NWMS NORTHWEST MEDICAL SPECIALTIES, PLLC

PATIENT HANDBOOK

WELCOME TO NORTHWEST MEDICAL SPECIALTIES, PLLC

253-428-8700

WWW.NWMEDICALSPECIALTIES.COM

CONTENTS

MISSION AND VISION 3
OUR AWARDS AND RECOGNITIONS 4
PATIENT-CENTERED CARE 5
PATIENT RIGHTS AND RESPONSIBILITIES 5
PATIENTS UNDER THE INFLUENCE 7
PROVIDING FEEDBACK 8
OFFICE LOCATIONS 9
MEET OUR PROVIDER TEAM 10
TELEPHONE CALLS AND EMERGENCIES 10
ADDITIONAL SERVICES 11
APPOINTMENT INFORMATION 13
THE ROLE OF YOUR PRIMARY CARE PROVIDER 15
PATIENT PORTAL 15
SECOND OPINIONS 15
REQUESTING MEDICAL RECORDS/FORMS 15
HOSPITALIZATION 16
Reporting Symptoms & ACUTE CARE VISITS 17
PRESCRIPTIONS 18
SUPPORTIVE CARE VISITS 19
ADVANCED CARE PLANNING 20
ADVANCE DIRECTIVES FAQS 21
CANOPY 23
DEEPSCRIBE AI SCRIBE TECHNOLOGY 24
NORTHWEST NATURAL HEALTH 25
COA'S PATIENT ADVOCACY NETWORK 26
FIND US ON SOCIAL MEDIA 27

MISSION AND VISION

Northwest Medical Specialties (NWMS) is dedicated to providing our patients with individualized, patient-centered, high-quality, compassionate care and cost-effective medical services. Our vision is to have our patients actively participate in their healthcare treatment. Shared decision-making is a vital approach where clinicians and patients communicate about evidence-based treatments to agree on a treatment plan together. At NWMS, we strive to focus on the whole patient, not just their disease.

Using a multi-layered team approach, NWMS can focus on the following goals:

- Improving overall health and wellness
- 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 appointments, and convenient office hours. For this reason, we ask our patients to call us first before going to urgent care or the emergency room. Your health and well-being are our priority, and we are here to provide you with real-time attention. Please remember to call us first.

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. These programs emphasize improving the patient experience while delivering better value.

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 demonstrating a practice's commitment to quality to patients, payors, and the medical community. 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 tracking care and communicating with patients, caregivers, and the care team.

NWMS won the 2017 ACCC Innovation 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.

The Accreditation Commission for Health Care (ACHC) is a nationally recognized program that embodies excellence, integrity, and unparalleled service. The ACHC accreditation measures the quality of care delivered and highlights our commitment.

Northwest Medical Specialists is honored to be a participant in the Enhancing Oncology Model (EOM). EOM aims to drive transformation and improve care coordination in oncology care by preserving and enhancing the quality of care furnished to beneficiaries undergoing treatment for cancer while reducing program spending under Medicare fee-for-service. The five-year model strives to improve quality and reduce costs through payment incentives and required participant redesign activities.

PATIENT-CENTERED CARE

At NWMS, we believe in patient-centered care. We aim to provide individualized and meaningful care to our patients and their loved ones. We are committed to providing our patients with every service required for your care. We will assist with the coordination of care for your primary care provider, specialty physicians, surgeons, and services that cannot be provided at NWMS. Everyone has a role in providing our patients with the highest quality of care. We can achieve this by:

- Listening to and Respecting our Patient's Wishes
- Informing and Educating our Patients and Loved ones
- Symptom Management
- Emotional Support for Patients and Loved ones
- Coordination of care with other healthcare providers

PATIENT RIGHTS AND RESPONSIBILITIES

Northwest Medical Specialties, PLLC is committed to protecting and respecting your rights as a patient.

Your Rights as a Patient:

- Receive considerate and respectful care
- Receive treatment without discrimination based on gender, cultural, economic, educational, or religious background, handicap, or disability
- Choose a healthcare provider, including an attending physician
- Know the name, professional status, and relationship of the provider responsible for coordinating your care
- Receive information about the services the organization provides, including any specific limitations
- Receive information from your physician, in terms you can understand, about your illness, course of treatment, prospects for recovery, the disciplines providing care, the frequency of visits, and any changes to your care plan. If providing this information directly to you is medically inadvisable, it will be given to the person you designate or another legally authorized person
- Receive the information needed to make an informed decision about any proposed treatment or procedure, including unanticipated outcomes under RCW 70.230.150, and consent to or refuse treatment

- Participate actively in decisions about your medical care, including the development and periodic revision of your care plan. To the extent permitted by law, this includes refusing treatment and resolving concerns about care decisions
- Receive full consideration of your privacy. Case discussions, consultations, examinations, and treatments will be confidential and conducted discreetly. You may ask why any individual is present
- Have all communications and records related to your care treated confidentially, including requiring written permission before records are released to anyone not involved in your care
- Receive reasonable responses to requests for services
- Receive reasonable continuity of care and know in advance the time and location of appointments and the physician providing care
- Receive spiritual or mental health care
- Be informed if your physician proposes human experimentation that may affect your care or treatment, and refuse participation in such research
- Be informed by your physician or designee of your ongoing healthcare requirements
- Examine and receive an explanation of your bill, regardless of the source of payment
- Have these rights explained to the person legally responsible for making medical decisions on your behalf
- Report concerns, voice grievances, or recommend changes regarding care, treatment, property, policies, personnel, or services without restraint, interference, coercion, discrimination, reprisal, or fear of poor treatment, and have complaints investigated and resolved promptly
- Leave or discharge yourself from the facility, even against medical advice
- Access protective services
- Be informed in advance about the care or services you will receive and your related financial responsibility
- Be informed of your rights under state law to formulate an advance directive, if applicable
- Identify visiting personnel through proper identification
- Be free from and protected against mistreatment, neglect, verbal, mental, sexual, or physical abuse, injuries of unknown origin, and misappropriation of your property
- Be informed of the agency’s policies and procedures for disclosing clinical records
- Be informed of any financial benefits associated with a referral to another organization

Your Responsibilities as a Patient:

- Northwest Medical Specialties, PLLC encourages you to take an active role in your healthcare. As a patient, you—or your legally responsible guardian or conservator—are responsible for the following:
- Provide complete and accurate information about your current condition, medical history, and other matters related to your health

- Ask questions about unfamiliar practices or procedures and confirm that you understand your treatment plan and what is expected of you
- Follow the treatment plan established by your physician, including instructions from nurses and other healthcare professionals carrying out the physician's orders
- Provide written consent to or refusal of treatments and procedures when requested by physicians or other healthcare personnel
- Meet your financial responsibilities promptly, including providing accurate insurance and billing information
- Keep scheduled appointments. If you cannot attend, notify our office at least 24 hours in advance
- Arrange for a responsible adult to drive you home and, when necessary, stay with you
- Respect the rights of other patients and facility personnel
- Submit all forms required to receive services

PATIENTS UNDER THE INFLUENCE

NWMS has policies that aim to safeguard the well-being of patients and clinic staff while maintaining a standard of care that aligns with ethical and legal considerations.

If you are suspected of being intoxicated while on clinic grounds, staff will:

- Encourage you to make alternative transportation arrangements, such as
- Notify their emergency contact and ask them to pick up the patient or call 911 for transportation.
- The Provider or care team may disclose information to the police or first responders if the Provider believes the disclosure is necessary to avoid or minimize an imminent danger to the health and safety of the patient or others.
- The Privacy Rule permits a provider to disclose necessary patient information to law enforcement or family members of the patient when the Provider believes the patient presents an imminent threat to themselves or others.

PROVIDING FEEDBACK

Our goal is to provide the best healthcare experience possible. Patients, families, and visitors may express complaints or concerns about any aspect of care or their experience. All concerns will be addressed according to our policy.

Concerns or feedback can be shared directly with:		
NWMS (to management or any staff member):	**Washington State Department of Health:**	**Center for Medicare and Medicaid Services (CMS) Office of the Medicare Beneficiary Ombudsman:**
Phone: (253) 428-8700 ***Mail:*** Attn: Management 1624 South I Street, #305, Tacoma, WA 98405, ***Online Patient Feedback Survey*** *(which includes the option to remain anonymous):* https://www.surveymonkey.com/r/NWMSFeedback	***Phone:*** 360-236-4700 ***Toll Free:*** 800-633-6828 ***Mail:*** P.O. Box 47857 Olympia, WA 98504-7857 ***Online:*** HSQAComplaintIntake@doh.wa.gov	***Phone:*** Medicare Help and Support, 1-800-MEDICARE ***Online:*** http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html

OFFICE LOCATIONS

	Tacoma 1624 South I Street, Suites 102, 202 Tacoma, WA 98405 Phone: (253) 428-8700 Fax: (253) 428-9910
	Puyallup 2940 S. Meridian, Suite 200 Puyallup, WA 98373 Phone: (253) 428-8700 Fax: (253) 841-2435
	Gig Harbor 11511 Canterwood Blvd, Suite 45 Gig Harbor, WA 98335 Phone: (253) 428-8700 Fax: (253) 858-4452
	Federal Way 34509 9th Ave South, Suite 107 Federal Way, WA 98003 Phone: (253) 428-8700 Fax: (253) 952-3049
	Olympia 3920 Capital Mall Dr. SW Suite 402 Olympia, WA 98502 Phone: (253) 428-8700 Fax: (360) 345-1382
	Bonney Lake 10004 204th Ave E, Suite 2600 Bonney Lake, WA 98391 Phone: (253) 428-8700 Fax: (253) 841-2435

MEET OUR PROVIDER TEAM

Medical Oncologists and Advance Practice Providers

Our providers are dedicated to excellence in patient care and understanding your individual needs. Please visit the link below to meet our team:

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

TELEPHONE CALLS AND EMERGENCIES

All calls to NWMS will route through our Call Center during regular business hours (8:00 a.m.- 5:00 p.m.) Monday through Friday. Calls outside those hours will be forwarded to our answering service, which will connect to the on-call provider.

If you need to reschedule an appointment, have a billing question, or have any other administrative issue, please contact us through the patient portal, CareSpace. If you are calling, please provide the reason for your call so the call center can connect you to the correct department.

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)
- Excessive bleeding
- Difficulty breathing or increased shortness of breath

The call center 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 our next available triage nurses. If a triage nurse is unavailable, the call center will take your name and phone number, and the triage nurse will return your call the same day.

For potentially life-threatening symptoms such as chest pain, inability to breathe, stroke-like symptoms, excessive bleeding, fainting, or seizure-like activity, CALL 911 IMMEDIATELY!

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

After-hours calls

All calls made after hours are connected to an on-call provider for calls related to symptoms or adverse reactions to treatments. For appointments, referrals, medication refills, results, billing, or other administrative issues, please contact us during regular business hours or through CareSpace.

ADDITIONAL SERVICES

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 testing as close to your home as possible. In the occasion that you may need to receive testing at an outside lab, you may be responsible for out-of-pocket expenses. Please contact the outside lab for billing or insurance questions associated with that testing.

Additionally, there are times where a lab draw is conducted at NWMS, and the specimen is sent to an outside lab. In the event your insurance is out of network with either NWMS or the outside lab entity, we will do our best to provide supportive documentation, diagnosis, and other information in hopes that your insurance will cover the cost. In the event your insurance does not cover the lab cost, you may be responsible for the out-of-pocket expenses.

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 specific lab tests are processed before you receive treatment or leave the clinic. Not all lab test results are available immediately but can be obtained directly from your patient portal later.

All labs must be scheduled to ensure your results are available for your visit with your provider and treatment. Our scheduling team will work closely with your provider to schedule your labs appropriately. Generally, labs need to be scheduled 24-72 hours before your appointment with your provider or treatment.

Genetic and Genomic Testing

These tests will look at the DNA inside your tumor to see if there are changes. These are called biomarkers. This testing can help your provider learn more about the characteristics of your cancer and can help direct your future treatment.

Labs used for Genetic/Genomic Testing: Tempus, Caris, Foundation Medicine, Myriad, Natera, Inform Diagnostics, ClonoSEQ, Invitae, and Guardant Labs. Financial Assistance is available**.**

Research Department / Clinical Trials

New cutting-edge anti-cancer therapies result from 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.

Theranostics (Nuclear Oncology)

Theranostics is a combination of the terms "therapeutics and diagnostics." Theranostics is the term used to describe the combination of using one radioactive drug to find the cancer in the body and a second radioactive drug to deliver therapy to the areas involved.

Recent medical advances have increased the number of FDA-approved nuclear oncology treatments in the United States.

Financial Counseling

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/financial assistance
- Review your estimated cost of care

Medicare beneficiaries can qualify for Medicare's 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

Support Services

Social workers are licensed mental health professionals available to meet with patients, families, and loved ones to help navigate 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

Translators/Interpreters

NWMS has access to multiple resources for translation and interpreter services. If you need a translator, let our office know, and we will be happy to provide a service to assist you.

APPOINTMENT INFORMATION

Please arrive 15 minutes before your scheduled appointment, regardless of the type of appointment (lab, treatment, provider visit, etc.).

For safety reasons, all visitors must be 18 or older. (This includes visitors waiting in the lobby or waiting area of the clinics.)

Please check in with the front desk staff whenever you visit our clinic. You will be screened for COVID-19/RSV/FLU symptoms at each visit.

Patient Visitors:

NWMS has a Designated Visitor Policy for all patient visitors. Under our Designated Visitor Policy:

- All visitors must be 18 years of age or older. (This includes visitors waiting in the clinic lobby/waiting area.)
- If you have an appointment with a provider, only one visitor may accompany you. Patients may designate a family member, friend, or companion as their visitor.
- Patients may only have one designated visitor. However, a patient may change their designated visitor if necessary.
- NWMS will continue to offer a virtual option (Zoom) for additional family, friends, and companions to participate in the care of our patients.

- Designated visitor status may be revoked if the visitor disregards NWMS policies, including masking protocols, clinic etiquette, etc.

The Designated Visitor will be permitted in the infusion suite if:

- Patients cannot ambulate/transfer without assistance.
- Has cognitive or communication barriers that require someone to explain or translate to them.
- Patients requiring specialized equipment during treatment.
- First-time treatment starts.

Same-day treatment policy:

Treatment will not be performed on the same day as labs and office visits. Appointments will be appropriately scheduled on different days following the NWMS guidelines. Our scheduling teams can help you coordinate your appointments.

What you should bring to your treatment and provider visits:

- Insurance card and prescription benefit card.
- Driver's license or photo ID.
- Current list of all medications and supplements. (Please bring documentation of your prescriptions or if provide a list that include doses and/or frequency for each medication)
- List of current Allergies (food, medications, and environmental).
- Documentation of advanced directives. (living will, durable power of attorney, DNR, POLST)
- Write down all your questions and concerns and bring them to your appointment.

Tips for your visit with your provider:

- Be honest and complete in talking with your provider
- Make sure to share your thoughts and point of view
- Don't be afraid to discuss issues such as incontinence, memory loss, or problems with 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 side effects
- Ask for handouts or brochures that you and your family can review at home

THE ROLE OF YOUR PRIMARY CARE PROVIDER

All patients will be requested to maintain a primary care provider (PCP); NWMS providers do not provide primary care. If you have a primary care provider, please provide their information to your care team at NWMS so we can ensure seamless communication about your care. If you do not have a primary care provider, please let your NWMS care team know, and we will help you establish care.

Your primary care provider will support all your healthcare needs, including prescriptions and other health-related needs, outside of your hematology/oncology care.

PATIENT PORTAL

NWMS uses a patient portal called CareSpace. This portal is an essential communication tool that we highly encourage all patients to sign up for that gives you access to your medical records, scans, lab, other results, and appointment information. You can also send messages to your care team directly through CareSpace.

Our team will email you a link to register and complete patient forms. This link expires in 3 days. You must request a new link if you cannot register within this time frame.

If you have any questions regarding your results, appointments, or would like to communicate with our team, please reach out via your patient portal.

SECOND OPINIONS

NWMS believes it is imperative that all our patients feel confident they are getting the best possible medical care. If you would like a second opinion, please tell us, and we will be happy to send your medical records to the provider of your choice.

REQUESTING MEDICAL RECORDS/FORMS

Northwest Medical Specialties is happy to provide a copy of your health information for your records. Examples of individual documents include:

- Notes and records about a particular condition
- Handwritten or dictated progress notes for treatment dates

- Treatment summaries
- Medication lists
- Pathology and lab reports

Northwest Medical Specialties offers three options for accessing your medical records:

- **CareSpace Patient Portal**: Many records are available via our online patient portal, CareSpace. If you are not yet enrolled in CareSpace, please ask a member at the front desk at your next visit.
- **Release of Information Request**: To request copies of your records from our clinic, please complete and submit the Release of Information Form, available on our website or at the front desk of any of our NWMS clinics.
- **Request via MediCopy**: You can also submit a request for records via MediCopy. MediCopy offers an online request system at MediCopy.net/Patients, or you can reach them by phone at 1-866-587-6274.

FMLA/Disability form requests:

1. All form completion requests should be initiated through our Patient Access team or *the MediCopy online portal at MediCopy.net/Patients.*
2. **Request via MediCopy**: You can submit a request for records via MediCopy. MediCopy offers an online request system at MediCopy.net/Patients, or you can reach them by phone at 1-866-587-6274.
3. Provide an email address, as this will expedite the process. MediCopy will invoice you directly. Forms cannot be completed before payment. If you don't receive an invoice within 24 hours, please call MediCopy at 866-587-6274.
4. After payment, MediCopy will complete your form (s) within three business days based on the information in your medical chart.
5. Upon completion, MediCopy will send the completed forms directly to the requesting party.

HOSPITALIZATION

NWMS strives to keep our patients out of the emergency department unless it is necessary. While waiting in the emergency room, you are at risk for exposure to germs, infection, and long wait times. Seeing your NWMS provider before seeking care at the emergency room can allow us to:

- Prevent a hospital admission
- If applicable, coordinate care with the ED provider to avoid unnecessary testing
- Order specific tests that may be needed
- NWMS can arrange for direct admission to the hospital and avoid the ER

REPORTING SYMPTOMS & ACUTE CARE VISITS

In order to provide improved access to care for our patients, we offer Monday-Friday appointments, if you are experiencing symptoms. These symptoms include but are not limited to:

- Fever greater than 100.5 degrees
- Diarrhea or vomiting that has lasted more than 24 hours
- Abnormal body aches or pain
- Constipation lasting 3 days or more
- Burning or pain in your hands and/or feet (important if you are receiving chemotherapy)
- Excessive or abnormal bleeding
- Difficulty breathing or increased shortness of breath
- Severe or abnormal mouth sores that prevent you from eating/drinking

To provide increased and improved access to care for our patients, if you are experiencing symptoms, we offer same-day appointments with our providers, Monday-Friday. To provide care for our patients experiencing symptoms or side effects, we offer same-day (Monday through Friday) appointments with our acute care providers.

To access the same-day services, please call to make an appointment.

We may be providing these services and other necessary treatments as determined by the provider.

- 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 experiencing symptoms, please remember to **CALL US FIRST**!

Please call us first at 253-428-8700

PRESCRIPTIONS

NWMS can dispense certain specialty medications such as oral chemotherapy to provide our patients with seamless access to their medication and faster than traditional specialty pharmacies. Our in-house dispensary, House Rx, helps reduce the financial burden, better patient education, along with reducing the accumulation of expensive therapies.

For additional medication information, please call us at 253-428-8700 or refer to our website at nwmedicalspecialties.com. There, you can find information on how to request medications, how to dispose of medications, how we handle recalled medications and other general medication questions.

General Guidance:

- Please bring your medications (or a current list) to each visit.
- When requesting a prescription refill, please have the name and strength of the medication (which is on the label) and your pharmacy's name and phone number. 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.
- Prescription refills requests are handled only during regular business hours.
- Please provide 3 business days' notice when requesting medication refills. We will do our best to ensure your refill request is processed in a timely manner.
- When requesting medication refills before a holiday or weekend, please provide 72 business hours for processing. You should ensure you have enough medication to last through the weekend/holiday.
- If you would like to transfer your medication to a different pharmacy (either a

commercial pharmacy or to our NWMS dispensary) please contact us at 253-428-8700.

- The dispensary staff monitors all medication recall notices from our wholesaler and will contact you by phone or mail to indicate the proper method to return your medication and get a replacement, if necessary.

If you use the NWMS dispensary, 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 dispensary outside of NWMS:

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

Pain Medication

- Patients must keep their regular scheduled office visits and obtain any testing as directed by their provider.
- All refill requests will need to be made during regular business hours and should allow 48 hours for refill approval.
- Refills will not be provided if your medication(s) are lost or stolen.
- Your provider may order an emergency two-week supply. This request will only be granted once per year and approved on a case-by-case basis.

SUPPORTIVE CARE VISITS

Northwest Medical Specialties is pleased to offer supportive care visits to any patient with a cancer diagnosis. Getting through cancer care can be challenging, both emotionally and physically, and we understand that sometimes, having an extra person on your team to address these issues can be very helpful. Many studies show that having supportive (sometimes referred to as palliative) care visits along with regular oncology visits helps people do better and live longer. We work alongside your care team to provide the best care possible.

Supportive care visits are focused on "the whole person." We discuss the side effects of chemo/ immunotherapy and the emotional challenges that a cancer diagnosis can bring. Depression, pain management, and symptoms management (rashes, nausea, headaches

related to treatment) are some of the things we can address. Including family members in these discussions is welcomed and encouraged (although this is your preference).

Talking about how your life will look along the treatment journey and beyond is important. We will also talk about your needs if you stop treatment and how you might want to shape that part of your everyday life. We talk about advanced directives and other end-of-life care, whether you need that now or in 20 years.

Our patients and families have found supportive care visits to be an excellent opportunity to talk about the things that matter most in this challenging time. Tel-med and in-person visits are also available.

ADVANCED CARE PLANNING

What is Washington State's Advance Directive to Physicians and Family Surrogates?

This is an important legal document known as an Advance Directive. It is designed to help you communicate your wishes about medical treatment for the future when you cannot do so 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 and provider.

Your NWMS provider, other health care providers, or medical institution may provide 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 with the "Supportive Care Visit" discussed on the previous page.

Our Advanced Practice Providers will help you through the process of answering your 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 advanced directive, Washington law provides for two other types of directives that can be important during serious illness:

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

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

ADVANCE DIRECTIVES FAQS

What is an Advance Directive?

It is a legal form that states your wishes for medical treatment and assigns who can make treatment choices for you if you are not physically able to do so. 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 change my mind?

If you change your mind about your advance directive, inform everyone with a copy, including your healthcare agent, loved ones, and healthcare team. You can revoke your advance directive at any time by telling your physician or another healthcare team member in writing (signed and dated) or verbally. It is crucial to complete a new advance directive and distribute copies to your healthcare agent, loved ones, and healthcare team.

Where do you get directives?

Most provider offices or hospitals can provide you with a legal form. To be legally valid, the Out-of-Hospital DNR must be on an official Washington form and signed by a doctor. 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 Advanced Directives and are treated for things like stroke and heart attacks. The difference is that if a condition left you very near death and paralyzed with no hope of recovery, then the Advance Directive would allow the provider to follow your specified wishes.

I already have a power of attorney -what is the difference between the two?

A General Power of Attorney controls your real and personal property and has nothing to do with your health care decisions.

A person holding a Medical Power of Attorney can only make decisions regarding your health care and has no power over your property.

CANOPY

Patient monitoring at Northwest Medical Specialties by your care team

The Canopy Health app is more timely, convenient, and consistent than a phone call. It will automatically remind you to share your symptoms with us according to your regimen. Using the Canopy app allows you to notify us of your symptoms and it only takes a couple of minutes. Your message will come directly through Canopy to our team at NWMS. Your care team will receive those messages and respond within 24-hours in order to continue top quality care.

Recent studies demonstrate that cancer patients who use an online app to report their symptoms during treatment experience better outcomes, higher quality of life, and are significantly less likely to visit the ER. Patient monitoring can help improve your care and reduce your costs.

Ask your Northwest Medical Specialties team for an invitation to download the Canopy Health app today!

DEEPSCRIBE AI SCRIBE TECHNOLOGY

What is DeepScribe?

DeepScribe is a secure platform your provider uses to help create clinical notes from your visit. It uses audio from the appointment to generate a draft note, allowing your provider to focus on you during the conversation, while maintaining complete and accurate medical documentation. Your provider utilizes DeepScribe as a support tool at no additional cost to you.

Who is responsible for the content of the note?

DeepScribe generated documentation is not final. Your healthcare provider is responsible for reviewing the draft, making corrections or additions, and ensuring it is accurate, complete, and appropriate for your care. Only after this review does your provider sign off on the note and add it to your official medical record.

How is my information protected?

DeepScribe is a Business Associate that remains in full compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). DeepScribe protects your health information through various methods, including:

- Encryption in transit and at rest
- Strict access controls and audit logs
- Ongoing audits, risk assessments, and security incident drills
- Use limitations defined in agreements with your provider's organization

Your information is used to support your provider in documenting your care and improving the quality of medical documentation, healthcare delivery, and care management.

Can I opt-out?

Yes. If you do not wish to have your visit recorded or processed by DeepScribe, please let your healthcare team know at the beginning of your appointment. Choosing not to have your visit processed by DeepScribe will not affect your treatment, payment, health plan enrollment, or eligibility for benefits in any way.

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 patient care. Established in 1985, they are among the country's most experienced and respected integrative cancer care clinics. They conduct new research and are published in major scientific journals.

What to expect from your visit:

After thoroughly reviewing your records, current treatment, health status, and history, you will receive a personalized plan.

This care has three objectives:

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

- Provide additional strategies for the management of adverse effects from 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 outcomes, 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
Monday-Friday: 9 am-5 pm

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

NNH accepts most insurance, provides a discount, and offers other assistance to 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

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 during cancer treatment—physicians, practice staff, caregivers, and family members—a vital voice in advocating for their care.

Everyone involved with CPAN shares the goal of maintaining access to convenient, innovative, and personal cancer care. CPAN is open to everyone; it's not limited to those diagnosed with a specific type of cancer. It unites a broad community of people willing to volunteer to advocate for oncology practices nationwide.

By providing education on key issues, CPAN helps advocates communicate effectively with policymakers, the 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 their decisions about cancer care.

CPAN raises awareness of policy issues impacting 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.

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Want to stay up to date on what's new with NWMS?

For news, articles, and the latest events, follow us on **Facebook, Twitter, Instagram, LinkedIn, and the NWMS website.**

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NWMS Website: www.nwmedicalspecialties.com