

Welcome to the Palliative Harm Reduction and Resiliency (PHRR) Clinic

PHRR Clinic at Martha Morehouse Plaza

2050 Kenny Rd, Tower

Columbus, Ohio 43221

Phone: (614) 293-2957

The Palliative Harm Reduction and Resiliency (PHRR) Clinic is part of The James Cancer Hospital & Solove Research Institute. We offer patients a full range of services, with the support of many specialists. Our team works directly with your cancer care team to offer an extra layer of support for patients with a history of and/or active use of non-prescribed substances (i.e. opioids, cocaine, fentanyl, etc.) or risky alcohol-use. Our team is here to support you through your cancer treatment.

What is Palliative Care?

Palliative care is a special type of care for patients with serious illnesses, such as cancer. Our team of experts can help manage pain and other symptoms caused by cancer or cancer treatment. We strive to have open communication about how to best support you as safely as possible.

Here is important information about your care and how to contact your health care team at our clinic.

Appointments

To make an appointment, please call the office at (614) 293-2957. If you need to cancel your appointment, call our office at least 24 hours before the time of your appointment and we will reschedule it for another day.

This handout is for informational purposes only. Talk with your doctor or health care team if you have any questions about your care.

Expectations of Patients

To provide the best possible care to you and your family, we kindly ask you to follow these guidelines:

- **Please bring your pills (in pharmacy bottle) to every appointment**
- **Please be prepared to provide a urine sample at every appointment**
- **Be respectful in-person and on the phone**
- **Follow No-Show/Late policy**
 - ▶ If you are more than 15 minutes late to your appointment, we may need to reschedule your appointment.

Telephone Calls and MyChart Messages

Our office hours are Monday – Thursday, 8:00 am to 4:30 pm.

Telephone lines are open on Friday during office hours, however the office will be closed. When you call during regular office hours, our office staff will direct your questions and concerns to the appropriate person. If you need to talk with a health care provider or nurse, you may be asked to leave a message. You may also send a MyChart message to your health care team. Your call or MyChart message will be returned within 48 hours.

If you have a question about your cancer (i.e. chemotherapy, radiation treatment, medicines prescribed by your Oncologist, etc.), please contact your Oncologist's office.

Please be aware that our clinic calls can show up as a blocked number. Please make sure your voicemail box is not full, so that we can leave you a voicemail message if needed.

After Office Hours and Emergency Calls

After 4:30 pm, and on weekends or holidays, call (614) 293-2957. The answering service will contact the doctor on call. You will need to leave a detailed message with the answering service.

If you have an emergency, go to the nearest emergency room or call 911.

Prescriptions and Refills

You may send prescription refill requests through your OSU MyChart or call **the office at (614) 293-2957**.

- If you need a prescription refill, call the office 3 days before the medicine is needed.
- Many medicines require a prior authorization for your insurance to pay for the medicines. This may take 48 to 72 hours to process.
- When you call the office for a prescription renewal, you will need to give the following information:
 - ▶ Name of the medicine
 - ▶ Your medicine dose (for example, 25 mg)
 - ▶ How often you take the medicine (for example, 1 pill 2 times each day)
 - ▶ The name and phone number of your pharmacy

About Your Clinic Visit

Here is information about what to expect during your clinic visit.

- Please plan to arrive 30 minutes before your appointment to allow time to register. When you arrive at Martha Morehouse, you will check-in and register on the **first (1st) floor**.
- After you register for your appointment, you will be given instructions to find the PHRR clinic waiting area. You will be given the following paperwork to fill out while you wait for your appointment:
 - ▶ **Medicine list:** Cross off any medicine you are not taking, check to make sure the dose and amount or medicines are correct, and add any medicine that is missing on the list
 - ▶ **Health questionnaire:** Front-and-back paper with questions related to your health, filled out at every appointment
 - ▶ **Patient-provider agreement:** Outlines patient-provider relationship, including your agreement for the PHRR Clinic to be the only providers to prescribe controlled substances for you
- Once the health care team is ready to see you, a nurse will get you from the waiting area and take you to a clinic exam room. Your nurse will check your vital signs and review your paperwork.

- During your clinic visit, there will be different members of the team that will take care of you. Members of your clinic health care team may include:
 - ▶ Doctor
 - ▶ Nurse Practitioner (NP)
 - ▶ Pharmacists
 - ▶ Registered Nurses (RN)
 - ▶ Social Workers (SW)
 - ▶ Chaplain
 - ▶ Front Desk/Schedulers
- A **urine sample** is required at each appointment. Similar to your Oncologist checking your blood labs while you are on chemotherapy, we will routinely check urine labs while you are on opioid therapy.
- Your healthcare provider (doctor and/or nurse practitioner) will then meet with you to discuss a plan and answer any questions that you may have. You may also be seen by our palliative pharmacist and social worker.
- After your appointment, your nurse will come back in the exam room and review your discharge instructions with you. These instructions are known as the After Visit Summary (AVS). This paperwork will include all your follow up appointments and other instructions. At this time, you can call for your ride, if needed.
- You will then be taken to the front desk to schedule your next appointment.

We are committed to providing excellent patient care. On behalf of all the staff, thank you for allowing our team the honor of caring for you and your family.