



Dear Valued TMC Health Cancer Center Patient:

On April 1, your cancer care team transitioned from Arizona Oncology to the TMC Health Cancer Center - same trusted people centered on you. We want to thank you sincerely for your trust and patience during this time of change.

We understand that transitions in care can be difficult, and we are deeply grateful for the feedback many of you have shared. Your voices matter. We are listening and actively working to improve your experience, so you continue to receive the compassionate, timely care you deserve.

We know some of the most pressing concerns include:

- Long wait times at check-in, for phone calls and for lab services
- Delays in medication delivery for infusion patients

Here's what we're doing to address these issues:

- **Hiring additional staff** to meet patient needs more effectively
- **Accelerating training programs** so team members are well-prepared to answer your questions and address your concerns, including creating a clear escalation process for urgent issues
- **Retraining current team members** to streamline systems and reduce delays

We are committed to improving every day. Cancer care is complex, and we are here to provide outstanding support to you and your loved ones throughout your treatment and beyond.

We're also excited to offer **MyChart**, a secure and easy way to manage your care from your smartphone, tablet, or computer. With MyChart, you can:

- Schedule and manage appointments
- Refill prescriptions
- Send secure messages to your care team
- View test results and treatment notes



To sign up, visit <https://mychart.tmcaz.com/MyChart> or scan the QR code. If you need help accessing MyChart, our team is here to assist.

Please don't hesitate to reach out with feedback or questions. You can contact our Manager of Operations and Patient Relations, **Megan Polak**, at megan.polak@tmcaz.com.

Thank you again for being part of the TMC Health Cancer Center. We are honored to walk beside you on your care journey.

With warm regards,

The TMC Health Cancer Center Team