

# Your Resource Guide



**Fred Hutch**  
Cancer Center

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Fred Hutch is an independent, nonprofit organization that also serves as the cancer program for UW Medicine. This unique relationship allows for enhanced care coordination with one of the world’s leading integrated health systems.

UW Medicine

# We are here for you.

## Welcome to Fred Hutch Cancer Center.

We are committed to providing excellent and specialized care throughout your time at Fred Hutch. Your health, safety and comfort are our highest priorities.

With the help of our Patient and Family Advisory Council, we've created this guide to help you feel more prepared and less overwhelmed at your first appointment.

We will continue preparing you for what's ahead by sharing information throughout your care. We will also give you contact information for your care team, and we encourage you to ask them questions.

**Our entire team looks forward to caring for you.**

If you need an interpreter on the phone when you call Fred Hutch at toll-free (855) 557-0755 or (206) 606-7222, say “interpreter” and the name of the language you speak. Wait on the line until an interpreter joins your call. Interpreters are free of charge.

Fred Hutch complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (855) 670-9798 o (TDD: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (855) 670-9798 or (TDD: 711)。

Если вы говорите по-русски, и вам нужен переводчик во время телефонного разговора с Fred Hutch, звоните по бесплатному номеру (855) 670-9798 (TDD: 711).

귀하가 한국어로 말하고 Fred Hutch 에 전화하는 데 통역이 필요한 경우, 무료 전화 (855) 670-9798 (TDD: 711)번으로 전화하십시오.

Nếu quý vị nói tiếng Việt và cần thông dịch viên qua điện thoại khi gọi đến Fred Hutch, vui lòng gọi số điện thoại miễn phí (855) 670-9798 (TDD: 711).

# Tips for a successful clinic visit

We want you to feel supported, heard and cared for during your clinic visits. These tips will help us achieve this together:

- **Reference this guide.** This brief guide is meant to help you understand who you will meet and what to expect while you are at Fred Hutch. Keep it somewhere handy so you can look up information when you need to.
- **Ask questions.** Make a list of questions to ask your care team before each appointment and bring it with you. If the appointment is ending and your questions haven't been answered, remind your provider.
- **Tell us if you don't understand.** You are going to hear new words and learn new things as you receive care. Please let us know if you don't understand something. We will also do our best to ensure we are communicating clearly.

If you are deaf, hard of hearing or are non-English-speaking, we offer interpretive services free of charge.

- **Participate in the conversation.** We encourage you to take part in the conversation. This helps us provide you the best care.
- **Help us get to know you.** Your feelings, thoughts and goals are just as important as your test results and exams. Having the whole picture helps us personalize your treatment plan.

### *Tips for a successful visit, continued*

- **Bring someone with you, if possible.** If you can, bring a friend or family member to your appointment. You will get a lot of information, and it helps to have a second person listening and participating in the conversation.
- **Tell us if you have cold or flu symptoms.** If you or anyone coming to the clinic with you has cold or flu symptoms, please call your care team prior to your appointment for guidance. If your care team determines it is still appropriate to come to the clinic, you will be given a mask and may be asked to sit in specific areas of the clinic to prevent the spread of germs.

#### **Because we want all patients and staff to feel comfortable while they are here, Fred Hutch is:**

- Fragrance-free (no perfumes, colognes, or scents)
- Tobacco-free
- Weapon- and firearm-free
- Service animal-friendly

We welcome service animals who fall under titles II and III of the Americans with Disabilities Act. If you bring a service animal, be sure to check in at the front desk on the first floor when you arrive. The front desk staff will ask screening questions; if your animal qualifies, they will give you a blue Fred Hutch bandana to tie around your service dog's neck or leash. This bandana is optional and helps our staff know that your service animal has been screened.



# Your first appointment

**Please bring these items to your first appointment:**

- A photo ID.
- Insurance card(s), including Medicare.
- Completed Self-Reporting Health History and Medication and Allergy List, which you received when scheduling your appointment. Fill these out before you arrive at Fred Hutch, if you can.
- List of questions or concerns to discuss with your care team (see page 34).
- Pen and paper (such as a journal or notebook) to take notes.
- A book, magazine or something to help pass the time before appointments. Although we do our best to stay on schedule, we take time with each of our patients, which means we sometimes run behind.



## Other items you'd like to remember

[illegible]

# Locations

Fred Hutch has one main outpatient clinic in the South Lake Union neighborhood of Seattle, several community clinics, and two sites that provide inpatient care at UW Medical Center – Montlake and UW Medical Center – Northwest.

You may receive care at one or more of these locations, depending on your treatment plan. Your care team will let you know where your appointments will be, and you can always ask them questions.

Our mission is to ensure patients can have access to our nationally ranked cancer care centers closer to their homes.



**Fred Hutch - South Lake Union**

**Fred Hutch Cancer Center at  
UW Medical Center - Montlake**

**Fred Hutch Cancer Center at  
UW Medical Center - Northwest**

**Fred Hutch Cancer Center - Issaquah**

**Fred Hutch Cancer Center - Peninsula**

**Fred Hutch Cancer Center - Proton Therapy**

**Fred Hutch Cancer Center at EvergreenHealth**

**Fred Hutch Cancer Center at  
Overlake Cancer Center**

# Transportation

Getting around isn't always easy.

Here are some transportation options.

- **Fred Hutch shuttles** — A free shuttle service runs from our main location in South Lake Union to and from UW Medical Center - Montlake on weekdays from 7 a.m. to 6 p.m. Shuttles run from our patient housing to and from Fred Hutch on weekdays from 7 a.m. to 7 p.m. Schedules are available in all reception areas. Shuttles run Monday to Friday; they do not run on weekends or holidays. Shuttle schedules are available at [FredHutch.org/shuttle-schedules](https://FredHutch.org/shuttle-schedules).



- **Public transportation**

For information on Metro Transit bus routes, call **(206) 553-3000** or visit [metro.kingcounty.gov](http://metro.kingcounty.gov).

- **Airport transportation**

Volunteer drivers can provide transportation to and from Seattle-Tacoma International Airport (Sea-Tac) and Boeing Field for Fred Hutch patients and their primary caregivers who come from outside of Western Washington. To request transportation, please contact Volunteer Services at **(206) 606-1075** or [clinicvolunteer@fredhutch.org](mailto:clinicvolunteer@fredhutch.org) at least three business days before your travel date.

**Questions about transportation?**

Contact a patient navigator at (206) 606-1076.



# Getting to our South Lake Union clinic

**Please allow extra time and check traffic before your appointment.** Visit [FredHutch.org/transportation](https://FredHutch.org/transportation) for help planning ahead.

## Directions from Interstate 5:

### **Fred Hutch Cancer Center – South Lake Union Clinic Building 1:**

1354 Aloha St., Seattle, WA 98109

### **Fred Hutch Cancer Center – South Lake Union Clinic Building 2:**

820 Yale Ave. N., Seattle, WA 98109

- Take Exit 167 (Mercer St.) toward Seattle Center.
- Move to the far right lane.
- Turn right at the first light onto Fairview Ave. N.
- Stay in the right lane and continue on Fairview Ave. N.
- Turn right at Aloha St. and travel two blocks
- Parking is available in both clinic buildings.

**Please note:** Appointments at the **Fred Hutch Wellness Center** are in the Fred Hutch Arnold Building, Level E. For detailed directions, refer to your appointment confirmation packet, call the Fred Hutch Wellness Center reception desk at **(206) 606-6100** or visit [FredHutch.org/wellness-center](https://FredHutch.org/wellness-center).



# Parking

Parking is available in the Fred Hutch South Lake Union clinic parking garages. If your appointment is in the Fred Hutch Wellness Center, parking is available in the Fred Hutch Arnold Building.

- **Parking fees:** Clinic parking fees are no more than \$4 per day.
- **Parking garage hours:** The Building 1 parking garage is open Monday through Friday from 5:30 a.m. to 9 p.m. and weekends/holidays from 6:30 a.m. to 5:30 p.m. The Building 2 parking garage is valet-only, and is open from 6 a.m. to 6 p.m., Monday through Friday.
- **Same-day parking at all UW Medicine facilities:** Keep your original receipt, and your parking will be honored at all UW Medical Center garages and the Fred Hutch garage.
- **In-and-out parking is available.** Keep your parking receipt and present it to the attendant.





- **Street parking:** There is **limited metered street parking**. Hours are typically 8 a.m. to 6 p.m., but they are extended until 8 p.m. in some areas. Street parking is free on Sundays and with a valid handicap placard. Be sure to place the placard visibly for designated spots.
- **Electric vehicles:** There is one EV charging station in the Building 1 parking garage, located immediately inside the entrance. EV charging is not available in the Building 2 parking garage. The EV charger is open to patients, visitors and the general public during garage hours only. Drivers must pay the applicable Fred Hutch garage parking rate to use the EV charger.
- **Bike parking:** Bike rack is available in the roundabout in front of the main entrance. Remember to bring a lock to secure your bike.
- **Valet parking:** Free valet service is available for paid parking in both garages at Fred Hutch: Valet service is optional in the Building 1 garage; the Building 2 garage is valet-only. If you prefer to park your own car, park in the Building 1 garage.

Valet service is available only on weekdays, from 7 a.m. to 6 p.m. for Building 1 or 6 a.m. to 6 p.m. for Building 2. Keys not picked up by 6 p.m. will be at the security desk on the main floor of Building 1, which is open 24 hours. Please do not tip, as our policy doesn't allow our workforce to accept cash or gifts regardless of value.

For more information about valet parking at Fred Hutch, visit **[FredHutch.org/valet-parking](https://FredHutch.org/valet-parking)**.

# Your care team

At Fred Hutch, we take a team approach to your care.

You are the most important person on your care team. Your team is made up of a core group that includes a physician, nurses, medical assistants and patient care coordinators. Some teams also have advanced practice providers.

You may be on more than one care team. If you are, your teams will work together to support you. Each person on your care team specializes in treating people with cancer and will know the details of your disease and treatment plan.

Your team partners with other cancer specialists throughout Fred Hutch to give you the best care possible. This includes pharmacists, infusion nurses, dietitians, social workers, physical therapists, psychiatrists and others. Descriptions for the members of your core team are below.

## Physician

Your physician (also called an “attending”) works with you to understand your disease, manage your symptoms and plan your treatment. Depending on your treatment plan, you may see one or more of these physicians: surgeon, medical oncologist or radiation oncologist.

Fred Hutch is a teaching facility. Besides caring for you, we also train current and future doctors, nurses and other health professionals. You may see one of these providers alongside your care team while at Fred Hutch.

## **Advanced practice provider (APP)**

Your team may include an APP. If it does, you will see them often. APPs help manage your care and work with nurses on your care team. An APP partners with you and your physician to make decisions. APPs are either licensed nurse practitioners (NP) or physician assistants (PA, PAC).

## **Nurses (RNs and LPNs)**

Your team includes nurses who work together to support your care. Nurses play a few different roles. They are navigators who help guide you through the healthcare process. They are triage specialists who answer your questions and concerns over phone and email. And they provide care when you come to the clinic.

## **Medical assistants (MAs)**

Medical assistants bring you to your appointment room, take your vitals (blood pressure, pulse, temperature) and help prepare you for your visit with your physician or APP. They also do administrative work, such as filling out forms, requesting outside records and other behind-the-scenes care.

## **Patient care coordinator (PCC)**

Your patient care coordinator schedules your appointments. You may also hear them called a scheduler.

# Phases of care

This section will help you learn about the phases of care and treatments you may receive. Keep in mind that each person's experience is different. Your physician and care team will create a plan just for you. They will also go over all treatment options in more detail at your appointments.

## Diagnosis

Diagnosis is the process of identifying cancer. We diagnose or confirm your diagnosis by looking at your signs and symptoms, your health history, a physical exam and tests (such as blood tests, imaging tests and biopsies).

## Staging

Staging is the process of determining details about your cancer, such as tumor size and whether it has spread. During staging, you will be told if your cancer is stage I, II, III or IV. The stage guides decisions about treatment.

## Treatment

You and your care team will decide on the right treatment plan for you. While you may have only one of the following treatments, it is common for a combination of treatments to be used.

**Surgery:** Many people with cancer are treated with surgery. Depending on the type of cancer you have and how advanced it is, surgery can be used to:

- Remove the entire tumor
- Remove part of a tumor
- Decrease cancer symptoms

**Chemotherapy:** Chemotherapy uses medication to kill cancer cells. It works by stopping or slowing the growth of cancer cells, which can grow and divide quickly. Chemotherapy is also used to treat and ease cancer symptoms.

**Immunotherapy:** Immunotherapy uses certain parts of your immune system to fight diseases such as cancer. This can be done by stimulating your immune system to work harder or smarter. It can also be done by giving your immune system special tools to fight cancer.

**Transplant:** A bone marrow or stem cell transplant restarts your body's ability to make healthy new blood cells. It offers the possibility of a "reset" for diseases like leukemia, Hodgkin lymphoma, non-Hodgkin lymphoma, multiple myeloma and myelodysplastic syndrome.

## *Phases of care, continued*

**Radiation:** Radiation therapy (also called radiotherapy) uses high-energy particles or waves — such as gamma rays, electron beams or protons — to destroy or damage cancer cells. Radiation is used to treat cancer or ease cancer symptoms.

## **Surveillance**

Surveillance is another way of saying “watch, wait and see.” During surveillance, you receive tests and exams on a regular schedule without any treatment, unless there are changes in exams or test results. Surveillance may be used to find early signs that a disease has come back. It may also be used if you don’t have cancer but have an increased risk of getting it.

## **Survivorship**

Survivorship is the time from a person’s diagnosis through their lifespan. At Fred Hutch we have a Survivorship Clinic that offers help to those transitioning from active treatment to day-to-day living as a cancer survivor. The clinic welcomes any survivor who has completed their treatment, either at Fred Hutch or any other location.

# Supportive services

We offer many supportive services to help you through treatment. The people who offer these services become part of your care team and work with your provider and nurse to coordinate your care. In most cases, your care team will help you figure out what supportive services you might need and connect you to them. If you are interested in or have questions about these services, talk to your care team any time. You can also visit [FredHutch.org/supportive-care-services](https://FredHutch.org/supportive-care-services) to learn more.

- Cancer Rehabilitation
- Child Life Services\*
- Clinical Patient Navigation
- Clinical Social Work
- Housing
- Integrative Medicine
- Interpreter Services
- Living Tobacco-Free Services
- Medical Nutrition Therapy
- Onco-Reproduction and Fertility Pain Clinic
- Palliative Care
- Patient and Family Assistance
- Patient and Family Resource Center
- Physical Therapy
- Psychiatry and Psychology Services
- Spiritual Health
- Survivorship Clinic
- Volunteer Services

*\*Child Life Services are available to children of adult patients. Child Life specialists support children and families during illness and hospitalization, with the goal of reducing stress and fostering coping and resiliency.*

# Amenities

To make things a bit more comfortable, we offer a bistro, a resource center, a sanctuary, a gift shop and free Wi-Fi at our South Lake Union location.

## The Bistro

Hours: Monday through Friday, 7:30 a.m. to 4 p.m.

**Building 1, 2nd floor**



## Coffee and Smoothie Cafe

Hours: Monday through Friday, 7 a.m. to 2 p.m.

**Building 2, Level A**



## Patient and Family Resource Center

The Resource Center is a welcoming place where patients and families can spend time learning about a specific diagnosis, treatments, support and survivorship. Our staff members are available to provide support and guidance in person, and over the phone or email.

The Resource Center also offers:

- Computer workstations
- Free notary services for healthcare documents by appointment
- Online library of e-books
- Information on lectures, classes and support groups throughout Seattle (not just at Fred Hutch locations)

In addition to finding support at the resource center, you can find resources online at **[FredHutch.org/resource-center](https://FredHutch.org/resource-center)**.

Hours: Monday through Friday, 9 a.m. to 4 p.m.

**(206) 606-2081**

**Building 1, 3rd floor**

**[patientresourcectr@fredhutch.org](mailto:patientresourcectr@fredhutch.org)**

## Patient Education

Your care team will give you information about your specific health situation. You can also find patient education handouts, videos, and other useful information at **[FredHutch.org/patient-education](https://FredHutch.org/patient-education)**.

## **Sanctuary**

The sanctuary is always open for quiet time, prayer, meditation and reflection. For more information, contact Spiritual Health.

**(206) 606-1099**

**Building 1, 3rd floor**

## **Gift Shop and Shine**

Our retail stores sell gifts including apparel, jewelry, books, cards and games. Shine also sells oncology-specific products such as breast prostheses and bras, compression garments, hair alternatives, nutrition products, canes, sexual intimacy aids and specialty skin care products. Shine also offers free mastectomy fittings.

*Your purchases at our gift shop and Shine store help support patient and family services at Fred Hutch.*

### **Gift Shop**

Hours vary based on staffing.

**(206) 606-8270**

**Building 1, 1st floor**

### **Shine**

Hours: Monday through Friday, 8:30 a.m. to 5 p.m.

**(206) 606-7560**

**207 Pontius Ave. N.**

# Housing

Fred Hutch offers two housing options for patients and family members. Our housing offers a convenient and comfortable place for Fred Hutch patients who are coming to Seattle from out of town and need short term lodging during active treatment.

**Behnke Family House** is an 80-unit facility with fully furnished rooms. Each room has a small fridge, microwave and sink. Full kitchens are shared with other residents. Minimum stay: one night.

**Pete Gross House** has 70 fully furnished private apartments. Minimum stay: 30 days.

Amenities for patient housing include complimentary shuttles to some Fred Hutch locations, Monday through Friday, 7 a.m. to 7 p.m. Shuttles do not run on weekends or holidays.

Contact our housing coordinators at **(206) 606-7263** or **[lodging@fredhutch.org](mailto:lodging@fredhutch.org)** if you have any questions.



# Billing and financial resources

Health care can be challenging and complicated, especially insurance coverage. Our Patient Financial Services team helps you manage the financial side of your care. This includes helping you understand your bills, payment options — such as determining if you qualify for financial assistance — and insurance coverage.

## Financial assistance

Financial counselors can help with applications to determine whether you qualify for assistance. They can also help you apply for publicly funded health insurance or subsidized health insurance.

Financial assistance documents are available from a financial counselor on the 3rd floor of the clinic in the Patient and Family Resource Center. You can also visit [\*\*FredHutch.org/financial-assistance\*\*](https://FredHutch.org/financial-assistance) to download documents or request to have a copy sent to you.

For more information, contact

**Patient Financial Services** at:

825 Eastlake Ave. E., Mailstop LG3-340

Seattle, WA 98109

Email: [\*\*fincounsel@fredhutch.org\*\*](mailto:fincounsel@fredhutch.org)

**(206) 606-6226**

# Patient rights and responsibilities

## **Fred Hutch respects the rights of all our patients equally and individually.**

Fred Hutch Cancer Center was formed to provide state-of-the-art, patient-focused cancer care; support the conduct of cancer clinical research and education; enhance access to improved cancer interventions; and advance the standard of cancer care, regionally and beyond. Fred Hutch staff is committed to work as a team that includes you as a patient and your family members. Fred Hutch respects the rights of all our patients equally and individually. Fred Hutch does not discriminate against any patient or patient's family member on the basis of race, color, religion, creed, national origin, sex, age, disability, marital or veteran status, sexual orientation or gender identity. If you feel you experienced discrimination as a patient at Fred Hutch, please contact Fred Hutch's civil rights coordinator at (206) 606-7154 or [integrity@fredhutch.org](mailto:integrity@fredhutch.org).

## **Patient rights**

As a patient at Fred Hutch, you have the right to:

1. Care that supports privacy, personal dignity, respect and your individual needs.
2. Reasonable access to care and treatment and/or accommodations that are available or medically advisable regardless of one's race, color, religion, creed, ancestry, national origin, sex, age, disability, marital or veteran status, sexual orientation, gender identity or gender expression, political ideology, or other characteristic protected by applicable state, federal, or local law.
3. Medical care guided by the best medical practice.
4. Care that is respectful of your cultural, psychosocial and spiritual preferences.
5. Express your values and beliefs and to exercise spiritual and cultural beliefs that do not interfere with the delivery of patient care, the well-being of others or your planned course of treatment.
6. Reasonable access to interpreter services if you are non-English-speaking or have vision, speech, hearing or cognitive impairments.
7. Receive information in a manner that you can understand.
8. Security and protection of your physical person and rights.
9. Delivery of care that is free from mental, physical, sexual or verbal abuse, neglect or exploitation. Children or vulnerable adults who are unable to care for themselves have the right to protective intervention by the appropriate agencies to correct hazardous living conditions, abuse, neglect or exploitation.
10. Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience or retaliation. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member or others, and must be discontinued at the earliest possible time.
11. You, your family and/or your

legally authorized surrogate decision-maker(s) have the right, in collaboration with your doctor, to be informed and involved in making decisions about your health care, including resolving problems with care decisions, the right to accept medical care or to refuse treatment to the extent of the law, and to be informed of the medical consequences of such refusal.

12. Be informed of unanticipated outcomes.
13. Formulate advance directives about end-of-life decisions and have the hospital respect and follow those directives to the extent allowable by hospital policy, state and federal law.
14. Appoint a surrogate to make health care decisions on your behalf to the extent of the law.
15. Access your own health information, request an amendment to it and receive an accounting of disclosures about it, as permitted under applicable law.
16. Have a family member or representative of your choice and your own doctor (if requested) notified promptly of your admission to the hospital or change in level of your care, at your request.
17. Be fully informed of your health care needs and the alternatives for care when a hospital cannot provide the care you request. If it is necessary and medically advisable, you will be discharged and transferred to an appropriate and acceptable facility.
18. Have your medical needs prioritized over the objectives of any research study.
19. Not participate in investigative studies and to be informed of alternative care options.
20. Have your pain assessed and managed as deemed medically appropriate.
21. Consideration for your personal privacy and the confidentiality of information and medical records.
22. Know the name of the doctor and other practitioners who have primary responsibility for your care, and to know the identity and professional status of individuals responsible for authorizing and performing procedures and care.
23. Have reasonable access to people outside Fred Hutch by means of visitors and by verbal and written communication. Such access is permitted so long as it does not interfere with the provision of patient care services and a reasonably safe and secure environment. Any restrictions on communication will be fully explained to you and/or your family.
24. Participate in ethical questions and care concerns including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawing of life-sustaining treatment and participating in investigational studies or clinical trials.
25. Have access to spiritual care.
26. Have access to a written statement that articulates the rights and responsibilities of patients. The statement is available in several languages specific to the populations served. If you cannot read, if you have special communication needs, or if the statement is not available in your language, an interpreter will be available.
27. Make complaints about your care

Patients' access to care shall not be hindered should they decline to participate in investigative studies.

## *Patient rights and responsibilities, continued*

and receive a timely response according to established policy. Patients can freely voice complaints and recommend changes without being subject to coercion, retribution, discrimination or unreasonable interruption of care, treatment and services.

28. Request and receive an itemized, detailed explanation of your bill for services rendered.

### **Patient responsibilities**

As a patient at Fred Hutch, you are an important part of your care team. You have the responsibility to:

1. Keep appointments or let us know if you cannot make them.
2. Provide accurate and complete information about your health, symptoms and medications.
3. Provide accurate and timely information about sources of payment and your ability to meet financial obligations.
4. Promptly meet any financial obligation agreed to with Fred Hutch.
5. Participate in discussion, ask questions and make decisions affecting your plan of care.
6. Ask your provider questions when you do not understand the planned treatment, care or what is expected of you.
7. Tell your health care providers when a cultural situation exists concerning the health care process.
8. Tell your health care providers if you have unique needs.
9. Follow the treatment plan to which you agreed. Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.
10. Notify your providers if you have concerns or complaints about any aspect of your care. Fred Hutch encourages patients to talk with their health care team first. Your nurse or social worker can be an advocate for you. If this course of action does not fully address your concerns, you may also contact Patient Relations at (206) 606-1056 or [ptrelate@fredhutch.org](mailto:ptrelate@fredhutch.org).
11. Be considerate of the rights of other patients and personnel. Patients may not verbally or physically assault staff, faculty or providers. Verbal or physical threats, violence, disrespectful communication or harassment of other patients or of any staff member, for any reason — including because of an individual's race, color, religion, creed, ancestry, national origin, sex, age, disability, marital or veteran status, sexual orientation, gender identity or gender expression, political ideology, or other characteristic protected by applicable state, federal, or local laws — will not be tolerated. This prohibition applies to patients as well as their family members, representatives and visitors. In addition, requests for changes of provider or other staff based on that individual's race, ethnicity, religion, sexual orientation, or gender identity will not be accommodated. Requests for provider or staff changes based on gender will be considered on a case-by-case basis and only based on extenuating circumstances.

12. Not disrupt or interfere with care provided to other patients and the operations of Fred Hutch.
13. Be respectful of the property of other persons and Fred Hutch.
14. Be responsible for your personal belongings. This includes, but is not limited to, dentures, eyeglasses, crutches, wheelchairs, and personal items such as jewelry. If you are admitted to the hospital, smaller items may be locked in a safe in Admitting at the hospital if you are unable to send them home with a loved one. Fred Hutch is not responsible if personal items are damaged or misplaced.
15. Not conduct any illegal activity on the premises.
16. Not bring weapons or illegal substances on Fred Hutch property.

## Advance directives

If you are an adult (at least 18 years of age and have the capacity to make health care decisions), you have the right to make your wishes known about the extent of treatment you would desire if you became unable to communicate those wishes. This communication is called an advance directive. Two commonly used advance directives are:

- A health care directive (living will), in which you communicate orally or in writing the specific treatment desired if you cannot communicate these wishes later.
- A durable power of attorney for health care, in which you designate another person to make decisions about your health care if you become unable to do so.

Social work staff are available to assist you with advance directives. Fred Hutch will respect the

intent of your directives to the extent permitted by law and Fred Hutch policy.

## Conflict resolution

Please notify your care team if you have concerns about your care, so Fred Hutch can:

- Investigate and address any wrongful actions against your rights.
- Address concerns about the quality of care Fred Hutch provides.

Fred Hutch encourages you, the patient, to talk with your health care team first. If this course of action does not meet your needs, we encourage you to contact Patient Relations at (206) 606-1056 or [ptrelate@fredhutch.org](mailto:ptrelate@fredhutch.org).

You have the right to contact the following government agencies:

### **Washington State Department of Health**

Phone: (360) 236-4700

Web: [doh.wa.gov](http://doh.wa.gov)

### **The Joint Commission**

Attn: Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Web: [jointcommission.org](http://jointcommission.org)

### **Notice to Medicare beneficiaries only**

You may also submit complaints to the Quality Improvement Organization (QIO) for Centers for Medicaid/Medicare Services (CMS):

### **Acentra Health**

Call: (813) 280-8256 (local)

(888) 305-6759 (toll-free)

TTY: (855) 843-4776

(833) 868-4064 (toll-free)

Visit: [acentraqio.com](http://acentraqio.com)



## Personal valuables

You are responsible for your personal belongings. This includes, but is not limited to dentures, eyeglasses, crutches, wheelchairs and personal items such as jewelry. If you are admitted to the hospital, smaller items may be locked in a safe in Admitting at the hospital if you are unable to send them home with a loved one. Fred Hutch is not responsible if these items are damaged or misplaced while here.

## Weapons and illegal substances

Weapons and illegal substances are not allowed on Fred Hutch property. To report or request assistance in handling a suspected case or actual observed violation, contact our 24/7 Security Control Room at (206) 606-1111. The existence of a concealed weapons permit does not exempt a person from this policy. Please secure weapons prior to entering any Fred Hutch facility.

If you would like us to share your Fred Hutch health information with someone else or get your health records from another facility, please contact our **Health Information Management** department at **(206) 606-1114** for a Release of Information form.



# Questions to ask your care team

We encourage you to bring a list of questions with you to your first appointment. Below are some suggestions to help you get started.

**What is the exact name of my diagnosis, disease or condition?**

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**If my diagnosis has other names, what are they?**

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**What are the ways to treat my type and stage of cancer?**

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**What are the benefits and risks of each of these treatments?**

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**What treatment do you recommend? Why do you think it is best for me?**

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**When will I need to start treatment?**

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**Will I need to be in the hospital for treatment? If so, for how long?**

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**What is my chance of being cured with this treatment?**

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**How will we know if the treatment is working?**

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**Would a clinical trial (research study) be right for me?**

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**How do I find out about studies for my type and stage of cancer?**

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**Do I need to tell my other doctors?**

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**What do I tell my friends and family?**

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**I'm struggling (emotionally), is there someone who can help me?**

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