

The logo features a white vertical line with a small circle at the top, from which several white lines radiate outwards to the left and right, forming a bridge-like structure.

Cancer | Bridge



Unparalleled access to world-renowned cancer experts

Call Us Toll-Free at (855) 366-7700

Scotts **Miracle-Gro**

Cancer Bridge



Cancer Bridge

Unparalleled access to world-renowned cancer experts

Imagine hearing those three words: “You have cancer.”

Now, imagine being able to talk to a world-renowned cancer expert, a physician who specializes in your cancer, to understand the next steps you should consider taking in your treatment...all within a single business day.

CancerBridge provides you with unparalleled access to some of the world’s foremost experts in cancer. A confidential concierge service provided by Scott’s and the cancer experts at The Ohio State University Comprehensive Cancer Center – James Cancer Hospital and Solove Research Institute (OSUCCC — James), CancerBridge makes talking with those experts as easy as dialing the phone.

With CancerBridge, one of our cancer experts will:

- Provide information specific to your cancer inquiry;
- Discuss cancer treatment options and possible next steps to be considered; and, if needed,
- Facilitate a referral to the appropriate sub-specialized OSUCCC — James cancer physician. If you live outside of Ohio, the CancerBridge oncology nurse can facilitate a referral to a cancer expert at an NCI designated Comprehensive Cancer Center near you.

Most importantly, CancerBridge helps provide some peace of mind for you and your family at a time when you have more questions than answers.

Easy to Use

By dialing a private, toll-free number, you are immediately connected with CancerBridge. During this initial call, a certified oncology nurse will ask you questions to better understand your cancer concerns. If needed, within one business day the appropriate physician expert in that specific cancer will call you to discuss your questions and possible next steps.

Because CancerBridge is a private concierge service, you will need your Employee ID Number when you call. Your Employee ID Number is unique to you — it is not your Social Security number.

For your convenience, CancerBridge is available Monday through Friday from 8 a.m. to 5 p.m. (ET).



Cancer Bridge



For You and Your Family

The CancerBridge service is available to all employees and their immediate family members — parents, parents-in-law, spouses, children and siblings (as defined by the employer).

Questions You May Have

How do I access CancerBridge?

Call 855-366-7700 weekdays between 8 a.m. and 5 p.m. (ET). Please make sure you have your Employee ID Number available, as you will need to provide this to the CancerBridge oncology nurse to access the service.

What type of information should I expect to receive from CancerBridge?

Our oncology nurse will ask you questions about you or your immediate family member's cancer and will give you information on this type of cancer. Please understand that the information provided is not intended as medical advice, and the nurses and physicians will not provide diagnoses, medical consultations or treatments, order tests, or prescribe medications over the phone. You will also have the opportunity to speak with a oncology physician who is an expert in your (or your family member's) specific cancer. If you or your family member would like to schedule an appointment with the appropriate cancer expert, the CancerBridge oncology nurse will facilitate a referral to the most appropriate physician.

Please note: Before scheduling an appointment, we recommend that you check with your insurance company to ensure the physician is participating on your plan.

My mother has cancer. Can she call CancerBridge?

For privacy reasons, the initial phone call must be placed by the employee. If you are calling for your mother or other immediate family member and would like a cancer expert to speak directly with that person, our CancerBridge oncology nurse will facilitate that call.



Unparalleled access to world-renowned cancer experts

What type of information should I have ready when I call CancerBridge?

For your first call to CancerBridge, please have your Employee ID Number. After that, our oncology nurse will ask a series of questions to help better understand your cancer concerns. These questions will help us connect you with the appropriate cancer physician expert.

I found a lump. Can I call CancerBridge?

If you find a lump, you should contact your personal physician immediately for evaluation and treatment. If you would like to schedule an appointment with a cancer expert, the CancerBridge oncology nurse can facilitate that for you. If you live outside of Ohio, the CancerBridge oncology nurse can facilitate a referral to a NCI- designated Comprehensive Cancer Center near you.

My brother-in-law was recently diagnosed with leukemia. Can I use CancerBridge to have a cancer expert talk with him?

At present, the CancerBridge concierge service is available only to employees and members of their immediate family, which includes their spouse and children as well as the employee's mother, father, mother-in-law, father-in-law, sisters and brothers. As such, brothers- and sisters-in-law would not qualify at this time. However, you can call a public information hotline called The James Line that is available to the public, free of charge. Staffed by oncology nurses, The James Line facilitates scheduling appointments and answers routine questions. The James Line is staffed Monday through Friday, 8 a.m. to 5 p.m. (ET), and can be accessed by dialing 614-293-5066 or toll-free at 800-293-5066.

Is CancerBridge a confidential service?

Yes. Unless you advise otherwise, all information discussed on a call is maintained as confidential. While information regarding the aggregate number of callers may be shared with your employer, you can be assured that your personal information (and any information you might provide to CancerBridge) will not be shared.

My mother is in Phoenix. How can CancerBridge help her?

CancerBridge provides access to world-renowned cancer experts who, if needed, can help you and your mother determine the closest and best opportunities for seeking expert cancer care close to home.





Unparalleled access to world-renowned cancer experts

I have been diagnosed with lymphoma. I don't want to wait days or weeks to see a cancer expert. How can CancerBridge help me get an appointment?

By calling CancerBridge, you gain quick phone access to cancer physicians who are experts in your particular cancer. If you prefer, you can also schedule an appointment at the same time — all in one call.

Am I charged a fee when I call CancerBridge?

No. CancerBridge is a service provided by your employer for employees and members of their immediate families. You can contact the CancerBridge staff as often as needed.

Do I have to have particular insurance coverage to use CancerBridge?

No. Health insurance is not needed to access CancerBridge or to talk with our cancer experts.

Who are the cancer experts providing this service?

CancerBridge provides access to the incomparable academic depth and breadth of The Ohio State University Comprehensive Cancer Center (OSUCCC), which is transforming the way cancer is prevented, detected, treated and cured as it creates a 21st century cancer hospital.

Part of the OSUCCC, the James Cancer Hospital and Solove Research Institute combines the discoveries of more than 300 cancer researchers from 12 of the University's 14 colleges and the expertise of nearly 200 cancer subspecialists to deliver the most effective ways to prevent and treat individual cancers. Ohio State has demonstrated that there is no routine cancer and that each cancer is unique, driven by the molecules and markers in each person that enable his or her cancer to survive, move and grow. The James promises and promotes the discovery and delivery of the world's most targeted cancer preventions and treatments leading to improved outcomes, faster responses, more options, and fewer side effects.



CancerBridge
3700 Fisinger Blvd.
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