



# Welcome to the Cancer Partnership

## A New Kind of Cancer Care

The **Providence Regional Cancer Partnership (PRCP)** opened in 2007 and is a collaboration of premier provider organizations in one cancer center. This unique design provides a seamless integrated approach to cancer care in the North Puget Sound region. The center offers a space that is healing and soothing as well as state-of-the-art technology. The center includes **Providence Regional Medical Center, Optum, Providence Comprehensive Breast Center, Center for Clinical Research, Northwest Radiation Oncology Associates, and Western Washington Medical Group**. Our Cancer Program includes a comprehensive array of inpatient and outpatient surgical, medical oncology, and radiation oncology. In addition, the PRCP has innovative programs in Genetics, Integrative Medicine, and Psychosocial Support. Each week surgeons, medical oncologists, radiation oncologists, pathologists, interventional radiologists, mid-level practitioners, nurses, and multiple specialists from support services attend six multidisciplinary cancer care conferences. More than 70% of new cancer cases are presented for collaboration related to pre-treatment planning.

### Accreditation/Certification:

Providence Regional Medical Center has been accredited through the American College of Surgeons Commission on Cancer as a Comprehensive Community Cancer Program since 1978. This accreditation acknowledges cancer programs that achieve excellence in providing quality care to cancer patients. Optum was awarded the Quality Oncology Practice Initiative certification (QOPI) for outpatient hematology-oncology practices. Currently, only four (Everett, Kennewick, Seattle, and Tacoma) clinical practices have this certification in Washington state. The award promotes quality, value, and accountability in cancer care and further enhances the society's longstanding and robust efforts in the field of oncology.



## Care:

The best cancer care happens when a team of world-class cancer specialists takes the time to know and care for you—body, mind, and spirit. All patients receive a personal level of care and support every day at the Cancer Partnership.

When you are first diagnosed with cancer, the road ahead can seem overwhelming, but it does not have to. At the Cancer Partnership, we will help you understand your treatment options while developing a personalized plan that couples state-of-the-art technology with supporting services that enlist body, mind, and spirit. You will have the attention and expertise of a dedicated care team who will answer your questions and create a clear path forward.

We will focus on making sure you have the best care supporting you every day so you can focus on what is most important - getting better.

At the Cancer Partnership, we go beyond the expected and do everything we can to support you throughout the cancer treatment journey.

Services include but are not limited to:

- Acupuncture
- Cancer Resource Center
- Classes
- Clinical Trials
- Counseling Services
- Financial Counseling
- Genetics
- Integrative Medicine
- Nutrition
- Palliative Care
- Spiritual Care
- Support Groups



# Contact Information

**FOR ALL LIFE-THREATENING EMERGENCIES, CALL 911**

**1717 13th Street, Everett, WA 98201**

## **Medical Oncology** Third Floor, Suite 300

Schedule/Cancel/Change Appointment	425.297.5560
Prescription Refills	Call Your Pharmacy for Refills
Financial Counselors	425.257.1469
After Hours/Weekends	425.297.5560

## **Radiation Oncology** Second Floor, Suite 210

Scheduling/Appointments.....Questions/Concerns	425.297.5590
Non-Urgent Nursing Messages (between 8 a.m. and 5p.m.)	425.297.5560
Referral Authorization	425-261-4013
After Hours/Weekends	425.297.5590

**Genetics** First Floor, Suite 100 425.297.6850

**Gynecologic Oncology** Second Floor, Suite 200 425.297.5660

**Integrative Medicine** First Floor, Suite 100 425.297.6851

Acupuncture, Naturopathic Medicine, Nutrition Services

Thank you for choosing our office to provide you with your specialized medical needs. Your concerns are important to us, and we want to assure you that we intend to give you the best care possible. We want you to know in advance that you will have a "team" of providers; a physician, an advanced care practitioner, pharmacist, nurses, medical assistants, and technicians (lab/radiation). Front office staff will assist in scheduling any outside procedures you may require.



## Clinic Information



To answer frequently asked questions, we are providing you with this informative tool.

- **Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.**
- **Holidays:** Providence and Optum close on New Year's Day, Martin Luther King Jr. Day (with the exception of Radiation Oncology), Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas Day. Additionally, Optum is closed the day after Thanksgiving and Radiation Oncology is closed on President's Day.
- After-hour calls may not be returned by the physician that you normally see in our office.
- If you have had labs drawn, it is NOT our policy to call you with the results. Many lab results are viewable in MyChart.
- If you have had radiology studies, you should be scheduled with your provider to review the results.
- We will make every attempt to make sure your insurance requirements are met before services are rendered. Ultimately, however, it is the patients' responsibility to verify that referrals and authorizations have been taken care of.
- If you have insurance forms, such as disability, that require a portion of it to be filled out by your physicians and/or their signature, bring them in with you to your next appointment and have the patient's portion completed in advance.

## Treatment Information

Out of consideration to other patients, physicians, and staff members, we respectfully request you:

- \* Do NOT wear fragrances due to the others who may experience sensitivity to odors.
- \* Limit visits and guests to 1-2 per patient due to space limitations.
- \* Understand children under the age of 12 are not allowed in the infusion suite or the radiation oncology treatment area.
- \* Individuals with active upper respiratory infections, including those with cold or cough symptoms, are not allowed in the infusion suite or radiation oncology treatment area.
- \* Silence cell phones while in the infusion suite or during the office visit.
- \* Photography and video taping is not allowed.

# Helpful Hints for Patients



## Checking in for an appointment?

Please proceed directly to the correct floor and check in at the reception desk.

### First Floor

- Acupuncture
- Behavioral Health/Psychologist
- Counseling/Social Work
- Genetic Counseling
- Naturopathic Medicine
- Nutrition Services

### Second Floor

- Gynecologic Oncology
- PET/CT
- Radiation Oncology

### Third Floor

- Hematology
- Medical Oncology

### Fourth Floor

- Providence Everett Neuroscience Center (Neurology/Neurosurgery)
- Physiatry

## Parking and Directions: Please see map

Enter each floor directly from the parking garage. Please park on or near the floor you need to go to.

# Providence Regional Cancer Partnership Parking

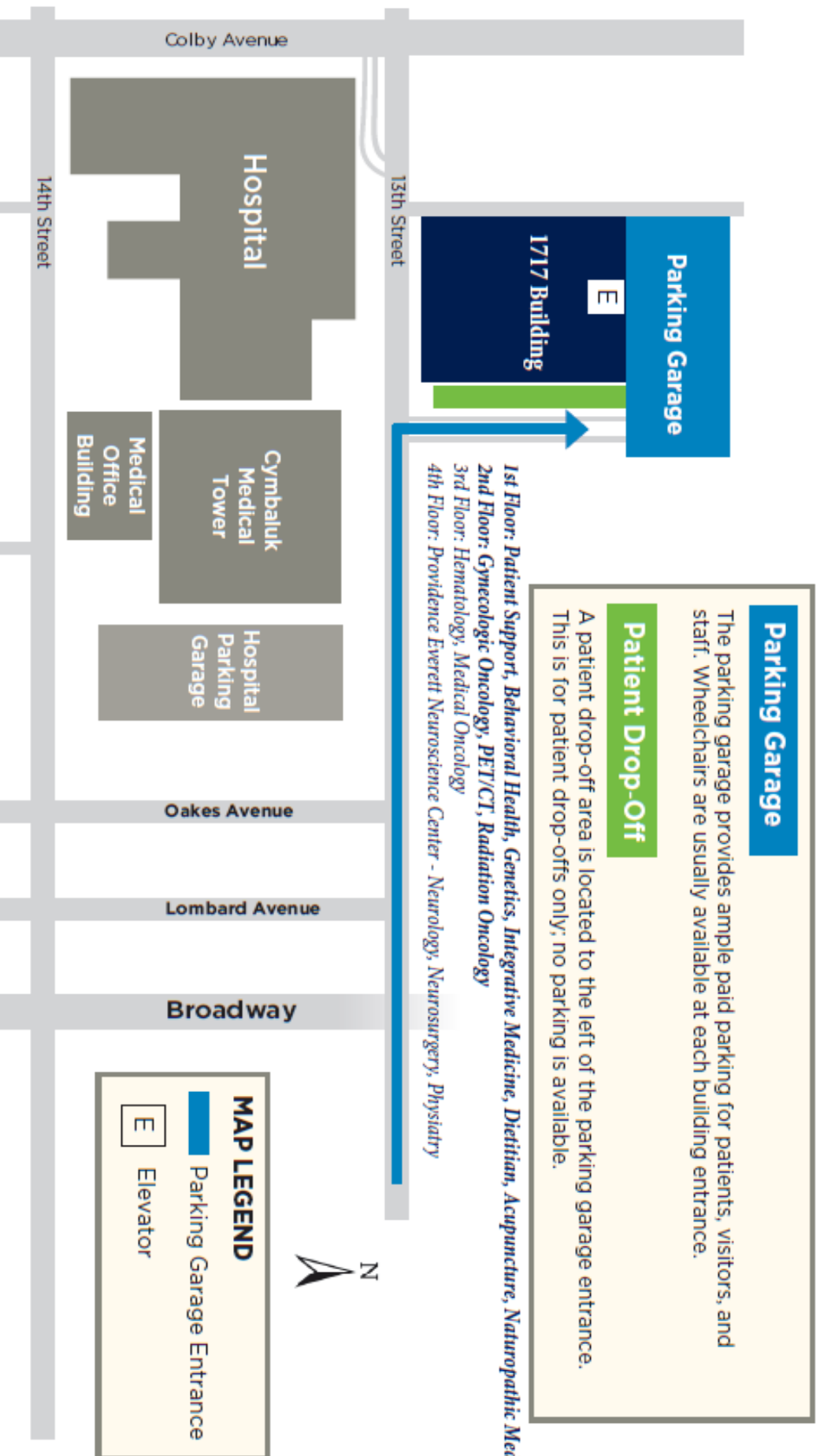
1717 Building  
1717 13th Street, Everett, WA 98201

## I-5 Southbound

Take Exit 198 onto Highway 529 and continue south as this turns into North Broadway. Continue on Broadway and turn right at 13th Street. The parking garage entrance will be three blocks ahead on the right.

## I-5 Northbound

Take Exit 195 toward Marine View Drive and turn left onto Marine View Drive. Turn left on 16th Street. Turn right on Broadway. Go three blocks, then turn left at 13th Street. The parking garage entrance will be three blocks ahead on the right.



# Talking With Your Doctor About Cancer and Its Therapy

The period immediately after a cancer diagnosis is generally a time of stress, anxiety, and uncertainty. The need to make treatment decisions may further add to this distress. If you have been diagnosed with cancer, you need to be able to talk openly with your doctor about your treatment options, continue to ask questions and stay informed throughout your treatment and follow-up.

The attached forms are designed to help you get all the information you need about your cancer and its treatment. You may take this form with you when you meet with your doctor and fill it out as you talk with them. Many patients find it useful to ask a series of questions about each treatment.

- “Knowing About Your Cancer”
- “Questions to Ask After Surgery”
- “Questions to Ask Your Doctor Before Starting Chemotherapy”
- “Questions to Ask Your Doctor Before Starting Radiation Therapy”
- “Questions All Patients Need to Ask and Know”

In addition to the information you get from your doctor, you can also easily obtain information on cancer treatments on your own for free from the National Cancer Institute (NCI) 1.800.422.6237 or American Cancer Society (ACS) 1.800.227.2345. The NCCN website has patient education materials specific to their diagnosis with up-to-date content in easy-to-understand formats: [www.nccn.org](http://www.nccn.org).

## Knowing About Your Cancer

**Diagnosis:** Gives the name of your disease.

**Stage:** List all areas where the disease has spread (metastasis).

**Prognosis:** List whether curable or not and the expected average lifespan.

**Treatment Goals:** You should understand the difference in treatment given to try to cure your disease, keep your disease from progressing, and treatment given for palliation (control of bothersome symptoms).

**Treatment Options / Side Effects:** Tells you what to expect from different treatments: the response rates (percentage of patients who improve with the treatment) and common side effects.



## Questions to Ask Your Surgeon

- ◇ What are the results of my pathology report?
- ◇ Did you find any spread of the cancer? If so, where?
- ◇ Are there any additional tests required?
- ◇ Will I need any additional treatments such as radiation therapy or chemotherapy?
- ◇ What are your recommendations and why?
- ◇ Are there any experimental treatments that would be helpful for me to be involved in?

## Before Starting Chemotherapy and/or Immunotherapy

- What are the names of the medications you recommend?
- What are the main side effects of the treatment?
- What is the chance of each side effect occurring?
- Is this treatment given for cure, to shrink the cancer, or to relieve the symptoms so that I will feel better?
- What is the chance of this treatment making me live longer?
- What is the chance of this treatment making my “quality of life” better?
- What is the chance of this treatment relieving the symptom that bothers me the most?
- Can I drive and continue with my normal activities?
- How will I know if chemo/immunotherapy is working?
- Will there be changes in my routine medications or diet?

## Questions to Ask Before Starting Radiation Therapy

- ◆ What side effects can I expect? For example, nausea and vomiting? Hair loss?
- ◆ How many treatments will I need, and how long is each treatment?
- ◆ Will I be radioactive, and are there precautions when around others?
- ◆ Will there be any change in my routine medications or diet?
- ◆ Can I drive and continue with my normal activities?
- ◆ How will I know if the radiation is working?
- ◆ Which doctor do I call for questions, concerns about my cancer and treatment?



# Questions All Patients Need to Ask and Know



## What is a “Living Will”?

A Living Will tells your doctors what type of life support you want if your condition worsens.

## What is a “DNR” or “No Code” Doctor’s Order?

A DNR—Do Not Resuscitate or No Code doctor’s order allows you to receive all types of care for comfort but to forego measures such as cardiopulmonary resuscitation (CPR) to restart the heart if it stops, or placement on a ventilator (breathing machine).

## What is a “Durable Power of Medical Attorney”?

A Durable Power of Medical Attorney tells your doctor who should make decisions about your medical care if you cannot.

⇒ Our staff can assist in providing the forms and notary services.

## Clinical Trials

When cancer is diagnosed, physicians and patients alike enter into treatment with hope and a fervent desire to fight the disease. Some patients may wish to continue the fight by enrolling in clinical trials. There are often trials that can offer innovative treatments at any stage of the disease. Contact the Center for Clinical Research at the Cancer Partnership by calling 425.297.5531 or by email at [clinicalresearch@providence.org](mailto:clinicalresearch@providence.org).

## Palliative Care or Hospice

There may come a time when your cancer doctor has to tell you and your family that there are no more drugs or therapies available to treat your disease. This means that this particular disease could not be stopped despite everyone's best efforts. If this were to happen, you would still be cared for by your cancer doctors and nurses, but the focus of care would change to an emphasis on comfort and well-being for you and your family. Palliative care and hospice are two different options to consider. Talk with your provider to explore what is best for you and your loved ones.

# Hospitalization Versus Clinic Settings



During the cancer journey, a patient or a family member may find themselves admitted to the hospital. Some admissions are part of the treatment plan and some are related to complications secondary to treatments, disease progression, or new diagnoses. Regardless of the reason for hospitalization, the experience between outpatient and inpatient can create anxiety and confusion. Clinic and hospital care delivery systems are designed differently.

## Clinic Operations

In general, outpatient visits to the medical oncology department are pre-planned and each patient is expected. Services like accessing a port, drawing labs, chemotherapy infusions, and education are pre-determined while booking an appointment and allotted specific times. Visits have a specified duration, and all services are located near each other. Oncologists, advanced care practitioners, RNs, pharmacists, and other healthcare providers specializing in cancer care are available onsite.

## Hospital Operations

Hospitals are geared toward acute care crisis and services are constantly in flux dependent on the community's needs. Patient care is shifted to allow for the most vulnerable or unstable patients to have access to resources first. Scheduled admittances and bed availability can be affected by high patient volumes. Medication times are affected by physician order entry, nursing availability, the pharmacy's ability to obtain and dispense as well as the patient's schedule related to other services being provided. Physician access and patient care can also be different. Depending upon how the admission was set up and the patient's primary need, an oncologist, hospitalist, or specialist may oversee care. Because hospital rotation schedules vary, a visit may not be by the patient's primary oncologist.

## Cancer Partnership

At **Providence Regional Cancer Partnership**, clinic and hospital oncology nursing staff work together to bridge the gap and make the transitions between inpatient and clinic services as "seamless" as possible. Physician rounding is an approach used to individualize patient care through the use of a multidisciplinary template and team to assess potential needs and review the treatment plan during hospitalization. Rounding occurs daily in the oncology unit to capture needs that require advanced knowledge of oncology care. Nurses, pharmacists, clinical nurse specialists, spiritual services, discharge planners, nutritionists, and unit management all participate. Discussion involves a comprehensive approach to address immediate concerns and needs so that patients can make informed decisions related to their hospitalization along with discharge and follow-up care. The goal is to review individualized treatment needs, provide information, access resources in a timely fashion, and empower patients to make decisions.

## If you are admitted to the hospital:

- Bring an updated list of medications. Multiple new agents are on the market with unique side effects. Not all providers are familiar with medications used to treat cancer.
- If you are admitted by a hospitalist and want to see your oncologist make a request. Your oncologist may not be aware of your admission.
- One oncologist and the nurse practitioners/physician's assistants cover the hospital for all Optum medical oncology patients. You may not see your individual provider.
- If you see a social worker, financial counselor, or dietitian at the Cancer Partnership and want to see them during your admission, please contact them. Often they can plan to visit and assist you during your admission.
- Providence Regional Medical Center has volunteers that assist at the hospital and the cancer center. If you need information on cancer or services such as obtaining a wig, have the nurse contact them.

