



# Providence St. Mary Regional Cancer Center

*Patient and Family Information  
Guide to Services and Resources*

We do not discriminate on the basis of race, color, national origin, sex, age, or disability in our health programs and activities  
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711)

## Welcome to Providence St. Mary Regional Cancer Center

Thank you for placing your trust in us for your cancer care.

Our Cancer Center is built on providing services, convenience, and comfort to our patients and their families. Cancer prevention, early detection, and treatment of cancer and blood diseases are important focuses of care within the clinical, education, and research settings at Providence St. Mary Regional Cancer Center.

The Cancer Center offers complementary support programs and classes for patients and their families. It also houses the Providence St. Mary Cancer Resource Center, giving patients access to the latest in cancer-related medical information. Our physicians, oncology certified nurses, oncology social workers, rehabilitation therapists, and registered dietitians work together to coordinate your personalized care.

We are accredited, demonstrating that we have met or exceeded the national standards set by the Commission on Cancer. We are proud to know we are following proven processes marking us as a quality cancer program.

This can be a challenging time for you and your family. While services are important, commitment to individual patients is our most important focus. It is our intention to support you, give you the information and resources that you need, and be there when you need us. We believe that sound health care decisions are based upon accurate information and excellent communication between you and your health care team.

We look forward to partnering with you. Together, we will learn to build strength and find the positives in a difficult situation. That is our commitment to you.

Please let us know how we can help you.

Sincerely,

The Staff of Providence St. Mary Regional Cancer Center

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# Introduction

*And general information*



## General Information

### Providence St. Mary Regional Cancer Center

#### Address & Phone Number

401 W. Poplar Street, Walla Walla, WA 99362

509-897-5700 or 800-452-5052

<http://washington.providence.org/clinics/providence-st-mary-regional-cancer-center/>

#### *Hours of Operation:*

*Phone lines*

8:00 a.m. to 4:30 p.m. Monday through Friday

*Doors open*

7:15 a.m. to 5:00 p.m. Monday through Thursday

7:15 a.m. to 4:30 p.m. Friday

*Providence St. Mary*

*Emergency Department:*

24 hours a day

#### Helpful Phone Numbers

*Your primary care physician:*

*Cancer Center:*

509-897-5700 or 800-452-5052

*Providence St. Mary Medical Center:*

509-897-3320

(Use this number after hours, on weekends, and on holidays. Tell the operator you are a Cancer Center patient and you need to talk to the oncologist on call.)

*Providence St. Mary*

*Cancer Resource Center*

509-897-8930

#### Billing

*Medical Center:*

509-897-5900 or 866-747-2455

*Providence physicians:*

509-897-5815 or 866-747-2455

*Emergency*

9-1-1

## About your visit

Providence St. Mary Regional Cancer Center provides a comprehensive team approach to your care. It offers chemotherapy, radiation therapy, and support services to help you and your family throughout your cancer journey.

On every visit you will check in at the Cancer Center's front reception desk for your appointment.

It may be helpful to bring a list of questions that you may have about your therapy and the Cancer Center. Depending upon your treatment decision, subsequent appointments will be made for diagnostic and/or treatment procedures through our scheduling coordinators.

## Scheduling

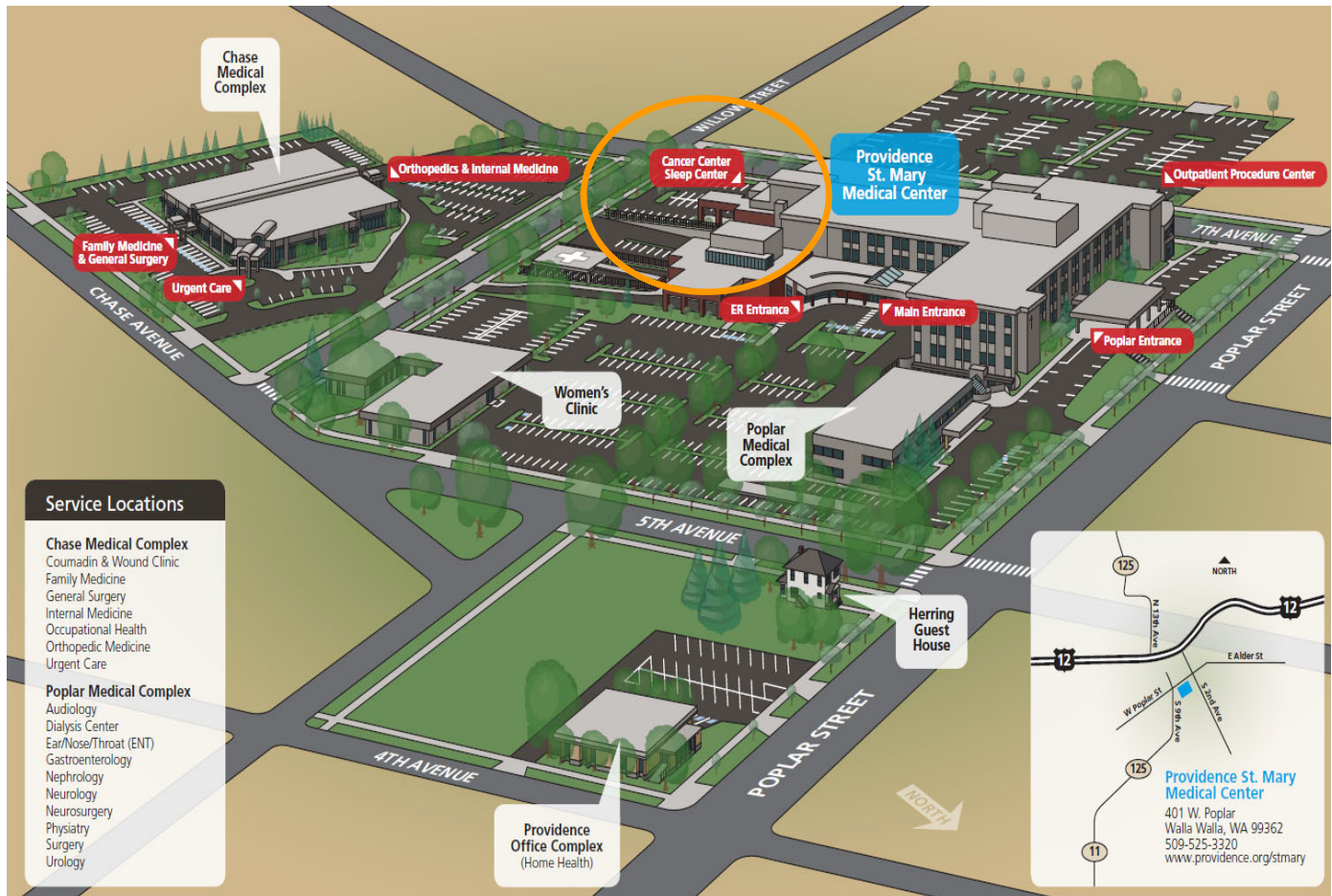
For your convenience, all of your appointments for diagnostic tests, doctor appointments, or other health professional appointments at Providence St. Mary Regional Cancer Center will be coordinated for you through our scheduling coordinators. Just call the main Cancer Center number and ask for scheduling: 509-897-5700 or 800-452-5052.



## Parking

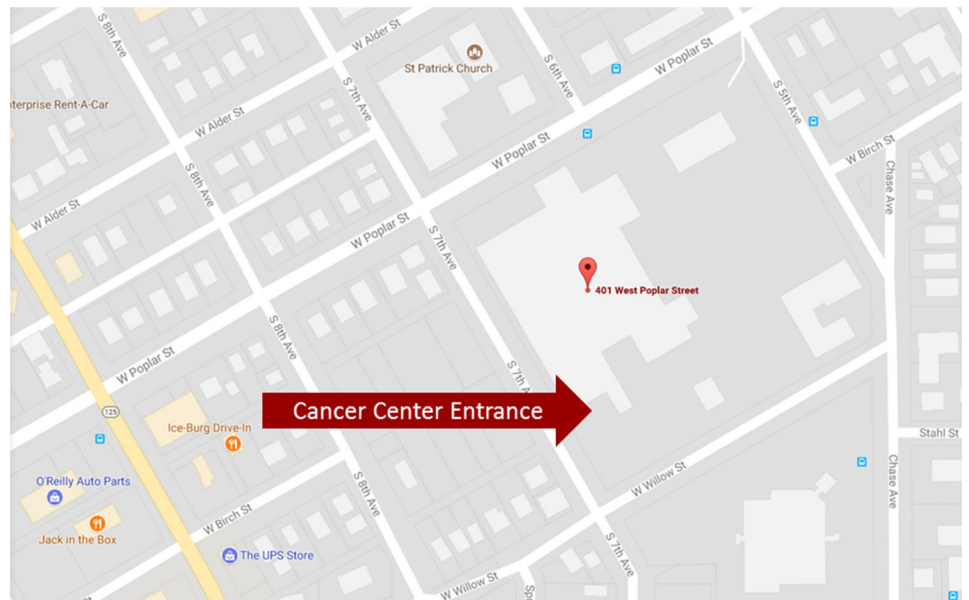
Providence St. Mary Regional Cancer Center is located on the Providence St. Mary Medical Center campus in Walla Walla at the corner of Seventh Avenue and Willow Street. There is parking immediately outside the Cancer Center. The lot's entrance is on Willow Street. Wheelchairs are located inside the double doors of the building entrance if you need one. An elevator is also right inside the doors.

# Map of Cancer Center Location



## Providence St Mary Regional Cancer Center

Entrance to Center and Parking is off Willow Street near the corner of S 7<sup>th</sup> Ave and Willow Street.





# Treatment



## Multiple Disciplinary Approach

Each week any patient starting a new or revised treatment plan has their case discussed by our team of providers and support staff to jointly recommend appropriate care.

In addition to our general clinic, we have multidisciplinary clinics that focus on specific cancers – breast, lung, genitourinary (e.g., prostate, renal, bladder). For example, the breast clinic brings together multiple cross discipline providers (primary care, surgery, medical oncology, radiation oncology, pathology) to discuss specific patients and appropriate care. Depending on the procedures necessary for that patient, one or all providers will see the patient in the cancer center immediately following the clinic. At the conclusion of this clinic the patient leaves with access to navigation and an understanding of next steps in care plan with appointments in hand.

## Types of Treatment

### Chemotherapy

Chemotherapy is the use of drugs or medications to treat cancer and it is extremely effective.

Cancer treatment can consist of one drug, or a group of drugs, that work together.

Chemotherapy can be used in combination with surgery or radiation therapy, or as a follow-up treatment to a different form of cancer-destroying therapy.

The best way to deliver the drug to the cancer depends on the particular type of cancer and the drug or combination of drugs used. The medicine may be taken by mouth, injected into a muscle, or it may be given through a vein. Once in the blood, an anti-cancer drug is carried through the body to reach as many cancer cells as possible. How fast the cells are destroyed varies with different medicines and different types of cancer.

Anti-cancer drugs can affect normal tissue as well, because they act on any rapidly dividing cells in the body. The normal cells most likely affected are bone marrow, gastrointestinal tract, reproductive system, and hair follicle cells. Most normal cells are able to recover quickly when treatment ends.

Some drugs may cause discomfort. Any unpleasant sensation will be temporary in most cases. If you feel any pain with an IV treatment, report it to your nurse immediately.

The length and frequency of your chemotherapy depends on the kind of cancer you have, the drugs being used and how your body responds to them. Chemotherapy may be given daily, weekly or monthly.

Sometimes treatment is given in an on-and-off cycle that includes rest periods so your body

will have a chance to build healthy new cells and regain strength.

Your doctor should be able to estimate how long you will be receiving chemotherapy. The planned schedule may be adjusted as time goes by to suit your individual response and treatment needs.

## Radiation Therapy

Radiation therapy is a special kind of energy carried by waves or a stream of particles. It can come from special machines or from radioactive substances. High doses of radiation can kill cells or keep them from growing or dividing. Radiation therapy is a useful tool for treating cancer because cancer cells grow and divide more rapidly than many of the normal cells around them.

Radiation therapy is a local treatment, applied to specific areas of the body where there is a tumor or disease. A specially trained physician, called a radiation oncologist, directs your treatment, determining the field and the dose of the radiation therapy. Under the physician's direction, a trained therapist uses special equipment, such as a linear accelerator, to aim the radiation with precision, so the cancer will be accurately targeted and surrounding normal tissues stay protected.

Side effects of radiation therapy are most often related to the area that is being treated. Although occasionally unpleasant, most treatment side effects are not serious and can be controlled with medication or diet. They usually go away within a few weeks after treatment ends.



Providence St. Mary Cancer Center can provide the full complement of treatments you would find in a large urban cancer center:

- Personalized cancer treatment using the state of the art technology to limit side-effects and shorten treatment time
- Cutting edge radiation techniques, including Stereotactic Radiosurgery (SRS) and Stereotactic Body Radiotherapy (SBRT), and 4D/Gated delivery to minimize heart and lung toxicity
- Image Guided Radiotherapy (IGRT) using Cone Beam CT and triggered imaging to ensure precise and accurate treatment
- High Dose Rate Brachytherapy (internal radiation treatment)
- Radiopharmaceutical treatment (unsealed sources)

We have a separate waiting room for Radiation Therapy patients, closer to treatment.

## **Clinical Trials**

Your physician may discuss with you participating in a clinical trial. Clinical trials, also called cancer treatment or research studies, test new treatments for people with cancer. The goal of this research is to find better ways to treat cancer and help cancer patients. Clinical trials test many types of treatment such as new drugs, new approaches to surgery or radiation therapy, new combinations of treatments, or new methods such as gene therapy. Clinical trials move the science of treatment forward and give you as the patient access to the latest advances in treatment.

It is important to know that everyone who participates in a clinical trial at Providence St. Mary receives treatment. There is no “placebo group.” The trials all test the best known treatment against a promising new treatment.

We are an affiliate member of the Southwest Oncology Group (SWOG), and participate in selected trials sponsored by SWOG, other National Cancer Institute-sponsored cooperative groups, and leading pharmaceutical companies.

Participating in a clinical trial may or may not benefit you, but the secret to cancer cures lie within people like yourselves, willing to benefit the future of others.

## **Genetic Counseling and Testing**

Genes can contribute to the development of certain types of cancer. If you have a family history of cancer, your physician can help you understand your risk for disease. Approximately 30 percent of cancers are hereditary and 5 to 10 percent are caused by a single gene. Your physician can order and interpret genetic tests and can assist you in making informed medical decisions.

## Common Imaging Exams

You may have a number of imaging procedures done to diagnose, monitor and assist in your treatment.

### CT Scans

Computerized Tomography is an x-ray examination that produces a series of cross sectional images of internal anatomy. These images are then stored in a computer for viewing by the radiologist and your physician. For this exam you may receive an injection of intravenous and/or oral contrast media (x-ray dye). The dye helps to show blood vessels and vascular structures. For certain CT scans you may need to fast. You may have more than one CT scan; one allows diagnosis and the other may be used to plan radiation treatment.



### Nuclear Scans

Nuclear scans create images based on the body's chemistry rather than on internal structures. The test uses radionuclides (also called tracers) that release small amounts of radiation. The amount of radioactivity used is not known to cause harm.

Cancer cells may absorb more or less of the tracer than normal tissues. Special cameras pick up the pattern of radioactivity being absorbed, and create images.

Nuclear scans are used to find tumors especially in the bones and thyroid gland. They are also used to study if a cancer has spread, to what extent, and track how well treatment is working. A nuclear scan is often combined with other imaging tests.

There are a number of different kinds of nuclear scans including bone scans, gallium, and PET.

## **PET/CT**

PET (Positron emission tomography) CT is a test that combines computed tomography (CT) and nuclear scanning. It uses radioactive glucose. Cells absorb this at different rates, depending on how fast they are growing. Cancer cells grow faster than normal cells so are likely to absorb more of the glucose. This allows the PET/CT to “see” where the cancer is. For this exam you will be asked to lie still in a confined area. If you have any problems with claustrophobia, please alert your care team prior to the exam.

## **Ultrasound**

An ultrasound is the application of sound waves to obtain images of selected organs within your body. A small handheld device called a transducer is placed on the skin over the organ to be imaged. A gel is used to allow the transducer to move easily over the skin and to help transmit the ultrasound signal. A sound signal is emitted from the handheld transducer. This same instrument receives a return sound signal and transfers it to a computer monitor for viewing.



## Understanding Lab Values

The majority of cancer patients will have blood work/lab draws done on a regular basis when they are visiting the Cancer Center. The two primary tests your physician will order are a complete blood count (CBC) and a chemistry (also called a chemistry panel).

The complete blood count measures three basic cells found in the blood - white blood cells, red blood cells and platelets. These blood cells are formed in the bone marrow, the spongy tissue found inside your bones. Each of these cells has an important function. White blood cells fight infection, red blood cells carry oxygen and provide energy, and platelets help blood clot.

Many cancer treatments work by destroying fast-growing cancer cells. Healthy cells that are being formed in the bone marrow can be damaged by cancer treatments. As a result, the marrow cannot make enough red blood cells, white blood cells or platelets to keep up with your body's needs.

Low blood counts are a common short-term side effect of many cancer treatments. This side effect is normal. During your course of treatment, your healthcare team will follow your blood counts closely. Your doctor or nurse can let you know how often you will need to have blood drawn for the CBC test.

The chemistry count helps us to determine how well vital organs such as the kidneys, liver and the heart are functioning. Different values within the chemistry give us important information and whether it is safe to progress with your treatment or if there needs to be alterations in your treatment plan. You will be informed of any abnormalities in the chemistry values as they relate to your disease process or treatments.



# Support Services





# **General Support Services for you and your family**

## **Oncology Nurse Navigation**

Our oncology nurse navigators provide patients with information to help them understand their disease and treatment. Today, cancer treatment is complex, and can be overwhelming, so understanding the diagnosis, treatment, and healthcare system requires the skill of an oncology nurse navigation. Navigation includes the entire healthcare continuum—from prevention, screening, diagnosis, treatment, and survivorship to end of life. The goal of navigation is to reduce cancer morbidity and mortality by eliminating barriers to timely access to cancer care which may be financial, psychological, logistic, related to communication, or the healthcare delivery system itself. The oncology nurse navigators also serve as facilitators for several of the support programs and classes offered to patients and their families at the Cancer Center.

The oncology nurse navigators arrange cancer screening clinics throughout the year and develop and present education programs on early detection and prevention of cancer in our community.

Breast Cancer is the largest population of cancer patients and the complexity of care can be confusing. The other major cancer diagnosis are prostate and lung cancer. We have a Oncology Nurse Navigator specifically for each of these cancer types – Breast Cancer, Prostate Cancer, and Lung Cancer

The Breast Nurse Navigator is responsible for all breast cancer patients. In this regard, the navigator will work with PCPs to support patients who have positive results from mammograms and will need further care. The navigator will guide the patient through biopsy to confirm or refute the preliminary positive result from the mammogram.

With a cancer diagnosis, the navigator will work to have the patient's case seen at Breast Multidisciplinary Conference and help the patient post conference navigate the same-day appointments with Surgery, Medical Oncology, and Radiation Oncology as appropriate.

The navigator will support breast cancer patients through the various aspects of treatment assuring understanding and compassion. There will be phone calls for reminders, for check-ins, for follow-ups to help shepherd patients through treatment. The navigator will educate and advise patients on options and answer questions and concerns about care along the journey.

The Prostate Nurse Navigator and the Lung Nurse Navigator follow similar processes for the cancer types they represent.

## Oncology Social Worker

Working with other members of Providence St. Mary Regional Cancer Center's patient care team, the oncology social worker contributes to our holistic approach by helping patients and their families through the challenges brought about by cancer and treatment. The social worker is trained to help patients adjust to illness, to the ups and downs of treatment, and to role changes within the family. The social worker is eager to provide emotional support to you and those closest to you through individual and family counseling, through support programs, classes, and other services which can reduce stress for you and your family through all phases of your cancer journey. The social worker can also help you access financial resources, insurance and disability benefits, along with community resources such as transportation, housing, home health, or hospice care.

All services provided by our oncology social worker are free. You can contact the social worker through the Cancer Center (509) 897-5700 or ask your doctor or nurse to call for you.

## Additional Programs & Services

### Clinical Pharmacy

As cancer treatment grows in complexity, so do the drugs used to treat the disease. Our dedicated oncology pharmacists review every drug regimen and every patient's medications, prior to starting treatment. In addition, every patient will meet with one of our clinical pharmacists, prior to beginning chemotherapy treatment to review their individualized treatment plan.

Pharmacists are the medication experts, and as such, are here for any treatment related issue. This includes prevention and treatment of side effects, appropriate monitoring, drug-drug interactions, and treatment of other conditions that coincide with cancer treatment. Many new treatments for cancer can be taken orally as a pill or capsule. Our oncology pharmacists make sure you get affordable access to your drugs, in addition to the above mentioned services.

Every patient treated in our cancer center has access to our clinical oncology pharmacists, throughout their treatment and beyond into survivorship.

### Nutrition Services

Good nutrition is very important for a person with cancer. A registered dietitian is available to patients of the Cancer Center. Services include education, identification of nutritional inadequacies, assessment of eating problems, development of meal plans, and suggested coping skills to help with side effects that interfere with good eating habits. For more information or to request services, contact a member of your care team or call 509-897-2805 and ask for one

of our dietitians.

## **Cancer Rehabilitation**

The Cancer Rehabilitation program, located in the Cancer Center, is focused on the lives of our patients who experience the side effects caused by cancer and its treatments. Benefits include an enhanced feeling of wellness and enjoyment of activities, reduced stress, less fatigue and pain, and improved strength, flexibility, and mobility.

Our program at the Cancer Center is offered by trained medical professionals who have completed specialized education in the area of cancer rehabilitation. If you believe you would benefit from rehabilitation therapies but do not have a referral, please discuss it with your doctor.

## **Edema Management & Lymphedema Program**

Surgery and/or radiation treatment can cause lymphedema to develop. Lymphedema is a buildup of fluid in a limb or body part caused by a compromised lymphatic system. It doesn't go away on its own, unlike short-term swelling caused by an injury. It can develop soon after the surgery or treatment - or long after.

Management of lymphedema is very important in order to keep the affected limb or body part as close to its normal size as possible. This protects the integrity of the skin, reduces discomfort and reduces the risk of possible side effects such as cellulitis, wounds, hardening of the tissue and worsening of symptoms.

The program includes education, special massage techniques, taping, compression wraps and exercise.

## **Speech and Language Pathology Services**

Radiation treatments and surgery for cancer of the head and neck can sometimes result in swallowing problems. If this is a concern, you may be referred to a therapist to teach you how to prevent swallowing issues before treatments begin. Therapists also aid patients who may experience difficulty with speech.



## Survivorship

As you near the end of active treatment, you can enter a new phase in cancer care focusing on survivorship. Our goal is to make this transition as easy as possible and help you achieve your best quality of life going forward.

What is survivorship?

- According to the National Cancer Institute, survivorship focuses on the health and life of a person with cancer post treatment until the end of life. It covers the physical, psychosocial and economic issues of cancer, beyond the diagnosis and treatment phases. Survivorship includes issues related to the ability to get health care and follow-up treatment, late effects of treatment, second cancers and quality of life. Family members, friends and caregivers are also considered part of the survivorship experience.

Who is considered a cancer survivor?

- An individual is considered a cancer survivor from the time of cancer diagnosis through the balance of his or her life, according to the National Coalition for Cancer Survivorship.

You may have questions or concerns after completing treatment and the Oncology Nurse Navigators are there to help guide you through this process by providing you with information, answering questions and directing you to appropriate resources. Common questions or concerns at the end of treatment involve topics such as long-term side effects, emotional concerns, financial issues or fear of recurrence to name a few. As a resource at no cost to you, our Oncology Nurse Navigators are available to help guide you through this transition. Please let your doctor or nurse know if you are interested in survivorship services so we can help connect you with our Oncology Nurse Navigators as you near the completion of your treatment.

## Support Groups, Classes, Resources

We offer a number of support groups and classes that may be of help to you. Unless otherwise stated, call the Cancer Center at 509-897-5700 or 800-452-5052 for more information.

### Breast Cancer Support

The oncology navigation nurse provides support and navigation through breast cancer diagnosis and the journey to wellness. The nurse offers a host of information about breast imaging and treatment and will accompany patients from their initial consult with an oncologist to a completion of a recommended treatment plan. Additionally, the navigation nurse coordinates the Life Saver Program, which offers free mammogram screening to women who meet defined criteria. The nurse can be reached via the Cancer Center. The phone number is (509) 897-2772.

### Look Good Feel Better

The Look Good Feel Better is a free program that teaches skin care and beauty techniques to women who are undergoing cancer treatment. Trained volunteer beauty professionals teach women how to cope with skin changes using cosmetic and skin care products donated by the cosmetic industry.

Free cosmetic kits are provided at each group session.

Women also learn ways to disguise hair loss with wigs, scarves, and hats. Various kinds of head coverings are demonstrated, and tips for tying scarves and styling wigs are offered.

**Registration for this free program is required.** To register, see a volunteer in the Providence Regional Cancer Resource Center (CRC) or call 509-897-8930

### Blue Mountain Breast Cancer Support Group

Meets the first Tuesday of each month from 6:00 to 7:30 p.m.

### Cancer Support Group

You are not alone. The Cancer Support Group offers cancer patients, survivors, family and friends a place to find comfort, support, information and suggestions for coping with the impact of cancer. The group meets on the second and fourth Tuesday each month from 4 to 5:30 p.m. in the Cancer Center conference room. The Cancer Support Group is facilitated by our oncology social worker.

## Hispanic Women's Support Group

This support group is for Hispanic women who have cancer or who have a relative with cancer. The purpose of the group is to provide the opportunity to establish new ties and social relationships with other members, learning from each other and providing mutual support. Topics include: Emotional support, information, services to improve the quality of life, how to handle stress, unconditional respect and self-esteem. The group meets the second Thursday of the month from 5:30 pm – 7:30 pm in the Marian Room on Level 1 at Providence St. Mary Medical Center.



For times and more information, call 509-897-2772.

## Las mujeres hispanas del Grupo de Apoyo

Este grupo de apoyo es para mujeres hispanas que tienen cáncer o que tienen un pariente con cáncer. El propósito del grupo es brindar la oportunidad de establecer nuevos lazos y relaciones sociales con otros miembros, aprendiendo unos de otros y proporcionando apoyo mutuo. Los temas incluyen: Apoyo emocional, información, servicios para mejorar la calidad de vida, cómo manejar el estrés, el respeto incondicional y la autoestima. El grupo se reúne el segundo jueves del mes de 5:30 pm - 7:30 pm en el salon Marian en el primer piso en Providence St. Mary Medical Center.

Para más información, llama 509-897-2772.

## Free Smoking Cessation Class

Quitting smoking is not easy, but you can do it! For the best chance of quitting and staying quit, you need to know what you're up against, what your options are, and where to go for help.

Providence St. Mary Regional Cancer Center offers free smoking cessation classes. We support you in your decision to quit, and we'll help increase your chance of success.

Our stop-smoking classes generally meet in February, June and October.

To register or learn more, please visit [washington.providence.org/events](http://washington.providence.org/events) or call us at 509-897-5700.

## CLIMB®

Children's Lives Include Moments of Bravery (CLIMB) is a support program dedicated to the emotional support of children who have a parent or grandparent or other family member with cancer. The free program offers four weekly, 90 minute group meetings for children ages 6 to 13. During the meetings discussion and arts and crafts are used to help children express their feelings. For the most recent schedule, place and time, call the Cancer Center at 509-897-5700.

## Creative Expressions/Zentangle Inspired Art

Creative Expressions helps cancer patients explore painting as a means of expressing feelings in a safe, supportive, non-judgmental setting. There is no need for prior experience and materials are provided. The emphasis is not on the end product, but on the creative process. Classes of up to six participants meet as scheduled the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month from 4:00 p.m. to 5:30 p.m. For the next series of classes and place, contact the oncology social worker in the Cancer Center.

Zentangle inspired art is a meditative practice using structured patterns which has been shown to support a positive sense of well-being. Zentangle inspired art sessions are held every month contact the oncology social worker for schedule.

## Women's Advanced Stage Cancer Support Group

Meets every Wednesday each month from 10:00 a.m. to 12:00 p.m. in the Cancer Center Conference Room. The support group is free and registration is recommended. For more information, call the oncology social worker at 509-897-5700.

## Providence St. Mary Regional Cancer Resource Center

The Cancer Resource Center, located inside the Providence St. Mary Regional Cancer Center just off the main lobby, provides resources to patients, survivors, and their families to address the barriers that impact the quality of life during and after treatment. Well-trained Cancer Resource Center volunteers provide informational materials about cancer and treatment as well as information to support survivorship. All services are provided free of charge.

Assistance with transportation through the American Cancer Society's Road to Recovery program, lodging in hotels affiliated with our lodging program, and gas card grants to patients who meet specific qualifications are available to ease the stresses of access to cancer treatment. See a Cancer Resource Center volunteer to apply.

In addition, services such as wigs, hats, scarves, port pillows, the Look Good Feel Better program, and other resources to deal with the side effects of treatment are also provided free of charge.

See a Cancer Resource Center volunteer or call 509-897-8930 for more information.

## Spiritual Care

Spiritual, emotional, cultural and religious support are important components of cancer treatment. Our chaplains are available to all oncology patients and family members. If you would like to see a chaplain, ask your nurse to call one. Your priest, minister or rabbi is always welcome to visit you while you are here as well.

## Chronic Illnesses and End of Life

### Living wills and other advance directives

Regardless of your prognosis, it is important to consider preparing advance directives to let your loved ones know your wishes for care toward the end of your life. Advance directives include living wills, durable power of attorney for health care, and other documents. To help you with the process, we have available informational booklet, *Making Health Care Decisions: About Advance Directives* with the forms and information you need. If you have questions or would like help preparing your advance directives, please contact one of our chaplains or the oncology social worker.



## **Palliative Care**

Palliative care is a specialty focused on the relief of physical, emotional, and spiritual suffering for those affected by life-limiting or complex chronic illnesses. It is a team approach to treating pain and other symptoms while enhancing comfort and the quality of life for patients and their loved ones.

The approach to care emphasizes living well through serious illness. The Palliative Care Team at Providence St. Mary offers support for patients and their loved ones so that they can enjoy life to the fullest. Palliative care may be requested at any point during a life-limiting or complex chronic illness. Patients do not need to have a terminal diagnosis to benefit from these services. You may ask your physician for a referral.

## **Walla Walla Community Hospice**

Walla Walla Community Hospice at 509-525-5561 provides compassionate care to patients in the final stages of life and support for their caregivers. Hospice is intended for patients considered to have six months or less remaining in their lives. If you would benefit from hospice care, you can be referred by your physician, or contact the agency directly yourself.

## **Grief Support Groups**

Several grief support groups are offered in the community including:

- Walla Walla Community Hospice offers several grief support series a year, as well as Camp Amanda, a summer camp held in late July for children who have lost loved ones. For more information, call Walla Walla Community Hospice, 509-525-5561.

## Web Resources

The internet has lots of good information about cancer - as well as a great many scams. Be suspicious of anything offering miracle cures or supposedly offering information that “doctors don’t want you to know.” Here are a few sites you may find helpful. Providence St. Mary does not endorse any of these over any other sites and is not responsible for the content. If you have any questions, please discuss them with your doctor or nurse.

*National Cancer Institute*

[www.cancer.gov](http://www.cancer.gov)

*American Cancer Society*

[www.cancer.org](http://www.cancer.org)

*National Coalition for Cancer Survivorship*

[www.cancersurvivaltoolbox.org](http://www.cancersurvivaltoolbox.org)

*American Lung Association*

[www.lung.org](http://www.lung.org)

*Susan G Komen Foundation (breast cancer)*

[ww5.komen.org](http://ww5.komen.org)

*Prostate Cancer Foundation*

[www.pcf.org](http://www.pcf.org)

*Leukemia and Lymphoma Society*

[www.lls.org](http://www.lls.org)



# Financial

## *Arrangements*



## Billing

### You may receive more than one bill

When you receive medical care from Providence, you may receive more than one statement for the treatment received during your visit. Many services must be divided between provider (MD, DO, PA, ARNP, NP, etc.) and the supplies and/or staff resources used in order to meet federal and state billing regulations. This may result in two separate billings for a single date of service, which may also lead to two explanations of benefits from your payor and/or two statements forwarded to you for services. Common examples are the doctor's visit with laboratory or x-ray services performed.

- **Free-standing Clinic bills** include the doctor, staff and supplies all on one bill.
- **Provider-based Clinics** and **Hospital Outpatient Departments**, which divide the doctor from the hospital supplies and staff. In some cases, the charges may be more in a provider-based clinic due to the hospital resource expense. The Providence St. Mary Regional Cancer Center is considered a Hospital Outpatient Department.

Additional Providence services, which may be billed on a separate statement include anesthesia, emergency services, home health services, hospice, independent diagnostic testing facilities, operating room services, private nurses, x-ray procedures, etc.

If you believe a charge on your Providence bill is incorrect, please contact a Providence Financial Counselor.

If you have questions regarding a bill from any other medical service or group, please contact the company or group listed on the bill.



## Financial assistance

If you need financial help with your bill, please speak with a financial counselor at our hospital. You can call or meet with a financial counselor in person at the hospital. If you have insurance or are covered under Medicaid or Medicare, please share that information when you seek care. This will help us better assist you.

The Providence St. Mary Regional Cancer Center phone number for financial help:

509-897-2237

Other numbers that may be of help to you are:

*Washington Medicaid:* 800-562-3022

*Oregon Medicaid:* 800-359-9517

*Social Security Disability:* 800-772-1213

## Help paying for prescriptions

There may be help paying for prescription medications. If you have any questions or concerns call 509-897-5700 or 800-452-5052.

## Help paying for other needs

The Providence St. Mary Regional Cancer Center maintains a number of funds to help patients facing financial challenges. The funds can cover a wide variety of needs including items for symptom control, gas to reach treatment, lodging, etc. These funds come from community donations. If you are in need of help, please ask to speak to the oncology social worker.

In addition, we can assist with finding community resources to help.

# Local Lodging

*And Transportation*



## Guest Houses

*The Herring Guest House*, located across Fifth Street from Providence St. Mary Medical Center, offers home-like accommodations for Cancer Center patients and their families. The home includes five bedrooms and two-plus bathrooms, as well as cooking and laundry facilities. Housekeeping services are provided once a week, as are clean linens and towels. Guests pay a minimal fee of \$10 a night. The fee is waived for people experiencing financial hardship. The Herring House is a smoke and alcohol free residence and pets are not allowed. Reservations can be made through the oncology social worker in the Cancer Center at 509-897-5700

*The Robin House* accommodations are generously maintained and donated by the College Place Presbyterian Church. The small house includes a master bedroom with a smaller bedroom containing bunk beds. There is a living area and a kitchen. Linens are laundered weekly. The home is located in College Place on main bus routes a short ride from the hospital. Donations are accepted for the use of the Robin House. Reservations can be made through the oncology social worker in the Cancer Center at 509-897-5700

The Providence St. Mary Regional Cancer Resource Center, located just off the main lobby of the Cancer Center, provides resources to patients, survivors, and their families including lodging and transportation.

## Hotels and Motels

Many local hotels and motels offer discounts to Providence St. Mary patients. When calling for reservations, tell them you are in town for medical treatment and ask for the medical discount, if available.

**Note: Providence St. Mary does not endorse any motel or other lodging option.**

<p><i>Best Western Plus Walla Walla Suites Inn</i> 7 East Oak Street, Walla Walla, WA 99362 509-525-4700 <a href="http://www.bestwestern.com">www.bestwestern.com</a></p>	<p>Wheelchair access to room and bathroom; microwave, refrigerator, indoor pool, hot tub, exercise facility, continental breakfast, cookies in evening. Non-smoking, dog friendly, WiFi available.</p>
<p><i>Motel 6</i> 305 North Second Avenue, Walla Walla, WA 99362 509-529-4410 <a href="http://www.motel6.com">www.motel6.com</a></p>	<p>One room with wheelchair access to room and bathroom. Microwave, refrigerator, in-room iron and ironing board; outdoor pool, breakfast, newspaper, near downtown, guest laundry</p>

<p><b><i>Capri Motel</i></b>  2003 Melrose,  Walla Walla, WA 99362  Phone: 800-451-1139 / 509-525-1130  <a href="http://www.wallawallamotel.com">www.wallawallamotel.com</a></p>	<p>Internet access, swimming pool, weekly rates.</p>
<p><b><i>Walla Walla Garden Motel</i></b>  2279 East Isaacs,  Walla Walla, WA 99362  509-529-1220  <a href="http://www.wallawallagardenmotel.com">www.wallawallagardenmotel.com</a></p>	<p>Limited wheelchair access to rooms and bathrooms. Rooms include coffee, refrigerators and cable TV. WiFi available.</p>
<p><b><i>Comfort Inn &amp; Suites</i></b>  1419 Pine Street,  Walla Walla, WA 99362  Phone: 509-522-3500  <a href="http://www.choicehotels.com">www.choicehotels.com</a></p>	<p>Rooms include guest laundry, wireless internet, HBO, coffeemaker, hair dryer, radio alarm clock, iron/board, indoor pool &amp; spa, exercise room, meeting room. Wheelchair access to designated rooms, free breakfast.</p>
<p><b><i>Hampton Inn and Suites</i></b>  1531 Kelly Place,  Walla Walla, WA 99362  Phone: 509-525-1398  <a href="http://www.hamptoninn3.hilton.com">www.hamptoninn3.hilton.com</a></p>	<p>Rooms include wireless internet. Wheelchair access to designated rooms, free breakfast.  Outdoor pool.</p>
<p><b><i>Holiday Inn Express</i></b>  1433 West Pine Street,  Walla Walla, WA 99362  509-525-6200  <a href="http://www.ihg.com">www.ihg.com</a></p>	<p>Wheelchair access to room and bathroom; small pets OK. Rooms include breakfast, microwave and refrigerator. Amenities include swimming pool and spa, fitness room.</p>
<p><b><i>LaQuinta Inn</i></b>  776 Silverstone Drive  Walla Walla, WA 99362  509-394-8815  <a href="http://www.laquintawallawalla.com">www.laquintawallawalla.com</a></p>	<p>Wheelchair access to rooms and bathrooms; breakfast. 24-hour indoor pool, spa, fitness center and business center. All rooms have WiFi, refrigerator and microwave. Pet friendly.</p>



<p><b><i>Marcus Whitman Hotel &amp; Conference Center</i></b>                  6 West Rose Street,                  Walla Walla, WA 99362                  509-826-9422  <a href="http://www.marcuswhitmanhotel.com">www.marcuswhitmanhotel.com</a></p>	<p>Wheelchair access in designated rooms. On-site restaurant and lounge, free Wi-Fi access throughout public areas and guest rooms. Pet friendly, free breakfast.</p>
<p><b><i>Super 8 Motel</i></b>                  2315 Eastgate Street North,                  Walla Walla, WA 99362                  509-525-8800  <a href="http://www.wyndhammotels.com">www.wyndhammotels.com</a></p>	<p>Wheelchair access to designated rooms; some rooms with microwave and refrigerator; elevator; toast, coffee, juice in lobby; microwave in vending area; laundry facility. Indoor pool, free breakfast, WiFi access, RV Parking.</p>
<p><b><i>Travelodge of Walla Walla</i></b>                  421 East Main,                  Walla Walla, WA 99362                  509-529-4940  <a href="http://www.wyndhammotels.com">www.wyndhammotels.com</a></p>	<p>Outdoor pool; in-room iron and ironing board; breakfast; guest laundry. WiFi access, pet friendly, free breakfast.</p>
<p><b><i>Morgan Inn</i></b>                  104 N. Columbia,                  Milton-Freewater, OR                  541-938-5547 or 866-938-6369  <a href="http://www.morgoninn.net">www.morgoninn.net</a></p>	<p>WiFi access, free breakfast, weekly rates, coin operated laundry. Some rooms have kitchenettes, refrigerators. All rooms have coffeemakers and microwaves.</p>
<p><b><i>Courtyard by Marriot</i></b>                  550 West Rose Street,                  Walla Walla 99362 509-876-8100  <a href="http://www.marriott.com/hotels/travel/alwcy-courtyard-walla-walla">www.marriott.com/hotels/travel/alwcy-courtyard-walla-walla</a></p>	<p>Wheelchair access to designated rooms; free wi-fi; free parking; fitness center; swimming pool and hot tub.</p>
<p><b><i>Quality Inn</i></b>                  520 N. 2nd Ave.,                  Walla Walla, WA, 99362, (520) 257-  <a href="http://www.choicehotels.com/washington/walla-walla/quality-inn-hotels">www.choicehotels.com/washington/walla-walla/quality-inn-hotels</a></p>	<p>Free hot, fresh and healthy breakfast, Free WiFi, 24-hour indoor heated pool and hot tub, 24-hour fitness center.                   Each guest room offers a refreshing shower, flat-screen HDTV, refrigerator and microwave.</p>

## RV Parks

<p><b><i>Bluevalley RV Park</i></b>            50 West George Street,            Walla Walla, WA 99362            509-525-8282  <a href="http://www.bluevalleyrv.com">www.bluevalleyrv.com</a></p>	<p>Full hook-ups, check-in lodge, attendant on duty 24 hours, cable TV, showers, laundry, exchange library, pets OK.</p>
<p><b><i>RV Resort Four Seasons</i></b>            1440 Dalles Military Road,            Walla Walla, WA 99362            509-529-6072  <a href="http://www.TravelingUSA.com">www.TravelingUSA.com</a></p>	<p>Full hook-ups, cable TV, showers, wireless internet. Pets OK with restrictions.</p>
<p><b><i>Trails West RV Park and Campground</i></b>            1420 South Main,            Milton-Freewater, OR 97862            509-301-2400</p>	<p>RV hook-ups, pets allowed, cable TV, hot showers, tent sites.</p>
<p><b><i>Villadom RV Park</i></b>            Highway 11 &amp; Crockett Road,            Milton-Freewater, OR 97862            541-938-7247</p>	<p>Showers, laundry, pets OK.</p>
<p><b><i>Freewater RV Park</i></b>            112 1/2 N.E. Fifth Ave,            Milton-Freewater, OR 97862            541-938-7344</p>	<p>Full hook-ups, pets OK.</p>
<p><b><i>Meadowbrook Village RV</i></b>            NE 11th &amp; Raspberry Loop,            Milton-Freewater, WA            541-938-2800</p>	<p>Full hook-ups, laundry, cable TV, pets OK.</p>

## Transportation Services

### Washington

A+ Taxi Service	551 Lockheed Street, Walla Walla	509.386.7388
ABC Taxi Service	515 W. Pine Street, Walla Walla	509.529.7726
Blaine's Cab Service	910 N. 13 <sup>th</sup> Avenue, Walla Walla	509.529.8294
Freddy G's Taxi	1872 Celestia Place, Walla Walla	509.386.7636
Liberty Medical Transport	972 Outlook Loop, Walla Walla	509.301.1782
Valley Transit Bus (local)	<a href="http://www.valleytransit.com">www.valleytransit.com</a>	509.525.9140
Dial-A-Ride (Valley Transit)	<a href="http://www.valleytransit.com">www.valleytransit.com</a>	509.527.3779
Grape Line Travel (Greyhound)	<a href="http://www.locations.greyhound.com">www.locations.greyhound.com</a>	509.529.7442
People for People	Washington Medicaid Transportation	509.457.8709
Transportation Solutions	255 A Street, Walla Walla	509.525.1995

### Oregon

Oregon Medical Transport	Oregon Medicaid Transportation	877.875.4657
NE Oregon Public Transit	Residents of Union County, Oregon	541.963.2877
Kayak Whistler Transit	Confederated Tribes of Umatilla	541.276.3165

# Medications



## Tracking your medications, symptoms

An important part of your care is recording all prescriptions, vitamins, supplements, and over-the-counter medications you are taking. Your medical team also needs to be informed about any symptoms you may experience during the course of your treatment. The forms on the following pages can help you keep track. Descriptions of the forms and what they are used for are below.

### *Current medications*

We will often ask you what you are taking. We want to make sure we are caring for you and watching for potential drug interactions that might prove harmful. Keeping track of your medications is very important to your health and will help us provide the best care we can.

Use the form “Current Medications” to record **all** prescriptions, vitamins, supplements, and over-the-counter medications you are taking. If you stop taking a medication, just cross it off the form and date it.

### *Symptoms and side effects*

Your health care team wants to know about any symptoms or side effects that you may be having from your cancer or your treatment. Some are to be expected, but it is still important to track the occurrence and duration.

Use the form “Symptoms and Side Effects” to record symptoms you are having. Record nausea and vomiting, bowel habits, mouth sores, fatigue, skin reactions, neurological symptoms, mood, pain, etc.

### *Questions and answers*

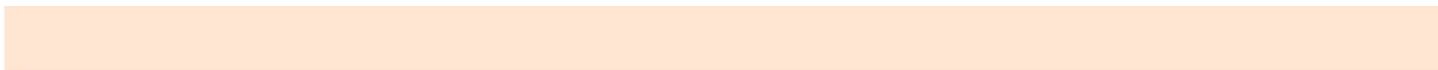
You will have lots of questions as you go through your cancer journey. Bring them to your caregivers and we will do our best to answer them. You will think of them at all times of the day and night.

You can use the form “Notes” to write down questions you have for your physician and to record the answers.

## Current Medications

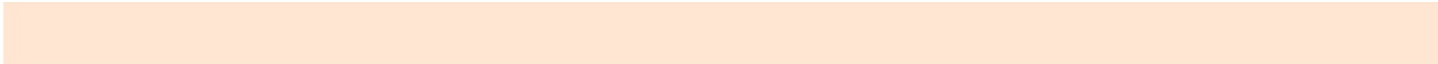
Name of Preferred Pharmacy:

Name of drug	Dosage of drug	How often is drug taken	Doctor who ordered drug



## Symptoms and Side Effects

Date	Symptom	Duration	Severity



## Questions and Answers

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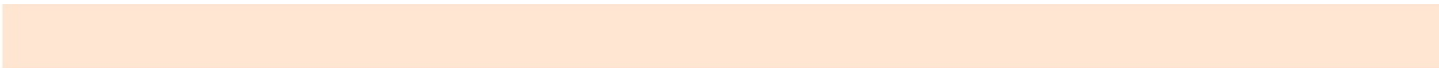
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## Questions and Answers

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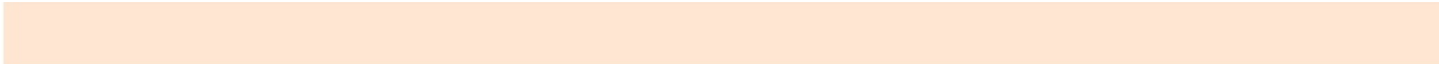
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## Oncology Caregivers

Cancer is a journey and we want to be partners in your journey. Our caregivers are all available to assist you as you move through the various hills and valleys along your path. The following are providers, nurses, therapists, navigators, support staff, and researchers you might encounter on your visits and treatments. We want you to feel safe and secure during your time with us.

Thank you for placing your trust in us for your cancer care.

## Providers



**Oliver Batson, M.D.**  
**Medical oncologist**



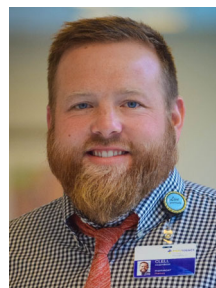
**Kristen O'Donnell, M.D.**  
**Radiation oncologist**



**Randall Millikan, M.D.**  
**Medical oncologist**



**Bryan Ager, M.D.**  
**Radiation oncologist**



**Clell Hasenbank, PharmD**  
**Clinical Oncology Pharmacist**

## Caregivers Support Staff



**Angie**  
**Patient Registration**



**Denelle**  
**Patient Scheduling**



**Michele**  
**Patient Registration**



**Carolyn**  
**Patient Scheduling**



**Shelly**  
**Patient Registration**



**Hall**  
**Director**

## Social Work/Navigation



**Alex**  
**Oncology Social Worker**



**Dan**  
**Oncology Navigator  
Nurse**



**Michelle**  
**Rehabilitation Navigator**



**Lorraine**  
**Oncology Navigator  
Nurse**



**Pat**  
**Oncology Navigator  
Nurse**

## Oncology Nurses



**Bob**  
**Medical Oncology**  
**Manager**



**Libby**  
**Medical Oncology**



**Susanne**  
**Medical Oncology**



**Barb**  
**Medical Oncology**



**Jen**  
**Medical Oncology**



**Jessie**  
**Medical Oncology**



**Spencer**  
**Medical Oncology**



**Kim**  
**Medical Oncology**



**Carol**  
**Medical Oncology**



**Shawna**  
**Medical Oncology**



**Brittany**  
**Medical Oncology**



**Emily**  
**Medical Oncology**



**Jolene**  
**Radiation Oncology**



**Katherine**  
**Radiation Oncology**

## Other Clinical Support



**Becky**  
**Laboratory**



**Anna**  
**Medical Oncology,**  
**Lab**

## Radiation Therapy



**Collette**  
**Radiation Oncology  
Manager**



**Jacky**  
**Radiation Oncology  
Therapist**



**Iani**  
**Radiation Oncology  
Therapist**



**Eric**  
**Radiation Oncology  
Lead Therapist**



**Moses**  
**Radiation Oncology  
Therapist**

## Clinical Trials



**Cheryl**  
**Clinical Trials Coordinator**



**Katie**  
**Clinical Trials Coordinator**

## Notes

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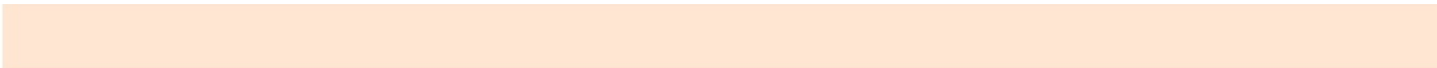
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## Notes

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