

WELCOME

We welcome you as a patient to Regional Hematology Oncology Associates. We appreciate the opportunity to provide you with quality medical care. We will be happy to assist you in and answer any questions you might have concerning our office policies and services.

OUR CARING STAFF

Our staff has been selected for their caring, friendly nature and will do everything possible to make sure your visit is pleasant. Feel free to ask anyone for assistance. We are all here to serve your needs.

OUR PROFESSIONAL STAFF

Our team of professional staff is made up of dedicated physicians who have been trained in the field of Hematology and Medical Oncology. They are board certified and are on staff at the following hospitals:

Aria- Bucks Campus, Langhorne PA

St. Mary Medical Center Hospital, Langhorne PA

Our Nurse practitioner is here for your needs as well, and is trained in adult health with years of hematology and medical oncology experience.

APPOINTMENT TIMES

We see all patients on an appointment basis, and ask that you call in advance so that we may reserve time for you. We make a sincere effort to remain on schedule but due to the nature of our specialty, may encounter emergencies which take precedence and may cause delays. We will notify you as soon as possible should your appointment time change. We also appreciate 24 hours notice of cancellation so that the appointment can be given to another person in need.

EMERGENCIES

We recognize that you may have an emergency situation arise, we will always do our best to respond quickly. If an emergency should occur during office hours, please call the office number. If an emergency should occur after hours, our answering service will promptly forward the call to the physician on call.

TELEPHONE CALLS/COMMUNICATION

We encourage you to call with questions you may have concerning your treatment. Our staff is trained to answer most questions. The triage nurse, always after discussion with the physician, may be able to answer your medical questions. If the nurse feels the matter should be handled personally with the doctor or nurse practitioner, your call will be forwarded and the doctor or nurse practitioner will return your call as soon as possible.

We also have secure messaging through our patient portal call See Your Chart for all non emergent questions.

SMOKING

We are a smoke free office. Exposure to tobacco is hazardous to your health, for that reason we ask that you refrain from smoking while in our office.

PRESCRIPTIONS

It is not our policy to prescribe new medications over the phone. Long term medications may be handled over the phone or through our patient portal as long as you remain under our active care. All prescription refill request should be during regular business hours. Our patient portal offers refill request that can be entered by you at your convenience but is sent during regular business hours.

Thank you....

For selecting our office to serve your healthcare needs.

After reviewing this information, please feel free to contact our staff for further questions.