

# PATIENT HANDBOOK



WELCOME TO NORTHWEST  
MEDICAL SPECIALTIES, PLLC

253-428-8700

[WWW.NWMEDICALSPECIALTIES.COM](http://WWW.NWMEDICALSPECIALTIES.COM)

NWMS offers South Sound residents compassionate, experienced and innovative treatment in cancer care.

NWMS is dedicated to providing high-quality, cost-effective care.



Dear patient,

We would like to welcome you to Northwest Medical Specialties. We know this may be a difficult time for you and your family, but we would like you and your family to know we are here to help guide you through your journey. It is our hope that this information will assist you, your team of providers and your family as you follow through your treatment. We encourage you to become familiar with its contents and keep it up to date.

Northwest Medical Specialties consists of a team of specialists who provide state of the art medical services in oncology/hematology. We strive to care for every patient as we would a cherished member of our family or to treat patients the way we would want to be treated ourselves. We are also committed to the advancement of medical treatment through research.

Our team at NWMS will work closely with all your health care providers to ensure smooth coordination of care. We also sponsor classes in exercise and nutrition and provide financial counseling as well support groups for patients and their families.

Thank you,

Northwest Medical Specialties

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## MISSION

Northwest Medical Specialties is dedicated in providing our patients with individualized, patient centered, high quality, compassionate care and cost-effective medical services. We are committed to providing the highest quality care to all our patients. NWMS has made it possible through a multi layered team approach focusing on the following goals:

- Improving overall health and wellness
- Assisting patient to remain in their home
- Providing emotional and psychological support
- Avoiding unnecessary hospitalizations and ER visits

These goals are attainable by providing our patients with prompt medical attention through our Triage Services, Acute Care Clinic, and our convenient office hours. It is for this reason that we ask our patients to call us first before going to Urgent Care or the Emergency Room.

Northwest Medical Specialties is conveniently located in 7 South Puget Sound locations including:

- Tacoma
- Puyallup
- Bonney Lake
- Gig Harbor
- Federal Way
- Olympia
- Chehalis

## OUR VISION

Our vision at NWMS is to have our patients actively participate in their healthcare treatment. Shared decision making is a vital approach where the clinicians and patients communicate about evidence-based treatments to agree on a treatment plan together. At NWMS we strive to focus our attention on the whole patient and not just their disease.

# OUR AWARDS AND RECOGNITIONS



Premera Blue Cross has a three-year agreement with Northwest Medical Specialties that gives Premera members in-network access to oncology programs that place an emphasis on improving the patient experience while delivering better value.

## ONCOLOGY CARE MODEL

The Center for Medicare and Medicaid Innovation formally launched the Oncology Care Model (OCM), a 5-year voluntary pilot project intended to improve the quality of cancer treatment and lower Medicare spending, by coordinating care.



The QOPI Certification Program provides a three-year certification for outpatient hematology-oncology practices. QCP validates processes that demonstrate to patients, payors, and the medical community, a practice's commitment to quality. Every QOPI Certified practice is evaluated on both measures and standards.



The NCQA Recognition program outlines essential components of oncology care. It guides practices toward using a systematic approach to track care and communicating with patients, caregivers and the care team.



NWMS won the 2017 ACCC Innovator award for its forward-thinking Cancer Program and creative innovative strategies for the effective delivery of cancer care. The Innovator Award recipients presented their creative, replicable programs at the ACCC 34th National Oncology Conference, October 18–20, 2017, in Nashville, TN.

## **VALUE BASED CARE**

Value-based care is a multi-layered approach to coordinate accessible, affordable, and patient centered care. Value-based care is focused on improving the quality of healthcare and use medical resources more efficiently. Value-based care is about providing the patients with the right care, at the right time, and at the right place.

## **PATIENT CENTERED CARE**

At NWMS we believe in patient centered care. Our goal is to provide individualized and meaningful care to our patients and their loved ones. We can achieve this by:

- Listening and Respecting our Patients Wishes
- Informing and Educating our Patients / Loved ones
- Symptom Management
- Emotional Support for Patients / Loved ones
- Coordination of care with other Healthcare Providers

## **ONCOLOGY MEDICAL HOME**

NWMS considers itself an Oncology Medical Home. This means that we are committed in providing our patients with as many of the services that is required for your care. We will assist with coordination of care with your primary physician, specialty physicians, surgeons, and services that cannot be provide at NWMS.

Oncology Medical Home is a multi-discipline team approach. Everyone has a role in providing our patient with the highest quality of care.

# PATIENT RIGHTS AND RESPONSIBILITIES

*Northwest Medical Specialties, PLLC wants you to be aware of your rights as a patient. We will do everything possible to make sure your rights are respected.*

As a patient at Northwest Medical Specialties, PLLC, you have the right:

- To considerate and respectful care under all circumstances.
- To treatment without regard to gender, cultural, economic, educational or religious background, handicap or disability.
- To the knowledge of the name, professional status and relationship of the provider responsible for coordinating your care.
- To receive information from your physician about your illness, course of treatment and your prospects for recovery, in terms that you can understand. When it is medically inadvisable to give such information to a patient, the information is provided to the person designated by the patient, or to a legally authorized person.
- To receive the necessary information about any proposed treatment or procedure to give an informed consent or to refuse this course of treatment.
- To participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment.
- To full consideration of privacy concerning your medical care program, case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
- To confidential treatment of all communications and records pertaining to your care. Your written permission shall be obtained before your medical records are made available to anyone not concerned with your care.
- To reasonable responses to any request you make for services.
- To reasonable continuity of care, to know in advance the time and location of appointments, as well as the physician providing the care.
- To be advised if the physician proposes to engage in or perform human experimentation affecting your care of treatment. The patient has the right to refuse to participate in such research projects.
- To be informed by your physician or designee, of your continuing health care requirements.
- To examine and receive an explanation of your bill regardless of source of payment.

- To have all patient rights explained to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient.
- To report any concerns regarding the quality of care provided to you without the fear of getting poor treatment and to receive a response to your comments.
- To leave the facility even against medical advice.

*At Northwest Medical Specialties, PLLC, we want you to play an active role in your health care.*

As a patient, you and/or a legally responsible guardian or conservator have a responsibility:

- To provide complete and accurate information regarding your present ailment, past medical history, and other matters pertaining to your health.
- To ask questions about unfamiliar practices or procedures and make it known whether you clearly comprehend the course of treatment and what is expected of you.
- To follow the treatment plan established by the physician including the instructions of nurses and other health care professionals as they carry out the physicians' orders.
- To provide written consent to, or refusal of, treatment and/or procedures as requested by physicians and or other healthcare personnel.
- To promptly meet financial responsibilities including provision of appropriate insurance and billing information.
- To keep your appointments and when unable to do so for any reason, to notify our office within 24 hours of the appointment.
- To provide a responsible adult to drive you home and if necessary to stay with you.
- To be considerate and respectful of the rights of other patients and facility personnel.



## PROVIDING FEEDBACK

Our goal is to provide the best healthcare experience possible while you are at our facility. Patient, families or visitors have the right to express any complaints or concerns about any aspects of their care or experience, which will be addressed according to our policy. Concerns may be addressed to the Administrator at (253) 428-8700 or to any staff member or you may mail your comments to 1624 South I Street, #305, Tacoma, WA 98405.

If you feel it is necessary, complaints may also be shared with the Secretary of Health, Washington State Department of Health, Health Systems Quality Assurance, HSQA Complaint Intake, P.O. Box 47857, Olympia, WA98504-7857, 1-800-633-6822, [HSQACComplaintintake@doh.wa.gov](mailto:HSQACComplaintintake@doh.wa.gov), or the Office of the Medicare Beneficiary Ombudsman, Office of the Regional Administrator, Division of Survey and Certification Operations Branch Manager at 2201 6<sup>th</sup> Avenue, Suite 801, Seattle, WA 98121, 206-615-2313, 1-800-MEDICARE (1-800-633-4227), 1-877-486-2048 (TTY), [www.medicare.gov](http://www.medicare.gov).

## OFFICE LOCATIONS

	<p><b>Tacoma</b> 1624 South I Street, #102, #202 Tacoma, WA 98405 Phone: (253) 428-8700 Fax: (253) 428-9910</p>
	<p><b>Puyallup</b> 2940 S. Meridian, #100 Puyallup, WA 98373 Phone: (253) 428-8700 Fax: (253) 841-2435</p>

	<p><b>Gig Harbor</b>  11511 Canterwood Blvd, #45  Gig Harbor, WA 98335  Phone: (253) 428-8700  Fax: (253) 858-4452</p>
	<p><b>Federal Way</b>  34509 9<sup>th</sup> Ave South, #107  Federal Way, WA 98003  Phone: (253) 428-8700  Fax: (253) 952-3049</p>
	<p><b>Osborn Cancer Center- Chehalis</b>  1201 Bishop Road  Chehalis, WA 98532  Phone: (360) 345-1381  Fax: (360) 345-1382</p>
	<p><b>Osborn Cancer Center- Olympia</b>  3920 Capital Mall Dr. Ste 100  Olympia, WA 98502  Phone: (360) 754-5168  Fax: (360) 345-1382</p>
<p>PHOTO COMING SOON</p>	<p><b>Bonney Lake</b>  New location coming soon</p>

## MEET OUR TEAM

### Medical Oncologists and Advance Practice Providers

Northwest Medical Specialties (NWMS) clinicians are all dedicated to providing excellence in patient care and understanding your individual needs. Our specialty-trained physicians are exclusively focused on cancer diagnosis, treatment and prevention.

Please visit the link below to meet our team!

<https://www.nwmedicalspecialties.com/providers/>

### Oncology Nurses

NWMS nurses are oncology nurses. They are educated and trained in the care of patients with cancer and blood disorders. We are proud that many of our RNs have independently studied and successfully taken a national exam and obtained certification in the specialty of oncology. Look for the OCN (Oncology Certified Nurse) on the name badge. If you have any questions about your illness, treatment, or the side effects of your medications please feel free to discuss these concerns with them.

### Patient Access Coordinators

Each time you come to our clinic we ask that your check-in with the front desk staff. At each encounter with check-in, you will be screened for symptoms of COVID-19. They can answer questions that you may have and collect any co-payments that are required by your insurance.

Patient Access will need:

- Insurance and prescription cards
- Identification Card or Driver's License
- Current medication list
- Health Care Durable Power of Attorney
- Notification of any changes to address, phone number, or emergency contact

### Laboratory and Phlebotomy

NWMS offers laboratory services in all of our locations. Your insurance company may require you to have your labs completed by a different laboratory. We will try to schedule any testing close to home if possible.

Phlebotomy refers to drawing blood for a laboratory test. Many decisions about your treatment are based on lab results. You may be asked to wait until certain lab tests have been processed before you receive treatment or leave the clinic. Not all lab test results are available right away; but can be obtained later from your doctor or nurse.

Labs will be scheduled a few days prior to your treatment and office visits to ensure your doctor has the results.

## **Labs/Genetic and Genomic Testing**

These tests will look at the DNA inside your tumor to see if there are changes which we call biomarkers. The results could help direct your treatment in the future. Everyone's cancer is unique. This test can help your doctor know more about the unique characteristics of your cancer and which treatments could work the best for you, personally.

Labs used for Genetic/Genomic Testing:

Tempus, Caris, Foundation Medicine, Myriad, Natera, Inform Diagnostics, ClonoSEQ, Invitae, Guardant Labs

Financial Assistance is available.

## **Treatment Scheduling**

Any treatment appointment will be scheduled separately from doctor appointments. Your infusion staff can provide details on the scheduling process. Arriving late to treatment appointments may delay another patient's appointment time. You may be rescheduled if you are more than 30 minutes late for your treatment appointment.

Labs will be scheduled a few days prior to your treatment and office visits to ensure your doctor has the results.

## **Medical Records**

Medical Records is available to gather your medical records by request, you can do this by filling out a Release of Information (ROI) form at Patient Access (please see section titled "Requesting Documentation" on page 15 for additional instructions).

## Research Department / Clinical Trials

New cutting-edge medicines in development are the result of recent knowledge about disease and the pharmaceutical industry's commitment to research and development. Northwest Medical Specialties maintains dedicated, trained research staff to conduct and promote high quality clinical research. Our commitment and sincere hope is to provide potentially promising therapies to patients through research. Questions, please contact the research department at 253-428-8700.

<b>Dr. Sibel Blau</b> Director of Research	<b>Dr. Jorge Chaves</b> Director of Research	<b>Mark Nelson</b> Director of Research Department
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## Financial Counselors

Financial Counselors are here to assist with any financial questions or concerns you may have. Financial Counselors are available to:

- Help you understand your insurance benefits
- Locate foundation assistance
- Apply for free drug
- Review your estimated cost of care

<b>Jane Soto</b> (253) 428-8788	<b>Megan Smith</b> (253) 428-8708	<b>Morgan Dunn</b> (253) 428-8778	<b>Regina Reidiger</b> (253) 200-3149
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**Medicare beneficiaries can qualify for Extra Help with their Medicare prescription drug plan costs. Our Financial Counselors can assist.**

Find out if you are eligible and complete your application for help today.

To apply, contact Social Security at 1-800-772-1213 (TTY 1-800-325-0778)

Or visit [www.socialsecurity.gov](http://www.socialsecurity.gov)

## Social Workers

Social workers are licensed mental health professionals that are available to meet with patients, families and loved ones, to help navigate through the challenges brought on by illness and treatment. Social workers can help with:

- Adjusting to illness and role changes
- Loss and grief

- Survivorship
- Care planning and decision making
- Supportive counseling and support programs
- Connection to community-based resources and support.

<p><b>Abra Kelson, LICSW, OSW-C</b>  Puyallup, Bonney Lake  (253) 200-3164</p>	<p><b>Caitlyn Graves, LSWA-IC</b>  Tacoma, Federal Way, Gig Harbor  (253) 428-8776</p>
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## Case Managers

Oncology Case Managers are experienced oncology Registered Nurses who provide extensive education and support to patients and families while going through treatment. Case Managers are available to:

- Provide treatment and symptom education and resources
- Monitor for health changes and/or patient needs
- Follow up with patients upon ER/hospital discharge
- Alert specific staff about patient hospital status and ensure process is in place to coordinate care upon discharge

## OFFICE VISIT TIPS

With these quick office tips, you can get the most out of your doctor's appointment. We hope these office tips will help you prepare for your first office visit.

**Key notes:** Each time you come to our clinic we ask that your check-in with the front desk staff. At each encounter with check-in, you will be screened for symptoms of COVID-19.

**Key notes:** It is important that you give the doctor the information he/she needs and that you understand what your doctor is recommending.

### What you should bring to your office visits

- Insurance card and Prescription benefit card
- Driver's license
- Current list of all medications and supplements (Please include doses and frequency) and/or your actual prescriptions
- Please bring a list of current Allergies (Including food, medications, and environmental)

- Bring a list of your medical history (prior treatments, surgeries, or chronic illness)
- Please write down all your questions and concerns and bring them to your appointment
- Please arrive 15 minutes before your scheduled appointment

### **Tips for your office visit**

- Be honest and complete in talking with your doctor
- Make sure to share your thoughts and point of view
- Don't be afraid to discuss issues such as incontinence, memory loss, or intimacy
- Take notes during your appointment
- Ask questions about your treatment plan, diagnosis, or medication instructions
- Ask what to expect from your treatment and how to manage or prevent ill side effects
- Ask for handouts or brochures that you and your family can review at home

### **Translator/Interpreter**

If you need a translator let our office know and we will be happy to provide a phone service to assist you.

## **PATIENT PORTAL**

NWMS uses a Patient Portal called "CareSpace".

This portal is an important communication tool and gives you access to your Personal Health Records.

Our new patient coordinators and/or patient access will email a link for you to register and complete patient forms.

This link expires within 3 days. You will have to request a new link if you are unable to register within this time frame.

## WHEN YOU GET HOME

- Review the materials the doctor gave you.
- If you cannot remember something or do not understand your notes, call the office and speak to a member of your health care team.
- Any medication prescribed, take as directed and make sure to follow all the instructions.
- Keep your doctor informed of any changes in your condition.
  - CALL US FIRST (253) 428-8700
  - All symptom calls to NWMS will go through our first responders during normal business hours (8:00am-5:00pm) Monday through Fridays. All calls after those hours will be forwarded to our answering service who will connect to the on-call doctor, nurse practitioner, or physician's assistant.
- Please keep a list of any upcoming office visits and treatments appointments.
- Please call the office for any appointments that need to be rescheduled to better accommodate your needs.

## SECOND OPINIONS

NWMS believes that it is very important that all our patients feel confident they are getting the best possible medical care. If at any time you feel that you would like a second opinion, please let us know and we will be happy to send your medical records to the doctor of your choice.

## SCAN AND TEST RESULTS

If you are calling for test results, please remember that our physicians typically schedule a follow-up visit to review to discuss your results with you. If you haven't been scheduled for an office visit or you have not heard from the doctor about your results, please call the office.

## REQUESTING DOCUMENTATION

*All documentation requests should be initiated at Patient Access.*

### **Here's what to expect from FMLA/Disability process:**

1. Deliver your form(s) to your healthcare facility. Your form(s) will then be sent to MediCopy for completion.



2. MediCopy will send you an invoice, forms cannot be completed prior to payment. Please provide an email address if available, as this will expedite the process.
3. Once Payment is received, MediCopy will complete your forms(s) based upon information in your chart.
4. Upon completion, forms will be sent to the designated requesting party. Protected health information.

## ADMINISTRATIVE CALLS

If you need to reschedule an appointment, have a billing question, or any other administrative issue, this can be done through the patient portal, CareSpace.

If you are calling in, please communicate the reason for your call to the Operator so they can connect you to the correct department.

## AFTER HOURS CALL

When the clinic is closed, our patients are asked to call the office and your call is transferred to the answering service. The service will then call the on-call doctor/nurse practitioner/physician's assistant. The on-call provider may not be your normal doctor and not have time to review medical records.

To assist the on-call doctor, please:

- Have an updated list of your allergies and medications ready
- Know your diagnosis and name of any treatment you are currently taking
- Have your pharmacy name and telephone number ready
- If your phone is set to "**BLOCK**" please "**UNBLOCK**" your phone while waiting for the doctor to call you back

## TELEPHONE CALLS AND EMERGENCIES

All calls to NWMS will go through our first responders during normal business hours (8:00am-5:00pm) Monday thru Fridays. All calls after those hours will be forwarded to our answering service who will connect to the on-call doctor, nurse practitioner, or physician's assistant.

Please call us first if you feel you are having an emergency. Emergencies are:

- Fever greater than 100.5
- Diarrhea or Vomiting (that has lasted more than 24 hours)
- Moderate to severe constipation (3 days or more)
- Severe mouth sores (preventing you from drinking or eating)
- Burning or pain in your hands or feet (especially if you are on chemotherapy)
- Difficulty breathing or increased shortness of breath

The first responder will ask you a series of questions to determine if your condition is life threatening. If the answer to any of those questions is “yes”, you will be transferred immediately to a triage nurse.

If your problem is not life threatening, you will be transferred to one of our next available triage nurses. If a triage nurse is not available, the first responder will take your name and phone number and the triage nurse will return your call the same day.

**For any life-threatening events such as chest pain, stroke or unstoppable bleeding- Please call 911!**

**If you have an emergency room visit, please notify our team so we can follow your care.**

**How do I access medications or medical advice during an emergency?**

Patient or caregiver will call Northwest Medical Specialties at: 253-428-8700 OR our toll free number 1-877-223-6991 for further guidance on how to obtain medications or medical services. If the office cannot be reached please go immediately to the nearest hospital or clinic for further assistance.

## **HOSPITALIZATION**

NWMS prefers to keep our patients out of the emergency department unless it is critically necessary. Waiting in the emergency room you could run the risk of being exposed to germs, infection and long wait times. When seeing your doctor at NWMS first we may be able to:

- Prevent a hospital admission
- Speak to the ER doctor for coordination of care prior to your arrival
- Order specific tests that would be needed
- Send records to avoid unnecessary tests
- NWMS can arrange for direct admission to the hospital and avoiding the ER

## ACUTE CARE CLINIC

To provide increased and improved access to care for our patients, we now offer same day appointments with our acute care providers, Monday-Friday and extended clinic hours on Saturdays at our Puyallup location.

To access the same day clinic services Monday-Friday please call to make an appointment. On Saturdays, you may walk in or contact the on-call provider by calling the clinic number listed below.

We will be providing these services and other necessary treatments determined by the evaluating physician.

- Office visits
- IV hydration
- Anti-nausea medications
- IV antibiotics
- White blood cell growth factors

### **Why call us first instead of going to the ER?**

- Up to 70% of ER visits could be prevented
- You could pay up to \$200.00 in copays and up to 20% out of pocket for ER tests and treatments
- The average preventable cancer related ER visit costs \$1,047.00

Remember if you do not feel well or are worried about a symptom, please remember to **CALL US FIRST!**

**Please call us first at: 253-428-8700**

# PRESCRIPTIONS

## **General Guidance:**

- Prescription refills are handled only during office hours.
- We ask for a 48-hour notice for prescription refills to ensure your request is accommodated in a timely manner.
- Please have prescriptions refilled prior to weekends and holidays. Please bring all medications (or a list) with you on each visit with your doctor whether you need refills or not.
- When requesting a prescription refill, please have the name and strength of the medication (which is on the label) and the name and phone number of your pharmacy. Some medications, such as certain pain medications, are not refillable by phone, and we may require you to come to the office and pick up a written prescription.

## **If you use NWMS Pharmacy, you can request a refill by:**

- Calling (253) 428-8700, press option 4 for refill or by calling 1-877-223-6991
- Sending a message through CareSpace with your specific refill request

## **If you use a Pharmacy outside of NWMS:**

- **We request you contact your pharmacy for any refill requests.** They will in turn contact NWMS directly for authorization.

## **How do I access medications or medical advice during an emergency?**

Patient or caregiver will call Northwest Medical Specialties at: 253-428-8700 OR our toll free number 1-877-223-6991 for further guidance on how to obtain medications or medical services. If the office cannot be reached please go immediately to the nearest hospital or clinic for further assistance.

## ACHES AND PAIN

Pain is any feeling that causes you discomfort. It is important to note that not all cancer causes pain and that not all pain is cancer related. It is normal to have a headache or joint pain occasionally. Because you are living with cancer or other illnesses, your physician and nurse are especially interested in any new discomfort that you might have.

To accurately report what you are experiencing, consider the following questions:

- Where is the pain located?
- When did the pain start?
- How severe is the pain?
- What makes the pain better? Or worse?

## PAIN MEDICATION REFILL POLICY

Here at NWMS, we are dedicated in providing quality patient care as well as good stewardship for the use of pain medications within our practice NWMS had developed a Pain Medication Refill Policy. Please read our guidelines below. These guidelines will help our patient to obtain their pain medication refills in a timely manner.

- Patient must keep their regular scheduled doctor appointments and obtain any testing or appointments as prescribed by your provider.
- All refill requests will need to be made during regular business hours and should allow 48 hours for refills to occur.
- No refills will be granted for **Lost** or **Stolen** prescriptions or medications.
- Your provider may order an "extra" two-week supply in the event of an emergency. This request will only be granted one time per year.
- Only one early refill request will be granted once every 12 months unless there is a recent change in your pain medication prescription.
- Patients will need to pick up their pain medications in person or by a designated person that is identified in writing on patients release form.

## CARE BEYOND TREATMENT

NWMS is pleased to offer supportive oncology services to our patients. Our specially trained providers work alongside your oncologist to help provide

the very best care possible. Supportive oncology visits are designed to address many issues patients with cancer can have like symptoms related to their cancer or their treatment. Concerns for such as nausea, pain, depression, stress are commonly addressed in these visits.

Supportive oncology visits can also address very real and importance concerns such as, “Who will make my medical decisions if I can’t?”, and “What things are most important to me right now?” Studies show talking about these things periodically help patients remain more in control of their treatment and ease stress on both the patient and their loved ones.

You may request a supportive oncology visit at any time or your oncologist may order one as part of your ongoing treatment. The visit is called a, “Supportive Care Visit”, and will be scheduled with one of our Advanced Practice Providers that works closely with your oncologist.

## **ADVANCE CARE PLANNING**

What is Washington Advance Directive to Physicians and Family Surrogates?

This is an important legal document know as an Advance Directive. It is designed to help you communicate your wishes about medical treatment at some time in the future when you are unable to make your wishes known because of illness or injury.

Link to Advanced Directive:

<https://endoflifewa.org/wp-content/uploads/2020/10/EOLWA-Advance-Directive.pdf>

Have a plan that considers your wishes:

- How comfortable I want to be.
- How I want people to treat me.
- What I want my loved ones to know.
- The kind of medical treatment I want or do not want.
- The person I want to make care decisions for me when I cannot.

You are encouraged to discuss your values and wishes with your family or chosen spokesperson, as well as your physician.

Your physician, other health care provider, or medical institution may provide you with various resources to assist you in completing your advance directive. Additionally, you may request, or we may offer you an, "Advanced Care Planning" visit. This is typically scheduled in conjunction with the "Supportive Care Visit" discussed on the previous page. Our Advanced Practice Providers will help you through the process of answering the questions or updating your wishes at any time. A copy of your directive should be provided for all your physicians, usual hospital, family, and/or spokesperson.

In addition to this advance directive, Washington law provides for two other types of directives that can be important during serious illness.

**These are the:**

- *Medical Power of Attorney, and the*
- *Out-of-Hospital Do-Not-Resuscitate Order*

You may wish to discuss these with your physician, loved ones, hospital representative or other advisers.

## **ADVANCE DIRECTIVES FAQs**

### **What is an Advance Directive?**

It is a form that states your wishes for medical treatment or who can make treatment choices for you if you are not able to. A signed Advance Directive only takes effect if you become mentally or physically unable to express your wishes.

### **Is an advance directive also a living will?**

A living will is only one kind of advance directive. Washington law calls a living will a "Directive to Physicians and Family or Surrogates." There are other types of directives in Washington.

### **What are the types of directives?**

Washington law provides four directive forms:

- Directive to Physicians and Family or Surrogates (Living Will)
- Medical Power of Attorney
- Out-of-Hospital Do-Not-Resuscitate (DNR) Order
- Mental Health Treatment Declaration



### **What if I execute a directive and then I change my mind?**

You may revoke a directive at any time without regard to your mental capacity. You may cancel it, tear it up, mark through it, burn it, tell someone or sign a written revocation. It takes effect as soon as someone tells the doctor.

### **Where do you get directives?**

Most physician offices or hospitals can provide you with a legal form. The Out-of-Hospital DNR must be on an official Washington form and be signed by a doctor to be valid. The other documents only need to be witnessed. They do **not** have to be notarized.

### **What if I have a heart attack? If I have a "Directive to Physicians and Family or Surrogates" will the doctors refuse to treat me?**

No. A Directive does not mean that emergency or other medical care will not be provided to you. Many people have advance directives and are treated for things like stroke and heart attacks every day. The difference is that if, for instance, a condition left you very near death and paralyzed with no hope of recovery, then the advance directive would allow the doctors to follow your wishes.

### **I already have a power of attorney -what is the difference between this one and the one I already have?**

A general power of attorney controls your real and personal property and has nothing to do with health care decisions for you. A person holding a medical power of attorney can only make decisions regarding your health care and has no power over your property.

## **REVITAL CANCER REHABILITATION**

Cancer patients and survivors often face painful, function-limiting consequences brought on by acute treatments such as chemotherapy, radiation, and/or surgery. Cancer rehabilitation can help those individuals regain strength, physical function, and the independence they may have lost due to cancer or its treatment.

**Treatment plans are tailored to a patient's needs and address common side effects such as:**

- Joint aches
- Neck or back pain
- Decreased range of motion
- Spinal cord injury
- Numbness or tingling
- Loss of strength
- Post-surgical pain
- Radiation fibrosis
- Lymphedema
- Muscle spasms, cramps or achiness
- Bowel and bladder disorders
- Difficulty speaking or swallowing
- Fatigue and weakness
- Balance or walking difficulties

## **NORTHWEST NATURAL HEALTH**

### **What is Northwest Natural Health Clinic?**

Northwest Medical Specialties has partnered with Northwest Natural Health Specialty Care Clinic (NNH) to provide specialized, seamlessly integrated naturopathic care for patients. Established in 1985, they are among the most experienced and respected integrative cancer care clinics in the country. They conduct new research and are published in major scientific journals.

### **What to expect from your visit:**

Following a thorough review of your records, current treatment, health status and history, you will receive a personalized plan.

### **This care has 3 objectives:**

1) Maintain/improve Quality of Life while keeping you as strong and healthy as possible during your cancer journey:

- Provide additional strategies for the management of adverse effects from cancer, some cancer treatments and pre-existing conditions
- Provide nutritional and other support for your immune system
- Integrative Medicine strategies (nutritional supplements and other "natural" treatments), used correctly, have been shown to improve QOL during and after treatment and, in some cases, improve the outcome.

2) Make certain you do not inadvertently interfere with your cancer treatment

- Your supplements, diet and other treatments will be reviewed to be certain they do not interfere.
- Nutritional supplements, improperly used, have been shown to interfere with the effectiveness of cancer treatment, clinical outcome and quality of life.

3) Introduce additional cancer prevention strategies

To schedule an appointment:

Contact NNH directly at 206-784-9111 or email

[Reception@nwnaturalhealth.com](mailto:Reception@nwnaturalhealth.com)

Monday-Friday: 9am-5pm

Their staff will get you set up with patient registration and an appointment.

NNH accepts most insurances and provides a discount and other help for patients without coverage.

**The most common diagnoses treated by NNH (including ones that don't respond to regular medical treatment):**

- Poor tolerance of treatment
- Fatigue including chronic fatigue syndrome
- Hot flashes, night sweats, mood swings, vaginal dryness
- Upper GI problems including dyspepsia, bloating, gas, pain, GERD and heartburn. (NNH can treat these without proton pump inhibitors like Nexium and Prilosec.)
- Constipation
- Diarrhea, bowel urgency, incontinence (including from radiation)
- Urinary urgency, incontinence, burning
- Joint pain including arthritis and fibromyalgia
- Unwanted weight loss or gain
- Headaches
- Sleep disturbance
- Neuropathy
- Chemo brain
- Muscle cramps
- Restless leg syndrome
- Skin rashes including acne
- Wound healing support

## **DISABILITY, INSURANCE OR FMLA FORMS**

For Questions Regarding Your Disability, Insurance or FMLA Forms.

Please Contact: MediCopy Services, Inc.

866.587.6274 x 213 Toll Free

888.972.2476 Fax

[www.MediCopy.net](http://www.MediCopy.net) Online

Forms are \$30 for the first form and \$15 for each additional form turned in at the same time.

Please allow one business day for the form to be entered into the system before calling to make payment.

MediCopy is a health information management company that has partnered with Northwest Medical Specialities to ensure a more efficient and proficient process for completing your Disability/FMLA forms.

MediCopy is fully HIPAA compliant and adheres to all state and federal regulations regarding your health records.

# CANCER SUPPORT COMMUNITY



Barbara Bradley  
Baekgaard Family  
Foundation

## A Partnership to Benefit Patients

The Cancer Support Community and Northwest Medical Specialties have joined forces to bring award-winning support programs and educational resources to patients and families facing cancer. As the largest professionally led nonprofit network of cancer support worldwide, the Cancer Support Community (CSC), including its Gilda's Club affiliates, is dedicated to ensuring that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community.

As a CSC healthcare partner, NWMS will advance the CSC Program Model in the service of patients and South Sound residents by providing direct, high quality, and evidence-based cancer support services free of charge to anyone affected by cancer.

## This partnership will provide the following services:

- Support Programs
- Decision-Making Support
- Educational Materials
- Healthy Lifestyle workshops
- Cancer Support Helpline®
- Support for Children

## Program Contacts:

<p><b>Caitlyn Graves, LSWA-IC</b> <b>Program Director</b> (253) 428-8776 ext 4927</p>	<p><b>Eunice Chua, BS</b> <b>Program Coordinator</b> (253) 428-8757 ext 4818</p>
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# COA'S PATIENT ADVOCACY NETWORK

## Lifting Patient Voices for Community Cancer Care

The Community Oncology Alliance's (COA) Patient Advocacy Network (CPAN) gives patients, survivors and everyone they interact with as part of their cancer treatment—physicians, practice staff, caregivers and family members—a vital voice in advocating for their care.



Everyone involved with CPAN shares a common goal of maintaining ready access to convenient, innovative, and personal cancer care. CPAN is open to everyone; it's not limited to those diagnosed with a certain type of cancer. Instead, it unites a broad community of people who are willing to be active volunteers in advocating for oncology practices across the country.

**By providing education on key issues, CPAN helps advocates communicate effectively with policymakers, media and others by giving them tools to put their knowledge into action.**

CPAN provides opportunities for advocates to make their voices heard. CPAN routinely organizes meetings with elected officials locally and in Washington, DC, and provides opportunities for advocates to share personal stories and feedback on policy with members of the media. These interactions remind policymakers that real people are affected by the decisions they make about cancer care.

**CPAN brings attention to policy issues that impact community oncology and works with stakeholders to mobilize support for our community.**

Most Americans diagnosed with cancer receive high-quality, affordable treatment in community oncology practices close to where they live and work. These local clinics are a lifeline for so many, yet more than 1,500 practices face serious challenges, particularly the threat of mergers and acquisitions by hospital systems.

**CPAN is the only organization devoted exclusively to 'advocating for the care'**—educating, equipping and ultimately inspiring people to share their powerful, personal stories of perseverance and hope.

To learn more about CPAN, visit [www.COAadvocacy.org](http://www.COAadvocacy.org).

## FIND US ON SOCIAL MEDIA

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**Twitter:** [Twitter.com/nwmedicalspect](https://twitter.com/nwmedicalspect)

**LinkedIn:** <https://www.linkedin.com/company/nwms>

**NWMS Website:** [www.nwmedicalspecialties.com](http://www.nwmedicalspecialties.com)



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