TEXAS ONCOLOGY

Prostate Cancer Multidisciplinary Clinic (PCMC) Frequently Asked Questions

Internal FAQs (staff)

- **What is this visit and what is it not?**
  - This subspecialized prostate cancer care visit allows eligible patients to get input and comprehensive treatment recommendations from experts across urology, genitourinary medical oncology, and radiation oncology — all in a single, streamlined visit. At the end, patients walk away with comprehensive, individualized treatment recommendations.
  - This visit is not meant to replace care with current providers. After the visit, if patients choose to continue care or treatment at Texas Oncology, our team can help.
- **Who qualifies and what records are required to schedule?**
  - The clinic is intended for patients with newly diagnosed prostate cancer or patients seeking subspecialty genitourinary cancer care. Patients seeking a second opinion with complex or advanced stages of the disease are also welcome to check out the clinic.
  - Patients must bring their prostate biopsy pathology, PSA labs, office notes, and imaging reports. The PCMC may request additional medical records as needed.
- **How do we route/schedule the referral and what are timing expectations?**
  - Referrals should be routed to Haley Vaughn, Patient Navigator. Patients will be contacted within 48 hours to schedule an appointment, and most visits are scheduled no later than two weeks out.
- **"What to do if..." scenarios: missing biopsy/pathology, missing outside records, patient does not meet criteria, urgent/high-risk presentation, patient requests immediate treatment**
  - Physician offices may direct questions regarding internal inquiries or referral statuses to Haley Vaughn, Patient Navigator, at 512-421-4235.
  - Referrals can be sent to Leading Reach or fax to 512-454-4575.
- **Points of contact: who to call/message for scheduling, clinical questions, and records support**
  - Referrals are handled via Leading Reach or fax. Haley Vaughn, Patient Navigator, is available to assist referring offices with referral-related questions, referral status updates, and next steps. She can be reached at 512-421-4235, or providers may communicate through the Leading Reach platform.

Referring Physician FAQs

- **When and how to refer (process, required records, and where to send) and timing expectations**
  - Submit referrals through Leading Reach or fax 512-454-4575. Patients must bring their prostate biopsy pathology, PSA labs, office notes, and imaging reports.
  - Once the referral is received, patients will receive a call within 48 hours.
  - Scheduling times vary, but appointments are scheduled for the earliest available appointment.

- **Appropriate patients / ideal referral scenarios (who benefits most from a multidisciplinary care-planning consult)**
  - Patients who are newly diagnosed with prostate cancer.
  - Patients seeking subspecialty genitourinary cancer care.
  - Patients seeking a second opinion.
  - Patients with advanced or complex stages of disease.
- **Care continuity: second opinion vs. consult, whether care transfers, and how shared-care coordination works**
  - Through the PCMC, patients have access to a coordinated team of experts who work together to develop personalized treatment recommendations. After the visit, patients can choose to continue care at Texas Oncology or with a provider that best fits their needs.
- **Points of contact for provider-to-provider questions and coordination**
  - Referrals are handled via Leading Reach or fax. Haley Vaughn, Patient Navigator, is available to assist referring offices with referral-related questions, referral status updates, and next steps. She can be reached at 512-421-4235, or providers may communicate through the Leading Reach platform.

Patient FAQs

- **What is this visit and who will I meet with?**
  - This visit allows patients to receive coordinated prostate cancer care and recommendations from experts across urology, genitourinary medical oncology, and radiation oncology, helping streamline care in one convenient location.
- **Who is eligible and what records are needed before the visit?**
  - Who is eligible:
    - Patients who are newly diagnosed with prostate cancer.
    - Patients seeking subspecialty genitourinary cancer care.
    - Patients seeking a second opinion.
    - Patients with advanced or complex stages of disease.
  - Patients must bring their prostate biopsy pathology, PSA labs, office notes, and imaging reports.
- **How long will scheduling take and when will I hear back?**
  - A patient navigator will contact you within 48 hours to schedule an appointment. Appointments are scheduled at earliest available time.
- **Can I self-refer?**
  - Patients can self-refer by calling our office at 512-421-4235 or by clicking “Request Appointment” at the Texas Urology Specialists website.

- **Cost/insurance questions: authorizations, coverage, and who to contact for billing/financial questions**
  - Authorization, coverage, and program questions can be directed at Haley Vaughn, Patient Navigator. For billing/financial, please contact Yeimi Mata, Patient Benefits Representative, 512-421-4235, yeimi.mata@usoncology.com
- **Day-of visit logistics: where to go, how long it will take, what to bring, and whether a support person can attend (in-person vs. virtual)**
  - The in-person visit will take place at:
    - Texas Oncology–Austin North
      12221 Renfert Way, Suite 120, Austin, TX 78758
  - On average, appointments take 45 minutes to an hour but may run longer for some patients.
  - What to bring:
    - ID
    - Insurance cards
    - Medical records, including prostate biopsy results
    - Any questions you may have for the specialists
- **What happens after the consult: what I leave with and how next steps are scheduled**
  - After the visit, you'll receive treatment recommendations and coordinated input from three prostate cancer experts. As you take the time to consider your options, our care team and patient navigator are here to answer your questions and support you every step of the way. To schedule an appointment, please call 512-421-4235.
- **Will this replace my current doctor?**
  - This visit is primarily a consultation and is intended to support decision making. Patients may continue care with their current physician. Treatment at Texas Oncology also remains an option.
- **Who do I contact with questions about scheduling, records, or next steps?**
  - Patients with questions should call the main clinic number: 512-421-4235.