

## TO OUR PATIENTS

All of us at the VAPAHCS have the same goal: to treat our patients with dignity, respect and in a timely manner. Sometimes you may wait when you come to the Oncology Clinic for your appointment. We feel it is important for us to explain to you why this may happen:

1. **THE LAB RESULTS ARE NOT READY** (chemotherapy patients):
  - We **MUST HAVE** the results from your lab/blood draw ahead of time
  - Results tell us important information such as whether or not your chemotherapy will happen as scheduled
  - If you did **NOT** go to the lab/blood draw **BEFORE** your appointment, this **WILL CAUSE A DELAY**.
2. **YOUR ONCOLOGIST IS WITH ANOTHER PATIENT:**
  - Your oncologist has his/her own list of patients to see but may need to see a patient from another appointment list
3. **THE PATIENT BEFORE YOU IS TAKING LONGER:**
  - Some cancer patients have new problems and their appointment may take longer than expected
4. **CHEMOTHERAPY PATIENTS:** Some chemotherapy patients may be seen ahead of you.
  - Some chemotherapy treatments take longer than others
  - Patients scheduled for a long chemotherapy need to get started.
5. **PATIENTS ARRIVING BY SHUTTLE:** Some patients can only come by shuttle.
  - Shuttles are sometimes late and these patients may need to be seen first so that they can take the return shuttle home. The shuttles do not wait.
6. **WAITING FOR A CHEMOTHERAPY CHAIR:**
  - All chemotherapy chairs may be occupied. You may be waiting for the next available chair
7. **PATIENTS WHO CHECK IN AFTER YOU DO MAY BE CALLED BEFORE YOU BECAUSE:**
  - They have an appointment with a different doctor
  - Their labs are ready and yours are not

It is our responsibility to make sure that your orders for your lab work and pharmacy are completed in a timely manner; if they are not completed, this will delay things. We are very conscientious about having our work done before you arrive at the clinic.

Thank you for being patient during your appointment. We are continually working on improving our clinic.

Sincerely,

**Dr. H. Pinto**

**Dr. C. Jacobs**

**Dr. R. Pachynski**

**Dr. M. Das**

**Dr. M. DeBruin**

**Peter Di Donato, P.A.**

**S. Dodd, Ph.D.**

**Karen L. Chwick, LCSW**