for care? _____

Clinical Trials

You may be eligible to participate in a research study called a clinical trial. This is how care teams learn more about cancers, how to treat them and how to prevent them.

Talk with your doctor about your interest and eligibility for clinical trials. Read more at mdanderson.org/ClinicalTrials.

? Am I able to be part of a clinical trial? _____

? What is the purpose of the clinical trial? _____

? What are the potential benefits and risks of the clinical trial? _____

For questions about the costs of clinical trials, talk to a
Financial Clearance Center counselor
in your center or call 1-844-294-4322.

Preventing medical identity theft

Medical identity theft occurs when an individual uses another person's information, without the person's knowledge or consent, to obtain medical services or goods.

To protect your personal information and reduce the risk of medical identity theft, you will be asked to provide photo identification during our registration process. We will ask permission to take your picture and place it into our electronic health record. Your picture will be used to confirm your identity during future visits.

To help protect your medical identity, we recommend the following

- Do not leave your medical benefits or prescription drug cards unattended in a purse, locker or desk. Guard your health insurance card and number as carefully as you would a credit card or bank account number.
- Never give out your financial, health or insurance information to telemarketers, unsolicited salespeople or strangers.
- Always check the "Explanation of Benefits" (EOB) notices that your insurance company sends you. The EOB should reflect the services you actually received. If your EOB lists services that were never performed, incorrect dates of treatment or services, prescriptions that were never ordered or medical equipment or services that were not received, notify your provider and your health insurance plan immediately.
- If you do not receive an EOB for the medical care provided, call your insurance plan and ask if they have the right address. Medical identity thieves may arrange to have EOBs for the services they've received sent to an address that isn't yours.
- Monitor your credit report to ensure that you have not been reported to a credit agency for failing to pay a debt that isn't yours.
- Handle your health and insurance records securely. Ensure that all of your computing devices, including laptops, desktops, and handheld computers, have passwords or other security features if they contain sensitive health or financial information.

If you suspect you are a victim of medical identity theft, please contact
Patient Advocacy at 713-792-7776.

Where you can find more answers



Save the phone numbers to askMDAnderson and your center's main number in your phone. That way you don't have to search for it when you have a question."

–Allison Rosen, survivor

Your questions deserve answers.

There are several ways you can access your care team and MD Anderson staff to get information or help.

1. Use MyChart to message your care team members, Patient Services Coordinator, Patient Advocate, Ask the Library or Patient Business Services in MyChart.
2. Call your center (also called a home center) to reach your care team or reschedule an appointment. Be sure to call your center line. Write your center number in key contacts on page 32.

Your care team may be able to respond more quickly to a MyChart message than returning a phone call. Whether you send a message or call, we will respond to you as quickly as possible during weekday business hours. However, call 911 right away if you have a medical emergency or urgent medical question.

If you have a question about MD Anderson that is not about your clinical care, you can call askMDAnderson. Call 877-632-6789 and a health information specialist will help you find answers.

Call 911 right away

if you have a medical emergency or urgent medical question.

For patients and caregivers



Take care of yourself so you can provide support as it's needed."

—Audrie Luna, caregiver

Here are some tips for patients and caregivers:

- 1. You are not alone.** Talk to other patients and caregivers while waiting for appointments and treatments. For one-on-one support, check out myCancerConnection. It is a cancer support community of trained survivor and caregiver volunteers. Get connected by sending the myCancerConnection team a message on MyChart. Learn more at mdanderson.org/myCancerConnection.
- 2. Take notes to help you remember information shared during appointments.** Use MyChart to help manage your care online and review visit notes after appointments.
- 3. Stop by The Learning Centers on the Texas Medical Center campus.** Our librarians and health education specialists can help you find the latest trustworthy health, wellness and cancer information. They can also show you how to use MyChart.
- 4.** To help you find accurate information online, The Learning Center has created **recommended resource guides** on our website. Each guide covers a topic and lists resources and links to reputable websites. Some guides are disease-specific, while others cover topics like pain management, nutrition or financial support. Visit <http://mdandersontlc.libguides.com/home>

What to do before you leave



Set up your MyChart account

This secure, personalized website and mobile app helps you take an active role in managing your care. With MyChart you can access your health record, view test results and send messages to your care team.

If you do not already have an account, call askMDAnderson at 1-877-632-6789 to request an activation code.

You've got things to say. We're listening.

After your visit, you will get an email from MD Anderson with a link to a survey. Fill it out to tell us about your experience. We read your comments and use your feedback to help us improve the care and services we provide.



Learn more at mdanderson.org/PatientFeedback.

Notice of Nondiscrimination

MD Anderson complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender. MD Anderson does not exclude people or treat them differently because of race, color, national origin, age, disability, or gender.

MD Anderson provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
 - American Sign Language interpreters and text telephone (TDD) can be provided for hearing-impaired patients.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need any of these services, contact your care team or center to request Language Assistance.

If you believe that MD Anderson has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance with Patient Advocacy at 713-792-7776.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, contact Patient Advocacy. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This information is available in other languages by request.

Understanding medical bills

The No Surprises Act protects people covered under group and individual health plans from receiving surprise medical bills when they receive most emergency services, non-emergency services from out-of-network providers at in-network facilities, and services from out-of-network air ambulance service providers.

Self-pay or uninsured patients have a right to receive an estimate for the total expected costs of any non-emergency items or services. This is called a Good Faith Estimate.

Get more information at mdanderson.org/InsuranceandBilling.

Charges for facilities and physicians

MD Anderson is one organization with many locations across Houston. This allows you to get the cancer care you need, at a location convenient for you. Outpatient services are provided at all locations. At the Texas Medical Center Campus, both inpatient and outpatient services are provided.

For billing purposes, MD Anderson facilities are called provider-based locations. Another term is hospital outpatient clinic.

Based on your insurance plan benefits, your insurance company may process separate claims with coinsurance and deductible amounts for physicians and for hospital services (also called facility resources) provided at MD Anderson locations.

This means you may receive two bills for each service received, one for the physician's services and another for the hospital or facility resources.

Your insurance plan may assign additional patient responsibility for diagnostic imaging services such as MRI or CT at MD Anderson.

Please contact your insurance company directly if you have questions about your benefits.

My key contacts

My center: _____

Center phone number: _____

Doctor: _____

Advanced practice provider: _____

THE UNIVERSITY OF TEXAS
MD Anderson
~~Cancer Center~~

Making Cancer History®

Printed May 2022