

What You Need to Know About Your Clinic Visit at The James

This handout will tell you about what you may expect when you come for your clinic visit at The James.

What to do for an outpatient test or appointment:

- You may be asked to arrive 15 to 30 minutes before your appointment to allow time to park and register.
- Go to MyChart to complete pre-registration and update your health history, treatment information and current medicines before coming to the clinic. Completing this information will help your visit run smoothly and give your health care team needed information. Bring your insurance card and photo ID.
 - ▶ If you have not yet signed up for MyChart, go to the link below to register: <https://wexnermedical.osu.edu/features/mychart>
- Bring to your appointment any medical information that has been requested by your health care team. This may include a copy of any x-rays or test results that were done at your local hospital. Also, bring a list of your current medicines, how often you take each medicine and the strength/dose of each medicine. **Note:** You may be asked to give information about your health history and treatment to several staff members to make certain they have all your important information.
- You and your guest(s) may be required to wear a mask during your visit. Mask guidelines will be posted upon arrival to the clinic or building. If required, masks will be provided upon arrival. Also, there may be visitor restrictions in place to help in the control of infection.

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

- The James is a healing environment. Aggressive behavior is not tolerated by faculty, staff, patients, and visitors. Examples of aggressive behavior include but is not limited to abusive language, physical assault, sexual language directed towards others, and threats of harm or verbal harassment. These behaviors may result in removal from the building.
- At times, you may experience longer wait times for your appointment due to unforeseen circumstances. We value your time and will make sure that you will be given the time needed during your appointment. If you have more than one appointment on the day of your clinic visit, tell the staff when you check in. The staff will help to arrange your care for the day to help your appointments run as smoothly as possible.
- You may find it helpful to bring something to read or another form of quiet entertainment. Please plan for possible delays in getting back to work, for childcare and transportation.

How to plan and prepare for tests or procedures:

- Some tests or appointments cannot be scheduled until your insurance approves them. This advanced approval is called precertification. If you need help with your insurance, a staff member is available to assist you with this process.
 - ▶ Financial counseling 614-685-5509
 - ▶ Pre-certification 614-685-8998

What if I need help finding my way?

Many patient and visitor services are available to you at The James, including a family waiting area, a number of dining choices, and a retail pharmacy. For your convenience we have included information about these services and maps on our website at cancer.osu.edu.

- Park 'n Ride (614) 293-8669 shuttle vans give free rides from nearby hotels and parking garages to the hospital. Please be sure you have the phone number for the location of your appointment with you.
- Wheelchairs are available for your use and are located near the entrances to the hospital and each ambulatory location.

Please ask a staff member if you need directions or help finding your way to an appointment.