

Dear New Patient:

We look forward to providing the best care for your present health concerns and ask for your assistance in obtaining complete information regarding your past and present health problems. Please fill out the patient health history questionnaire, available on our website, and bring the completed form to your first office visit. The purpose of completing this questionnaire in advance is to enable you to have ample time to think about the questions and provide more accurate answers about your medical history than if these questions were asked on the day of your visit. If you need clarification of any question, please mark "Don't Know" and we will assist you when you come in for your appointment. The completed questionnaire is a confidential document that will become part of your medical record.

If you have had imaging or biopsies performed outside of the Providence Saint Joseph Medical system, we will require that all breast imaging and pathology slides and reports be sent prior to your scheduled appointment. This will allow us the opportunity to review these and plan for your care in advance of your visit. As part of your treatment team, the radiologist and pathologist will review all outside imaging and pathology slides. Even though they will not have face to face interaction with you during your clinic visit their work is an essential part of your care. A consultation fee, which may or may not be covered by your insurance, will be charged for each of their services.

We recognize that your schedule may be hectic and ask you to allow adequate time for your initial consultation. Please plan to arrive 30 minutes prior to your appointment time to register. For a complicated problem or if x-rays are necessary, you may spend between two to three hours in the center where you will be seen by our team of doctors and nurses.

The address to the Margie Petersen Breast Center at Providence Saint John's Health Center is 2121 Santa Monica Blvd., Santa Monica, CA 90404. The center is located on the Garden Level. Please note: Imaging, pathology slides and reports should be mailed to

Providence Saint John's Health Center
Margie Petersen Breast Center: Breast Surgery
2121 Santa Monica Blvd.
Santa Monica, CA 90404

If you have any questions regarding your appointment, please feel free to contact our office at 310-582-7100.

Sincerely,
Janie Grumley, MD, FACS
Director - Margie Petersen Breast Center

Transportation and Accommodations

Transportation

- Parking

Valet parking is located at Lot C on the north side of Santa Monica Blvd. The cost for valet parking is \$16 flat rate after 90 minutes and includes a 10% city parking tax. Additional information about parking, directions, public transportation and lodging are on our website <https://california.providence.org/saint-johns/>

From Los Angeles International Airport (LAX):

- Taxi, Uber, Lyft

Taxi cabs are located on the lower level of the airport, just outside of baggage claim. Look for the designated taxi area. Taxi fares will cost approximately \$40 and it will take 30-45 minutes travel time (up to 60 at rush hour) from the airport to the Margie Petersen Breast Center.

Uber and Lyft pickups (arranged via your smartphone) are available on the upper level of the airport at designated locations. Costs are similar but can be checked at time of booking.

- Car Rental

Most major car rental companies have reservation desks within the baggage claim area or a reservation phone. They will direct you to catch the rental van outside baggage claim at the designated green stop. The van will take you to the company lot to pick up the rental car. Some rental companies may offer a discount for patients of the John Wayne Cancer Institute.

- Shuttle Service

There are many shuttle services from the airport and reservation phones are located within the baggage claim area. To catch a shuttle you will need to wait outside the baggage claim at the designated blue shuttle stop. A one-way fare in shared van is approximately \$22. The shuttle ride will take close to 60 minutes and there may be one or two stops before you reach the Margie Petersen Breast Center.

- Public Bus and Metro transportation

Please go to <https://www.metro.net/riding/maps/>

Lodging

There are many hotels in Santa Monica close to Providence Saint John's Health Center. A select list of hotels is listed on our website <https://california.providence.org/saint-johns/patients-visitors/lodging-information/>

For a complete list of hotels in Santa Monica, call the Santa Monica Visitors Center at 800-544-5319 or visit their website at www.santamonica.com

Travel Information

Location

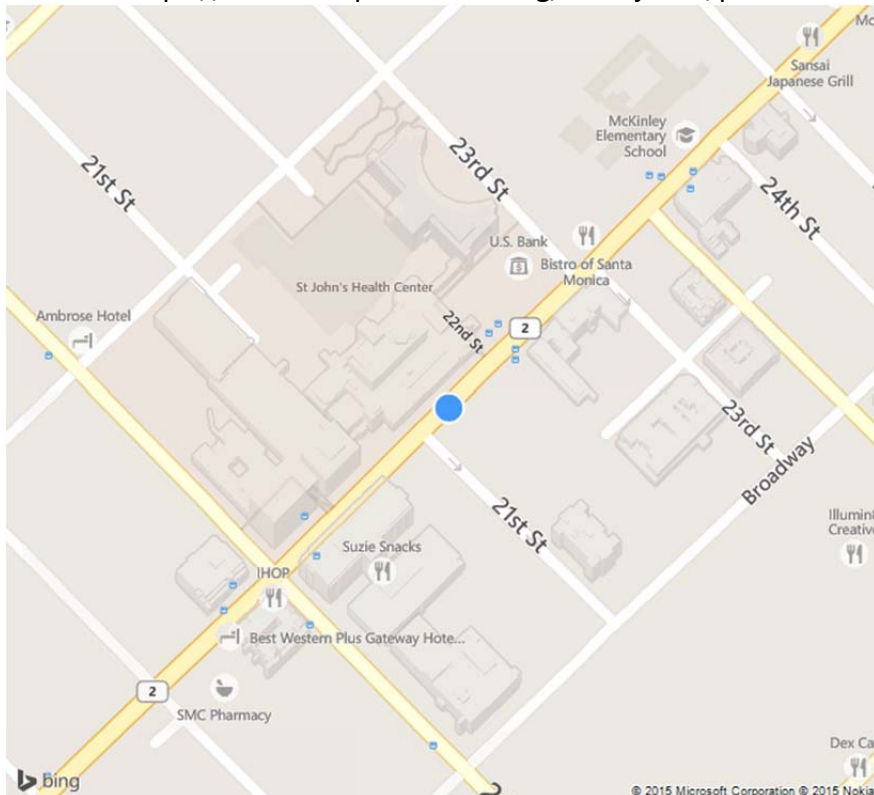
The Margie Petersen Breast Center is located in the Howard Keck Center at Providence Saint John's Health Center on Santa Monica Blvd. between 20th and 23rd Streets. Please park in valet parking at Lot C on the north side of Santa Monica Blvd. Use the steps at the north end of the parking lot and enter the building. Veer to the left of the elevators and take the hallway into the Keck Center Tarble Atrium. Take the atrium elevators down one floor to the Garden Level. Proceed to the Margie Petersen Breast Center reception area to check in.

Directions

From the San Diego freeway (405) north or south to –

- Santa Monica freeway (10) west
- Exit Cloverfield Blvd. north (a right turn off the freeway)
- Continue approximately four blocks to Santa Monica Blvd.
- Turn left on Santa Monica Blvd. and go nearly two blocks to Providence Saint John's
- Entrance is on the right

A link to Google® maps, directions and parking information are on our website. <https://california.providence.org/saint-johns/patients-visitors/directions-and-parking/>



Instructions for Getting Necessary Medical Information for Your Consultation

Imaging

Films, x-rays, scans – these are pictures that may be viewed from a CD on a computer. We need any recent images, such as a mammogram, ultrasound or MRI and the associated report. We ask that the imaging be sent to the Breast Center ONE WEEK prior to the scheduled appointment. Only the patient can authorize the release of imaging tests. You will need to call the breast center or imaging department at the hospital or center where the x-rays were done. Call them to initiate a request for an imaging CD and reports, or films. They will need the patient's name, the patient's contact phone number and where the films will be going (physician and location or phone number). They will advise you on whether you may pick up the films and/or CD.

Some facilities will directly mail the requested studies to Margie Petersen Breast Center when appropriate permission has been obtained. Unfortunately, not all facilities provide this service. In the event that they are unable to directly mail the imaging, it would be best if imaging tests are mailed or hand delivered by the patient or designated family member to the Margie Petersen Breast Center ONE WEEK prior to the scheduled appointment.

Pathology

These are glass slides with samples of tissue from a biopsy or surgery which are reviewed by a pathologist under a microscope. We need slides from any recent biopsy and the report. In general, it is best if slides are hand carried by the patient or designated family member to the Margie Petersen Breast center ONE WEEK prior to the appointment. However, they can also be mailed. Only the patient can authorize the release of slides.

You need to call the pathology department at the hospital or center where the biopsy or surgery was done or sent. If this was not at a hospital, you can find out the name and number of the pathology department from the breast imaging center or your doctor's office. Call them to initiate a request for slides and reports. They will need the patient's name, the patient's contact phone number and where the slides will be going (physician and location or phone number). They will advise you on whether you may pick up the slides or if they will mail them.

Other Records

If you have had recent laboratory tests, electrocardiogram (EKG), or any other tests that you think might be helpful to us, these should be requested from your doctor and can be faxed to us directly at (310)829-8914 or hand carried by the patient.

If you have any questions or concerns, or have difficulties getting your records, please contact us as soon as possible at 310-582-7100, option 2.

Checklist of Items Needed Prior to Your Appointment

- Last three years of mammogram films and reports
- Last three years of ultrasound imaging and reports
- MRI of the breast: imaging and reports
- Biopsy report
- Pathology slides with samples of your tissue to be viewed under microscope
- Reports of any other scans such as CT scan of abdomen, chest; bone scan, or PET scan

Important notes

- Any items brought to the Margie Petersen Breast Center may be returned to you when you leave.
- To obtain the materials listed above, call the facility which performed the procedure and inform them of your consult appointment date and your desire to obtain the needed items.
- It is best to hand-carry items so that they do not get lost in transit. If you do have items delivered to our office, please have them sent via a courier such as FedEx or UPS, which provides tracking numbers and delivery signatures.
- If you have not undergone all the tests and procedures listed above, please bring only those items that pertain to your care.

Billing Information

As part of your visit to the Margie Petersen Breast Center at Providence Saint John's, you can expect to receive bills from both the facility and the physician. If you require additional services such as an MRI or a review of your pathology slides, additional fees for these professional services will be billed separately. All prices quoted by Providence Saint John's are for hospital facility charges only. Depending on the services that you were provided, you may also receive bills for professional services rendered by hospital contracted radiologists, pathologists, anesthesiologists or others. These providers may or may not be contracted with your insurance carrier(s).

If you are a Medicare participant, it may be determined that your hospital services are outpatient charges, and will be billed to Medicare Part B.

Please note that aside from copayments other charges may apply depending on your insurance coverage. For all billing inquires, as well as providing your insurance information (if you do not have it at the time of service), please contact the following companies.

<u>Dr. Janie Grumley</u> P.O. Box 3268 Portland, OR 97208 Ph: 866-747-2455	<u>Radiation Oncology</u> Dr. Robert Wollman & Dr. Lisa Chaiken City of Hope Medical Foundation P.O. Box 512185 Los Angeles, CA 90051-0185 Ph: (866)268-4673
<u>Dr. Trevan Fischer</u> P.O. Box 3268 Portland, OR 97208 Ph: 866-747-2455	<u>Anesthesia</u> Bayside Anesthesia Medical Group P.O. Box 60790 Pasadena, CA 91116-6790 Ph: 626-204-6765 Fax: 626-240-4990
<u>Dr. Leland Foshag</u> Cedars-Sinai Patient Financial Services 866-803-1777	<u>Hospital Business Office (Providence Health)</u> P.O. Box 3268 Portland, OR 97208 Ph: 866-747-2455
<u>Dr. Dennis Holmes</u> Medi-syn.com 1661 N. Raymond Ave #250 Anaheim, CA 92801 Ph: 714-522-2001 Fax: 714-522-7503	<u>Pathology/Laboratory</u> Pathology Medical Group of Saint John's P.O. Box 844650 Los Angeles, CA 90084-4650 Ph: 866-227-6525
<u>Radiology</u> Tower Imaging Medical Associates Management Services Network (MSN) P.O. Box 25159 Colorado Springs, CO 80936 Ph: 877-406-2916 Fax: 719-591-2745	
<u>Financial Assistance, Medi-Cal, and Covered California enrollment</u>	
Michelle Camacho 310-582-7254 Mia Contreras 310-582-7270	

Updated 9/3/19

Clinic Facility Fees

We would like to take the opportunity to provide you with some pertinent information regarding the billing process implemented at Providence Saint John's Health Center. The John Wayne Cancer Center and Margie Petersen Breast Center are medical offices (clinics) located within Providence Saint John's.

Therefore, these clinics are considered to be "hospital based." With this configuration, Medicare and most other insurance companies require that patients make two copayments. One payment to the doctor and one to the clinic/facility for the care provided during the medical visit.

As a result, you will receive a bill from Providence Saint John's Health Center as well as a bill or bills from physicians who provide professional services.

Patients will note on their bills from Providence Saint John's a "facility fee" for care provided in the hospital based setting. Like other fees, the facility fee is usually covered by your insurance, resulting in the patient being responsible for the copayment only. In addition, Providence Saint John's will apply charges for any breast imaging studies, procedures and lab work to your bill.

If your visit or procedure is covered by insurance benefits, the insurance company will determine the amount you are responsible for paying.

If you have any questions, please feel free to contact our billing department at 310-829-8007.