

Subject: RE: Appointment Request**To:**

Ivan C Doig

From:

Robert McRill

Received:

10/16/2014 1:37 PM PDT

Thank you for using MyGroupHealth for your appointment request. I have scheduled you for the date and time listed below. If you are unable to make this appointment date/time, please reply using the 'Reply' button, or call us at 206-326-2111.

Appointment Information:

Patient's name: DOIG, IVAN C

Location: Capitol Hill Campus

Date: 1/6/2015

Check-in time: 2:30 PM - scheduled 2:45 PM

Practitioner's name: Shors, Andrew R, MD

Special Instructions: If you have been seen by a dermatologist outside of Group Health, please reply with the name and phone number of the provider you saw. Please bring a list of all the medications you are currently taking for your skin condition, including the dose and how often you are taking them.

Depending on your skin problem, your doctor may offer you a complete skin check which will require you to put on an exam gown. Also, please do not wear any makeup or concealer to your appointment.

Financial Information: Your estimated office visit copay is \$20.00. We expect payment at time of service and will accept payments made with a personal check, debit, or credit card. Please also be prepared to provide insurance coverage information at the time of service.

Thank you

Robert

----- Message -----

From: DOIG, IVAN C

Sent: 10/15/2014 4:07 PM PDT

To: Patient Appointment Scheduling

Subject: Appointment Request

Ms. Chung, hi.--Yes, this is a reschedule, please. I saw no way to go into it fully on the schedule questionnaire, but if possible I would like to change the Jan. 20th appointment to one of these, at 1:30 or later:

--Jan. 6 or 7

--Jan. 27

Thank you.

Ivan Doig

----- Message -----

From: Verena Chung

Sent: 10/15/2014 11:00 AM PDT

To: Ivan C Doig

Subject: RE: Appointment Request

Thank you for using MyGroupHealth. It appears you have a scheduled appointment on Tue, Jan. 20th with Dr. Shors at 2:45 PM. If you need to schedule an additional appointment or reschedule this visit, please reply or call us at 206.326.2111.

Thank you for choosing Group Health Dermatology for your healthcare needs!

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Time limit: When you start a message, you have 30 minutes to send it. After that, you'll be logged out and lose your unsent message. This is a security measure.

From:

Ivan C Doig [00215848]

To the office of:

Patient Appointment Scheduling

Subject:

RE: Appointment Request

Message:

Ms. Chung, hi.--Yes, this is a reschedule, please. I saw no way to go into it fully on the schedule questionnaire, but if possible I would like to change the Jan. 20th appointment to one of these, in the 2 o'clock segment or later:

--Jan. 6 or 7

--Jan. 27

Thank you.

Ivan Doig

The original message below will be attached to your reply message.

----- Message -----

From: Verena Chung

Sent: 10/15/2014 11:00 AM PDT

To: Ivan C Doig

Subject: RE: Appointment Request

Thank you for using MyGroupHealth. It appears you have a scheduled appointment on Tue, Jan. 20th with Dr. Shors at 2:45 PM. If you need to schedule an additional appointment or reschedule this visit, please reply or call us at 206.326.2111.

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Your message will be answered as soon as possible, usually by the end of the next business day. If you have an urgent health concern or require a more immediate response, call your physician's office or the Consulting Nurse Service:

Western Washington: 206-901-2244, 253-596-3400, or toll-free 1-800-297- 6877

Central Washington, Eastern Washington or North Idaho: 1-800-826-3620

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Send messages about **non-urgent** health concerns only.

- A reply usually arrives by the end of the next business day, in your MyGroupHealth message inbox.
- Want an e-mail notice when your reply arrives? Enter your personal e-mail at [Update Your Account Profile](#).

Time limit: When you start a message, you have 30 minutes to send it. After that, you'll be logged out and lose your unsent message. This is a security measure.

**This communication will become part of the medical record for Ivan C Doig.
Don't use this form for messages about another person's health.**

From: Ivan C Doig

To the office of:

Subject:

Message:

Dr. Shors, hi. My family physician, the peerless Dr. Kato, spotted a couple of crusty keratoses hidden away where my beard meets my sideburns and thought you ought to have a look at them. I also need to follow up with you on the still-delayed facial peel, wondering if you could just zap the worst couple of spots and we could let it go at that. Anyway, can you slip me into the schedule to take a look?

Best, Ivan

Maximum 5000 characters

CANCEL

For immediate medical help, call your physician's office or the Consulting Nurse Service.

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[About Us](#) | [Careers](#) | [Group Health Research Institute](#) | [Group Health Foundation](#)[LOG OUT](#) **Subject: RE: Update on existing health concern**

To: Ivan C Doig
From: Andrew R Shors, MD
Received: 1/7/2014 5:01 PM PST

Thanks, we had a wonderful time.
I agree with the delay on the skin peel. Keep me posted.

----- Message -----

From: DOIG,IVAN C
Sent: 1/7/2014 3:38 PM PST
To: Andrew R Shors, MD
Subject: Update on existing health concern

Dr. Shors, hi and happy '14. Just wanted to apprise you of further delay in my facial peel, as the Mephelan dose Dr. Chen has me on causes some rash--luckily handleable with cortisone cream and ointment--and he and I are reluctant to give my skin any more problems than it already has. I hope to be off the Mephelan in a month or two, then can consider the peel. And I hope the snowmobiling at Essex was exquisite!

Best--Ivan

You can reply to most messages for 30 days. Certain messages won't have a reply button; see About This Service.

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After-Visit Summary

This is a confidential summary of your visit. It also may include additional information, such as a list of any upcoming lab tests.

Visit Information

Appointment Information

Date	Time	Department	Provider
10/30/2013	10:30 AM	CSC DERMATOLOGY	Andrew R Shors, MD

If you have questions or need further information, call this department at 206-326-3000 or send a secure message to your provider.

PCP and Location

PCP	Location
Patricia E Kato, Physician	NORTHGATE MEDICAL CENTER

Reason for Visit

Skin Problems

Allergies as of 10/30/2013

No Known Allergies

Diagnoses

AK (actinic keratosis) - Primary 702.0

Goals (2 Years of Data) as of 10/30/13

None

Patient Information and Follow-up

Patient Instructions

Use cream twice daily to forehead, left cheek, nose and left ear lobe for 2-3 weeks or until scabbing occurs.

5-fluorouracil is a topical chemotherapy that is very effective in treatment of precancerous lesions (actinic keratoses) and some early skin cancers (Bowen's disease, superficial basal cell carcinoma). It can be a difficult medicine to use, as it elicits a severe inflammatory response as part of its mechanism of action. Efudex is the most commonly prescribed form.

This is used twice daily to areas effected. It is best to put it on after washing your skin in the morning and 1 hour before bedtime. Typical reactions include redness and mild discomfort or itching. Moderate to severe pain, bleeding, or fevers need immediate evaluation by a physician. Dr. Shors can be reached most weeks by telephone. There is also a dermatologist on call during nights and weekends for emergencies. Dr. Shors is typically in clinic Tuesdays thru Friday from 8-5. If you are concerned about your reaction, you are welcome to walk-in for an evaluation.

Dr. Shors also likes to evaluate you treatment response. Schedule a check back appointment for 4 weeks following your last application of medication.

for more information see www.efudex.com, excerpt follows:
Frequently Asked Questions

Patient Information and Follow-up (continued)

Patient Instructions (continued)

Why has my doctor prescribed EFUDEX®?

Because it's the leading topical treatment for treating precancerous actinic keratoses (AKs) and superficial basal cell carcinoma (sBCC), a common form of skin cancer.¹ These lesions are caused by sun exposures.

Is EFUDEX® only for older people?

No. EFUDEX® is for any adult. However, it is not approved for use in children. Younger people are being diagnosed with sBCC resulting from sun exposure and are being treated with EFUDEX®.⁹

How many people have used EFUDEX®?

Over 14 million prescriptions have been written for EFUDEX® over the last 30 years.⁵

Where can I find EFUDEX®?

EFUDEX® is available in most retail pharmacies. Simply take your prescription to the pharmacy you normally use.

How successful is EFUDEX® in treating precancerous actinic keratoses (AKs)?

In medical studies, up to 86% of visible lesions treated with EFUDEX® were completely eliminated.¹

How successful is EFUDEX® in treating superficial basal cell carcinoma?

EFUDEX® 5% Cream or Solution has a 93% success rate for sBCC lesions.¹

When is the best time of day to apply EFUDEX®?

Morning and evening, as part of your normal daily routine, or as instructed by your physician. Patients being treated for AKs typically use EFUDEX® twice a day for 2 to 4 weeks. For sBCC, patients would use EFUDEX® twice a day for at least 3-6 weeks, and up to 10-12 weeks.

How do I use EFUDEX®?

EFUDEX® Cream: Apply it to the affected areas twice a day - once in the morning and once in the evening. Use enough cream to cover the lesions, and be careful when applying near the eyes, nose, and mouth. You may apply EFUDEX® Cream with a nonmetal applicator, a suitable glove, or your fingertips. Be sure to wash your hands thoroughly after each application.

EFUDEX® Solution: Hold the container, which has a built in applicator, against the affected areas and squeeze until a small amount reaches the skin. Be careful when applying it near the eyes, nose, and mouth.

How much EFUDEX® should I apply?

Apply enough EFUDEX® to completely cover the lesions.

What will happen to my skin when I use EFUDEX®?

You will see the effect of EFUDEX® on your skin in 4 phases:

Patient Information and Follow-up (continued)

Patient Instructions (continued)

Early inflammatory phase: During the first week of application, mild inflammation occurs

Inflammatory phase: During following weeks, redness, and swelling occur with some crusting and burning

Tumor disintegration phase: Lesions resolve as the skin exfoliates

Healing phase: Over 1 to 2 weeks, new skin grows into the treatment area

How can I tell the difference between a normal reaction to EFUDEX® and an allergic reaction?

Itching, burning, soreness, tenderness, scaling, and swelling are common reactions to EFUDEX® therapy. An allergic reaction should be suspected when a patient complains of marked itching and discomfort. If you are concerned about the side effects you're experiencing, talk to your doctor. He or she can best assess the situation and more fully answer your questions.

Will EFUDEX® cause scarring to my skin?

Unlike other treatment options, EFUDEX® is not likely to leave scars or make patches of skin permanently discolored. In fact, many patients have reported that, after treatment, their skin was smoother, with a more even tone.

Will my face bleed or peel?

During the first 2 to 4 weeks of treatment with EFUDEX®, the treated areas will probably turn red and look and feel irritated. This is typical and should not cause concern. The red means it's working. You will probably experience crusting and peeling but not bleeding.

Does EFUDEX® cause any side effects?

The most frequent side effects of EFUDEX® Topical Solutions and Cream occur locally and may include itching, burning, soreness, tenderness, rash, scaling, scarring, photosensitivity, and swelling. If any of these occur, contact your doctor; he or she may have ideas for how to minimize these effects.

What do I say to people who ask why my face is bright red and peeling?

Tell them you're using a topical drug that treats your skin for AKs and sBCC. The drug makes your face red while it eliminates unhealthy cells, and leaves you with healthy skin.

Can I use EFUDEX® anywhere on my body?

EFUDEX® is the only topical treatment approved by the FDA to be used almost anywhere on the skin, including the face, scalp, hands, arms, shoulders, and trunk. However, application of EFUDEX® to mucous membranes should be avoided.¹ In addition, EFUDEX® should not be applied in the eyes.

Can I use EFUDEX® on hairy areas of my body?

When AKs or sBCC occur in your hair, your doctor may recommend EFUDEX® Solution, which can easily penetrate through hairy areas. Simply hold the container, which has a built-in applicator, against the affect areas and squeeze until a small amount reaches the skin.

I noticed some spots on my legs that I forgot to show my doctor. Can I use EFUDEX® there, too?

Patient Information and Follow-up (continued)

Patient Instructions (continued)

Only your doctor can determine if the spots you have are AKs or sBCCs and can be treated with EFUDEx®. This is why it is so important to use EFUDEx® only as directed and discuss any questions you may have with your doctor.

Can I use cosmetics or other skin products while using EFUDEx®?

Patients are advised not to use cosmetics or any other skin products, including creams, lotions, and medications, while on EFUDEx® therapy unless instructed by their doctor.

Should I avoid the sun while using EFUDEx®?

During EFUDEx® treatment, you should do everything possible to stay out of the sun. However, with an active lifestyle, this isn't always possible. So be sure you take every precaution to protect your skin. Wear long sleeves and a hat when you go outside, and ask your doctors about the use of sunscreen on areas that aren't covered by clothing.

What should I do if I forget an application of EFUDEx®?

Simply resume using it as prescribed by your doctor. Do not increase or double your dose.

Are there people who should not use EFUDEx®?

EFUDEx® should not be used in women who are or may become pregnant during therapy because it may cause harm to the fetus. If you are nursing, be sure to let your doctor know because it is not known whether EFUDEx® is excreted in human milk. Also, EFUDEx® should not be used by people who are known to be allergic to any of its components.

Is there anything else I need to know about EFUDEx® therapy?

Do not cover the treated areas with bandages or gauze unless your doctor advises you to do so.

Do not share this medication with others, even if they appear to have the same condition as you.

The most frequent side effects of EFUDEx® Solutions and Cream occur locally and may include itching, burning, soreness, tenderness, scaling, and swelling. If any of these side effects are severe, contact your doctor.

Application to mucous membranes (mouth, eyes, vagina, anus) should be avoided due to the possibility of local inflammation, ulceration, and necrosis.

What kind of follow-up care is needed?

You should visit your doctor after therapy to plan your follow-up care, including regular appointments to make sure new lesions are not developing.

What should I do with any EFUDEx® that is left over after I complete therapy?

Discard any unused portion of EFUDEx® after you have completed therapy.

Patient Information and Follow-up (continued)

Patient Instructions (continued)

Medications Ordered This Visit

Prescriptions to Pick Up at Pharmacy

FLUOROURACIL (EFUDEX) 5% TOPICAL CREAM

Test Results

Results From Your Visit

None

Health Reminders

Health Maintenance

Please contact Primary Care for more information about your next colon cancer screening test.

Updated Medication List

This section lists the medications you have reported you are currently taking, as well as new medications and supplies ordered and changes made at this visit.

Medication

FLUOROURACIL (EFUDEX) 5% TOPICAL CREAM	apply cream twice daily to effected area for 2-3 weeks
--	--

Health Profile

Remember to fill out a Health Profile every year. You'll get an updated, personal report with suggestions on how to improve your health and lower your risk of certain diseases. You also can compare your reports from year to year. The Health Profile link is on your home page.

EFUDEX CRM 40GM. 5 % CRM. TUBE. TOP

IMPORTANT: HOW TO USE THIS INFORMATION: This is a summary does NOT have all possible information about this product. This information does not assure that this product is safe, effective, or appropriate for you. This information is not individual medical advice and does not substitute for the advice of your health care professional. Always ask your health care professional for complete information about this product and your specific health needs.

FLUOROURACIL - TOPICAL
(flew-oh-YOUR-uh-sill)

COMMON BRAND NAME(S): Efudex, Fluoroplex

USES: This medication is used on the skin to treat pre-cancerous and cancerous skin growths. Fluorouracil belongs to a class of medications known as anti-metabolites. It works by blocking the growth of abnormal cells that cause the skin condition.

HOW TO USE: Read the Patient Information Leaflet provided by your pharmacist before you start using this medication and each time you get a refill. If you have any questions, consult your doctor or pharmacist.

Use this medication as directed by your doctor. Before you apply this medication to the skin, clean the affected area and dry well. Wait 10 minutes, then apply a small amount of medication to the affected skin, using just enough to cover the area with a thin film. Wash your hands immediately after applying this medication, even if you have used gloves.

The treated area may become unsightly during treatment and in some cases for several weeks after treatment. Do not cover the area with tight dressings or plastic bandages. Check with your doctor whether you may cover the treated area loosely with gauze.

Avoid applying this medication in or around the eyes or eyelids. Also, do not apply this medication inside the nose or mouth. If you do get the medication in these areas, rinse with plenty of water.

Use this medication exactly as prescribed. Do not stop using this medication without consulting your doctor. Do not increase your dose or use it more often than directed. Your condition will not clear faster, but side effects will be increased.

If your condition worsens or does not improve, consult your doctor or pharmacist promptly.

SIDE EFFECTS: Skin irritation, burning, redness, dryness, pain, swelling, tenderness, or changes in skin color may occur at the site of application. Eye irritation (e.g., stinging, watering), trouble sleeping, irritability, temporary hair loss, or abnormal taste in the mouth may also occur.

If any of these effects persist or worsen, contact your doctor or pharmacist promptly.

Remember that your doctor has prescribed this medication because he or she has judged that the benefit to you is greater than the risk of side effects. Many people using this medication do not have serious side effects.

Tell your doctor immediately if any of these rare but very serious side effects occur: stomach/abdominal pain, bloody diarrhea, vomiting, signs of infection (e.g., fever, chills, persistent sore throat), easy bruising/bleeding, mouth sores.

A very serious allergic reaction to this drug is rare. However, seek immediate medical attention if you notice any of the following symptoms: rash, itching/swelling (especially of the face/tongue/throat), severe dizziness, trouble breathing.

This is not a complete list of possible side effects. If you notice other effects not listed above, contact your doctor or pharmacist.

In the US -

Call your doctor for medical advice about side effects. You may report side effects to FDA at 1-800-FDA-1088.

In Canada - Call your doctor for medical advice about side effects. You may report side effects to Health Canada at 1-866-234-2345.

PRECAUTIONS: Before using fluorouracil, tell your doctor or pharmacist if you are allergic to it; or if you have any other allergies. This product may contain inactive ingredients, which can cause allergic reactions or other problems. Talk to your pharmacist for more details.

This medication should not be used if you have certain medical conditions. Before using this medicine, consult your doctor or pharmacist if you have: a certain enzyme deficiency (dihydropyrimidine dehydrogenase - DPD).

Before using this medication, tell your doctor or pharmacist your medical history, especially of: red/irritated/infected/open sores on skin.

This medication may make you more sensitive to the sun. Avoid prolonged sun exposure, tanning booths, and sunlamps. Use a sunscreen and wear protective clothing when outdoors. After using fluorouracil cream, wait 2 hours before applying sunscreen or moisturizer to the treated area. Do not use other skin products including creams, lotions, medications, or cosmetics unless instructed by your doctor to do so.

This medication must not be used during pregnancy. It may harm an unborn baby. If you become pregnant or think you may be pregnant, inform your doctor immediately. Consult your doctor for more details and to discuss reliable forms of birth control.

It is not known if this medication passes into breast milk.

Due to the potential risk to a nursing infant, breast-feeding is not recommended while using this drug. Consult your doctor before breast-feeding.

DRUG INTERACTIONS: Your doctor or pharmacist may already be aware of any possible drug interactions and may be monitoring you for them. Do not start, stop, or change the dosage of any medicine before checking with your doctor or pharmacist first.

Before using this medication, tell your doctor or pharmacist of all prescription and nonprescription/herbal products you may use.

Keep a list of all your medications with you, and share the list with your doctor and pharmacist.

OVERDOSE: This medicine may be harmful if swallowed. If overdose or swallowing is suspected, contact your local poison control center or emergency room immediately. US residents can call the US National Poison Hotline at 1-800-222-1222. Canada residents can call a provincial poison control center.

NOTES: Do not share this medication with others.

This medication must be used under close medical supervision. Be sure to keep all your medical appointments so your doctor can monitor your progress or any side effects.

Discard any unused medication when the treatment is finished. Do not use it for any other skin conditions unless directed to do so by your doctor.

There are different brands and forms of this medication available. Not all have identical effects. Do not change brands or forms without consulting your doctor or pharmacist.

MISSED DOSE: If you miss a dose, use it as soon as you remember. If it is near the time of the next dose, skip the missed dose and resume your usual dosing schedule. Do not double the dose to catch up.

STORAGE: Store at room temperature between 68-77 degrees F (20-25 degrees C) away from light and moisture. Do not store in the bathroom. Keep all medications away from children and pets.

Do not flush medications down the toilet or pour them into a drain unless instructed to do so. Properly discard this product when it is expired or no longer needed. Consult your pharmacist or local waste disposal company for more details about how to safely discard your product.

Information last revised May 2010

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To: Ivan C Doig
From: Andrew R Shors, MD
Received: 11/5/2013 9:24 AM PST

That should be fine. Let us know if you have any questions in January.

----- Message -----

From: DOIG,IVAN C
Sent: 11/4/2013 9:00 AM PST
To: Andrew R Shors, MD
Subject: Update on existing health concern

Dr. Shors, hi again. After our session last week, I found out Dr. Chen is adding a new medication (Melphegan) to what I'm already taking, and since I don't know what the side effects will be but suspect they could be a lot to handle, I think I'd better hold off on the facial peel while I learn to deal with this new regimen. Maybe wait until January, if that's OK? I should be adjusted to the regimen by then and able to handle the peel schedule, I hope, I hope.

Regards,
Ivan

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From: Ivan C Doig

To the office of:

Subject:

Message:

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GroupHealth.

Current Appointments

To cancel, click on an appointment date listed below.

Certain kinds of appointments (including mammography and other radiology tests) aren't listed here. If you need to check the status of an appointment that isn't listed, call the medical center where your appointment is scheduled.

Date / Time[Wednesday March 13, 2013 3:50 PM](#)**Description**OFFICE VISIT with
Andrew R Shors, MD**Department**capitol Hill Dermatology
125 16th Ave. E.
Seattle WA 98112-5260

After-Visit Summary

This is a confidential summary of your visit. It also may include additional information, such as a list of any upcoming lab tests.

Visit Information

Appointment Information

Date	Time	Department	Provider
02/25/2013	3:00 PM	NGT FAMILY PRACTICE	Patricia E Kato, MD

If you have questions or need further information, call this department at 206-302-1200 or send a secure message to your provider.

PCP and Location

PCP	Location
Patricia E Kato, Physician	NORTHGATE MEDICAL CENTER

Vitals

Blood Pressure	Pulse	Weight	Body Mass Index	Oxygen %
112/68	62	157 lb (71.22 kg)	23.17	100%

Reason for Visit

Hand Problem
Skin Problems

Allergies as of 2/25/2013

No Known Allergies

Diagnoses

Skin lesion of hand - Primary	709.9
Hand strain	842.10
Unspecified constipation	564.00

Goals (2 Years of Data) as of 2/25/2013

None

Patient Information and Follow-up

Patient Instructions

It was nice to see you today.

Continue to ice your left hand as needed for comfort. You may return to computer use, but watch for increasing pain and swelling.

Please pick up the Mupirocin antibiotic ointment and use it three times a day for 7-10 days.

Try the Miralax instead of the Milk of Magnesia.

Patient Information and Follow-up (continued)

Patient Instructions (continued)

Medications Ordered This Visit

Pick Up at Pharmacy

MUPIROCIN 2% TOPICAL OINT

POLYETHYLENE GLYCOL 3350 (MIRALAX) ORAL POWD

Referral Appointments Ordered This Visit

To Schedule

REF DERMATOLOGY (IGP) [99201.107 Custom]

Scheduling Instructions:

Dermatology Referral Information

Your provider has referred you to the Group Health Department of Dermatology for a consultation or for specialized care. We look forward to seeing you for this visit. Please call to schedule your appointment at one of the numbers listed below.

If your condition gets worse before your visit, please contact your referring provider's office.

MEDICINES: Please bring a list of the medicines you take or use for your skin condition including the names and doses.

MEDICAL COVERAGE: Call Customer Service at 1-888-901-4636 if you have questions about your medical coverage for this service.

CANCELLATIONS: If you need to cancel your appointment, please try to give us at least 48 hours notice so that we may offer the time to another patient.

DRIVING DIRECTIONS: Maps and directions to all Group Health medical facilities are available on the Group Health Web site at www.ghc.org, or through your providers office.

DEPARTMENT OF DERMATOLOGY LOCATIONS

Seattle Capitol Hill Specialty Center

Appointment Line: 206-326-2111 Toll-free: 1-800-562-6300 ext2111

125 16th Avenue East, 3rd Floor

Seattle, WA 98112

Bellevue Medical Center

Appointment Line: 425-502-3320 Toll-free: 1-800-995-5658 ext3320

11511 NE 10th Street

Bellevue, WA 98004-8578

Lynnwood Medical Center

Appointment Line: 425-672-6575 Toll-free: 1-800-995-5658

20200 54th Ave. W.

Lynnwood, WA 98036

Olympia Medical Center

Appointment Line: 360-923-7430 option 2 Toll-free: 1-800-565-1393

700 Lilly Road NE

Olympia, WA 98506

Silverdale Medical Center

Referral Appointments Ordered This Visit (continued)

To Schedule (continued)

Appointment Line: 360-307-7425 or 1-800-645-6605
10452 Silverdale Way NW
Silverdale, WA 98383

Tacoma Medical Center
Appointment Line: 253-596-3630 Toll-free: 1-800-858-9996 ext3630
209 Martin Luther King Jr. Way
Tacoma, WA 98405

Procedures and Supplies Ordered This Visit

Results of Your Visit

None

Upcoming Lab Tests

This section lists all lab tests you need to do after today. This may include tests ordered at previous visits. Go to any Group Health medical center for these lab tests. Your test should be done on the due date or as soon as possible after that date.

Upcoming Orders

Order	Frequency	Available	Provider
HIB VACCINE (ACTHIB/HIBERIX)	One time	4/3/09	Chen, Eric Y, MD
PNEUMOCOCCAL POLY (PNEUMOVAC)	One time	4/3/09	Chen, Eric Y, MD
POLIO (IPV) VACCINE	One time	4/3/09	Chen, Eric Y, MD
TD PRESERV FREE	One time	4/3/09	Chen, Eric Y, MD
ELECTROPHORESIS-URINE PROTEIN (GHC)	One time	3/1/13	Chen, Eric Y, MD
CALCIUM	Every 4 Weeks	3/4/13	Chen, Eric Y, MD
CBC/PLT/DIFF (GHC)	Every 4 Weeks	3/4/13	Chen, Eric Y, MD
CREATININE	Every 4 Weeks	3/4/13	Chen, Eric Y, MD
ELECTROPHORESIS SERUM PROTEIN (GHC)	Every 4 Weeks	3/4/13	Chen, Eric Y, MD
KAPPA/LAMBDA FREE LIGHT CHAINS W/RATIO (GHC)	Every 4 Weeks	3/4/13	Chen, Eric Y, MD
CALCIUM	Every 4 Weeks	4/1/13	Chen, Eric Y, MD
CBC/PLT/DIFF (GHC)	Every 4 Weeks	4/1/13	Chen, Eric Y, MD
CREATININE	Every 4 Weeks	4/1/13	Chen, Eric Y, MD
ELECTROPHORESIS SERUM PROTEIN (GHC)	Every 4 Weeks	4/1/13	Chen, Eric Y, MD
KAPPA/LAMBDA FREE LIGHT CHAINS W/RATIO (GHC)	Every 4 Weeks	4/1/13	Chen, Eric Y, MD
CALCIUM	Every 4 Weeks	4/29/13	Chen, Eric Y, MD
CBC/PLT/DIFF (GHC)	Every 4 Weeks	4/29/13	Chen, Eric Y, MD
CREATININE	Every 4 Weeks	4/29/13	Chen, Eric Y, MD
ELECTROPHORESIS SERUM PROTEIN (GHC)	Every 4 Weeks	4/29/13	Chen, Eric Y, MD
KAPPA/LAMBDA FREE LIGHT CHAINS W/RATIO (GHC)	Every 4 Weeks	4/29/13	Chen, Eric Y, MD

Upcoming Lab Tests (continued)

Updated Medication List

This section lists the medications you have reported you are currently taking, as well as new medications and supplies ordered and changes made at this visit.

MUPIROCIN 2% TOPICAL OINT	APPLY A SMALL AMOUNT TO AFFECTED AREAS THREE TIMES DAILY FOR 7-10 DAYS
POLYETHYLENE GLYCOL 3350 (MIRALAX) ORAL POWD	TAKE 1 CAPFUL (17 GRAMS) DISSOLVED IN 8 OZ OF LIQUID ONCE A DAY OR AS DIRECTED
LORAZEPAM 1 MG ORAL TAB	TAKE ONE TABLET EVERY 4-6 HOURS AS NEEDED FOR ANXIETY. (425)502-3690
LENALIDOMIDE (REVLIMID) 25 MG ORAL CAP	TAKE 1 CAPSULE BY MOUTH ONCE DAILY FOR 21 DAYS THEN OFF FOR 7 DAYS. AUTH 3057655/CONF 2840791
DEXAMETHASONE 4 MG ORAL TAB	TAKE 10 TABLETS (40MG) WEEKLY
TEMAZEPAM 15 MG ORAL CAP	TAKE 1 TO 2 CAPSULES AT BEDTIME AS NEEDED FOR SLEEP

Health Profile

Remember to fill out a Health Profile every year. You'll get an updated, personal report with suggestions on how to improve your health and lower your risk of certain diseases. You also can compare your reports from year to year. The Health Profile link is on your home page.



After-Visit Summary

This is a confidential summary of your visit. It also may include additional information, such as a list of any upcoming lab tests.

Visit Information

Appointment Information

<u>Date</u>	<u>Time</u>	<u>Department</u>	<u>Provider</u>
10/19/2011	10:20 AM	CSC DERMATOLOGY	Andrew Shors, MD

If you have questions or need further information, call this department at 206-326-3000 or send a secure message to your provider.

PCP and Location

<u>PCP</u>	<u>Location</u>
Kimberly Painter, MD, Physician	NORTHGATE MEDICAL CENTER

Reason for Visit

Skin Problems

Allergies as of 10/19/2011

No Known Allergies

Goals (2 Years of Data) as of 10/19/2011

None

Patient Information and Follow-up

Patient Instructions

After care instructions for liquid nitrogen:

If there is a blister, do not rupture it. Healing will occur underneath the blister.

If there is a scab or crust, it will fall off by itself when the healing is nearly complete. Do not scrub or pick the crust off. Keeping the area moist with vaseline ointment or jelly will soften the scab and allow it to come off on its own.

Gently clean the area daily with antibacterial soap and water.

If the area around the wound becomes red, swollen and painful, you may have an infection in the wound. Call the office at (206) 326-2113 or 1-800-562-6300 and ask for Dermatology.

Allow 4-6 weeks for resolution of the spots treated. If they do not resolve please contact our office to schedule a follow-up appointment.

Health Reminders

Appointments

<u>Date & Time</u>	<u>Provider</u>	<u>Department</u>	<u>Dept Phone</u>
10/19/2011 10:20 AM	Andrew R Shors	Csc Dermatology	206-326-3000

Health Reminders continued

Upcoming Lab Tests

This section lists all lab tests you need to do after today. This may include tests ordered at previous visits. Go to any Group Health medical center for these lab tests. Your test should be done on the due date or as soon as possible after that date.

Upcoming Orders	Order	Frequency	Available	Provider
	CALCIUM	One time	11/23/11	CHEN, ERIC Y
	CBC/PLT/DIFF (GHC)	One time	11/23/11	CHEN, ERIC Y
	CREATININE	One time	11/23/11	CHEN, ERIC Y
	ELECTROPHORESIS	One time	11/23/11	CHEN, ERIC Y
	SERUM PROTEIN (GHC)			
	KAPPA/LAMBDA FREE	One time	11/23/11	CHEN, ERIC Y
	LIGHT CHAINS W/RATIO (GHC)			

Updated Medication List

This section lists the medications you have reported you are currently taking, in addition to new medications and supplies ordered and changes made at this visit. If you have any questions about your medications, please contact your pharmacist.

CLOBETASOL 0.05% TOPICAL CREAM

Instructions: APPLY TO ITCHY BUMPS AS NEEDED

Health Profile

Remember to fill out a Health Profile every year. You'll receive an updated, personal report with suggestions on how to improve your health and lower your risk of certain diseases. You also can compare your reports from year to year. For access to the Health Profile, log in to MyGroupHealth for Members at www.ghc.org. (If you don't have access to online services, you'll need to upgrade your online account.)

E-Mail Your Health Care Team [About This Service](#)

Send messages about **non-urgent** health concerns only.

- A reply usually arrives by the end of the next business day, in your MyGroupHealth message inbox.
- Want an e-mail notice when your reply arrives? Enter your personal e-mail at [Update Your Account Profile](#).

Time limit: When you start a message, you have 30 minutes to send it. After that, you'll be logged out and lose your unsent message. This is a security measure.

This communication will become part of the medical record for Ivan C Doig.
Don't use this form for messages about another person's health.

From: Ivan C Doig

To the office of:

Shors, Andrew R

Subject:

facial peel

Message:

Dr. Shors, hi. At my last laser treatment, you suggested I should have a facial peel on my forehead at some point. I'd like to proceed with that. Should I just make a regular appointment?

Also, I'd like you to look at some small scabby spots on the backs of my hands.

Best wishes
Ivan

Maximum 5000 characters.

For immediate medical help, call your physician's office or the [Consulting Nurse Service](#).

Laser Treatment After-Care Instructions

The treated area may show a reddish/bruised discoloration. This will last 5-14 days, depending on what part of the body is treated. The treated area is delicate and should be treated with care. Please read and follow these instructions:

1. Discomfort or stinging may be evident, but usually lasts no more than 6 hours. Tylenol may be taken or cool packs applied during this period. Do not place ice directly on skin.
2. If swelling occurs, cool compresses may be applied. Do not apply ice directly on the skin; wrap the ice pack in a hand towel and then apply the ice to the treated areas for up to 20 minutes three times per day. For facial swelling, sleep with your face elevated with 2-3 pillows.
3. Vaseline should be applied if there is crusting/scabbing.
4. If a crust or scab develops, allow it to fall off on its own. DO NOT PICK OR SCRATCH at the area. Keep the area moist with ointment until the crust falls off. No bandaging is necessary.
5. Showering is permitted. Do not soak in a hot tub until the area is healed. Do not rub the treated area with a face cloth or towel. Pat the area dry so the skin is not disturbed.
6. Avoid swimming and a sport activity if bruising is present to reduce skin irritation and infection.
7. Do not apply makeup over crusty areas for 2-3 days, or as long as the crusting is present. Using new makeup will cause less irritation. You may use makeup to cover bruises.
8. Call Dr. Shors for any concerns following the laser treatment. You can reach our clinic at 206-326-2111.

WHEN ANY DISCOLORATION/BRUISING CLEARS, THERE MAY BE VERY LITTLE CHANGE IN THE VASCULAR LESION. IMPROVEMENT WILL TAKE PLACE SLOWLY OVER A PERIOD OF WEEKS.

E-Mail Health Care Team [About This Service](#)

Use this form to send a message about **non-urgent** health concerns to your health care team or the Consulting Nurse Service.

- You'll get a confidential reply in your message inbox on MyGroupHealth, usually by the end of the next business day.
- Do you want an e-mail notice when your response arrives? Add or change your personal e-mail address now in [update account profile](#).
- If you need immediate help, call your physician's office or the [Consulting Nurse Service](#).

Time limit: If you start to write a message but don't send it within 30 minutes, you will be automatically logged out. The message will be lost and you will need to start over. This is a security measure.

This communication will become part of the medical record for IVAN C DOIG.
Use this form ONLY for messages about the health of this person.

From: Ivan C Doig

To the office of:

Shors, Andrew R

Subject:

more laser work

Message:

Dr.Shors, hi--Now that I'm done with the bookstore trail for Work Song, I'd like to schedule the subsequent laser treatment you'd earlier suggested for my face and nose. Also, you had offered to do prescriptions by phone or e-mail, and I'm getting low on Clobetasol salve; I only rarely use it, but once in a while an itchy red spot shows up. I could pick up the salve at the Capitol Hill campus when I make my monthly trip for Thalidomide on Nov. 4, if that would be OK.
Carol and I have just been to Bozeman; Montana looks great.

Maximum 5000 characters.

Dr. Shors, Nov. 17, '09

Saw him for laundry list of skin problems:

--itchy flaking scalp. He said the skin dries out in winter, when there's no humidity, and he recommends cutting down on use of soap. He prescribed Triamcinolone, thinly rubbed on morning and night.

--The reddish spots, which turned into blotches that Dr. Kato took care of with hydrocortisone cream, he says are sun damage, actinic keratoses; if I want to, he can hit those with liquid nitrogen. Said the chances of this type of spots being skin cancer is about one in a thousand, so low-level treatment is the way to go.

--red spot on my cheek: he did use liquid nitrogen on this one, and said any scab on it should be gone within a week.

--wart between fingers on my left hand: also used liquid nitrogen on this, and picked off the crust with scalpel. Told me a prof he'd worked with always said anything that can be picked off isn't going to be cancerous.

--itchy red spots, such as I had in Grover's Syndrome episode; told him they're only a few since I've gone off Prednisone, and not nearly as bad as the earlier ones. He says Clobetasol salve is still the remedy.

--nose: he thinks the reddish area near the nostril is rosacea, and prescribed MetroGel (Metronidazole), rubbed in morning and night. This may take a couple of weeks to see any result, maybe two months to see full effect. Said he could ultimately laser the area to take the redness out, if I want.

He mentioned that he can do prescriptions for me by phone, and also provided the phone number of his medical assistant Von (326-2113) for a quicker appointment than by going through the front desk.

Dec. 26 '12: the scabs from Dr. Shorr's liquid nitrogen spritzing of my forehead
karetoses, and also ~~that~~ of the sizable purplish thing he excised from near my groin,
on the 12th dried and came off on the 24th.

After-Visit Summary

This is a confidential summary of your visit. It also may include additional information, such as a list of any upcoming lab tests.

Visit Information

Appointment Information

Date	Time	Department	Provider
12/12/2012	9:30 AM	CSC DERMATOLOGY	Andrew Shors, MD

If you have questions or need further information, call this department at 206-326-3000 or send a secure message to your provider.

PCP and Location

PCP	Location
Patricia Kato, Physician	NORTHGATE MEDICAL CENTER

Reason for Visit

Skin Problems

Allergies as of 12/12/2012

No Known Allergies

Diagnoses

Neoplasm of unspecified nature of bone, soft tissue, and skin - 239.2
Primary

Goals (2 Years of Data) as of 12/12/2012

None

Patient Information and Follow-up

Patient Instructions

HOW TO CARE FOR YOUR BIOPSY SITE

Wash your hands with soap and water or use a hand sanitizer such as Purell before changing the bandage.

1. Leave initial Band-Aid in place until tomorrow.
2. Starting tomorrow, remove Band-Aid and use a cotton swab to cleanse site with water.
3. Apply Bacitracin or vasoline
4. Apply a new Band-Aid if desired.
5. Repeat daily until the site is healed
6. FOLLOW-UP

Patient Information and Follow-up (continued)

Patient Instructions (continued)

We will notify you of your biopsy results by phone or MyGroupHealth messaging. We generally have biopsy results in about 1 week. We will let you know at that time if you need additional care. Please contact our office if you haven't heard from us within 10 days.

WHEN DO I CALL MY DOCTOR?

Call our office at 206-326-2111 if you have any of the following symptoms:

- Signs of infection, such as fever, pus at the site, odor, worsening pain or spreading redness
- Bleeding that doesn't stop after applying pressure for 20 minutes

After hours or on weekends and holidays, call the Consulting Nurse Service at 1-800-297-6877.

Upcoming Lab Tests

This section lists all lab tests you need to do after today. This may include tests ordered at previous visits. Go to any Group Health medical center for these lab tests. Your test should be done on the due date or as soon as possible after that date.

Upcoming Orders

Order	Frequency	Available	Provider
HIB VACCINE (ACTHIB/HIBERIX)	One time	4/3/09	Chen, Eric Y, MD
PNEUMOCOCCAL POLY (PNEUMOVAC)	One time	4/3/09	Chen, Eric Y, MD
POLIO (IPV) VACCINE	One time	4/3/09	Chen, Eric Y, MD
TD PRESERV FREE	One time	4/3/09	Chen, Eric Y, MD
CALCIUM	Every 4 Weeks	12/17/12	Chen, Eric Y, MD
CBC/PLT/DIFF (GHC)	Every 4 Weeks	12/17/12	Chen, Eric Y, MD
CREATININE	Every 4 Weeks	12/17/12	Chen, Eric Y, MD
ELECTROPHORESIS SERUM PROTEIN (GHC)	Every 4 Weeks	12/17/12	Chen, Eric Y, MD
KAPPA/LAMBDA FREE LIGHT CHAINS W/RATIO (GHC)	Every 4 Weeks	12/17/12	Chen, Eric Y, MD
CALCIUM	Every 4 Weeks	1/14/13	Chen, Eric Y, MD
CBC/PLT/DIFF (GHC)	Every 4 Weeks	1/14/13	Chen, Eric Y, MD
CREATININE	Every 4 Weeks	1/14/13	Chen, Eric Y, MD
ELECTROPHORESIS SERUM PROTEIN (GHC)	Every 4 Weeks	1/14/13	Chen, Eric Y, MD
KAPPA/LAMBDA FREE LIGHT CHAINS W/RATIO (GHC)	Every 4 Weeks	1/14/13	Chen, Eric Y, MD

Updated Medication List

This section lists the medications you have reported you are currently taking, as well as new medications and supplies ordered and changes made at this visit.

Either you are taking no medications, or your medications were not reviewed during this visit.



Room Number _____

GroupHealth Dermatology Discharge Form

ARPA LABEL HERE

Please schedule a check back visit with:

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Dr. Garton | <input type="checkbox"/> Dr. Shors |
| <input type="checkbox"/> Dr. Greene | <input type="checkbox"/> Dr. Sybert |
| <input type="checkbox"/> Dr. Heath | <input type="checkbox"/> Matthews, ARNP |
| <input type="checkbox"/> Dr. Hurst | <input type="checkbox"/> Dr. Root (Laser only) |
| <input type="checkbox"/> Dr. Johnson | <input type="checkbox"/> Dr. Tsai (Laser only) |
| <input type="checkbox"/> Primary Care | |

For the following reason: _____

Appointment Type:

- | | |
|-------------------------------|------------------------------|
| <input type="checkbox"/> RCB1 | <input type="checkbox"/> VV1 |
| <input type="checkbox"/> RCB2 | <input type="checkbox"/> VV2 |

Within:

Days: _____ or Weeks: _____

Please schedule the following procedure:

- ☐ Shave
- ☐ Punch
- ☐ Excision
- ☐ Laser Treatment
- ☐ Other _____

Isenbath

Procedure Type:

- | | | |
|---|--------------------------------------|-------------------------------|
| <input type="checkbox"/> PRC 2 | <input type="checkbox"/> PRC 4 | <input type="checkbox"/> PR 6 |
| <input checked="" type="checkbox"/> PRC 3 | <input type="checkbox"/> Other _____ | |

For the following reason: _____

Within:

Days: _____ or Weeks: _____

More information about this visit and other parts of your health record are available online at MyGroupHealth located at www.ghc.org.

After-Visit Summary

This is a confidential summary of your visit. It also may include additional information, such as a list of any upcoming lab tests.

Visit Information

Appointment Information

Date	Time	Department	Provider
05/10/2010	8:00 AM	CSC LASER DERMATOLOGY	Andrew Shors, MD

If you have questions or need further information, call this department at 206-326-2111 or send a secure message to your provider.

Patient Information and Follow-up

Patient Instructions

Laser Treatment After-Care Instructions

The treated area may show a reddish/bruised discoloration. This will last 5-14 days, depending on what part of the body is treated. The treated area is delicate and should be treated with care. Please read and follow these instructions:

1. Discomfort or stinging may be evident, but usually lasts no more than 6 hours. Tylenol may be taken or cool packs applied during this period. Do not place ice directly on skin.
2. If swelling occurs, cool compresses may be applied. Do not apply ice directly on the skin; wrap the ice pack in a hand towel and then apply the ice to the treated areas for up to 20 minutes three times per day. For facial swelling, sleep with your face elevated with 2-3 pillows.
3. Vaseline should be applied if there is crusting/scabbing.
4. If a crust or scab develops, allow it to fall off on it's own. DO NOT PICK OR SCRATCH at the area. Keep the area moist with ointment until the crust falls off. No bandaging is necessary.
5. Showering is permitted. Do not soak in a hot tub until the area is healed. Do not rub the treated area with a face cloth or towel. Pat the area dry so the skin is not disturbed.
6. Avoid swimming and a sport activity if bruising is present to reduce skin irritation and infection.
7. Do not apply makeup over crusty areas for 2-3 days, or as long as the crusting is present. Using new makeup will cause less irritation. You may use makeup to cover bruises.
8. Call Dr. Shors for any concerns following the laser treatment. You can reach our clinic at 206-326-2111.

WHEN ANY DISCOLORATION/BRUISING CLEARS, THERE MAY BE VERY LITTLE CHANGE IN THE VASCULAR LESION. IMPROVEMENT WILL TAKE PLACE SLOWLY OVER A PERIOD OF WEEKS

Patient Information and Follow-up continued

Upcoming Lab Tests

This section lists all lab tests you need to do after today. This may include tests ordered at previous visits. Go to any Group Health medical center for these lab tests. Your test should be done on the due date or as soon as possible after that date.

Upcoming Orders	Order	Frequency	Available	Provider
	CBC/PLT/DIFF (GHC)	One time	7/29/10	CHEN, ERIC Y
	CREATININE	One time	7/29/10	CHEN, ERIC Y
	ELECTROPHORESIS	One time	7/29/10	CHEN, ERIC Y
	SERUM PROTEIN (GHC)			
	KAPPA/LAMBDA FREE	One time	7/29/10	CHEN, ERIC Y
	LIGHT CHAINS W/RATIO (GHC)			

Updated Medication List

Either you are taking no medications, or your medications were not reviewed during this visit.

Health Profile

Remember to fill out a Health Profile every year. You'll receive an updated, personal report with suggestions on how to improve your health and lower your risk of certain diseases. You also can compare your reports from year to year. For access to the Health Profile, log in to MyGroupHealth for Members at www.ghc.org. (If you don't have access to online services, you'll need to upgrade your online account.)

14 March: Dr. Shors

--reassuring session w/ young dermatologist who seems reasonably savvy about Grover's Disease. One of the main clarifications I came away w/ is that the cortisone salve, Clobetasol, is safe enough in repeated use as I do it, on migrating itchy spots; Shors said it's have to be used months on end on same patch of skin to cause wrinkling or sagging. Also said the salve works only on 50% of these cases, so I'm lucky there.
Main points:

--be aggressive in use of salve, twice a day.

--when I asked abt vitamins as possible treatment (as Fred Leaf told C), he was amenable and proposed a prescription vitamin D, but then amended it (in phone call from his nurse) to a vit. D salve, Dovonex, to be alternated twice a day w/ Clobetasol. I should call him after a month of that to report on results.

--if none of this helps sufficiently, he can put me through the UVA routine: 3 times/wk for a month, then twice/wk, then once. I told him I could consider that by August, after the booktour. He said I could also try some sunshine myself, staying careful not to burn; maybe 10 min. at a time on bare skin. (Note: he warned me there's a copayment--\$10--each UVA session; no problem for us.)

When he asked me what my forthcoming book was about, it emerged he's from Cut Bank.

1 Feb. '06: Dr. Kato

--made the apptmt w/ her after (a) the itching flareup in the sun and dry air of our Tucson visit, Jan. 21-28 and (b) Gp H mail prescription turning me down on refill of Clebacol.

--The Tucson situation: I wore ^{canva} flannel shirts, hiking and around town there, to make sure sun didn't come through to my skin, as it would through my usual soft blue workshirts. (I forgot to take sunscreen shirt.) Consequently I had itchy spots on my back and upper arms near armpits and backs of fingers, but also had them where the shirt wasn't an issue, on butt and shins (and I always wear liner socks under hiking socks).

--Explained to her this is is getting hard to live with, I'm worried about perpetual use of cortisone salve, etc. Told her of Island Derm's inexperience w/ Grover's and let her know I doubted Dr. Green, the sole Gp H dermatologist when I started w/ all this, and cited Fred Leaf @ Va Mason and his luck w/ vitamins on some of these cases. All in all, I said, I'm asking her about the route thru Gp H to be farmed out to him, if I'm going to be farmed out anyway.

--She said she'd investigate, and by 2 pm same day she left a phone message:

--Gp H does have new young dermatologists familiar w/ Grover's, and "within 3 working days" I can call 326-2111 for apptmt w/ either Dr. Shors or Dr. Gartens.

--She consulted w/ Sarah Mathews who runs UV unit: she's had some success w/ Grover's patients, though qn is whether infrequency of my outbreaks make me a candidate.

bed pressure: 130/68

wt 159

10 May '04:

During her appointment today with Fred Leaf, head of dermatology at Virginia Mason, Carol asked him about my case of Grover's Syndrome and we learned, in addition to the Island Dermatology diagnosis:

--the skin problem usually stays at the same level, i.e. doesn't get worse.

--besides the narrow band ultraviolet and acne-medicine treatment possibilities cited by Island, vitamins are a treatment in some cases.

Dr. Leaf reiterated several things the Island diagnosis had already told me--the skin disorder tends to occur (or, he said, perhaps emerge) in male Caucasians, and heat aggravates its. Sun damage to the skin may be a cause, although in my case that would have to have been through my shirt, i.e. I never worked outside bare-chested in ranch work or yard work and my beach time doesn't total much.

Dr. Leaf is willing to see me (he has some patients with Grover's), but of course is booked up far ahead and we have to try for a Group Health referral to him. He'd need a copy of the biopsy report.

Sunbrella store as source for sun-resistant shirts.

June 11, '03:

saw Dr. Kato abt itchy spots; she thinks it's dry-skin eczema, suggested lots of body lotion, drink water, strategic use of the salve. If it persists, she'll refer me to a skin doctor.

wt: 158 bld pressure 120/62

prescriptions by Dr. Strother, Island Dermatology, May '02, for my chin skin problem:

cephalexin, antibiotic he put me on for 10 days, 1 capsule 3 times/day

fluocinonide ointment, used twice a day

13 May '02: 2nd & final visit to Dr. S, asked him what the rash/inflammation seemed to have been, he said either ~~eczema~~ a kind of psoriasis or seborrhea; not even a biopsy might tell them apart, and they're treated the same in any case. I asked about any skin care I should do, he said hit any recurrence fast w/ the fluocinonide ointment--this kind of rash "almost never" gets better by itself.

Also asked him about itching in middle of my back, he said it's dry-skin eczema, i.e. winter dry skin, encouraged by hot showers; put some lotion on it, or use the ointment there if I need to.

17 Oct.--On Gp H referral provided by Kato, I finally got to see Dr. Baron @ Island Dermatology about the itch red bumps that won't go away, and was told w/ a straight face this is known as itchy red bump disease. It's also called Prurigo Papularis, but what it seems to be is a hard-to-pin-down condition that may be caused by mites from birds, insect bites, some other kind of aggravation picked up from being in the garden... Dr. B said research indicates this stuff does get better & go away in time, though he admitted the results may be skewed by patients giving up on doctor visits for it. He said it might be instructive to see if the itching lessens when I'm away from home; he cited 2-3 weeks, but said my forthcoming 5 days away on the Denver-Salt Lake booktour might be indicative. Accordingly he prescribed a stronger cortisone salve--Clobetasol, up from Fluocinonide--to see if I can knock down the itch spots as much as possible before leaving, then see what happens. I'm to see him again in about 6 wks (Dec. 5).

--The incredibly slow-healing blackberry scratches (couple of months) on my shin he ascribed to aging (slower blood circulation to body extremities) and told me to go ahead and use Fluocinonide on it.

--The crustiness near my L nipple he said is a harmless keratosis, "like barnacles on the body."

--I asked about this continued use of cortisone salve and he said it's OK as long as it's topical, i.e. site-specific dabs like this.

--A good nurse practitioner, Lynn, was w/ him on his rounds.

24 March '04: phone convstn w/ Lynn @ Island Derm about biopsy report on my skin problem, which diagnoses it as Grover's Disease.

--she said it's nothing that "will do you in," but is chronic, recurring; the original 1970 research by Grover was that it's transient, for maybe a year and a half, but '76 further research indicates people have relapses. It's called an intensely itching dermatitis, common in Caucasian men over 40. Mostly occurs on trunk of body, although that's not entirely my case.

--What does match, in my case, is that heat and friction make it worse; my shower y'day set off a fresh round of itchy red bumps by bedtime.

Treatment options;

--Accutane, used for acne. Problems: expensive, and "not safe"; user must be checked every month to make sure it's not affecting liver function--it raises triglycerides. (Thoratane is a related acne drug.)

--Ultraviolet light, 3 days/week for at least 2 months. Problems: PUVA type can cause skin cancer. Island Derm uses narrow band UV (fewer bands of spectrum, I guess) and research doesn't indicate a skin cancer problem with it. Gp H has UV available at Capitol Hill, "but they're backed up.")

--ointments, which are the route I'm going to start with: 1st the least aggressive, Triamcinalone (Lynn is calling in prescptn to Gp H N'gate); then Fluocinonide; then the current Clobetasol if necessary. Problems: Lynn says even Clobetasol shd be OK as long as I'm using it in dabs directly on the pustules; if used over larger areas, it can cause "thinning of skin," "stretch marks."

OVER

behavior patterns I have to work on:

--take cooler showers, don't towel off vigorously

--avoid heat, sweating(?), sunlight exposure

--monitor items of clothing; for ex, do wool socks cause itching on shins?

Lynn is passing along diagnosis to Dr. Kato, and told me to keep in touch if Triamacinalone etc. doesn't do the job.

Ultimately, if this doesn't get better, I shd consult Fred Leaf.

12 March '04: saw nurse-practitioner Lynn, and when I reported that my skin condition hadn't really improved, she called in Dr. Barron. Upshot was that they took another biopsy, of a brand new itchy spot on my right bicep, and will call me within week w/ result; meanwhile, I'm trying pricy ultra-blocking skin lotion on L side of my body to see if it makes any difference. Notion is it's to prevent skin drying out and the itchy spots then forming.

2/18/04 Dr. Kato's nurse Nadette, in looking at my itch biopsy spot, said to use an ice cube on really itchy places. Advised me to use the Cebatacol salve on this spot.

12 Dec. '03--A biopsy of my itchy red bumps was taken on Dec. 5, and when I went back for the result on the 12th, Dr. Barron--Lynn with him--said they had a hypothesis from it, but first of all, did I have any new red bumps? A few, I said, like this one on an ankle. Barron's face fell, and he said there went the hypothesis. He'd hoped my condition would match the symptoms of Grover's Syndrome, sandpaperlike bumps which middle-aged white guys get, but only on the trunk of the body.

He said the biopsy at least ruled out insect bites, and I took that to mean mites as well.

So, he's stymied in his diagnosis, and as the condition is more aggravating than threatening, he doesn't want to give me the potent oral drugs--cortisone, prednisone--that would probably take care of the bumps but have side affects such as loss of calcium in the bone, increased appetite, water retention. I agreed I don't want the drugs. He's to see me again in early Feb., or I'm to call in the meantime if this gets worse, and he prescribed what turns out to be a pricey(\$30) cortisone tape to try.

So, my best bet seems to be to keep after the bumps with the effective Clobetasol salve and experiment with the cortisone tape.

Lynn - Ireland Derm/ March 24 '04

(206) 232-7546
amad dermatists

aad.org Grover's disease

biopsy + defxue: Grover's disease

- intensely itching dermatitis
- common in Caucasian men over 40
- resolved in '76

- made worse than heat, sunlt,
friction

ointment
- triamcinolone/very heat, sweating, sunlt
Fluocinonide exposure

thinning of skin; stretch marks
- clobetasol; acutane (for acne)
- related to
- Thioridone; prob: expensive,
not safe - check every mo
liver function - raises
triglycerides

- Ultra V / 3 days a wk
few mo's!

- Sp H/dntm facility
- chronic: worn/better

70 - transient, yr 1/2

76 - chronic relapsing



Customer Service Center

P.O. Box 34590
Seattle, WA 98124-1590
1-888-901-4636 toll-free
www.ghc.org

February 19, 2004

IVAN DOIG
17277 15TH AVE NW
SEATTLE WA 98177

Dear Mr. Doig:

Please accept my apologies for this delayed response, we have been experiencing a high volume of correspondence and are in the process of hiring staff to accommodate timely responses.

This communication is in response to your letter dated January 31, 2004 regarding a denial of payment for services authorized on a Group Health referral.

Our documentation system shows that DERMATOPATHOLOGY NW called our Provider Assistance Unit about the denial of claim 0336401148000 for services on December 5, 2003. The claim had been denied in error and was reprocessed to pay. A check for \$125.00 was cut on February 7, 2004 and mailed to DERMATOPATHOLOGY NW.

I apologize for any inconvenience and appreciate your patience.

If you need to reach me, please call the Customer Service Department, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 206-901-4636 or toll free at 888-901-4636. (TTY Relay: 1-800-833-6388)

Sincerely,

A handwritten signature in black ink, appearing to read "Carol Charles", written over a horizontal line.

Carol Charles
Correspondence Representative
Group Health/Group Health Options

AUTHORIZATION FOR
PATIENT SERVICES

ALL INQUIRIES SHOULD REFERENCE THIS REFERRAL NO:

REFERRAL NO.: 4403245 EXT AUTH NO:
START DATE: 04/18/02 CSR BPI:
EXPIRATION DATE: 08/15/02
REF. TYPE: Outpatient
URGENCY: Routine

SEND YOUR REPORT DIRECTLY TO THIS PRACTITIONER:

REFERRED BY: KATO, PATRICIA E.
Northgate Medical Center
9800 4th Ave NE
Seattle WA 98115
UPIN #: F18153

PATIENT: DOIG, IVAN C.
17277 15TH AVE NW
SEATTLE WA 98177

REFERRED TO: ISLAND DERMATOLOGY (WA)
8435 SE 68TH ST
MERCER ISLAND WA 98040

CONSUMER NO.: 00215848 PHONE: 206-542-6658
CHARTBASE: Northgate Medical Center
GHC PRIMARY PRACTITIONER: KATO, PATRICIA E.
ATTENDING PRACTITIONER:

SPECIALTY: DERMATOLOGY
PHONE: 206-232-7546
ADMIT FACILITY:
ADMIT DATE:

SERVICES/PROCEDURES/GOODS REQUESTED

PROVIDE ONGOING OUTPATIENT CARE (NON-SURGICAL)

QTY: 004 CODE: 99214 DESCRIPTION: OFFICE VISIT, EST
SERVICE DESCRIPTION: DERMATOLOGY EVALUATION AND 3 FOLLOW UP VISITS IN 4 MONTHS

ALL SERVICES NOT INDICATED ABOVE OR OUTSIDE THE AUTHORIZATION DATES OF THIS
REFERRAL MUST BE PRE-AUTHORIZED BY THE REFERRAL SERVICES OFFICE. PLEASE CALL
(800) 289-1363 TO REQUEST A PRE-AUTHORIZATION.

SEE REVERSE SIDE FOR LIMITATIONS AND INSTRUCTIONS

ADDITIONAL COMMENTS:

COVERED, COPAY MAY APPLY
CONTRACT # C00150
CONTRACT TYP GROUP
DEDUCTIBLE
COPAY \$ 10.00
REMAINING
% COVERED

Patient must call provider to schedule an appointment.

THIS REFERRAL INCLUDES MEDICALLY INDICATED PLAIN X-RAYS AND
ROUTINE LAB SERVICES.

This referral is for ongoing outpatient services that are
non-surgical. All outpatient or inpatient surgical procedures
REQUIRE A SEPARATE REFERRAL. YOU MUST CONTACT THE REFERRING
PHYSICIAN TO REQUEST A REFERRAL.

Cosmetic services/procedures are not covered under patient's plan
ALP

IF YOU HAVE ANY QUESTIONS REGARDING THIS REFERRAL, PLEASE CALL THE REFERRAL
SERVICE OFFICE AT (800) 289-1363. STATEWIDE TTY NUMBER IS (800) 833-6388.

PLEASE READ CAREFULLY

NON-COVERED SERVICES

If this document is titled "Non-Covered/Denied Patient Services", it describes a recommendation to a patient from a Group Health physician to seek goods or services that are not covered by the patient's medical coverage agreement. The patient is responsible for all resulting charges.

AUTHORIZATION FOR PATIENT SERVICES

If this document is titled "Authorization for Patient Services", the following coverage information applies.

- Group Health will provide medical coverage subject to the terms and conditions of the patient's medical coverage agreement, including any applicable copayments, deductibles or coinsurance.
- The cost of any goods or services listed on the authorization and provided to the patient after his/her medical coverage is no longer in effect will be the responsibility of the patient.
- The cost of any goods or services provided to the patient which are not listed on the authorization will be the responsibility of the patient.
- Any non-covered services provided to the patient will be billed by Group Health or the provider in accordance with the terms of the agreement between Group Health and the provider.

PATIENT INSTRUCTIONS:

General Care: You must continue to go to the GHC medical center where your family physician is located for any additional medical care needs that are not a part of the authorization.

Hospital Care: Admissions to any facility for inpatient care or for short stay surgery (including hospitals and freestanding ambulatory surgical centers) are not included in this authorization unless an admit facility is identified.

Missed/Cancelled Appointments: You will be responsible for any charges resulting from missed or cancelled appointments in accordance with the provider's policy.

Prescriptions, laboratory tests, and x-rays: X-rays, laboratory work and all prescriptions must be obtained at a GHC medical center unless otherwise noted in the additional comments section. Present this document at the Group Health pharmacy when filling prescriptions ordered by non-GHC providers. If a prescription is filled elsewhere or the drug is not carried or covered by Group Health, you will be responsible for payment.

PROVIDER INSTRUCTIONS:

Time Limit: This referral has a specific time limit (see front of form). Any services provided before the start date or after the expiration date will not be reimbursed. Further authorization must be obtained if additional time is needed for care.

Billing Procedure: Providers should submit charges for authorized services on a HCFA-1500 or UB92 Billing Form, mailed directly to the billing address listed on the authorization. To facilitate prompt payment, attach the billing copy of the authorization to the invoice or include both the referral number and the consumer number on the invoice.



Reports: Please send your report directly to the referring physician at the address listed unless otherwise noted in the additional comments section. Your written report will be a part of the patient's medical record. Please indicate the referral number and the consumer number on all reports.

Durable Goods: Durable Medical Equipment and orthopedic appliances require separate authorization and are not included unless specifically listed.



200002A

5342-4543

CHECK CARD USING FOR PAYMENT		
	<input type="checkbox"/> MASTERCARD	 <input type="checkbox"/> VISA
CARD NUMBER	SIGNATURE CODE	
SIGNATURE	EXP. DATE	
STATEMENT DATE	PAY THIS AMOUNT	ACCT. #
02/11/04	20.00	3161
PAGE: 1	SHOW AMOUNT PAID HERE \$	

PAGE: 1

SHOW AMOUNT PAID HERE \$

ADDRESSEE:

REMIT TO:

ISLAND DERMATOLOGY
PO BOX 51197 DEPT 1701
LOS ANGELES, CA 90051-5497

☐ Please check box if address is incorrect or insurance information has changed, and indicate change(s) on reverse side.

STATEMENT

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

200002A



DATE	DESCRIPTION	CHARGES AND CREDITS	PENDING INSURANCE ACCESSING	PATIENT RESPONSIBILITY
12/05/03	BIOPSY	116.89		10.00
01/14	INSURANCE PAYMENT Check No. 55266	-87.00		
01/14	INSURANCE WRITE OFF	-19.89		
12/12/03	EST LVL IV	107.32		10.00
	Filed: \$107.32 on 12/24/03 GROUP HEALTH			
01/14	INSURANCE PAYMENT Check No. 55266	-94.00		
01/14	INSURANCE WRITE OFF	-3.32		

PENDING INS.	PLEASE REMIT
	20.00

PAY THIS AMOUNT
20.00

5342-4543 *15Y0QDLBZ000052

5342-4543

CHECK CARD USING FOR PAYMENT		
	<input type="checkbox"/> MASTERCARD	 <input type="checkbox"/> VISA
CARD NUMBER	SIGNATURE CODE	
SIGNATURE	EXP. DATE	
STATEMENT DATE	PAY THIS AMOUNT	ACCT. #
02/11/04	20.00	3161
PAGE: 1	SHOW AMOUNT PAID HERE \$	

PAGE: 1

SHOW AMOUNT PAID HERE \$

ADDRESSEE:

REMIT TO:

ISLAND DERMATOLOGY
PO BOX 51197 DEPT 1701
LOS ANGELES, CA 90051-5497

STATEMENT

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

DATE	DESCRIPTION	CHARGES AND CREDITS	PENDING INSURANCE ACCESSING	PATIENT RESPONSIBILITY
12/05/03	BIOPSY	116.89		10.00
01/14	INSURANCE PAYMENT Check No. 55266	-87.00		
01/14	INSURANCE WRITE OFF	-19.89		
12/12/03	EST LVL IV Filed: \$107.32 on 12/24/03 GROUP HEALTH	107.32		10.00
01/14	INSURANCE PAYMENT Check No. 55266	-94.00		
01/14	INSURANCE WRITE OFF	-3.32		

FOR BILLING QUESTIONS, CALL 800-660-4884

ISLAND DERMATOLOGY
PO BOX 51197 DEPT 1701
LOS ANGELES, CA 90051-5497, SUITE 217

PENDING INS.	PLEASE REMIT
	20.00

PAY THIS AMOUNT
20.00

5342-4543*15Y0QDLBZ000052



March 20, 2003

CUSTOMER SERVICE CENTER
P.O. Box 34590
Seattle, WA 98124-1590
Toll-Free 1-888-901-4636

Carol Diog
17277 15th Ave. NW
Seattle, WA 98177

Member: 00215848 – Ivan Diog

Dear Ms. Diog:

This reply is in response to your letter of February 8, 2003 regarding Mr. Diog's prescription for his psoriasis condition. You had indicated that a contracted provider prescribed the medication, meaning that it should be covered with your plan's \$10 prescription copay.

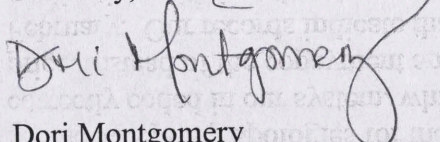
Please accept my apologies for the delay in response. Dr. Strother's information was not correctly coded in our system, which is what caused the prescriptions to process at full price, instead of the copayment amount. I was able to resolve that issue in early February. Our records indicate that Mr. Diog has now been able to pick up his medication with just the plan copay of \$10.

At that time, I also sent a message to our Pharmacy Patient Accounts for assistance with reimbursement for the prescriptions that processed at full price. I have just received notification that they are sending the refund for approval and then payment to you. Please let me know if you do not receive a refund within the next couple of weeks.

If you have additional questions regarding your coverage, you may contact Group Health Customer Service at 1-888-901-4636 (TTY relay line: 1-800-833-6388), or you may submit your request to Customer Service in writing at:

Group Health Customer Service
P.O. Box 34590
Seattle, WA 98124-1588

Sincerely,


Dori Montgomery
Correspondence Representative
Group Health/Group Health Options

17277 15th Avenue NW
Seattle, WA 98177
February 8, 2002

Group Health Cooperative
Customer Service
PO Box 34590
Seattle, WA 98124-1590

Re: billing for prescription

Please review the enclosed documents for a prescription charge for Ivan Doig, 215848.

As it shows, Mr. Doig was referred by Group Health to Island Dermatology, where he was given a prescription for a psoriasis condition. This was a serious outbreak of a medical condition, not a cosmetic procedure. However, the medication was provided at full cost to Mr. Doig, with the notation "not covered."

We believe that the co-pay of \$10 should apply, as it did to his doctor visits to Island Dermatology (see enclosed document). If this is the case, please credit all overpayments since the prescription was written.

Sincerely

Carol M. Doig
215847

Enc: 3