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. **MyOchsner sign up instructions** – if you do not have the MyOchsner 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

<table>
<thead>
<tr>
<th>Medication Name</th>
<th>Dose</th>
<th>Frequency</th>
<th>Prescribing Physician</th>
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<tbody>
<tr>
<td>Example:</td>
<td></td>
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<tr>
<td><strong>Lasix</strong></td>
<td><strong>20 mg</strong></td>
<td><strong>1x/Day</strong></td>
<td><strong>Dr. John Smith</strong></td>
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### My Health Conditions

<table>
<thead>
<tr>
<th>Condition Name</th>
<th>Current Treatments for Condition</th>
<th>Treating Provider</th>
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<tbody>
<tr>
<td>Example:</td>
<td></td>
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<tr>
<td><strong>High Blood Pressure</strong></td>
<td><strong>Lasix</strong></td>
<td><strong>Dr. John Smith</strong></td>
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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 MyOchsner account. If you need assistance setting up your MyOchsner account, refer to section 3 of this booklet.

In your MyOchsner 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: MyOchsner Patient Portal sign-up

We strongly encourage patients to make sure they are signed up for the MyOchsner 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 MyOchsner. With one centralized tool, you can:

- Schedule appointments in one place
- Easily view and pay bills online
- Communicate with your providers

Activating your MyOchsner 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 MyOchsner@ochsner.org or call toll-free to 1-877-339-2637.

MyOchsner 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 MyOchsner app before your visit.**
   - During ePre-Check you will verify your insurance, demographics, and sign the Telehealth consent form.

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. **During your appointment**

- Select ‘Appointments’ and select the appointment date
- Select the green button that says ‘Test Video’ to test your microphone, camera and hardware prior to your visit
- Fifteen minutes before the scheduled time of your visit, the green button will say ‘Begin Visit’
- Select ‘Begin Visit’ to enter a virtual visit waiting room until your provider arrives
- Please stay on this screen while you wait for your provider to join

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**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.

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<thead>
<tr>
<th>Cut on the dotted line</th>
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<tbody>
<tr>
<td><strong>Immunotherapy Wallet Card</strong></td>
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<tr>
<td>Patient Name: _____________</td>
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<tr>
<td>Provider Name: ______________</td>
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<tr>
<td>Provider Phone Number: ______________</td>
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<td>Diagnosis: ______________</td>
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<tr>
<td>Immunotherapy Name: ______________</td>
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<td>Other Cancer Medications/Notes: ______________</td>
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<td></td>
<td><strong>Common Side effects of Immunotherapy</strong></td>
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<tr>
<td>• Cough, Trouble Breathing or Chest Pain</td>
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<td>• Diarrhea</td>
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<td>• Vision Changes</td>
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<tr>
<td>• Skin Rashes</td>
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<tr>
<td>• Severe Muscle Pain or Weakness</td>
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<tr>
<td>• Hypothyroidism/Anemia</td>
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<tr>
<td>• Severe Headache</td>
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<td>• Fever &gt;100.4 (oral)</td>
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<tr>
<td>Contact your Oncology Provider’s Office when experiencing any of these symptoms.</td>
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<td><strong>Chemotherapy Wallet Card</strong></td>
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<td>Patient Name: _____________</td>
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<td>Provider Name: ______________</td>
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<td>Provider Phone Number: ______________</td>
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<tr>
<td>Diagnosis: ______________</td>
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<tr>
<td>Chemotherapy Name: ______________</td>
<td></td>
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<tr>
<td>Other Cancer Medications/Notes: ______________</td>
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<td></td>
<td><strong>Common Side effects of Immunotherapy</strong></td>
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<tr>
<td>• Changes in Blood Counts (Hgb, WBCs, Platelets)</td>
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<tr>
<td>• Nausea/Vomiting</td>
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<tr>
<td>• Diarrhea</td>
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<tr>
<td>• Hair Loss</td>
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<tr>
<td>• Taste Changes</td>
<td></td>
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<tr>
<td>Contact your Oncology Provider’s Office when experiencing any of these symptoms.</td>
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