

Dear Oncology Plus customer:

Welcome to Oncology Plus Pharmacy. Oncology Plus is an oncology pharmacy that works exclusively with health care providers and their patients who have been diagnosed with cancer to support successful outcomes.

Your medication will be delivered to your home or to any other location you choose. Oncology Plus makes every effort to package your medication for easy use and handling, ensuring that it is preserved until you are ready to take it. Your first order should ship within 24 to 48 hours after you speak to an Oncology Plus representative. The actual ship-date will depend on whether or not we need to contact your doctor about the prescription. In your first order, you will receive a packet of important information for you to review.

**We've enclosed important forms for you to review and return with signature.**

**1: Notice of Privacy Practices** - This form describes how medical information about you may be used and disclosed and how you can have access to this information.

**2: Patient Information and Assignment Agreement** - This form is to be signed by the patient and/or responsible party. It is required so we can submit claims to your medical or pharmacy benefit plan. This form also explains your rights and responsibilities.

To meet standards set forth by the Agency for Healthcare Administration and Florida healthcare regulations, we must have these signed forms on file.

Please call us right away if you find that your package is damaged or opened, and do not use the product. Please check the package to ensure that all information applies to you.

**Patient Medication Refill Information** - what to do when you are ready to refill your prescription. Oncology Plus will call you to schedule a delivery. Our representative will make sure that you are still taking the medication, confirm dosage and ask if you have any side effects or questions that need to be addressed.

At any time you may also call our toll free number at 1-877-410-0779 to order a refill or speak to a pharmacist. Refills may take up to 48 hours to process so please do not wait until you are completely out of medication to call in your refill if you have not heard from Oncology Plus.

**We will stay in touch with you during your treatment.**

We will call you soon to ask how you are doing. Please also let us know of any changes in your medications.

**Please contact us if you have questions.**

We're here for you 24 hours a day, 7 days a week – including weekends and holidays. Call us toll free at 1-877-410-0779. To learn more online, visit [www.OncologyPlus.com](http://www.OncologyPlus.com)