

# ONCOLOGY CARE MODEL

## Program Overview

Medicare is working to improve how patients receive medical care. For cancer care, the Oncology Care Model (OCM) is a new approach to be used in doctors' offices treating cancer patients. The goal of the OCM is to provide higher quality, more coordinated cancer care at a lower cost to patients and Medicare.

### Arizona Oncology

Our office, along with other practices in The US Oncology Network, was selected to participate in this new Oncology Care Model. We are making improvements focused on increasing the quality of your care - leading to better results, while lowering your healthcare costs.

### What you can expect

- A team of people dedicated to helping you in your cancer care journey.
- Shared decision making that includes input from you - our patient - on your wishes, desires and values.
- A written treatment plan to help you understand your diagnosis, prognosis and treatment options.
- Symptom management with help and instructions on when to call the office.
- We will be providing you with a letter from Medicare with additional details about the program. Please be sure to read this letter thoroughly and let us know if you have any questions.

### What you can do to engage in your care

- Ask your care team questions. Your care team will often consist of your physician, nurse practitioner or physician assistant, nurse, medical assistant and the office staff; all of them are here to help you. If you have a question, ask us!
- Talk to your care team about your values, wishes, desires and concerns.
- Our care team can often help with managing your symptoms. Be sure to talk to your care team about your symptoms and ask when you should call the clinic versus going to the emergency room.

### How does your feedback help?

From time to time, we may ask for your feedback about the care and support we are providing. We believe it is our collective responsibility to improve oncology care together. We appreciate your valuable feedback that helps our team at Arizona Oncology deliver the best care to our patients.

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# HIGH-QUALITY CANCER CARE

## YOU AND YOUR CARE TEAM

Below are some questions you may want to ask your care team. They are intended to enable you and your family to become more informed and engaged as you and your physician make decisions about your cancer treatment. The care team is dedicated to your care and can be made up of your physician, advanced practice provider, nurse, social worker, financial counselor, medical assistant and other office staff you interact with at the clinic.

### Questions about diagnosis/ prognosis

- What additional tests are needed at this time?
- What is the goal of treatment?
- What is my likelihood for a cure?

In advanced diseases, treatment is aimed at improving length and quality of life. For advanced diseases, here are some questions to ask your physician:

- If I cannot be cured, will I live longer with treatment? If so, roughly how much longer?
- What is my life expectancy? (Ask for a reasonable range of time and the most likely scenario.)
- Can I receive palliative care focused on the quality of my and my family's life during my cancer treatment? (Palliative care is specialized medical care that acts as an extra layer of support that is meant to improve quality of life.)
- What options do I have if I don't want to continue my cancer treatments?
- When should I think about hospice?

### Questions about treatment

- What things are likely to happen to me?
- What are the common side effects? How do I manage those side effects at home?
- When should I contact the clinic for help?
- Is there a document I can give to my family members that can help them stay informed on my treatment?

- What is the cost of this treatment?
- Am I healthy enough to undergo the treatment?
- What clinical trials are available?
- Which hospital or urgent care center is best for my needs?

### Questions about advance care planning

- Are there things I should be doing to plan ahead?
  - Draft a will?
  - Participate in advance care planning and decide on my advance directives?
  - Choose a healthcare proxy who can speak for me if I am unable?
  - Address financial or family legal issues?
  - Appoint a durable power of attorney for financial affairs?
  - Write notes or create DVDs for loved ones?

### Questions about family and spiritual needs

- Who will help me talk to my children?
- Who is available to help me cope with this situation?

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