

Oncology

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FY 2019 REPORT



CARILIONCLINIC



This annual report represents the hard work of many oncology professionals, and we couldn't be prouder to share information about our services and latest achievements here. Together with the physicians of Blue Ridge Cancer Care, and our partners at the Virginia Tech Carilion (VTC) School of Medicine and the Fralin Biomedical Research Institute at VTC, Carilion Clinic has built an oncology program that is widely known as the first choice for care in the Roanoke Valley and beyond.

Our Cancer Center is recognized as one of the nation's best—as our accreditation by the American College of Surgeons' Commission on Cancer as an Academic Comprehensive Cancer Center attests.

We are committed to providing the highest quality of comprehensive care to our adult and pediatric cancer patients. Care that is multidisciplinary in approach and that meets strict standards of excellence—from diagnosis and treatment to rehabilitation and survivorship. We offer our patients a range of surgical options, minimally invasive procedures, access to clinical trials and medical oncology and radiation oncology services. And we support our patients through a variety of critical services that include pain management, nutrition counseling and palliative and pastoral care.



We provide care not just at our Cancer Center but across facilities that include 22 private inpatient rooms at Carilion Roanoke Memorial Hospital and an ambulatory infusion center on our Roanoke campus. The Carilion Breast Care Center, a regional pillar for women's health, is part of a network of eight sites where patients throughout southwestern Virginia can access mammography screening services.

We invite you to join us in commending the oncology professionals whose dedication makes all this possible. We are especially grateful to the physicians and staff of Blue Ridge Cancer Care and the American Cancer Society—their partnership is essential in making this high level of care a reality for patients in our region.

A handwritten signature in black ink, appearing to read 'Steven Arner'.

Steven Arner
President and CEO, Carilion Medical Center

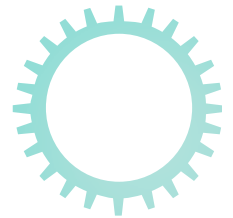
A handwritten signature in black ink, appearing to read 'David Buck'.

David Buck, M.D.
Cancer Committee Chair

The cancer program at Carilion Clinic is directed by a multidisciplinary committee of physician and non-physician members who are dedicated to quality care of cancer patients and their families.

The American College of Surgeons Commission on Cancer (ACoSCoC) has set forth mandatory standards for the programs that bear the ACoSCoC accreditation. Our cancer committee follows the program standards set forth by the ACoS and the structure for the cancer program at Carilion Clinic. There are **five key areas** that define a quality cancer program according to ACoSCoC standards:

- 1 Clinical services that provide state-of-the-art pretreatment, staging, treatment and follow-up care at the facility for primary and ongoing care or end-of-life care
- 2 A cancer committee that leads the program with goal setting and also maintains activity, monitors patient outcomes and improves care
- 3 Cancer conferences (formerly Tumor Boards) that provide a platform for patient consultation and physician education
- 4 A quality improvement program that is in place to provide a mechanism for evaluating and improving patient outcomes
- 5 The cancer program maintains a hospital cancer registry and database to maintain quality of care



Each area of the cancer program at Carilion Clinic has a significant role in the quality of care of our patients.



CANCER TREATMENT PROGRAMS

at Carilion, in collaboration with the physicians of Blue Ridge Cancer Care, provide the full range of cancer treatments on both an inpatient and an outpatient basis. All types of adult and pediatric cancers are treated, and comprehensive cancer prevention and screening programs are available.



EXPERTISE IN CHEMOTHERAPY ADMINISTRATION

Our highly trained nursing staff in the medical/surgical oncology unit provide care to patients who have complex needs related to their diagnoses or side effects of treatment.

INPATIENT CLINICAL SERVICES

INPATIENT ONCOLOGY

The area's only medical/surgical oncology unit that is dedicated to the treatment of adults is located in the south tower of Carilion Roanoke Memorial Hospital. The unit has 22 private rooms and highly trained nurses (including certification in Oncology) with expertise in chemotherapy and immunotherapy administration and care for the oncology patient. Evidence-based nursing care is provided to medical and surgical patients with complex needs. We treat and support patients with blood disorders and all types of cancers; patients needing acute leukemia induction and consolidation therapies can stay close to home on the oncology wing for their treatment needs. Patients are also treated for related complications and side effects of treatment such as neutropenic fever, anemia, wound care and symptom and pain management. Ancillary support services include dietitians, therapists, social services, case management, pharmacy, chaplain services along with access to the Healing Arts program. William Fintel, M.D., serves the inpatient oncology unit as our medical director.

SURGICAL ONCOLOGY

Because surgery is among the more effective treatments for many types of cancer, we offer our patients access to a team of highly skilled, specialized and experienced surgeons who treat many forms of cancer, including gastrointestinal, gynecology, thoracic, head and neck, breast, skin, soft tissue, and urologic malignancies.

One specialized tool that our surgeons have available is the da Vinci® Surgical System. As part of our mission to deliver the latest, most innovative, state-of-the-art technology to our patients, da Vinci® is often used to perform a variety of surgical procedures, both cancerous and noncancerous, including removal of gynecologic cancers and cancers around male reproductive organs such as prostate, bladder and kidney cancers.



"We take pride in developing a unique treatment plan for each patient that establishes the correct diagnosis, removes the tumor in the least invasive manner and returns our patients to their loved ones free from disease."

—David Luyimbazi, M.D.

PALLIATIVE CARE

Palliative care is specialized care of seriously ill patients with the goal of improving pain and symptom management while assisting the patient and family with establishing goals of care. The palliative care team consists of nurses, advanced practice nurses, fellows, residents and physicians. This team is augmented by bereavement counselors and social work, family therapy, chaplaincy, dietary, case management and pharmacy services. These disciplines participate in daily interdisciplinary unit rounds. Common diagnoses include advanced cancer, cardiac, pulmonary, renal, liver and neurological conditions/diseases. The palliative care team provides comprehensive management of patients' physical, psychological, social and spiritual needs while supporting their families/caregivers. Additionally, bereavement services are provided to families for up to a year after the loss of their loved one.







PHARMACEUTICAL

Our oncology pharmacists maintain a clinical practice by working with medical and nursing personnel to optimize the pharmacotherapeutic aspects of patient care. This includes optimal selection of pharmacologic agents to maximize therapeutic benefit and minimize toxicity along with ongoing daily follow-up on the clinical effects of the regimen, with adjustment as necessary to achieve desired outcomes. Pharmacokinetics dosing or monitoring occurs for all patients where therapeutic levels are reported. Drug and clinical information is provided to other health care professionals in response to specific questions regarding new or evolving issues related to the care of patients with cancer. The IV Admixture Center is staffed with highly trained pharmacists and pharmacy technicians who carefully and accurately make all IV chemotherapy preparations and other medications. Prepared inside a biological safety cabinet designed for chemotherapy, the sterile environment and techniques assure each dose is provided to ensure quality patient care.

OUTPATIENT CLINICAL SERVICES

MEDICAL ONCOLOGY

Carilion offers a full range of medical oncology services in the inpatient and outpatient settings, partnering with the physicians of Blue Ridge Cancer Care to provide comprehensive cancer treatment to hematology and oncology patients in Southwest Virginia. Patients are offered the latest in chemotherapy, biologic therapy, targeted therapy, immunotherapy and experimental drugs as well as options for clinical trials at Blue Ridge Cancer Care. Care includes patient education, oncologic therapy, surveillance, supportive care, cancer genetic testing and cancer survivorship.

RADIATION ONCOLOGY

The state-of-the-art radiation oncology treatment opportunities offered at Carilion are unmatched anywhere in the region. The CyberKnife® and new Varian TrueBeam® technologies continue to offer patients more treatment options from a radiation oncology team that is highly trained and passionate about the patient-centered care they provide. Some of the radiation therapy options include:

- » Intensity modulated radiation therapy (IMRT)
- » Image-guided radiation therapy (IGRT)
- » High-dose rate brachytherapy (HDR)
- » Deep Inspiratory Breath Hold (DIBH)
- » Prostate seed implant
- » Stereotactic radiosurgery (CyberKnife®)
- » Peptide Receptor Radionuclide Therapy (PRRT)

Our experienced radiation team consists of radiation oncologists, physicists, nurses and radiation therapists who offer personalized care to each and every patient.

David Buck, M.D., serves as our medical director.

GENETICS

Depending on cancer type, an estimated 5-20% of cancer diagnoses are *hereditary* in nature meaning that individuals are born with genetic mutations that predispose them to an increased risk of cancer. In many cases, pre-symptomatic identification of these mutations allows patients to consider increased cancer screening and prevention prior to ever being diagnosed with cancer. Increasingly, genetic mutation status can also guide cancer treatment decisions including surgical and medical management.

Carilion Clinic recognizes the importance of genetics in the care of our patients. It is our policy to facilitate timely access to genetic testing and counseling for patients with a known or suspected genetic predisposition to cancer. We accept patient referrals from any physician or advanced healthcare practitioner. Patients are asked to complete a screening questionnaire that is forwarded to the genetic counselor for review. Pediatric cases may be referred to the Carilion Clinic Children's Hospital.

Lydia Higgs, MS, LCGC (a licensed and board-certified genetic counselor) joined the Carilion team in the fall of 2017. The Cancer Genetics Program under her direction began seeing patients on November 1, 2017. There are now scheduled appointment times for up to 12 new patients per week. Additional time slots may be made available at the discretion of the program for follow-up appointments and surgical add-ons. Appointments are scheduled for 60 minutes. Results are communicated with the patient primarily by telephone encounter, though can be discussed in a follow up appointment if that is the patient's preference. All encounters are documented in EPIC and chart notes are made available to the referring provider. All oncologic indications will be accepted; pediatric cases will be seen either by the Cancer Genetics Program or the Carilion Clinic Children's Hospital depending on indication.

Providers are encouraged to refer patients who meet the most recent National Comprehensive Cancer Network (NCCN), American College of Medical Genetics (ACMG), or other consensus guidelines for genetic evaluation. This includes patients who have:

- » An unusual pattern of cancer in the family
- » Onset of cancer at an unusually young age among family members
- » Family members with the same or related types of cancer
- » Family members with more than one kind of cancer
- » Rare forms of cancer among family members

Our services include:

- » Risk assessment of personal and family medical history
- » Education about cancer risks
- » Guidelines for cancer screening and prevention
- » Referrals to resources and support groups
- » Coordination of genetic testing and related insurance issues
- » Identification and enrollment of eligible patients in cancer research studies

AMBULATORY INFUSION CENTER

Our Infusion Center, located on the third floor of Riverside 1, provides administration of intravenous chemotherapy, biotherapy and subcutaneous injections for our patient population. The chemotherapy biotherapy course offered by the Oncology Nursing Society (ONS) provides education and training for each Infusion Center nurse to provide safe, quality and evidence-based patient care through the use of chemotherapy and biologic medications.

The Infusion Center is equipped with 10 patient care chairs and staffed by five registered nurses. We serve various patient populations, including gynecologic oncology, rheumatology, gastroenterology, neurology and endocrinology. Our infusion nursing staff uses their specialized knowledge of medications to care for rheumatology patients with conditions such as rheumatoid arthritis, psoriatic arthropathy, ankylosing spondylitis, vasculitis and lupus, as well as gastrointestinal conditions such as ulcerative colitis and Crohn's disease. We provide infusions and injections both for neurology patients with conditions such as multiple sclerosis and for endocrinology patients with conditions such as osteoporosis. The nursing staff administers intraperitoneal and intravenous chemotherapy to gynecologic oncology patients with GYN cancers such as endometrial, cervical, ovarian or peritoneal cancers. Janet Osborne, M.D., serves as the medical director for the Infusion Center.



HOSPICE

Carilion Clinic Hospice is a unique provider in the continuum of care, providing end-of-life services and support to the patient and family, while maintaining dignity and comfort.

Hospice care has been a service for over 40 years and is 100-percent covered by Medicare. Medicaid and most private insurances also provide these benefits to patients, with little to no co-pay. Our hospice staff consists of an interdisciplinary team that provides skilled nursing services, medical social workers, volunteers, chaplains, certified nursing assistants, massage therapists, music therapists, pet therapists, grief counselors and medical directorship. All of these staff members make visits to the patient's home, nursing home or hospital for care, a service that our team is honored to provide. Bereavement services are available for the family and caregivers free of charge and last for up to 13 months after the passing of a loved one.

Carilion Clinic Hospice holds several grief support groups throughout the year for anyone who has experienced a loss. In addition, individualized grief counseling is provided when needed. Soul Survivors is a grief support group open to grieving children and their families. Soul Survivors provides a caring and safe environment where participants are free to explore their feelings and concerns.



"My wife died last year and I attend Soul Survivors with our son. I came because of my son's needs but quickly realized that I too could learn and share with other parents."

— Soul Survivors participant

INPATIENT AND OUTPATIENT CLINICAL SERVICES

GYN-ONCOLOGY

Under the direction of the only board-certified gynecologic oncologists in southwestern Virginia, Carilion provides comprehensive care for all women with gynecologic malignancies. Through inpatient and outpatient care, we are committed to providing the highest quality of services using the latest treatment options and procedures, including the da Vinci® Surgical System. For the past several years we have implemented an evidence-based protocol to improved recovery after major surgery. Our enhanced recovery pathway for all patients undergoing hysterectomy tied for first place in the National Improvement Challenge of Prevention of Surgical Site Infections in Major Gynecological Surgery that was sponsored by the Council on Patient Safety in Women's health Care.

This year, our service has grown, to now include five Gyn Oncologists, a PA, and a dedicated Clinical Coordinator to support our patients.

GYN-oncology services include:

- » *Comprehensive surgical care for malignant diseases*
- » *Risk reducing procedures for patients who have genetic mutations which increase their risk of developing a gynecologic cancer*
- » *Administration of chemotherapy*
- » *Cancer screenings*
- » *Genetic counseling and testing*
- » *Palliative care*
- » *Research with opportunities for clinical trial participation through National Research Group*
- » *Twice monthly multi-disciplinary treatment planning conferences*

COMPASSION

Our skilled and kindhearted care team uses an interdisciplinary approach to the treatment of breast cancer.

BREAST PROGRAM

We believe in a coordinated, interdisciplinary approach to the treatment of breast cancer. Our skilled and compassionate integrated care team provides:

- » Advanced breast imaging – patients have access to 3-D mammograms (tomosynthesis), breast ultrasound and breast MRI. Minimally-invasive breast biopsies are offered in a comfortable and safe environment by radiologists who specialize in breast imaging and image-guided procedures.
- » Multidisciplinary breast tumor board – a weekly dedicated breast cancer pre-treatment planning conference during which the combined expertise of a team of specialists develops individual patient care plans that are coordinated prior to initiation of treatment.
- » Familial risk assessment – patients are screened to determine if genetic counseling is indicated. Patients with concern for a hereditary cancer syndrome are offered a consultation with a licensed genetic counselor.
- » Nurse navigation – dedicated nurses provide education, support and access to resources throughout the cancer treatment journey.
- » Surgical treatment – breast surgeons offer breast conservation, sentinel node biopsies and skin-sparing mastectomies. Our breast surgeons also work with plastic and reconstructive surgeons to develop coordinated plans for oncoplastic surgery or breast reconstruction in appropriate patients.
- » A bimonthly support group to help newly diagnosed patients gain support and information from others going through similar circumstances.
- » An annual overnight retreat for breast cancer survivors to broaden their support systems and learn relaxation techniques.
- » Survivorship clinic – after treatment is complete, our breast cancer patients are followed regularly by our breast surgery nurse practitioners who provide surveillance, intervention and coordination with primary providers to support patients' return to health.

THORACIC ONCOLOGY PROGRAM

Our highly trained physicians diagnose, stage, treat and manage the following thoracic cancers: suspected lung cancer, newly diagnosed lung cancer, recurrent lung cancer, metastases of the lung, mesothelioma, mediastinal tumors, malignant pleural effusions, primary and metastatic tumor of the chest wall and esophageal cancer.

- » Multidisciplinary care – We emphasize a multidisciplinary approach to care so all patients benefit from the collaborative expertise of an experienced team of specialists who meet weekly to discuss each patient’s care and progress.
- » Interventional pulmonology – Our pulmonologists are skilled at diagnosing and treating lung cancers. We offer several new advanced diagnostic techniques such as endobronchial ultrasound and navigational bronchoscopy, that allow the diagnosis of malignancies in their earliest stages of growth. In addition, we offer new modalities, such as tracheal and bronchial stenting, laser therapy, and cryotherapy as palliative procedures for patients with inoperable tumors. For patients with recurrent pleural effusions, techniques such as pleurodesis and indwelling pleural catheters, are options that can offer great symptomatic relief. Many of the innovative therapies we provide are unavailable elsewhere in our region.
- » Thoracic surgical oncology – The thoracic surgical team performs endoscopic exams of the bronchial tree, mediastinum and pleural cavity. Our team specializes in standard surgical procedures such as lobectomy, sublobar resection, pneumonectomy, esophageal resection and chest wall surgery, as well as the minimally invasive techniques of video-assisted thorascopic surgery (VATS).
- » Care coordination – Our thoracic oncology coordinator is available to help thoracic oncology patients navigate through the healthcare system. This nurse practitioner facilitates the workup and management of each patient and serves as a contact between the patient, the physicians and the healthcare system. Assistance is available with specific patient needs and ongoing support and education for patients and families throughout their cancer care experience is provided.



IMAGING

Carilion Clinic stays at the forefront of imaging services by investing in people, technology and the highest quality of care for our patients. Our practitioners and support staff use the most advanced equipment available in computed tomography (CT), Positron Emission Tomography (PET), molecular imaging/molecular theranostics treatment program, multiple wide-bore scanners, all high-field-strength MRI scanners and a host of additional sophisticated imaging technology.

Imaging contributes to a broad range of oncology conferences, providing clinical analysis and expertise. Our 37 radiologists are all certified by the American Board of Radiology; 26 are fellowship-trained in the following subspecialty areas: body imaging, interventional radiology (IR), cardiovascular, musculoskeletal, pediatric, neuroradiology, breast imaging, neurointerventional radiology (NIR) and neurovascular.

Our highly trained clinical team will guide you through every step of the imaging process. Registered Nurses (RNs) support Radiology throughout its services, including sedation RNs within IR and NIR, and RNs within each complex modality.

We are dedicated to making your experience with us as comfortable as possible—whether that means scheduling appointments around your busy schedule, listening to your concerns or helping you explore other possible imaging options.

Our oncology-related imaging services include:

- » Diagnostic Radiology & Fluoroscopy (X-Rays)
- » Bone Density Testing
- » Ultrasound
- » Computed Tomography (CT)
- » PET/SPECT CT Scanning
- » Magnetic Resonance Imaging (MRI)
- » Nuclear Medicine/Molecular Imaging/Molecular Theranostics Program
- » Interventional Radiology (IR)
- » Advanced Imaging
- » Mammography

The following IR services are offered by our team to those undergoing cancer treatments:

- » Biopsies
- » Vascular access placement and removal (ports and tunneled central lines) including complex venous access
- » RN-led PICC team
- » Venography and stenting for caval and other venous occlusions
- » Chemoembolization
- » Radioembolization (Y90)
- » Cryoablation
- » Microwave Ablation
- » Radiofrequency Ablation
- » Celiac and Splanchnic nerve blocks and ablation
- » Kyphoplasty and Vertebral Augmentation
- » Thoracentesis, Paracentesis
- » Tunneled pleural and ascites (PleurX) catheter placement
- » Longitudinal patient management in a dedicated outpatient IR clinic

REHABILITATION SERVICES

Cancer rehabilitation services and treatments address all aspects of daily living affected by the cancer experience, helping patients and survivors manage pain, improve functional status and regain quality of life while resuming normal activities. The Carilion Clinic cancer program offers a full range of rehabilitation services for our oncology patients, including:

- » Physical, occupational and speech therapy
- » Aquatic therapy for overall strengthening/mobility
- » Activities of daily living training
- » Lymphedema management
- » Pelvic floor rehabilitation
- » Therapeutic exercise and strengthening
- » Assistive device/orthotic ordering and education
- » Cancer-related fatigue management
- » Vestibular rehabilitation
- » Dysphagia treatment
- » Laryngectomy management including tracheo-esophageal prosthesis
- » Voice treatment
- » Communication and cognition treatment





PEDIATRIC HEMATOLOGY/ONCOLOGY

At Carilion Children's Pediatric Hematology/Oncology, parents whose children have a pediatric blood disorder or cancer don't ever have to feel they must make a choice between expert treatment and warm, supportive care—we emphasize both. We know that a child's cancer or blood disorder can present extraordinary physical, emotional and social challenges not just for the patient but for the whole family.

We are with you every step of the way. Our specialists work collaboratively to provide a variety of services and treatments in a child-friendly, family-centered environment. It's our mission to provide your child with compassionate and coordinated care—including state-of-the-art treatment delivered by a team that consists of physicians, nurses, nurse practitioners, psychologists, child life specialists, dietitians, social workers, chaplains, pharmacists, case managers and volunteers. The pediatric unit has 14 private rooms and five semi-private rooms and is staffed by highly trained nurses with expertise in chemotherapy administration and care for the pediatric oncology patient. Our integrated approach also provides access to many of our pediatric sub-specialty areas for coordination of treatments and services. Carilion Children's physicians work collaboratively with our specialists in Pediatric Hematology/Oncology to treat children with blood disorders and cancer from infancy through the teenage years.

Conditions we treat:

- » Anemia
- » Bone and soft-tissue cancers
- » Brain tumors
- » Clotting disorders
- » Hematologic malignancies
- » Hemophilia
- » Leukemia
- » Lymphoma
- » Musculoskeletal tumors
- » Myelodysplastic syndromes
- » Neuroblastoma
- » Platelet problems
- » Sickle cell disease
- » Solid tumors

PAIN MANAGEMENT

Carilion Clinic in partnership with Virginia Tech Carilion School of Medicine and Research Institute brings together clinicians, learners, scientists and the community in an integrative and comprehensive pain management service. Taking into account the seven dimensions of wellness (physical, emotional, intellectual, occupational, social, spiritual and environmental), the service focuses on functional restoration and pain relief. Through robust research and education across the learning continuum, the service not only delivers but pioneers evidence-based pain medicine.

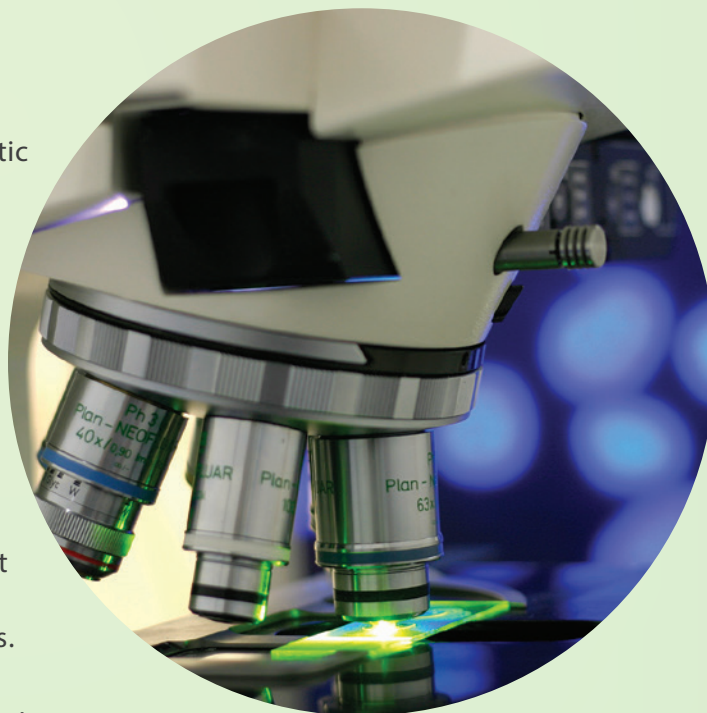
Our team provides services in all areas of need such as the intensive care unit, the pediatric intensive care unit or the medical and surgical units and sees approximately 1,000 consults per year. Patients may be referred for interventional treatments such as massage therapy, acupuncture, Reiki, water aerobics and pet therapy to identify and treat the individual's pain. Our team is very involved in education and research and provides resources for the pain resource nurse program and the biannual pain conference held at Carilion Clinic.

PATHOLOGY

Ten board-certified pathologists provide diagnostic pathology services for our oncology patients. Expertise includes subspecialty training in surgical pathology, gastrointestinal and hepatic pathology, dermatopathology, hematopathology, and cytopathology. These services include intraoperative consultation, gross examination of patient specimens obtained at surgery, microscopic examination of surgical specimens, biopsies, and cytologic specimens. Pathologists serve to guide testing for personalized cancer therapy, including but not limited to, PDL-1, microsatellite instability, KRAS, NRAS, Her2-Neu, ER, PR, and other molecular tests.

All pathology reports are rendered using College of American Pathology synoptic formats developed in cooperation with the oncology community. These formats ensure completeness of reporting and ease of access to information for patient management.

Our pathologists are often called on to review cancer diagnoses from other institutions and they provide 32 hours each month to patient care conferences.



SUPPORT SERVICES

ONCOLOGY NUTRITION

An oncology-certified registered dietitian/nutritionist provides nutrition services to our oncology inpatients and outpatients. The services include performing nutritional assessments and developing and implementing nutritional care plans, as well as providing nutritional counseling. Counseling covers education on modified diets, symptom and weight management, nutrition support therapies, complementary nutritional approaches and optimizing wellness for cancer survivorship.

All inpatients are evaluated and monitored for nutrition care and management per hospital policy. Inpatients are screened for nutrition risk by nursing at the time of admission. Patients are referred to the dietitian for a nutritional assessment if they have significant unplanned weight loss, have decreased oral intake related to difficulty chewing or swallowing, are admitted with tube feedings, parenteral nutrition or wounds, or are surgical patients over 65 years of age.

Radiation oncology outpatients are screened for nutritional risk by nursing using a validated tool for oncology. Patients generating an increased risk score are referred to our registered dietitian for assessment. Additionally, all patients with feeding tubes, TPN or those with head and neck, esophageal or primary gastrointestinal tumors are also referred to the dietitian for evaluation. Staff members also refer any patient who is experiencing significant difficulties through the course of treatments. All other oncology outpatients are referred to a registered dietitian as needed.



SOCIAL WORK AND CASE MANAGEMENT

Oncology social workers and case managers provide specialized services to individuals undergoing cancer treatment and their family members. These services are available at Carilion Roanoke Memorial Hospital's inpatient oncology and palliative care units as well as the Radiation Oncology Outpatient Clinic.

Our oncology social workers meet with individuals and their family members to address practical problems such as transportation and financial concerns. They are knowledgeable about local and national resources and can make appropriate referrals as needed. They can provide guidance, education and problem-solving strategies to address quality of life issues related to the cancer diagnosis and treatment.

Our team of social workers also helps individuals prepare for important conversations with family members and cope with possible reactions. They can help our acute hospital inpatients review availability of alternative placement options when a return to prior living arrangements may be difficult for the individual.

Inpatient case managers work in collaboration with oncology social workers and are available at Carilion Roanoke Memorial Hospital. A case manager evaluates each individual after admission for specific discharge needs, such as referrals for home health/hospice services, physical/occupational therapy, medical equipment, home oxygen and medication assistance.

Healing Emotions Through Art

Providing the very best patient care means treating more than just physical symptoms. We address the emotional needs of patients and families by integrating literary, performing and visual art experiences into the healing process. The result is a more inspirational, supportive and restorative environment for patients, visitors and caregivers of Carilion Clinic.

Activities have included:

- » Live music weekly in radiation oncology
- » Bedside and public area activities by artists-in-residence, including painting, pottery and creative writing
- » Journaling
- » Visual art exhibitions
- » Free poetry brochures available for patients and visitors in waiting areas



CHAPLAINCY SERVICES

Carilion's chaplains provide emotional and spiritual support for patients and families of all faiths as they experience illness, healing, suffering and death. Services may include: pastoral counseling, reflective listening, life review, prayer, Reiki and spiritual decision making.

Our chaplains offer support and therapeutic care in situations of spiritual distress, celebrations, crisis and grief. Professional chaplains can help resolve conflicts and promote communication between patients, families and staff concerning treatment preferences and religious and cultural traditions that may affect health care decision making.

• *"As Director of Chaplaincy Services, I'm grateful that we can support and enhance the faith of our patients and their families during hospitalizations. The chaplain's role in the healing process ensures that we are caring for the entire person in mind, body and spirit."*
• — Richard Brown

CLINICAL TRIALS AND RESEARCH

By taking part in clinical trials and innovative cancer research, we are able to stay on the forefront of cancer treatment. Our patients can be assured that physicians who are involved in clinical trials are staying up-to-date on the latest treatment options and will provide the best possible care right here at home.

Carilion Clinic's gynecologic oncology program attracts significant funding each year for research which conducts progressive research trials through the NRG Oncology Group and the National Cancer Institute. Our program conducts 15 to 20 studies at any given time and continues to grow.

Carilion Children's childhood cancer program conducts clinical research trials through its association with the Children's Oncology Group. We see approximately 15 to 20 new oncology patients per year. The only board-certified pediatric hematologist/oncologists in southwest Virginia and southeastern West Virginia are on our team. This enables us to offer cutting-edge cancer treatment to pediatric patients and their families.

Carilion has partnered with Blue Ridge Cancer Care to offer patients access to cutting-edge medical and radiation oncology clinical trials. The radiation clinical trial program gives cancer patients a chance to participate in the development of future treatments while providing access to the very latest therapies that can potentially increase survival while improving quality of life. The trials are a collaborative effort among Blue Ridge Cancer Care, Carilion Clinic, US Oncology Research and NRG Oncology.

In addition to radiation clinical trials, medical oncology clinical trials have been an integral part of our efforts to provide cancer patients access to the latest therapies and treatment options for many years. Blue Ridge Cancer Care offers 25 to 30 medical oncology clinical trials at any given time, including breast cancer, lymphoma, lung cancer, gastrointestinal cancer, hematological malignancies and many more. The trials are offered via a collaborative effort from US Oncology Research and/or pharmaceutical companies that sponsor the clinical trials.

CARILION CANCER COMMITTEE

The Carilion Cancer Committee is a multidisciplinary committee comprised of physician and non-physician members according to guidelines established by the American College of Surgeons Commission on Cancer (ACoS CoC) and represents the full scope of cancer care and services. Required cancer committee members include at least one physician representing each of the diagnostic and treatment services, coordinators, and representatives from administrative, clinical and supportive services. The committee assesses the scope of services offered and determines the need for additional cancer committee members based on the major cancer sites seen by the program.

The CoC has designated a position on the committee entitled the Cancer Liaison Physician (CLP) who is a physician of any specialty and who is an active member of the medical staff. The CLP is considered the physician quality leader of the cancer committee.

During 2019, the committee was chaired by David A. Buck, M.D., of Radiation Oncology. David Luyimbazi, M.D., surgical oncologist, served as the CLP for the committee. The committee functions under the leadership of six coordinators. In 2019 these coordinators were: Leslie Loving, R.N., M.S.N., A.C.N.P.-B.C., Community Outreach Coordinator; Natasha Holt, C.C.R.P., Clinical Research Coordinator; Padmaja Mallidi, M.D., Cancer Conference Coordinator; Leta Vess, B.A., C.T.R., Cancer Registry Quality Coordinator; Teresa Poole, L.C.S.W., Psychosocial Services Coordinator; and Lisa Smith, M.B.A., Quality Improvement Coordinator.

CANCER CONFERENCES

Multidisciplinary cancer conferences provide opportunities for physicians to present patient cases for discussion in a collaborative setting with physician specialists and other health care team members at Carilion Clinic in order to offer patients the most thorough and up-to-date oncology treatment options. Conference attendees include medical oncologists, radiation oncologists, radiologists, pathologists, surgeons and specialists in the conference discipline. Attendees also include nurses, advanced care providers, allied health professionals, medical students and residents. Conferences offer patients the opportunity for multi-disciplinary treatment planning and offer medical professionals ongoing education opportunities. Carilion is a regional leader in cancer conference offerings. Currently over 20 individual monthly conferences are held in the following specialty areas:

- » Thoracic oncology
- » Pediatric oncology
- » GYN oncology
- » GI oncology
- » Breast pre-treatment planning
- » General oncology
- » Head and neck oncology
- » Neuro-oncology
- » Skin/soft tissue malignancies
- » Malignant hematology



PREVENTION AND SCREENING PROGRAMS

The Carilion Clinic Oncology Committee (CCOC) continues its extensive outreach activities to educate the community about cancer, monitoring outreach activity through the work of the community outreach coordinator. Our team of providers and educators teach preventive measures and lifestyle changes to reduce the incidence of cancer through awareness programs developed with various community partners (American Cancer Society, Susan G. Komen, New Horizons Healthcare and Bradley Free Clinic). Outreach is also conducted through a variety of media and community events, and the hospital sponsors or facilitates support group access for cancer patients and their families. We continually assess, and strategically address, the needs of our community.

Community Needs Assessment

To conduct the 2018 Roanoke Valley Community Health Needs Assessment (RVCHNA), Carilion Medical Center partnered with Healthy Roanoke Valley (HRV), an initiative of the United Way of Roanoke Valley. A 31-member Community Health Assessment Team (CHAT) oversaw the planning activities. The service area included the cities of Roanoke and Salem and the counties of Bedford, Botetourt, Craig, Franklin and Roanoke. The target population consisted of the following groups: underserved/vulnerable populations disproportionately impacted by social determinants of health including poverty, race/ethnicity, education and/or lack of insurance.

The findings of the 2018 RVCHNA revealed 10 priority health issues:

1. Poverty/Low average household income
2. Transportation/Transit system
3. Access to mental/behavioral health services
 - a. Access to substance abuse services
4. Culture: Health behaviors not a priority
5. High uninsured/underinsured population
6. Affordable/Safe housing
7. Access to dental care
8. Poor diet
9. High cost of care
10. Educational attainment

The localities with the greatest unmet need included Southeast and Northwest Roanoke.

Carilion Community Health and Outreach Department

Our Community Health and Outreach team helps empower everyone in our region to improve their own health and live fuller, longer lives. They promote healthy lifestyles through workshops, screenings, Healthy Walks and Talks and fresh produce and education provided at Morningside Urban Farm, and they offer support services through #ALLin peer support specialist training, Mental Health First Aid, Be a Quitter smoking cessation programs and an opioid task force.

With our community partners, Carilion provided numerous educational activities including Diabetes/Obesity Education, Fitness/Exercise, Health Fairs, Nutrition/Weight Management, Health Topics and Tobacco/Smoking Cessation during 2019. Over 1400 individuals participated.

Support

Social work and psychology services provide emotional support and assistance with community resources throughout the disease process. Other venues for support include:

- » Biweekly breast cancer support group
- » Annual breast cancer survivorship retreat
- » TEAMS: Tumor Education and Moral Support – Neurosurgery
- » Nutritional counseling
- » Grief counseling
- » Cancer genetic testing and counseling through referral
- » Breast cancer navigation program
- » Lung cancer navigation program
- » Look Good Feel Better program (ACS)
- » Road to Recovery – transportation services (ACS)
- » Reach to Recovery (ACS)
- » Smoking cessation classes offered through community outreach and the Carilion Medical Center Pharmacy

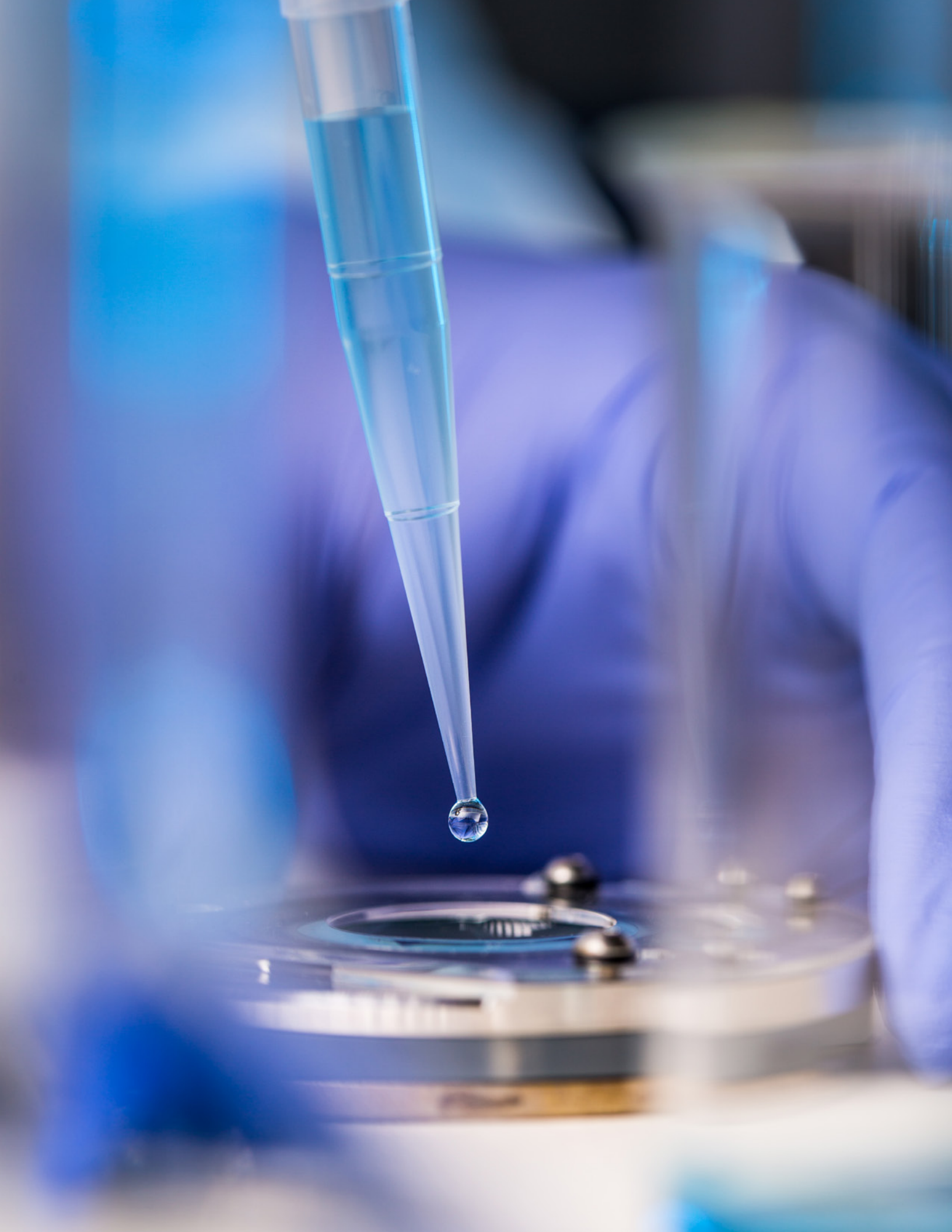
Community Events in Partnership with the American Cancer Society

- » 9 Relay for Life Events — April -June 2019
- » Swing Fore a Cure — June 3, 2019
- » Roanoke Cattle Baron's Ball — November 16, 2019

QUALITY STUDIES AND IMPROVEMENTS

The annual evaluation of the care of Carilion's cancer patients provides a baseline to measure quality and an opportunity to enhance care and quality outcomes. Quality cancer care is our goal and measuring quality patient outcomes has been a hallmark of the Carilion cancer program since its inception. The following are outstanding examples from among the many studies and improvements constantly underway at Carilion. Studies and improvements completed in 2019 included:

- » Evaluation of screening effectiveness for weight loss and nutrition/dietician consultation for radiation oncology patients
- » Implementation of the MST screening tool for radiation oncology patients to improve appropriate referrals to Registered Dietician
- » Turn-around-time for MRI imaging for newly diagnosed breast cancer patients
- » Tomosynthesis as a diagnostic tool for heterogeneously and very dense breast tissue
- » Standardized reporting of tomosynthesis recommendations for BIRADS I and II screening patients
- » Review of adjuvant chemotherapy and ejection fraction assessment in Stage I-III HER2 positive breast cancer patients



HOSPITAL CANCER REGISTRY

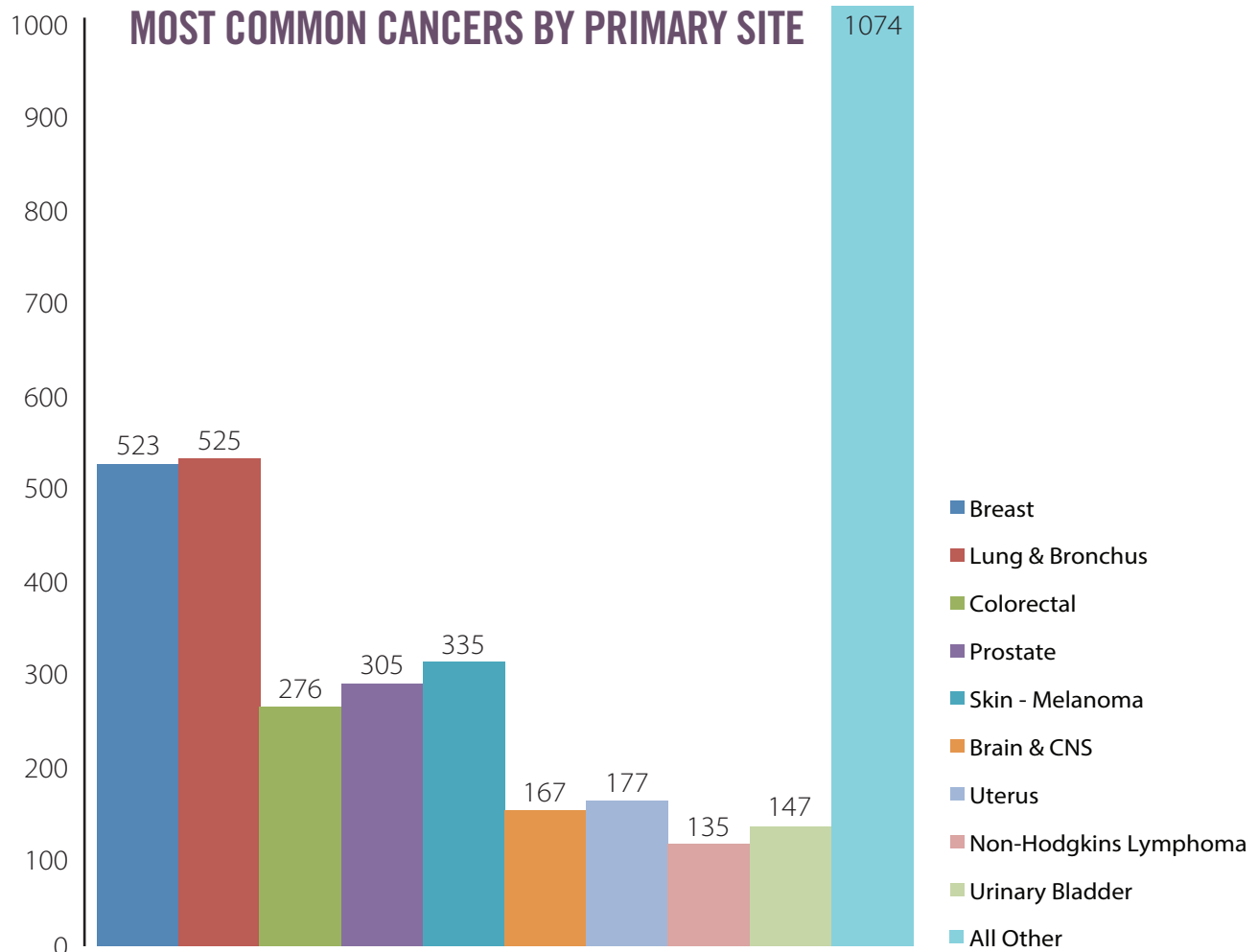
The cancer registry at Carilion Roanoke Memorial Hospital has a reference date of January 1, 1985 and has over 86,500 patients listed. The five-year follow-up rate is 98% and the overall follow-up rate is 91%, which far exceeds the CoC standards. The registry employs a manager and five full-time, highly qualified and trained professionals who also provide support to physicians presenting at cancer conferences and to the Cancer Committee. The staff members abstract cases not only for Carilion Roanoke Memorial Hospital, but also for Carilion's six additional hospitals and ambulatory physician practices. The registry ensures that the data of all the cancer cases diagnosed or treated at all Carilion facilities are maintained accurately. The data are collected in a strict accordance with HIPAA regulations and are used for measuring outcomes and quality improvement, providing follow-up information, allocating resources, developing educational programs for health care providers and reporting cancer incidence at the state and national levels.

RAPID QUALITY REPORTING SYSTEM

Carilion's cancer program is a voluntary participant in the American College of Surgeons Commission on Cancer's Rapid Quality Reporting System (RQRS), which monitors the real-time reporting of breast and colorectal cancer cases at Carilion Roanoke Memorial Hospital. The purpose of RQRS is to improve patient outcomes of care by allowing better monitoring of patient treatment. Monthly reports are sent to the American College of Surgeons and monitored by the Carilion Clinic Cancer Committee for compliance with national treatment guidelines. Patients who need timely treatment can be quickly evaluated, with recommendations made to the managing physician. This supports and encourages higher quality patient care.

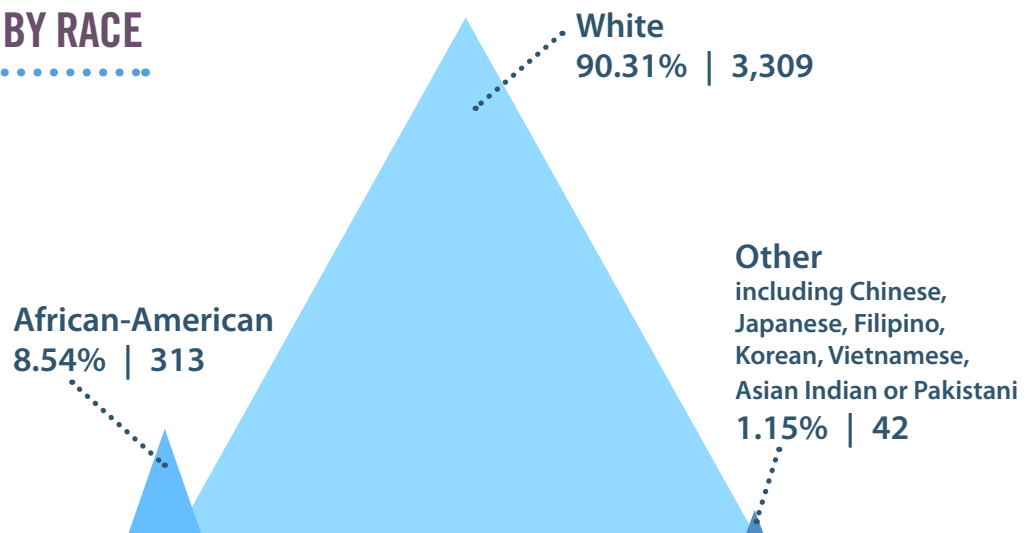
CANCER STATISTICS

2018 data from Carilion Facilities



CANCER NUMBERS BY RACE

Total: 3,664



CANCER NUMBERS BY GENDER

Total: 3,664



Females

53.2%

1,950

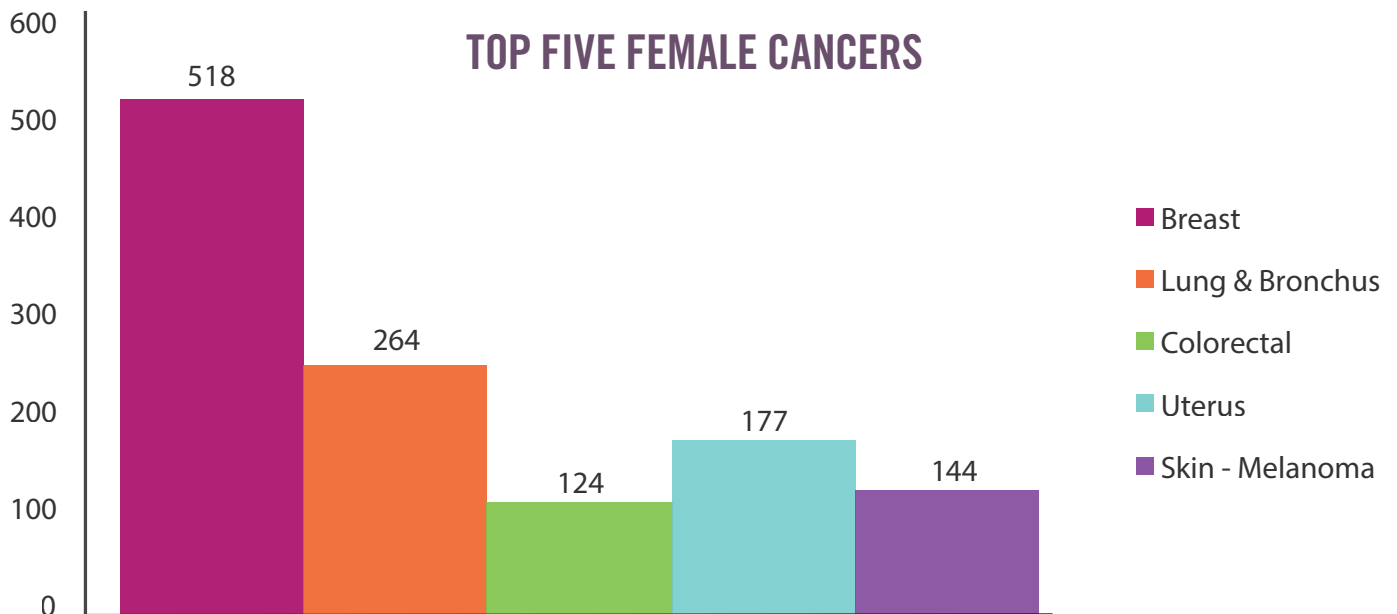


Males

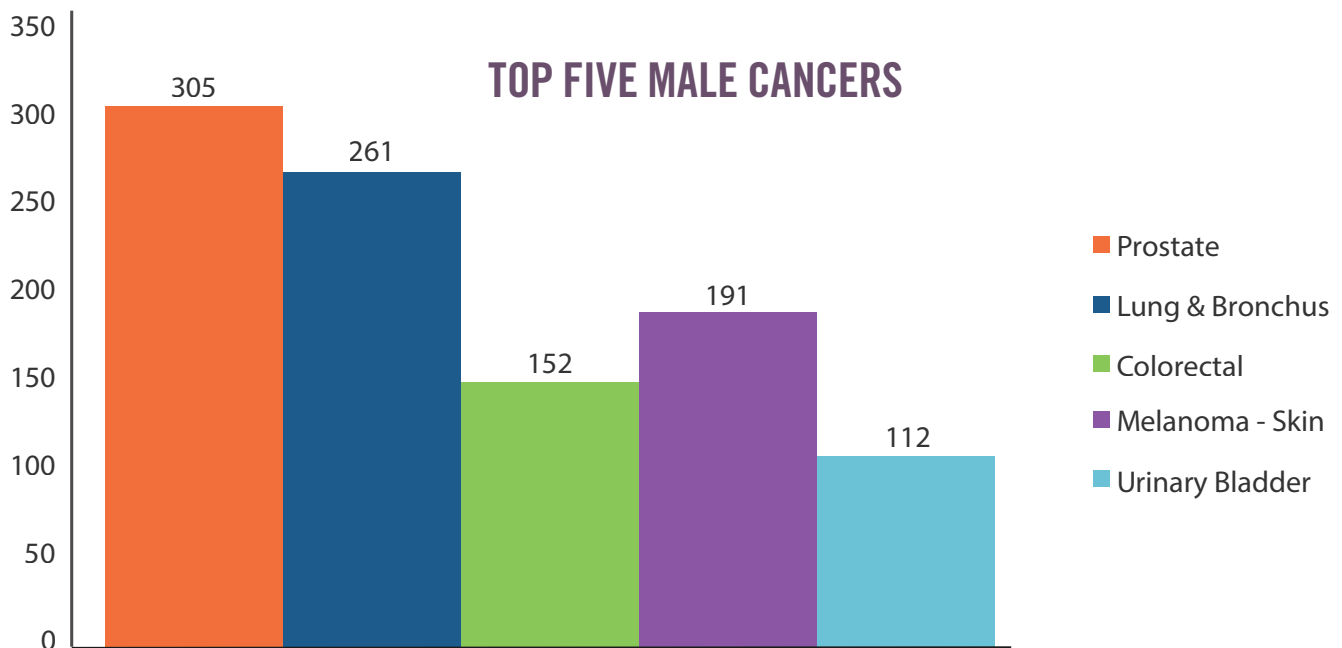
46.8%

1,714

TOP FIVE FEMALE CANCERS



TOP FIVE MALE CANCERS



CLASS OF CASE

Total: 3,664

ANALYTIC/New Diagnosis

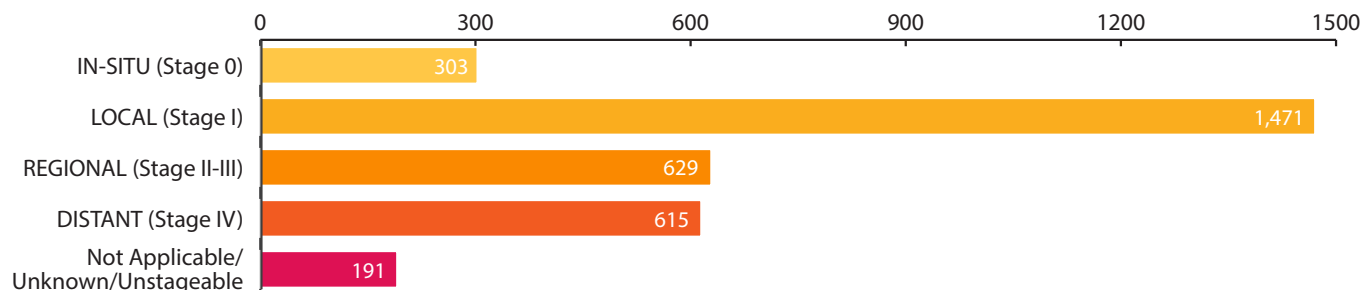
87.6% | 3,209

NON-ANALYTIC/Recurrent

12.4% | 455

NEW CANCER STAGE DISTRIBUTION

Total: 3,209



Includes in situ and malignant diagnoses as well as benign brain and CNS tumors as required by state and national reporting standards.
Does not include in situ cervical cancer or any basal or squamous cell skin cancers.
Does not include patients who present with recurrent or persistent malignancy.

NEW CMC CASES (2018 NEW CANCER DIAGNOSES BY NUMBER OF CASES AND PERCENTAGE)

PRIMARY SITE	CMC Number *	CMC %*	Virginia Number**	Virginia %**	US Number**	US %**
LUNG AND BRONCHUS	470	14.64	5,860	13.81	234,030	13.48
BREAST	483	15.05	7,510	17.71	266,210	15.34
COLON AND RECTUM	250	7.79	3,380	7.96	140,250	8.08
UTERUS	169	5.26	1,570	3.70	63,230	3.64
PROSTATE	256	7.97	4,200	9.90	164,690	9.49
MELANOMA	323	10.06	2,620	6.17	91,270	5.25
NON HODGKIN LYMPHOMA	109	3.39	1,760	4.14	74,680	4.30
URINARY BLADDER	136	4.23	1,900	4.47	81,190	4.67
LEUKEMIA	38	1.18	1,250	3.00	60,300	3.47
CERVIX	26	0.81	290	0.68	13,240	0.76
ALL OTHERS	949	29.57	12,080	28.00	546,260	31.47
TOTALS	3,209	100.00	42,420	100.00	1,735,350	100.00

Throughout this report, percentages may not always total 100% due to rounding.

This report excludes basal and squamous cell skin cancers.

State and national numbers are estimates of cancer incidence in the entire state and nation, regardless of where the patient is treated.

* The Carilion Clinic numbers are actual cases that were diagnosed and/or treated at Carilion Clinic regardless of where the patient lives. These numbers are provided by the Carilion Cancer Registry.

** American Cancer Society, 2018 Facts and Figures, Estimated number of new cases.

Summary by Body System, Sex, Class, Status and Summary Stage

Summary by Body System, Sex, Class, Status and Summary Stage

All 2018 Carilion Clinic Cases

Primary Site	Total (%)	SEX	
		Male	Female
ORAL CAVITY & PHARYNX	96 (2.6%)	72	24
Lip	1 (0.0%)	0	1
Tongue	24 (0.7%)	14	10
Salivary Glands	9 (0.2%)	5	4
Floor of Mouth	2 (0.1%)	2	0
Gum & Other Mouth	9 (0.2%)	5	4
Nasopharynx	5 (0.1%)	5	0
Tonsil	30 (0.8%)	26	4
Oropharynx	13 (0.4%)	12	1
Hypopharynx	2 (0.1%)	2	0
Other Oral Cavity & Pharynx	1 (0.0%)	1	0
DIGESTIVE SYSTEM	603 (16.5%)	347	256
Esophagus	33 (0.9%)	25	8
Stomach	41 (1.1%)	25	16
Small Intestine	25 (0.7%)	16	9
Colon Excluding Rectum	203 (5.5%)	105	98
Rectum & Rectosigmoid	73 (2.0%)	47	26
Anus, Anal Canal & Anorectum	23 (0.6%)	9	14
Liver & Intrahepatic Bile Duct	70 (1.9%)	46	24
Gallbladder	6 (0.2%)	3	3
Other Biliary	15 (0.4%)	7	8
Pancreas	99 (2.7%)	60	39
Retroperitoneum	3 (0.1%)	3	0
Peritoneum, Omentum & Mesentery	10 (0.3%)	1	9
Other Digestive Organs	2 (0.1%)	0	2
RESPIRATORY SYSTEM	564 (15.4%)	287	277
Nose, Nasal Cavity & Middle Ear	5 (0.2%)	2	3
Larynx	34 (0.9%)	24	10
Lung & Bronchus	525 (14.3%)	261	264
BONES & JOINTS	4 (0.1%)	3	1
SOFT TISSUE	21 (0.6%)	12	9
SKIN EXCLUDING BASAL & SQUAMOUS	351 (9.6%)	201	150
Melanoma -- Skin	335 (9.1%)	191	144
Other Non-Epithelial Skin	16 (0.4%)	10	6

CLASS OF CASE		STATUS		STAGE DISTRIBUTION - ANALYTIC CASES ONLY				
Analy	NA	Alive	Exp	In-Situ	Local	Reg	Distant	Unk/Unstg
84	12	75	21	0	23	56	4	0
0	1	1	0	0	0	0	0	0
19	5	19	5	0	6	13	0	0
8	1	7	2	0	5	2	0	0
2	0	1	1	0	2	0	0	0
8	1	6	3	0	5	3	0	0
4	1	3	2	0	1	3	0	0
28	2	26	4	0	1	27	0	0
12	1	10	3	0	2	7	3	0
2	0	1	1	0	0	1	1	0
1	0	1	0	0	1	0	0	0
518	85	440	163	4	218	169	121	6
26	7	17	16	0	2	16	8	0
34	7	32	9	0	21	3	10	0
17	8	20	5	0	12	3	2	0
183	20	165	38	3	79	60	38	3
68	5	66	7	1	24	32	11	0
7	16	22	1	0	4	3	0	0
66	4	45	25	0	34	18	12	2
6	0	2	4	0	1	2	3	0
14	1	8	7	0	6	4	3	1
84	15	50	49	0	31	25	28	0
2	1	3	0	0	1	1	0	0
9	1	8	2	0	3	1	5	0
2	0	2	0	0	0	1	1	0
506	58	339	225	6	152	138	207	3
5	0	2	3	0	0	5	0	0
32	2	28	6	1	13	16	2	0
469	56	309	216	5	139	117	205	3
3	1	2	2	0	2	0	1	0
20	1	18	3	0	14	2	4	0
338	13	333	18	161	143	20	14	0
322	13	319	16	161	131	17	13	0
16	0	14	2	0	12	3	1	0

Summary by Body System, Sex, Class, Status and Summary Stage

Continued...

All 2018 Carilion Clinic Cases

Primary Site	Total (%)	SEX	
		Male	Female
BREAST	523 (14.3%)	5	518
FEMALE GENITAL SYSTEM	339 (9.3%)	0	339
Cervix Uteri	36 (1.0%)	0	36
Corpus & Uterus, NOS	177 (4.8%)	0	177
Ovary	76 (2.1%)	0	76
Vagina	8 (0.2%)	0	8
Vulva	40 (1.1%)	0	40
Other Female Genital Organs	2 (0.1%)	0	2
MALE GENITAL SYSTEM	316 (8.6%)	316	0
Prostate	305 (8.3%)	305	0
Testis	8 (0.2%)	8	0
Penis	3 (0.1%)	3	0
URINARY SYSTEM	258 (7.0%)	183	75
Urinary Bladder	147 (4.0%)	112	35
Kidney & Renal Pelvis	103 (2.8%)	66	37
Ureter	3 (0.1%)	2	1
Other Urinary Organs	5 (0.1%)	3	2
EYE & ORBIT	1 (0.0%)	0	1
BRAIN & OTHER NERVOUS SYSTEM	167 (4.6%)	78	89
Brain	57 (1.6%)	33	24
Cranial Nerves Other Nervous System	110 (3.0%)	45	65
ENDOCRINE SYSTEM	140 (3.8%)	47	93
Thyroid	92 (2.5%)	30	62
Other Endocrine including Thymus	48 (1.3%)	17	31
LYMPHOMA	147 (4.0%)	85	62
Hodgkin Lymphoma	12 (0.3%)	6	6
Non-Hodgkin Lymphoma	135 (3.7%)	79	56
MYELOMA	20 (0.5%)	10	10
LEUKEMIA	53 (1.4%)	27	26
Lymphocytic Leukemia	16 (0.4%)	7	9
Myeloid & Monocytic Leukemia	35 (1.0%)	19	16
Other Leukemia	2 (0.1%)	1	1
MESOTHELIOMA	2 (0.1%)	1	1
KAPOSI SARCOMA	1 (0.0%)	1	0
MISCELLANEOUS	56 (1.5%)	38	18
Total	3,664	1,714	1,950

CLASS OF CASE		STATUS		STAGE DISTRIBUTION - ANALYTIC CASES ONLY				
Analy	NA	Alive	Exp	In-Situ	Local	Reg	Distant	Unk/Unstg
483	40	503	20	69	297	93	23	1
273	66	292	47	0	172	54	47	0
26	10	36	0	0	12	10	4	0
169	8	153	24	0	132	19	18	0
63	13	57	19	0	18	20	25	0
4	4	7	1	0	1	3	0	0
10	30	38	2	0	8	2	0	0
1	1	1	1	0	1	0	0	0
266	50	300	16	0	204	30	32	0
256	49	291	14	0	199	28	29	0
8	0	7	1	0	4	1	3	0
2	1	2	1	0	1	1	0	0
233	25	221	37	63	120	23	26	1
136	11	127	20	60	52	17	6	1
90	13	87	16	1	66	6	17	0
3	0	3	0	1	2	0	0	0
4	1	4	1	1	0	0	3	0
0	1	1	0	0	0	0	0	0
142	25	137	30	0	28	9	0	105
48	9	36	21	0	26	9	0	13
94	16	101	9	0	2	0	0	92
127	13	138	2	0	70	20	1	36
89	3	90	2	0	68	20	1	0
38	10	48	0	0	2	0	0	36
121	26	121	26	0	25	13	81	2
12	0	12	0	0	1	3	8	0
109	26	109	26	0	24	10	73	2
13	7	14	6	0	0	0	13	0
38	15	36	17	0	2	0	35	1
8	8	14	2	0	1	0	7	0
29	6	20	15	0	1	0	27	1
1	1	2	0	0	0	0	1	0
2	0	2	0	0	0	1	0	1
1	0	1	0	0	0	0	1	0
41	15	17	39	0	1	1	5	34
3,209	454	2,991	672	303	1,471	629	615	190

CARILION CANCER COMMITTEE

2019 Members

PHYSICIANS

David Buck, M.D., Radiation Oncology, Cancer Committee Chair
David Luyimbazi, M.D., Surgical Oncology, Cancer Liaison Physician
Daniel Karolyi, M.D., Eileen Kenny, M.D.; Imaging
Padmaja Mallidi, M.D., Joshua Morales, M.D., Medical Oncology
Christi Stewart, M.D., Palliative Care
Bob Budin, M.D., Robert Jarrett, M.D., Pathology
Glenn Edwards, M.D., Pediatric Oncology
Bret Adams, M.D., Radiation Oncology
Jessica Partin, M.D., Breast Surgery
Edmundo Rubio, M.D.; Maria Cirino-Marcano; M.D., Pulmonology
Jennifer Wells, M.D., Psychiatry
Emily Doherty, M.D., Genetics

REQUIRED COORDINATORS

Cancer Conference Coordinator: Padmaja Mallidi, M.D.
Cancer Registry Quality Coordinator: Leta Vess, B.A., C.T.R.
Clinical Research Coordinator: Natasha Holt, C.C.R.P., Blue Ridge Cancer Care
Community Outreach Coordinator: Leslie Loving, R.N., M.S.N., A.C.N.P.-B.C.
Psychosocial Services Coordinator: Teresa Poole, L.C.S.W.
Quality Improvement Coordinator: Lisa Smith, M.B.A.

NON-PHYSICIAN MEMBERS

Angela Charlton, R.D.-N., Oncology Dietitian
Deborah Joyce, B.S., R.T.T., Manager, Rehabilitation Services
Julie Wright, R.N., M.S.N., Unit Director, Oncology
Lydia Higgs, M.S., L.C.G.C., Certified Genetic Counselor
Christy Hale, R.N., M.S.N., O.C.N., Infusion Center Unit Director/Radiation Oncology Nursing Director
Patricia Kingery, R.N., M.S.N., Senior Director, Oncology/Palliative Care Services
Jessica O'Brien, Quality and Patient Safety
Elizabeth Parkins, Marketing and Communications
Cathy Sargent, Radiation Oncology
Cris Sheffield, Planning and Community Development
Paul Shaner, Practice Manager, Blue Ridge Cancer Care
Annika Dean, American Cancer Society

Carilion Clinic

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Our patients and members of our community have the right to receive considerate, respectful, compassionate and appropriate clinical care in a safe setting regardless of age, gender, race, color national origin, religion, language, culture, sexual orientation, gender identity and/or expression, marital or parental status, pregnancy, disabilities, veteran's status, citizenship or source of payment.

To ensure that individuals can communicate in a meaningful manner, we provide reasonable and necessary aids and services free of charge and in a timely manner, including:

- » Auxiliary aids and services, such as qualified interpreters for individuals with disabilities and information in alternate formats.
- » Language services to people whose primary language is not English, such as qualified interpreters and critical information written in other languages.

If you need such aids and services, please notify your caregiver, a Carilion Clinic staff member or contact us by calling 800-422-8482 or emailing direct@carilionclinic.org.

If you believe that Carilion Clinic has failed to meet these standards or provide these services, you can file a written grievance in person or by mail, fax or email with:

Title: Carilion Clinic's Chief Compliance Officer
Address: 213 S. Jefferson Street, Suite 1201, Roanoke, Virginia 24011
Phone: (540) 510-4573 | Fax: (540) 224-5787
Email: compliance@carilionclinic.org

If you need help filing a grievance, Carilion Clinic's Chief Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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**P.O. BOX 13727
ROANOKE, VA 24036-3727**

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