



Oncology Patient Evacuation Guide

Introduction

Our oncology team is dedicated to making sure that you have the resources you need to get medical care wherever you are. When something as unexpected or unplanned as a natural disaster occurs, having to evacuate your home and be in an unfamiliar place is incredibly unsettling. When you are also receiving care for a cancer diagnosis, you have to factor in the additional concern of how you will get your medications, communicate with your provider, or get urgent medical advice.

Our goal with this booklet is to help you organize your information and feel more empowered to stay on-track with your care, regardless of what mother nature throws at us. There are a few key sections that will hopefully help you organize your medical information and plan your next steps while out of town:

1. **My personal info** – This section helps guide you on key information that will be important to have while you are away from home. Some information may seem common-place and obvious, but it never hurts to have all these details in one place. If you have to seek care elsewhere while evacuated from your home, these little details may help expedite the intake process at another facility.
2. **What to do before I evacuate** – Some simple steps to take before you leave to ensure you have everything you need while you are away
3. **MyChart sign up instructions** – if you do not have the MyChart Patient Portal, now is the time to set it up! This will be incredibly helpful in allowing you to stay connected to your providers and your medical record wherever you are.
4. **Instructions on completing a virtual visit** – If you do undergo a virtual visit while away from home with your provider, this section walks you through the steps to successfully completing the set-up and check-in for that visit.
5. **Other locations** – One major benefit of being our patient is that we have locations in multiple cities across Louisiana and southern Mississippi! Our other oncology locations are listed in this section, as well as how to reach out for an appointment if needed.
6. **Treatment patient info cards** – If you're actively receiving medication for your cancer, it's important that any other medical facility you visit understands that you are currently undergoing cancer treatment. These wallet cards will serve as a representation of this, in case you cannot speak for yourself.
7. **Notes section** – you may find it's easiest to keep all notes or additional phone numbers you collect while evacuated together in this booklet. We've provided some lined notes pages to help with this.

Keep this booklet nearby during your evacuation or time at home during the storm. Make sure you have read through it and fill out all the appropriate sections. Feel free to reach out with any questions or concerns.

Section 1: Important information to keep on hand

Full Name: _____

Date of Birth: _____

Medical Record Number (or MRN): (if you don't know this number ask your provider's office_

Email: _____

Phone Number: _____

Address: _____

Emergency Contact(s) Name: _____

Emergency Contact(s) Phone Number: Diagnosis: _____

Current Treatment (if applicable): _____

Last Dose (if applicable): _____

Previous Treatment(s) (if applicable): _____

Write down the names of any physicians you see regularly below, including your oncology team and your primary care doctor:

Physician(s) Name:	Physician(s) Phone #(s):	Specialty (surgeon, PCP, etc.)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Preferred Pharmacy: _____

Insurance Name: _____

Insurance ID Number: _____

Supplemental Insurance (if applicable): _____

Supplemental Insurance ID Number (if applicable): _____

Evacuation Information

Evacuation Start Date: _____

Location: _____

Temporary Address: _____

Temporary Phone Number (if different then above): _____

My Medications

[illegible]

My Health Conditions

[illegible]

Section 2: What to do before you evacuate

Be sure you have adequate refills of all your important medications (at least 2 weeks worth if possible).

- If you cannot obtain the refills before you go, make sure you investigate what pharmacies are near your evacuation destination and communicate that to your provider as soon as possible.

Make sure you have an active MyChart account. If you need assistance setting up your MyChart account, refer to section 3 of this booklet.

In your MyChart portal:

- Send a message to your provider(s) informing them of where you plan to evacuate
- Print out or save a copy of your most recent After Visit Summary (found under “Appointments” then “Past” in the Patient Portal) and bring this with you.

Fill out all information in section 2 of this booklet, including all current medications and prior/current conditions that may affect care. If you have any questions about what to put in this section consult your Primary care Physician or your oncology team.

Section 6 includes a printable wallet card for chemotherapy or immunotherapy treatments. If you are on either of those types of treatments currently, complete the wallet card and cut it out, then place it in your wallet for emergencies.

Be sure to bring this booklet with you when you evacuate!



Section 3: MyChart Patient Portal sign-up

We strongly encourage patients to make sure they are signed up for the MyChart portal prior to hurricane season or evacuating. It is the easiest way to communicate with your provider, set up additional appointments (including virtual visits that can be done remotely), and have access to your medical record.

Easily connect to all of your healthcare with MyChart.

With one centralized tool, you can:



**Schedule
appointments
in one place**



**Easily view
and pay bills
online**



**Communicate
with your
providers**



**View test
results and
records**



**Skip paperwork,
with ePre-checks
before your
appointment**

Activating your MyChart account is easy. Sign-up information is available on your personalized After Visit Summary (AVS). If you don't have an AVS, you can still set-up a new account. Just follow these steps:

1. Go to my.ochsner.org. If you have an activation code, select the Activate Now button under 'Have An Access Code.' If you do not have an activation code, select the Get Started Today button under 'Are You A New User?'
2. After page opens, enter the requested information and submit.
3. If you have questions, send an email to MyChart@ochsner.org or call toll-free to 1-877-339-2637.

MyChart is not to be used for urgent medical needs. Please note that the messages sent through your Patient Portal are only checked during normal business hours. Therefore, if you have any urgent needs that cannot wait until the next business day, you should call your provider's office directly or the operator and ask to speak to the medical oncologist on call for your provider.

SECTION 4: Completing a video visit - patient quick tip

1. **Once your video visit is scheduled you will need to complete ePre-Check in the MyChart app before your visit.**
 - During ePre-Check you will verify your insurance, demographics, and sign the Telehealth consent form.

12:02 ePre-Check Finish Later

with eligible payers and plans in this visit's service location appear.

Insurance on File

Blue Cross Blue Shield
Bcbs All Out Of State

Subscriber Name
Lemon, Liz

Subscriber Number
000000

Group Number
000

ADD INSURANCE CARD PHOTOS
Uploading images of your card now will help speed up the check-in process for your next visit.

UPDATE COVERAGE

REMOVE COVERAGE

+ ADD A COVERAGE

NEXT

FINISH LATER

12:03 ePre-Check Finish Later

Contact Information

123 Main Street
NEW ORLEANS LA 70131

Going somewhere for a while? [Add a Temporary Address](#)

555-555-5555

504-615-5638

Not entered

2008499@ochsner.org

EDIT

Details About Me

Preferred Name
Liz

Race
Asian

Language
English

Marital Status
Single

Ethnicity
Vietnamese

Religion
No Religion

EDIT

NEXT

BACK

FINISH LATER

12:03 ePre-Check Finish Later

Telehealth Consent

Signed on 4/2/2020

REVIEW

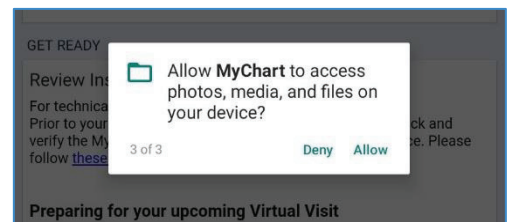
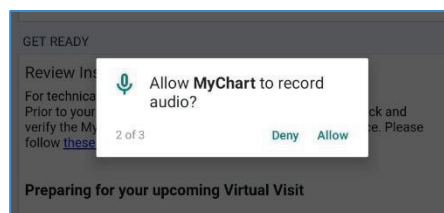
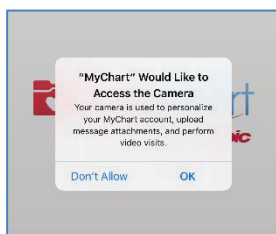
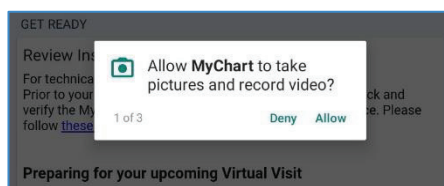
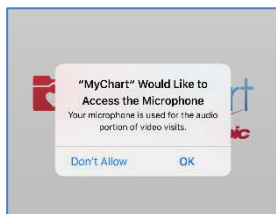
Once this step is completed, documents will be submitted for clinic review.

NEXT

BACK

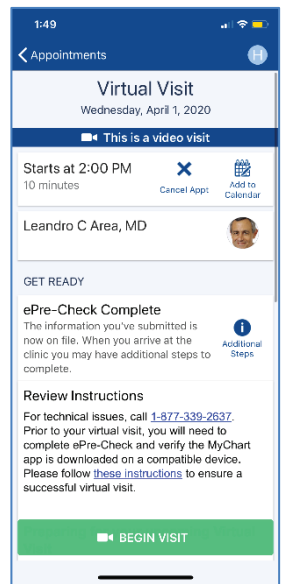
FINISH LATER

2. **Once ePre-Check is complete, you will need to allow access to your camera and microphone prior to your scheduled appointment.**
 - Click on the virtual visit appointment to view the appointment details. Select 'OK' or 'Allow' when asked for permission to your camera and microphone.



3. **After you successfully allowed access to your camera and microphone and it is time for your appointment, follow the steps below to complete your visit.**
- Select Appointments from the home screen of the MyChart app and find today's Virtual Visit. Once selected, you will see a green button at the bottom of your screen that says, "Begin Visit."
 - Once selected, you will enter a virtual visit waiting room until your provider arrives. Please stay on this screen while you wait for you provider to join.

For technical issues contact: 1-877-339-2637



SECTION 5: Infusion Suite locations

1. Ochsner Medical Center

The Gayle and Tom Benson Cancer Center
1516 Jefferson Hwy., 5th Floor
New Orleans, LA 70121
504-842-3910
Monday - Friday, 7:00 a.m. - 7:00 p.m.
and Saturday, 8:00 a.m. - 2:00 p.m.

2. Ochsner Baptist – A Campus of Ochsner Medical Center

Ochsner Health Center –
Baptist Napoleon Medical Plaza
2820 Napoleon Ave., Suite 210
New Orleans, LA 70115
(Located behind outpatient pharmacy)
504-842-9914
Open Monday - Friday, 8:00 a.m. - 4:30 p.m.

3. Ochsner Health Center – Kenner

200 West Esplanade Ave., Suite 200
Kenner, LA 70065
504-464-8615
Open Monday - Friday, 8:00 a.m. - 4:30 p.m.

4. St. Tammany Cancer Center – A Campus of Ochsner Medical Center

900 Ochsner Blvd., 3rd Floor
Covington, LA 70433
985-249-2383
Open Monday - Friday, 8:00 a.m. - 6:30 p.m.

5. Slidell Memorial Hospital Regional Cancer Center

1120 Robert Blvd.
Slidell, LA 70458
985-280-2902
Open Monday - Friday, 7:00 a.m. - 5:00 p.m.

6. Ochsner Medical Center – West Bank Campus

2500 Belle Chase Hwy., 2nd Floor
Gretna, LA 70056
504-207-2727
Open Monday - Friday, 8:00 a.m. - 4:30 p.m.
and Saturday by appointment (if staff available)

7. Leonard J. Chabert Medical Center

1978 Industrial Blvd., 4th Floor
Houma, LA 70363
985-873-2729
Open Monday - Thursday, 7:00 a.m. - 5:30 p.m.
and Friday, 7:00 a.m. - 3:30 p.m.

8. Ochsner Medical Center – Hancock

149 Drinkwater Blvd.
Bay St. Louis, MS 39520
1st floor of Ochsner Medical Center
228-467-3946
Open Monday - Friday, 8:00 a.m. - 4:30 p.m.

9. Terrebonne General Medical Center

8166 W Main St., 2nd Floor
Houma, LA 70360
985-857-8093
Open Monday - Friday, 8:00 a.m. - 4:30 p.m.

10. Ochsner Medical Complex – The Grove

10310 The Grove Blvd.
Baton Rouge, LA 70836
225-761-5409
Open Monday - Friday, 8:00 a.m. - 5:00 p.m.

11. Ochsner Cancer Center – Baton Rouge

17050 Medical Center Dr., 1st Floor
Baton Rouge, LA 70816
225-761-5410
Open Monday - Friday, 8:00 a.m. - 5:00 p.m.

12. Ochsner Lafayette General Medical Center

Ochsner Cancer Center of Acadiana
1211 Coolidge Blvd., Suite 100
Lafayette, LA 70503
337-289-8400
Open Monday - Friday, 8:00 a.m. - 5:00 p.m.

13. Ochsner CHRISTUS Health Center - Lake Area

4150 Nelson Rd., Building G, Suite 2
Lake Charles, LA 70605
337-656-7872
Open Monday - Friday, 8:00 a.m. - 5:00 p.m.

14. St. Charles Parish Hospital

1057 Paul Maillard Rd., Suite 1300
Luling, LA 70070
985-785-6242
Open Monday - Friday, 8:00 a.m. - 5:00 p.m.

15. Ochsner LSU Health Shreveport - Feist-Weiller Cancer Center

1501 Kings Hwy.
Shreveport, LA 71103
318-813-1000
Open Monday - Friday, 8:00 a.m. - 4:00 p.m.



Section 6: Wallet cards

These pocket cards can be printed, folded, and placed in your wallet with the important information filled out. They can be helpful in an emergency to explain what treatment you are taking for your cancer... especially in a situation where you may not be able to speak.

Cut on the dotted line

Fold on the solid line

Immunotherapy Wallet Card	Common Side effects of Immunotherapy
Patient Name: _____	<ul style="list-style-type: none">• Cough, Trouble Breathing or Chest Pain• Diarrhea• Vision Changes• Skin Rashes• Severe Muscle Pain or Weakness• Hypothyroidism/ Anemia• Severe Headache• Fever >100.4 (oral)
Provider Name: _____	Contact your Oncology Provider's Office when experiencing any of these symptoms.
Provider Phone Number: _____	
Diagnosis: _____	
Immunotherapy Name: _____	
Other Cancer Medications/Notes: _____	

Cut on the dotted line

Fold on the solid line

Chemotherapy Wallet Card	Common Side effects of Immunotherapy
Patient Name: _____	<ul style="list-style-type: none">• Changes in Blood Counts (Hgb, WBCs, Platelets)• Nausea/Vomiting• Diarrhea• Hair Loss• Taste Changes
Provider Name: _____	Contact your Oncology Provider's Office when experiencing any of these symptoms.
Provider Phone Number: _____	
Diagnosis: _____	
Chemotherapy Name: _____	
Other Cancer Medications/Notes: _____	

Notes