

An Overview of the Radiation Oncology Department

Dear Patient:

Welcome to the Radiation Oncology Department at St. Joseph Hospital. Asking questions is the best way for you to get accurate information and feel comfortable during what can sometimes feel like an overwhelming experience.

Your radiation oncology team includes the physicians specialized in radiation therapy, known as Radiation Oncologists; Radiation Therapists, technologists specialized in the delivery of your treatment; a Dosimetrist and a Medical Physicist who assists the Radiation Oncologist in planning your treatment, and Nurses specialized in cancer care. Our front office therapy assistants offer a great deal of assistance and support to both patients and staff. Other members may include the Social Worker, Dietician, a Home Health Nurse and Chaplains from Spiritual Health Services. We all work together to assist you and your family.

Consultation:

Your first visit to the department is a consultation with the physician regarding your care. First, the nurse will meet with you to review your past medical history and your recent medical problems. The Radiation Oncologist will then meet with you and perform a physical examination. He will share with you and your family information about your treatment options and the use of radiation therapy as part of your overall treatment plan. If additional lab work or x-rays are needed, the nurse will schedule them and explain them to you. This appointment may last approximately 1-1/2 to 2 hours.

The Treatment Process:

Simulation:

If you have decided that you want to start radiation therapy, you will be given an appointment for a simulation, which is the first step to help set up your plan of treatment. If you are currently taking pain medications, please take the medication prior to your simulation appointment and bring extra with you in case you need it. The simulation procedure itself is not painful, but staying in one position for an extended period can be uncomfortable for some patients. The simulation appointment generally lasts about an hour. During this time you will work with a radiation therapist, who will partner with you to position you in a position that is reproducible for daily treatments. Once the position has been established a series of scan will be performed using a CT scanner to create a 3D model of your body in the treatment position. This is part of the treatment planning process and will be done even if you have had a recent diagnostic CT scan. This scan will be used by the doctor and the dosimetrist to create your treatment plan. Three or four tiny tattoos (about the size of a pin head) may be put on your skin to assure accuracy of treatment on a daily basis.

Verification Simulation:

Usually occurring several days later, a verification simulation is performed on the treatment machine, which is called a linear accelerator. With you lying on the treatment table, x-ray images are taken using the planned treatment parameters to verify the treatment plan. This usually takes 30 to 45 minutes. After the verification, you will be given a daily appointment time for your treatment, which usually takes 15-30 minutes. The Radiation Oncology clinic treats from 8:30 AM to 3:45 PM, and appointment times are given subject to availability.

Daily Treatments:



Michael Harmon, MD

Dr. Harmon specializes in Radiation Oncology and has been practicing in Humboldt County for over 30 years. He is the Radiation Oncology Medical Director and Radiation Oncologist representative for the St. Joseph Hospital Cancer Committee. Dr. Harmon treats each patient with compassion and respect and places a high priority on answering all of the patient and family members questions. Dr. Harmon is an avid kite-boarder and surfer and is involved in Athletes for Cancer, a charitable organization that raises money to send young adults with cancer to Maui for a therapeutic camp to help heal from the emotional trauma of cancer treatments while learning to surf.

Medical School

Wayne State University School of Medicine

Residency

University of Wisconsin at Madison –
Radiation Oncology

Internship

Oakwood Hospital - Dearborn MI

Board Certification

American Board of Radiology – Radiation
Oncology



Join Luh, MD

Dr. Luh specializes in Radiation Oncology and is also board certified in Internal Medicine. He has practiced in Humboldt County since 2007 and holds positions in many local and national physician professional organizations including serving as physician co-lead for the Providence St Joseph Health System Radiation Oncology Focus Group and as the president-elect of the Humboldt Del Norte County Medical Society. Dr. Luh takes time to get to know his patients, their backgrounds, and their story prior to their diagnosis to help him recommend treatment best suited for their needs and priorities. In his spare time, Dr. Luh enjoys mountain biking, boogie boarding, and music.

Medical School

University of Texas Health Science Center at
San Antonio Medical School

Residency

University of Texas Health Science Center at
San Antonio – Radiation Oncology
University of Texas Medical Branch,
Galveston TX - Internal Medicine

Board Certification

American Board of Radiology – Radiation
Oncology
American Board of Internal Medicine



Dusten Macdonald, MD

Dr. Macdonald specializes in Radiation Oncology and moved to Humboldt County to join the department in 2016 after practicing Radiation Oncology in the Army for eight years. Dr. Macdonald was the Principal investigator for the “Targeted Radiation Therapy for Cancer Initiative,” a \$2.7M multi-institutional Congressionally Directed Medical Research Programs (CDMRP) grant which includes funding for prostate cancer, breast cancer, and palliative radiation therapy research. Dr. Macdonald aims to treat each patient as he would a family member or close friend – by guiding the diagnostic work-up, discussing options for treatment, and making recommendations based on national guidelines and an understanding of the medical literature. In his free time, Dr. Macdonald enjoys spending time with his family, including outdoor activities such as running, hiking, and soccer, and indoor activities such as reading, music, and volunteer work at church.

Medical School

Medical College of Wisconsin - Milwaukee,
WI

Residency

Washington University in St. Louis -
Radiation Oncology

Internship

Walter Reed Army Medical Center

Board Certification

American Board of Radiology - Radiation
Oncology



INFORMED CONSENT

You have the right to make informed decisions about your healthcare, including the care, treatments, procedures and surgery recommended by your physician.

The goal of the informed consent process is to establish a mutual understanding between you and the physician, and allow you to participate in decisions. Your questions and requests for clarification and further information are welcome at any time.

You have the right to receive explanations in easily understood language about:

- A diagnosis, and a description of the recommended care, treatment, services, medications, interventions, surgery or procedures, including any sedation or anesthesia involved.

- The potential and intended benefits to you, including what the physician means by success, the likelihood of achieving treatment goals, and the time-period during which you will likely not be able to resume normal activities.
- The risks or side effects of the recommended treatment or procedure and of any anesthesia, including potential problems related to recuperation, such as complications or discomfort, and any risks of serious bodily disability or of death, as well as discomfort, risks or complications that may occur if you have specific conditions, such as pregnancy.
- Reasonable alternatives to the recommended care, treatment and / or service, including no treatment or other treatments or procedures, including the risks, benefits, and side effects related to the alternatives, and the possible results of not receiving care, treatment, and services.

These explanations may include written, video or audiocassette materials provided by the physician. Hospital personnel may provide additional information and answer your questions, but this is not a

substitute for receiving this information from your physician.

You have the right to either consent to or refuse any proposed surgery or procedure at any time before it is performed. Procedures are not performed unless you have had the opportunity to receive the necessary information and have given consent, except when there is an emergency need and you (or a substitute decision maker) are unable or unavailable to receive information and make a decision.

You also have the right to know whether your physician has any independent medical research or economic interests related to the performance of the proposed surgery or procedure. In addition, when indicated, you have the right to know any limitations on the confidentiality of information learned from or about you as a patient.

You are expected and encouraged to ask questions as you consider your decisions. Contact your physician if you have questions or need clarification, or ask your nurse or other hospital staff and they will contact your physician for you.

Understanding Your Bills

We understand the confusion that is associated with billing. To help you better navigate through the billing process, please note that there may be two separate bills reflecting the professional charge and the technical charge. Provided below are descriptions of charges that you may see from the different services provided at St. Joseph Hospital. Please note that charges are not limited to those listed below. Contact the billing department for any addition questions.

Professional Billing (Physician): is responsible for the billing of claims generated for work performed by physicians , suppliers, and other non-institutional providers for both outpatient and inpatient services.

Technical Billing (Hospital): is responsible for the billing of claims generated for work performed by hospitals and other institutions for outpatient and inpatient services. These services may included the use of equipment, supplies, facilities, laboratory services, and administered medications.

Below are examples of billing you may receive:

St. Joseph Hospital

- Lab/Radiology Services
- Pathology
- Equipment/supplies
- IV drug / Administration
- Radiation Treatment Delivery
- Treatment Devices

Patient Financial Services

(707) 269-4203

Michael W. Harmon M.D., Inc.

- Physician Charges
- Consultation
- Clinical Treatment Planning
- Treatment Managing
- Simulation
- Verification Simulation

Louise Iverson

(707) 668-5743

HMS Hematology/ Oncology

- Physician charges
Consultation
Office Visits

Customer Service Team

(707) 986-0001

Additional Billing Contacts:

Radiology– Humboldt Radiology (707) 445-5431

Pathology– Coastal Pathology (707) 443-3384

Oncology Financial Counselor (707) 445-8121 ext. 6316



Radiation Oncologists Out-of-Network Status - Notice from St Joseph Hospital

The physicians (Radiation Oncologists) providing professional services in the Radiation Oncology department are independent contractors and do not contract with most private insurers. If your primary insurance is provided by any insurer other than Medicare, Triwest, Veterans, Medi-cal, Partnership Health and all plans through the Humboldt Del Norte Foundation and the Humboldt Independent Practice Association you **MUST** contact your insurer to confirm eligibility and coverage for the out-of-network physicians.

Your insurance should still provide you financial coverage for the physician's services as there are no other Radiation Oncologists providing these services within 150 miles but you must contact your insurance to ensure eligibility. The physicians employ their own biller, Louise Iverson, who can help you with this process but ultimately you are responsible for notifying your insurance that you need to see a doctor who is out of their preferred network.

Please note, the hospital contracts with all major insurers in California and will bill your insurance directly for all hospital incurred facility related technical fees. Your insurance will pay the hospital directly for these fees, therefore the steps below apply only to the physician's professional fees and charges.

When you are referred to Radiation Oncology or immediately after seeing a Radiation Oncologist for consultation:

1. Contact Louise Iverson, the physician's medical biller, via telephone **707 668-5743**.
2. Contact your insurance carrier via the phone number on the back of the card.
3. Inform your carrier that you need to see a Radiation Oncologist in Eureka, CA and request an out-of-network exemption. Because there are no other Radiation Oncologists practicing within 150 miles, your insurance should not direct you to another Radiation Oncologist that would require you to leave the area for treatment.
4. After completing your treatments the physician's biller will send a claim to your insurance for the professional services provided by the Radiation Oncologists. The amount billed to insurance is the "list price" prior to any discounts or negotiated settlements the physicians may reach with your insurance. You will not be personally liable for this amount.
5. Your insurance may send you notice that they will not pay the charges submitted by the physicians and that you are responsible for paying the physicians the full amount. Often times the insurance intentionally make this notice look like it is a bill that you are responsible for. If you receive this notice do not panic and do not submit payment to the physicians. Contact the physician's biller.
6. The physician's biller will continue to negotiate with your insurance over the amount your insurance will reimburse the physicians for the services they provided. During this time – which may sometimes take over a year – your insurance may continue to send you notices that you are responsible for paying the full amount to the physicians.
7. You may receive a check in the mail from your insurance. Your insurance company and the physician's biller will negotiate an amount the insurance will reimburse your Radiation Oncologists for their services and your insurance company might not pay the physicians directly but may instead send a check to you for the amount negotiated between the physicians and insurance.
8. Submit payment to the physicians for the amount sent to you from the insurance company.
9. The physicians will limit your out of pocket expenses to a previously agreed upon amount so long as you provide payment to the physicians in the amount sent to you by your insurance company. Contact the physician's biller for more information.

This information is provided to you by St Joseph Hospital to help you understand how you could receive services from the physicians who are out-of-network while still using your private insurance. This is an example of how that process may unfold and the hospital



DR. RUSSEL PARDOE RADIATION ONCOLOGY CENTER

St. Joseph Hospital
2700 Dolbeer Street, Eureka
T: (707) 269-4229 F: (707) 269-3849

Eureka Radiation Oncology Consultants
Michael Harmon M.D., Join Luh M.D. & Dusten Macdonald M.D.
Radiation Oncology Department St. Joseph Hospital
Telephone: 707 668-5743 Fax: 707 668-5873

The Radiation Oncologists may not be contracted with your insurance company. You must contact your insurance to confirm your eligibility and access to Out-Of-Network providers and services. If you need help please contact me at 707 668-5743 and I will be happy to assist you.

The physicians are contracted with Medicare, Triwest, Veterans, Medi-cal , Partnership Health and all plans through the Humboldt Del Norte Foundation and the Humboldt Independent Practice Association. You need do nothing if you are covered under one of these plans.

As there is no other Radiation Oncologist with-in 150 miles of the facility your insurance can not deny you services, verifying benefits will help to insure proper coverage and co-pay limitations.

The hospital bills independently from the physicians, please contact them for any questions concerning their technical billing procedures.

Again, please contact me at 707 668-5743 or by fax: 707 668-5873 for any questions. All calls are screened so be sure to leave a message if I am unavailable. I will get back to you as soon as possible. If you can only be reached during specific hours please let me know.

Thank you,

Louise Iversen
Physician Billing Office

Directions to the Dr. Russel Pardoe Radiation Oncology Center

2700 Dolbeer St Eureka, CA 95501
(707) 269-4229

From Areas South of Eureka:

- Take 101 North to Eureka
- Turn Right onto W Harris (This is a slight veer to the right up a one-way street headed up a hill across from the main BayShore Mall entrance)
- Stay on W Harris for 2.4 Miles
- Turn Left onto Harrison Avenue (if you pass Safeway you've gone too far)
- Turn Left onto Dolbeer St (the street immediately before the Blood Bank. If you pass Buhne St you've gone too far)
- Stay Right at the intersection in front of the ER
- The department is on the left after the traffic circle.

From Areas North of Eureka:

- Take 101 South to Eureka
- Turn left onto V Street continuing straight as it turns into West Ave
- Turn Left onto Myrtle Ave (travel for 0.5 miles)
- Turn Right onto Harrison Ave (travel for 0.8 miles)
- Turn Rt onto Dolbeer St (Immediately after the Blood Bank, if you pass Coast Central Credit Union you've gone too far)
- Stay Right at the intersection in front of the ER
- The department is on the left after the traffic circle.



The department is immediately adjacent to the traffic circle.

The entrance is to the left of the parking lot between the silver columns.

Wheel chairs are available for use inside the front door.

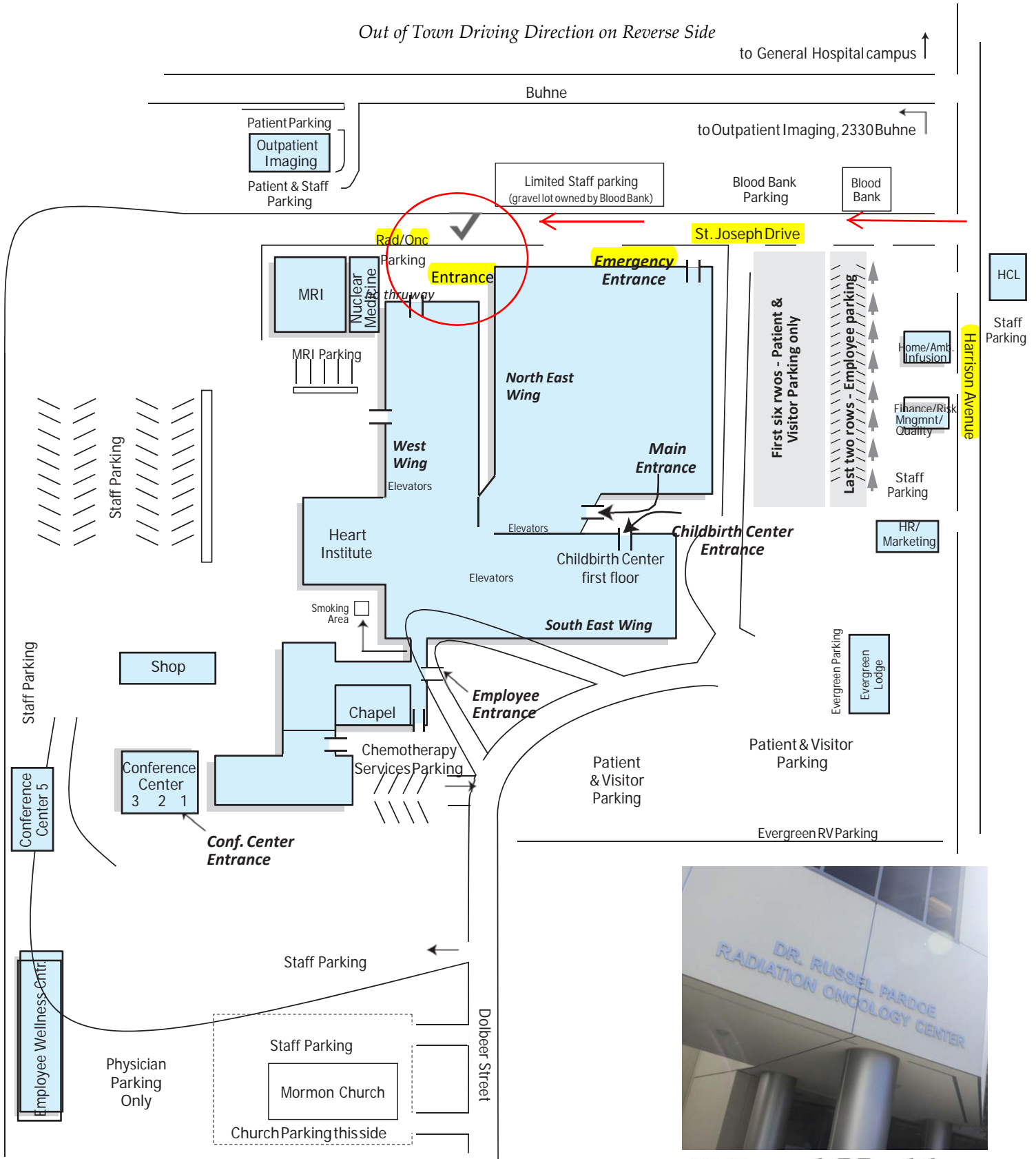
Parking spaces to the right of the entrance are available for exclusive use of Radiation Oncology visitors.

St. Joseph Hospital

2700 Dolbeer Street, Eureka • 445-8121

Out of Town Driving Direction on Reverse Side

to General Hospital campus ↑



(map not to scale)



MyChart + the Providence App

Access your health info and get care,
wherever you are.



Save time by
checking in



Have a video visit
with your provider



Message with
your provider



View your lab and
test results

It's easy. Get started.



Use your smartphone to
scan our QR code or go to
Providence.org/join



Register for your account



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Providence.org/install

The Providence app is your personalized connection to the great care and services
Providence caregivers are known for, wherever you are.

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