HEALTH & WELLNESS DESTINATION GUIDE
KNOXVILLE, TENNESSEE

COMPREHENSIVE CANCER CARE FEATURING PROTON THERAPY

ProvisionHealthcare.com
Provision campus in autumn
Great Smoky Mountains
East Tennessee’s many lakes offer abundant recreation opportunities.
I. Introduction ................................................................. 14
   • Letter from the Founder ........................................ 14
   • Foreword .................................................................. 16
   • Introduction to Provision Healthcare ...................... 18

II. What You Need to Know
    About Medical Tourism ........................................ 22
   • What is driving medical tourism? .......................... 22
   • History .................................................................... 22
   • Domestic medical tourism .................................... 22
   • Benefits of domestic medical tourism
     for employers .......................................................... 24

III. Comprehensive Cancer Care ................................. 30
    • History .................................................................... 30
    • Superb medical team .............................................. 30
    • Continually innovating and improving ................ 32
    • Comprehensive services ..................................... 33
    • Wholistic approach .............................................. 36

IV. The Facility ............................................................ 40

V. About Proton Therapy ............................................ 42
   • How does it work? .................................................. 46
   • Proton therapy vs. traditional radiation ............... 45
   • Types of cancers treated ....................................... 45

VI. Why Provision? .......................................................... 56
    • Provision team ....................................................... 56
    • Culture of Care ..................................................... 69
    • Proton Ambassadors ............................................ 70
    • Services for medical travelers .............................. 71

VII. Proton Patient Stories ............................................ 76

VIII. Scheduling Your Treatment ................................ 86
    • Preparation .......................................................... 86
    • Consult .................................................................... 86
    • Patient orientation ............................................... 86
    • Treatment ............................................................ 89
    • Housing ............................................................... 89
    • Follow-up ............................................................. 89

IX. Planning Your Trip .................................................. 92
    • East Tennessee weather ...................................... 92
    • What to pack ........................................................ 93
    • Getting To Provision ............................................ 94
    • Getting around while you’re here ....................... 96

X. Things To Do .......................................................... 102
    • Commercial attractions ..................................... 102
    • Shopping .............................................................. 105
    • Natural attractions and outdoor activities ............ 106
    • Festivals and cultural events ............................... 108
    • Dining experience .............................................. 111
    • Accommodations ............................................... 121
    • Regional attractions .......................................... 122

XI. Some Final Words of Advice
    for Medical Travelers ............................................. 130
Letter from the Founder

Our objective is to make cancer care more available and accessible to the world. Cancer is not only a disease of the United States, it is an international epidemic. Worldwide, about 14 million people are diagnosed with cancer, and there are 8.2 million cancer related deaths each year. Cancer is the largest killer in China, with more than 3.5 million cases diagnosed annually. Coming from the PET industry, I founded Provision with the hope of delivering the best in cancer treatment options to patients around the world.

As a doctoral student, I worked on positron emitters, which earned me a job at Oak Ridge National Laboratory. I then joined a lab spin-off called Oak Ridge Technical Enterprises Corp. or ORTEC, which built scientific instruments for nuclear research. While there, I and a group of other engineers helped develop the first PET prototype. We went on to co-found CTI, which developed that basic research and development work into a medical technology company that brought PET and PET-CT to the world. CTI ultimately sold to Siemens for $1 billion.

I didn’t know that PET would ever be more than a prototype. I certainly did not expect my experience with CTI to pave the way for the brand new adventure Provision Healthcare has become.

While still at CTI, I had begun working with physicians, establishing joint ventures to set up PET/CT centers and the pharmaceutical suppliers to support them. After exiting the company, I invested in an imaging center on the Provision campus and helped establish a neighboring oncology group and breast center.

With those pieces in place, I saw an opportunity to establish a premiere cancer diagnostic and treatment complex. I had paid close attention to proton therapy through its genesis and development. I decided that to offer the best in cancer treatment, we needed to invest in this important technology.

Through that process, I reconnected with former CTI colleague Joe Matteo for assistance in procuring the best equipment for the Provision Center for Proton Therapy. We discovered a need for lower cost, higher capability proton therapy machines and ultimately decided to build our own—thus ProNova Solutions was born. Since then, we have taken our business global, developing proton therapy centers through partnerships in Europe and Asia and spreading our vision of comprehensive, compassionate cancer care.

For those patients who do not live near a proton therapy center or are awaiting construction of one, we want to present Provision Healthcare as an option for their cancer treatment needs.

Situated in one of the most beautiful regions in the United States on a resort-like campus, Provision has developed a leading, innovative approach to cancer diagnosis and treatment, research and care.

Our advanced technology and “Culture of Care” provide a new standard of excellence in the patient’s experience of diagnosis, treatment and personal care.

With a combination of advanced diagnostics, all-inclusive treatment options, clinical trials and research and a whole-body approach to wellness, I believe Provision has emerged as one of the premier cancer treatment centers in the world.

I invite you, through this guide, to learn more about proton therapy, Provision Healthcare and the beautiful East Tennessee region. Cancer is a life-changing experience that no one desires. But for those to whom it has become a reality, Provision’s goal is to provide the care, the comfort and the lifestyle support that you need.

Our first and foremost commitment is to care for each person who walks through our doors. That’s who we are, that’s what we are committed to doing, that’s what we are called to do. We hope, if cancer has chosen you, that you will choose Provision for your cancer care.

Terry Douglass
Chairman, Provision Healthcare

Terry Douglass at grand opening of Provision Center for Proton Therapy
Introduction

Foreword

I may be an Olympic gold medalist and world-renowned ice skater, but I’m also no stranger to cancer.

At age 38 I was diagnosed with testicular cancer. After treatment, my cancer went into remission, but in 2004 doctors found a small, benign brain tumor. It was successfully removed but the tumor returned in 2010, and doctors had to repeat the procedure.

These experiences led me to become an advocate for cancer patients and an activist promoting research, patients’ rights and cancer care. I founded the Scott Hamilton CARES Foundation and, subsequently, Chemocare.com, a database of information on chemotherapy drugs that has become a premier source of information for patients and caregivers.

After I moved to Tennessee, I met Terry Douglass and learned about proton therapy, which is particularly effective in treatment of brain tumors, because it can be targeted directly at the site without damaging crucial surrounding tissues.

I was so impressed with the effectiveness of this treatment and Provision’s model for patient care that I became a member of the Provision Healthcare board and joined forces with the Provision CARES Foundation in raising money for cancer care and research.

My foundation is also partnering with Provision to build the Scott Hamilton Proton Therapy Center in Nashville, which will open in 2018.

It is my hope that this guide will provide another channel for patients around the world to learn about Provision’s unique approach to treating cancer. I believe that Provision represents the absolute best in cancer care worldwide. Nowhere else do patients receive such superior treatment, both as a patient and as a person. Provision’s model for cancer care and its leadership in providing proton therapy to the world will bring us closer to our ultimate goal: a cure for cancer. I am proud to be a partner in this endeavor.

Scott Hamilton
Board Member, Provision Healthcare
Founder, Scott Hamilton CARES Foundation

Scott Hamilton with pediatric patient Emma Ferrell
Introduction to Provision Healthcare

Situated in one of the most beautiful locations in the United States on a resort-like campus, Provision Healthcare has developed a leading, comprehensive approach to cancer diagnosis and treatment, research and care. Provision’s advanced technology and “Culture of Care” provide a new standard of excellence in the patient’s experience of diagnosis, treatment and personal care. With a combination of advanced diagnostics, all-inclusive treatment options, clinical trials and research and a whole-body approach to wellness, Provision has emerged as one of the premier cancer treatment centers in the world.

One of the most promising of these treatments is proton therapy, an advanced form of radiation therapy that uses a beam of protons to deliver radiation directly to the tumor, destroying cancer cells while sparing healthy tissues and organs. Although first developed in the 1950’s by nuclear physicists, it wasn’t until recently that advances in technology have allowed proton therapy to become a cost-effective tool to target difficult to treat cancers.

As it is so precise, doctors can use a higher dose of radiation with minimal toxicity to surrounding tissues, which in turn results in fewer treatments and fewer side effects for patients. Provision is one of the few centers in the world to offer complete pencil beam proton delivery, which provides the capability of more precisely targeting a tumor.

In 2014, the Provision Center for Proton Therapy opened its doors with the goal of providing a superior treatment option and better prognosis to cancer patients from all over the United States and the world. In its first 24 months, Provision treated more than 500 patients, performing more than 12,000 treatments with outstanding results.

The purpose of this guide is two-fold:

1. To educate potential patients and other purchasers of healthcare about proton therapy and the treatment options and services available at Provision Healthcare, which is recognized as a distinguished and premier destination for medical tourism.

2. To provide practical next steps for second opinions and travel and tourism information for patients from around the globe who may be considering treatment at Provision.

Through this guide we hope to reach many more people just like you; offering solutions for a better quality of life. Provision Healthcare is committed to serving patients from across America and around the globe, regardless of their socioeconomic status, race, culture or religious affiliation. Very few centers around the world offer proton therapy treatment and even fewer provide the high level of care, warmth and handholding that are hallmarks of Provision Healthcare. In the next section you will learn about medical tourism and why individuals are choosing to travel—often long distances—to find high quality healthcare.

Author: Larisa Brass
Larisa Brass is a career journalist and freelance writer and has her Master’s in Public Health.

She is currently employed at Provision Healthcare in Knoxville, Tenn.
Keeneland horse races in Louisville, Kentucky.
About Medical Tourism

Medical tourism (also known as medical travel or global healthcare) is a process in which individuals travel to another region or country for medical or health and wellness services. Over the last decade it has grown into an estimated $40 billion industry with patients from all around the globe traveling for a wide range of treatments including: dental, cosmetic, health check-ups, orthopedics, weight-loss surgeries, cardiac procedures, cancer treatments, organ transplants and in-vitro fertilization, among many other treatments.

What is driving medical tourism?
There are four main factors driving medical tourism: savings (patients looking for less expensive medical care options), accessibility (patients looking to schedule treatments quickly), availability (patients looking for procedures that are not available in their own country or city) or better quality (patients looking for doctors and facilities with the most experience and cutting-edge medical technology).

History
Though seemingly a modern phenomenon, medical tourism has been going on for thousands of years. Archaeological evidence from the third millennium B.C. suggests that ancient Mesopotamians traveled to the temple of a healing god or goddess at Tell Brak, Syria, in search of a cure for eye disorders. Later in the 16th and 17th centuries, spa towns such as St. Moritz and Bath became prime destinations for the European upper classes looking to soothe their ills.

In the modern era, medical tourism has been characterized by two trends: patients in developing nations traveling to first-world nations in search of better technology and a higher degree of specialization and experience, and patients from first-world nations seeking lower cost treatments in developing nations.

Regardless of the particular motivating factors, medical tourism’s popularity is being fueled by a rapidly growing market of potential customers who, in many cases, are being forced to look outside traditional healthcare models for solutions to their healthcare needs.

Domestic Medical Tourism
More recently, a trend in the U.S. towards domestic medical tourism has taken hold. Domestic medical tourism is characterized by patients traveling to different regions within the same country. Although domestic medical tourism is driven in part by individuals seeking low cost surgeries, it is becoming especially attractive to companies seeking to save on employee healthcare costs, as it allows them to lower costs while maintaining or often improving the quality of care and benefits available to employees.
Benefits of domestic medical tourism for employers

Higher quality of care
Employers are typically seeking “best in class” hospitals or specialty centers that perform a high volume of the medical treatments they are seeking. Consequently, medical providers that see high patient volume for specific treatments will tend to:

- Have top doctors on staff
- Possess cutting-edge technology
- Provide better outcomes

But there are other benefits. Referring employees to a specialty center has also been shown to reduce medical complications, surgical re-interventions and recovery times, allowing employees to return to work more quickly. Medical providers benefit by getting paid up front and increasing patient volume. These benefits ultimately translate into higher patient satisfaction.

Savings
Employers with domestic medical travel programs save money in part, by negotiating a single rate, which includes fees for doctors, nurses and other specialists up until the patient is discharged. Higher patient volume means improved processes and protocols that reduce inefficiency and waste, allowing specialty centers to charge considerably lower prices than less experienced facilities. By steering workers to specialty centers, employers can reduce their costs 20% to 40% — more than enough to cover employee travel expenses. To encourage workers to use the program, employers often waive deductibles and cover their travel and hotel costs.

Although employer sponsored medical tourism is still only a small slice of the medical tourism pie, its recent implementation by several high profile companies can only help its growth in the coming years.
Hundreds of miles of bike trails exist in and around Knoxville.
Provision’s on-campus health and wellness center helps patients stay healthy.

Kayaker on one of the many lakes in East Tennessee
Provision Healthcare is an integrated, world-class outpatient cancer and wellness center featuring the Provision Center for Proton Therapy and including comprehensive diagnostic imaging services, traditional radiation therapy, a health and wellness center, a physical therapy center and clinical trials through the campus’s biomedical research program. The center includes medical oncologists providing chemotherapy services, women’s specialty services, radiologists, radiation oncologists and other physician groups offering primary care and medical specialist services. These physicians are closely aligned with Provision’s imaging, treatment and other provider services. Provision sits in close proximity to and has partnered with local hospitals as an extension of Provision’s care team to provide additional medical services as needed for patients who come to the treatment center.

History
Although Provision Healthcare opened its first proton therapy center in 2014, Founder and Chairman Terry Douglass has been delivering leading medical technology to the world for more than 30 years.

In the 1980s, Douglass co-founded CTI, which played an important role in the development and commercialization of Positron Emission Tomography (PET) and PET/CT (computed tomography) technology. PET grew into a leading diagnostic tool for identifying the presence of cancer throughout the body, and in 2005, Siemens purchased CTI for $1 billion. Douglass’s work in the field of medical technology and his relationship with physicians led him to pursue the creation of a comprehensive, world-class center for patient care, research and education.

In 2010, Provision received approval for the first proton radiation therapy center in Tennessee. It is one of fewer than 20 centers in the United States. The 90,000-square-foot Provision Center for Proton Therapy broke ground in late 2011 on the Dowell Springs campus in Knoxville, Tenn., and began treating patients in early 2014. This noninvasive and painless form of radiation treatment has minimal to no side effects.

Superb medical team
Perhaps the most compelling reason to choose Provision Healthcare is its people. The Provision medical team offers unparalleled experience and expertise in proton therapy care. Its physicians have come from positions at leading proton therapy and medical centers across the country to create a next-generation model in this growing field. Backed by the most advanced technology and patient management system on the market, Provision physicians are applying their knowledge of proton therapy in ways that are establishing best practices for cancer treatment around the world. At the same time, Provision offers comprehensive personalized care by developing customized treatment plans specific to each patient’s needs.
Provision’s “Culture of Care” marks a new standard of excellence in patient care. Provision focuses on respecting the dignity and value of every person. Patient care and patient experience are integral to a successful patient recovery and outcome. Provision is sensitive to every step of the patient’s journey and also considers the needs of family members and caregivers. Programs are in place with trained and certified staff to ensure all needs are met for patients and family. Provision is driven by a commitment to excellence and innovation matched by an emphasis on total patient care.

**Continually innovating and improving**
Provision is investing in proton therapy of the future. ProNova Solutions, a division of Provision Healthcare, develops and manufactures proton therapy equipment, leveraging its historical experience with PET to reduce the size, weight and cost while creating the most technically advanced product on the market. With its SC360 system, ProNova aims to make next-generation proton therapy cancer treatment more accessible to patients around the world.

Since its beginnings, Provision Healthcare has been committed to improving care and making the best treatment options available to the patients it serves. This is reflected in its active participation across the campus in clinical trials, managed through the Provision Center for Biomedical Research. Working with the pharmaceutical industry, physician groups and other healthcare organizations across the country, the research center is dedicated to developing better ways of treating disease as well as providing a means for Provision patients to utilize the best therapies available.

Provision is also committed to spreading its model for comprehensive, patient-centric cancer care around the world. The company is developing a number of proton centers at targeted locations both domestically and internationally. These will form Provision’s Global Cancer Care Network. The Provision Center for Proton Therapy is the first center in the Global Cancer Care Network, and additional partner centers are being developed in Europe, China, Taiwan, Singapore and throughout the U.S.

All of the centers in the Provision Global Cancer Network will offer the same, distinctive “Culture of Care” and expert treatment. With its philosophy of “respecting the dignity and value of every person,” Provision’s “Culture of Care” establishes an environment of compassion, sensitivity, and thoughtful consideration. An emphasis on value and respect for patients, caregivers and families is the main focus. This “Culture of Care” will be replicated throughout all Provision Proton Centers, impacting hiring and training of personnel to focus on the highest quality patient care and experience.

Additionally, participation in the network provides access to joint clinical trials and research and allows the collection of consolidated data to further advance cancer therapy trials and protocols for the benefit of all participants. As the network continues to grow, the benefits of collaboration are expected to increase as Provision works toward expanding its unique, world-class model of comprehensive cancer care throughout the world.

**Comprehensive services**
Provision Healthcare offers an open healthcare model with a comprehensive suite of on-campus diagnostic, treatment and support services for cancer patients’ needs. This provides comfort and convenience for patients and families.
Provision Center for Proton Therapy is a featured treatment of the campus, which includes a large oncology practice, comprehensive breast center, diagnostic imaging and biomedical research facilities, traditional radiation therapy capabilities and a health and wellness center. Special features of the campus include:

- An oncology practice specializing in a wide range of cancers works closely with the Provision Center for Proton Therapy in developing effective treatment regimens, whether proton therapy or a combination of modalities such as chemotherapy and traditional radiation. Provision works closely with the local children’s hospital and other nearby medical centers to provide supplementary consultation and services as needed.

- When cancer treatment requires conventional radiation therapy, Provision offers the safest, most effective options including 3D conformal radiation, intensity modulated radiation therapy and volumetric modulated arc therapy.

- Diagnostic services include an accredited American College of Radiology facility with two state-of-the-art MRI machines, PET/CT, CT, nuclear medicine and a comprehensive breast center with mammography, ultrasound, breast MRI and biopsy capabilities.

- An on-site physical therapy center offers support services to Provision patients including lymphedema therapy for breast cancer patients.

- An on-site pharmacy works with Provision physicians to provide any prescriptions or refills patients will need during their stay.

- Provision’s on-site health and wellness center offers opportunities to exercise and receive personal guidance on lifestyle choices in support of cancer treatment. The center focuses on six facets of wellness: fitness, nutrition, knowledge, relationships, peace of mind and restoration. It includes a dietitian and certified cancer exercise specialist experienced in guiding cancer patients toward their wellness goals.

Second opinions
For a patient who has been diagnosed with cancer, it is often beneficial to seek an additional medical opinion. This helps patients become better educated about their diagnosis and assists in determining the best alternatives for treatment. Provision Healthcare provides second opinions both in-person and remotely to those seeking medical review of their diagnosis and treatment options. Provision physicians always recommend what they feel to be the best treatment for each individual patient. Please email info@pvhealthcare.com for more information about second opinions.
A wholistic approach
Provision believes that true healing involves the body, mind and spirit. The center offers a range of resources to help set patients on an optimal path for health.

The Provision campus was designed to be a peaceful and healing retreat for patients and their families. It includes a meandering nature trail, water features and benches that allow visitors to enjoy the beauty of the region outside their doorstep. This walking trail incorporates historic sites, mountain views and the beauty of the area into a two-mile walk through the campus. And visitors often catch glimpses of wildlife along the way.

Provision provides solutions for patient wellness, particularly during treatment, through onsite health and wellness experts, including a certified cancer exercise specialist, physical therapist—certified in lymphedema therapy for breast cancer patients—and a nutritionist who designs patient-specific nutrition plans in support of their particular medical treatment. The on-campus exercise facility is centrally located and uniquely equipped and designed to help meet the needs of cancer patients and their families. The center provides yoga classes and customized fitness plans that work in conjunction with a patient’s specific treatment goals. This gives patients who come to Provision the opportunity to improve their outcomes and assists them in their lifelong health journey.

Patients have many opportunities at Provision for social support throughout the healing process. At Provision, each oncologist devotes one day to speak with patients, answering questions that arise during therapy. Each week patients and their families have a chance to meet in chat sessions that serve as a support system for those taking their treatment journeys together. Patients are invited to attend weekly lunches and dinners at a local restaurant. A Wednesday lunch at the proton therapy center is provided to celebrate those who are completing treatment. According to Provision, patients find the social support offered through interaction with other patients to be one of the most valuable components of their treatment. And a full-time social worker is available to assist patients with a range of issues, from financial need to family support.

Provision offers supplemental therapies to help patients emotionally handle the life changes associated with a serious illness. Provision has partnerships with additional professionals and therapy programs in support of the unique needs of patients on their cancer journey.

Provision recognizes family support as a crucial component of complete patient care, and families are welcomed and included as part of all the services provided by the center. Hospitality coordinators help ensure that accommodation and travel needs are taken care of, so that families can travel and stay together during the time of treatment. They also work with families to help meet any scholastic needs, arrange for activities that address all ages and interests and provide any other necessary local resources to accommodate patients, spouses or other caregivers and children. Provision provides status updates to family members not traveling with the patient, to keep them abreast of their loved one’s progress.

Recreation and laughter are important factors for healing. With this in mind Provision provides opportunities for patients to participate in a range of activities. Patients have attended sporting events, played golf on premier local courses, taken behind-the-scenes tours of the Knoxville attractions and venues; attended concerts and programs at the historic Tennessee Theatre; spent the day at Dollywood, a nearby amusement park named for local music legend Dolly Parton, and enjoyed regional cultural events such as the Dogwood Arts Festival, International Biscuit Festival and Big Ears Festival, a small but renowned celebration of music, arts and film—just to name a few.

Provision recognizes the spiritual needs of its patients as an important aspect of the overall healing process. “We are culturally sensitive to all of our patients and have resources to align treatment and services with their spiritual and faith-based needs,” says Nancy Howard, vice president of patient services for Provision Healthcare. Provision provides an on-campus chapel as a place for personal meditation and quiet and connects patients with local ministers, upon their request.

Knoxville is in the heart of East Tennessee, skirted by lakes and surrounded by the Appalachian, Cumberland and Great Smoky Mountains. Seven large lakes and many rivers enhance the valley of East Tennessee, giving it the name “The Great Lakes of the South.” These waters cover 220,000 acres and have 4500 miles of shoreline. In addition to five state and five national parks, Knoxville has numerous local parks that offer opportunities for hiking, biking and canoeing, kayaking or sailing. Eastern Tennessee is dedicated to preserving its natural beauty and is home to America’s most visited national park destination, the Great Smoky Mountains, which hosts millions of travelers each year. This special corner of the country offers visitors the opportunity for relaxation and stress relief during their stay.

Provision recognizes the spiritual needs of its patients as an important aspect of the overall healing process. “We are culturally sensitive to all of our patients and have resources to align treatment and services with their spiritual and faith-based needs,” says Nancy Howard, vice president of patient services for Provision Healthcare. Provision provides an on-campus chapel as a place for personal meditation and quiet and connects patients with local ministers, upon their request.

Patient: Ryan Moore, Mengilobe blastoma

“When a situation is very scary, for someone to make you laugh during it makes it a lot better. They had Mustache Mondays and crazy sock day. Ryan is not usually a person who clings to people, but when it was time to go, for her to give hugs like that is major, very major.”

—Toni Thomas, mother
Research a crucial component of Provision care

Developing more effective treatments and providing up-and-coming therapies to patients are an important part of Provision’s approach to comprehensive cancer care.

The Center for Biomedical Research specializes in the management of clinical trials and has a long history of coordinating ground-breaking clinical trials such as Herceptin, Avastin and, most recently, Imbruvica, of which the center was the only clinical research site in the Southeastern United States. The Center for Biomedical Research has managed hundreds of clinical trials, with a particular focus on medical oncology, proton therapy, PET imaging and immunotherapy. The center is regionally noted for its expertise in conducting pharmaceutical trials targeting smaller, rare cancer subsets with specific tumor mutations. The center and its oncology partners are often selected by major pharmaceutical sponsors and clinical research organizations as a regional clinical research site for their most promising cancer therapeutics.

The Center for Biomedical Research is a member of the National Cancer Institute’s National Clinical Trial Network as well as the following NCI groups: NRG Oncology, Eastern Cooperative Oncology Group, Children’s Oncology Group and Cancer Trials Support Unit.

These organizations bring decades of experience conducting practice-defining, multi-institutional clinical trials that result in improved survival and quality of life for cancer patients. In addition, the biomedical center manages a clinical registry of its own, working with other proton centers to gather data on outcomes of proton therapy treatment—information that will assist in developing better treatment protocols and expanding the availability of proton therapy.

“Provision is uniquely prepared to include patients from around the world in these trials because of its existing resources for hospitality and patient care,” says Susie Owenby, manager of clinical research at the center. “I think that’s what makes us unique,” she says.

“Our services make it easy for patients to come receive the treatments they need. And we are providing data as relevant to cancer research as any large institute in the country.”

“What a different experience it is to be here. There’s just an amazing level of care from the moment you walk in. It just doesn’t feel like you’re going through radiation treatment.”

—Patty Watson, breast cancer
The Facility

Provision Healthcare’s “Culture of Care” is reflected in every aspect of treatment including the building and campus design. Provision’s proton therapy center is the first with direct access to treatment rooms from the patient lobby—no mazes of hallways, stairs or elevators to navigate. Each room has been designed around a theme that reflects the soothing, natural beauty of East Tennessee. Large, sunlit patient seating and social areas with panoramic windows featuring views of the Great Smoky Mountains provide a welcoming atmosphere and space for patients and their families to relax and feel at home. Many patients express their amazement at the difference between Provision’s facilities and that of other medical centers. Campus-wide, Provision Healthcare offers a broad range of medical and support service to patients and their families. The Knoxville Comprehensive Breast Center provides diagnostic and surgical services. Chemotherapy and conventional radiation services are also available. In support of a wholistic approach to cancer care, Provision offers a health and performance center, where patients can receive nutrition counseling, attend exercise classes or workout in the wellness center and receive physical therapy.
About Proton Therapy

Proton Therapy is a form of radiation therapy, an essential and effective treatment for the majority of cancer indications. Generally, 60 percent of all cancer cases are treated with radiation therapy at some point during the treatment course. However, while conventional radiation damages cancer cells, it can also damage surrounding critical organs and healthy tissues.

Proton therapy, on the other hand, is a more advanced technology that allows curative doses of radiation to be delivered to cancerous tumors while simultaneously reducing damage to surrounding organs and tissues. This greatly reduces side effects of the treatment as well as the long-term risk of secondary cancers and maintains or improves quality of life for the patient. Over the past 25 years, technology advancements and clinical trials have shown proton therapy to be an effective treatment for the majority of solid tumor cancers including prostate, breast, head and neck, brain and pediatric cancers. The U.S. Food and Drug Administration approved proton therapy in 1988.

More than 100,000 patients have chosen proton therapy for their cancer treatment. Here’s why:

How does it work?

During World War II’s tremendous research efforts around development of the nuclear bomb, it was discovered that high-energy protons could more deftly do the work of destroying tumors than the photons used in conventional radiation therapy. Protons are easier to control and can be targeted to the location—known as the “Bragg peak”—where the majority of their energy will be released. This results in less exposure of healthy tissues along the pathway to the tumor site and no radiation exposure on the other side of the tumor. Other types of photon-based radiation significantly damage healthy tissue along the pathway to the tumor and on the other side of the tumor as photon radiation passes through the tumor with an exit dose. Sparing the healthy tissues of critical organs minimizes side effects and complications and preserves a patient’s quality of life, short-term and long-term.

Extracted from hydrogen gas in a device called the “ion source,” protons are injected into a cyclotron, which accelerates them to two-thirds the speed of light. The cyclotron then ejects the protons into an energy selection system and degrader, which adjusts the energy level, optimizing it for delivery to the patient. The proton beam is delivered through a fixed-beam or gantry system that revolves around the patient.
Depending on the type of cancer, treatment durations range from four to eight weeks with patients receiving treatments five days each week. International patients need to allow for a little more time in order to prevent multiple trips to the U.S. for pretreatment imaging and procedures, treatment planning, travel and follow-up. Total treatment times are 15-45 minutes, with much care devoted to correct positioning of the patient and quality assurance procedures. It takes just one minute to actually deliver protons to the tumor site.

Provision Center for Proton Therapy leads the industry with the most advanced treatment technology for the benefit of its patients. It is the only proton center with two cyclotrons and one of few treatment facilities in the world to employ full pencil beam proton therapy, which allows for very precise targeting of a tumor. It incorporates innovative planning practices in which treatment plans are customized for each patient based on the nature of the cancer, its location and other factors. Recently, Provision was the first proton therapy center in the world to begin utilizing a hydrogel called SpaceOAR for prostate cancer patients to further protect the rectum from radiation damage. This procedure improves treatment efficiency and overall comfort of the patient. Through its manufacturing partner ProNova Solutions, Provision is helping to develop and test a new generation of proton therapy delivery systems.

**Proton therapy vs. traditional radiation**
Proton therapy delivers radiation exactly where it is needed most, minimizing the majority of side effects experienced by many cancer patients. This allows most patients to continue their lives as usual during treatment, with little to no impact on work schedules, appetite, exercise and daily routine.

**Types of cancers treated**
Proton therapy works best in treatment of localized tumors in which the cancer has not metastasized to other parts of the body. It can be combined with other treatment options such as chemotherapy, surgery and even traditional radiation therapy, depending on the type of cancer involved. It is effective for a number of types of cancer, both common and rare.
Provision Healthcare.com

About Proton Therapy

Adult

- **Prostate cancer:**
  A common cancer among men, it is highly treatable. Thanks to its targeted nature, proton therapy allows much of the surrounding healthy tissue to be spared, keeping side effects minimal for most patients. Traditional treatment modalities such as surgery and brachytherapy can have a number of undesirable side effects including incontinence and impotence due to damage of healthy surrounding tissues that enable these important functions. Provision goes even further to spare these organs by providing a hydrogel injection, called SpaceOAR. The gel serves as a spacer to move the rectum away from the prostate during proton therapy treatment.

- **Breast cancer:**
  For women requiring radiation for breast cancer, proton therapy reduces the radiation exposure to vital organs such as the heart and lungs. Recent studies have shown that traditional radiation increases the patient’s long-term risk for lung cancer and heart disease. A recent study published in the New England Journal of Medicine showed that conventional radiation for breast cancer increased the risk of heart disease for at least 20 years following treatment.

- **Brain cancer:**
  Proton therapy is particularly effective in treating brain tumors because of its ability to precisely target the tumor. This results in less damage to surrounding tissue and fewer side effects such as nausea and fatigue. It is particularly recognized as the modality of choice for children.

- **Head and neck:**
  Proton therapy helps protect the numerous, sensitive organs located in this part of the body, reducing damage to eyes, optic nerves and salivary glands. It reduces the risk of side effects such as blindness, hearing loss and dry mouth. Proton therapy also decreases the need for feeding tubes common during treatment for this type of cancer.

- **Hodgkin lymphoma:**
  This cancer of the lymph nodes responds well to proton therapy and can be precisely targeted thanks to Provision’s pencil beam capabilities. Proton therapy reduces side effects as well as risk for secondary cancers.

- **Lung cancer:**
  Proton therapy allows a lung tumor to be targeted, largely sparing the healthy lung and heart from any radiation exposure. One study showed significantly less occurrence of esophagitis and pneumonitis following a regimen of proton therapy than with 3D CRT and IMRT radiation protocols. Traditional radiation can damage the most important organs of the body even as it works to heal them.

- **Pancreatic cancer:**
  Proton therapy is a promising treatment for this most difficult of cancers because it spares the surrounding kidneys, stomach and spinal cord from exposure to radiation.

- **Liver cancer:**
  Proton therapy works well for treatment of liver cancer, which has poor survival rates, because it can target the tumor without damaging other parts of the organ.

Pediatric

Proton therapy is a well-recognized, preferred treatment for pediatric cancer patients, whose developing bodies and brains make them vulnerable to the long-term effects of traditional radiation therapy. These cancers include brain tumors, pediatric sarcoma, retinoblastoma, neuroblastoma, lymphomas and other rare tumors.

Provision’s pencil beam scanning capabilities and image-based technology make precise, contained delivery of proton therapy an ideal alternative to traditional radiation therapy and a superior alternative to many other proton therapy centers. The center’s radiation oncologists work closely with children’s primary care and specialty physicians as well as, in cases of rare tumors, with experts around the world to develop a care plan that is unique to each patient. Additionally, oncologists take one-on-one time with patients and their families to answer their questions and respond to their concerns.

Provision works closely with East Tennessee Children’s Hospital to provide services unique to pediatric patients including specialist consults and potential sedation needed during treatment times.

Outside the treatment room, Provision’s “Culture of Care” ensures that children and their families get the special attention they deserve. There is a playroom set aside for younger patients and their siblings. Provision’s hospitality coordinators work with families to arrange outings to local attractions such as the zoo, children’s museums, parks and child-friendly events. They also work with partners to provide housing suitable for children and families who come to stay in Knoxville through the treatment process. Provision has established community partnerships with schools and other organizations to support the unique needs of pediatric patients and families.

Many patients who have visited larger, institution-based treatment facilities appreciate Provision’s family-friendly approach to providing world-class medical treatment in the context of one-on-one personal care.
Provision employee invents better device for patient prep

When radiation therapist Zach Dutton got tired of cobbling together boxes and construction foam from Lowe’s to assist in making the cradle that holds patients immobile during their proton therapy treatments, he decided to solve the problem himself.

With the help of his dad, Greg Dutton, Zach came up with the Z-box, an innovative frame that holds patients in place while their foam cradles are being poured and solidified around them. First prototyping the box in plywood, the father-and-son team then crafted a plastic version of the device that patients now regularly use.

The invention garnered Dutton headlines in local newspapers as well as an article he wrote for the medical journal Radiation Therapist.

The adjustable frame accommodates patients of varying flexibility—they must hold their arms above their heads during the process—and makes it possible for one technician to make the cradle. Prior to the Z-box, at least two people were needed to help hold the patient in place. As a result, what was once a one-and-a-half to two-hour process, has been whittled down to 30-45 minutes.

While the device works well for proton therapy patients, it also can be used for conventional radiation therapy in cases where the patient needs to be kept still during treatment.

What motivated Dutton to take on the project? “I’ve always thought we could make things better,” he says.
### ADVANCED TECHNOLOGY

#### 360 DEGREE GANTRY
Offers the best flexibility of treatment beam angles since the proton and X-ray gantries allow for rotating the beam 360 degrees around the patient, enabling the treatment of complex cancers.

#### PENCIL BEAM SCANNING
All Provision’s treatment rooms have PBS capabilities. Only a few proton centers in the world offer this most advanced technique. It allows a higher degree of precision and dose conformity, which minimizes the overall exposure and unwanted radiation to healthy tissue.

#### ROBOTIC PATIENT POSITIONING SYSTEM
All treatment rooms have 6 degrees patient positioning system, which enables high positioning accuracy and reproducibility, increased patient comfort and reliability.

#### SIEMENS 4D CT SCANNER
Advanced imaging technology to treat moving tumors, such as lung cancers, synchronized with the patient’s breathing cycle for accurate treatment planning and treatment delivery.

#### 3D CONE BEAM CT
A high resolution X-ray digital imaging system is installed on the X-Ray gantry. This improves accuracy and precision of X-ray treatments for better outcomes.

#### SPACE OAR SYSTEM
The first proton therapy center to use this additional protection for prostate cancer patients. The SpaceOAR system provides more ability to keep prostate patients comfortable and further prevent long-term effects as a result of their treatment.

#### RAYSTATION TREATMENT PLANNING PLATFORM
Provision Center for Proton Therapy is the first proton center in the world to use this most advanced treatment planning system in the clinical setting. The RayStation Treatment Planning System allows for the accurate, efficient delivery of highly advanced treatment plans.

#### MOSAIQ RADIATION ONCOLOGY INFORMATION SYSTEM
This highly integrated information system provides comprehensive image, data and workflow management, such as clinician worksheet, quality checklist and care plans, patient identification and patient positioning verification to support patient safety.
Lobby overlooking the Great Smoky Mountains at Provision Center for Proton Therapy
Why Provision?

Provision Healthcare was created to be a unique, world-class treatment center offering innovative, patient-centered cancer care. Provision’s treatment technologies rival any other center in the world, and the patient experience is second to none. Provision physicians bring extensive experience, world-class credentials and caring hearts to the patients they serve. While each physician has specialized in a particular area of therapy, all are cross-trained to treat all forms of cancer.

Provision’s medical and support team works to make each patient’s visit a transformative healing experience. All this is summed up in Provision’s “Culture of Care” in which “respecting the dignity and value of every person” is integrated into every operation and service function.

Provision team

Provision’s medical team brings with it extensive experience in radiation oncology, proton therapy and palliative care. All have been published, several extensively, in peer-reviewed medical journals, and most have worked at other proton therapy centers across the country. Their expertise, combined with Provision’s world-class treatment facilities, results in pioneering treatment for a wide range of cancer types. At Provision, oncologists work closely with physicists, dosimetrists and therapists to design and implement the best treatment plan for patients, sometimes creating protocols ahead of more established centers of excellence. Each case is reviewed twice by Provision’s physician team, a practice that is uncommon in large medical facilities. Doctors make themselves personally available to patients, starting with the initial one-on-one consult and continuing throughout the treatment process. Ninety-nine percent of Provision patients surveyed say they are likely to recommend their physician to others.

Dr. Allen Meek

He came to Tennessee to start a farm. He ended up helping launch a proton center.

Founding chairman of the radiation oncology department at Stony Brook University Medical School, New York, and professor of 28 years, Allen Meek first discovered East Tennessee as an ideal location to invest in land for gardens and an orchard on which he ultimately plans to retire. He decided to do a job search along the way and discovered Provision Healthcare was preparing to build a proton therapy center just 30 minutes from his property.

Meek had spent several years working to establish a proton therapy center in New York. He appreciated the Provision founders’ vision for the future of proton therapy. Like them, he sought to develop a treatment center built around the latest in medical technology and innovative practice, yet keeping the focus on whole patient care.

“I wanted to be part of that kind of a team,” Meek said.

In 2012, he launched Provision’s radiation oncology center, where he serves as medical director, and helped recruit physicians to the proton therapy center. Meek provides pioneering treatment in proton therapy as well as a complement of traditional radiation services through his oncology practice. For example, Meek practices prone breast radiation therapy treatment that is delivered while the patient is lying facedown, allowing gravity to draw away the extensive dose of radiation to the heart and lungs. At Provision, Meek says patients can expect personalized care under a team of physicians whose experience allows them to tackle tough cases using innovative approaches.

In one case, a patient who had been rejected by another proton therapy center came to Provision seeking treatment for a lesion on his spine. His right arm was paralyzed, and he was experiencing a great deal of pain. The physician team came up with a treatment plan, and today the man is pain-free and can do push-ups with his once-immobile arm. Another patient came to Provision for a very large breast tumor. “People told her, ‘There’s nothing we can do for you,’” Meek says. After undergoing proton therapy at Provision, she too is cancer free.

“We’re willing to take on these different, unusual cases,” Meek says. “We’re doing things here that they don’t do at the big centers.”

Meek’s patients speak at length of the time he takes with them, answering questions and ensuring they’re comfortable with treatment decisions. Meek’s approach is simple: “If I were a patient, how would I want to be treated?”

“Dr. Meek explained how it works. He got lots of questions and answered them all. We learned a lot from him. When I did come for my treatment I felt relaxed.”—Carol Staton, lung cancer patient

“Dr. Allen Meek is an exceedingly competent, patient and understanding physician. Once I had a question and Dr. Meek asked, ‘Do you have a minute?’ Of course I replied that I did, and he stepped out of the room and returned quickly with Niek Schreuder, chief medical physicist. I have never had this kind of resource made available, much less one who immediately responded personally to my concern.”—Judy Brownlee, breast cancer patient
Provision Healthcare is leading the way in providing innovative treatment solutions that make proton therapy even more efficient and effective.

One of these is hypofractionated proton therapy, which reduces the number of overall treatments for cancer by providing higher doses of radiation to the treatment site.

Provision was among the first proton therapy centers in the world to adopt pencil beam technology, which allows doctors to more narrowly and precisely target tumors. As a result, higher doses of protons can be delivered to a tumor without damage to the skin or surrounding tissue, shortening treatment duration significantly.

Shortened courses of proton therapy treatment have already been proven effective, with minimal side effects, for prostate cancer. Provision has developed a similar regimen for treatment of whole breast cancer with positive results. Dr. Meek is currently working with a new set of patients on a short-course treatment for lung cancer.

Provision doctors are also developing a technique of delivering proton therapy that reduces the radiation dose to the posterior pharynx and salivary glands, which can result in long-term implications for survivors of head and neck cancer.

“At Provision, we have the freedom to develop protocols and treatment methods,” says Meek. “Our experience and innovative approach helps us develop the most effective treatment plans for patients. We are always looking for better ways to do our work.”
Dr. Marcio Fagundes
Marcio Fagundes first encountered proton therapy when serving as a guest intern at Harvard University’s cyclotron facility in Cambridge. He worked with the “father of proton therapy,” Herman Suit, and wrote a paper on the treatment of base of skull chordomas. It was 1994, just four years after the first proton therapy treatment center had opened in the U.S. “I have always been motivated by innovative treatment modalities and their potential to improve cancer cure rates while preserving normal organ function and quality of life,” Fagundes says.

It was several years before he began working directly with protons again, first returning to his home country of Brazil, where he served as medical director of the Centro do Oncologia Radioterápica do RGS in Porto Alegre, and then returning to the U.S. in 2007 to work at Missouri Baptist Medical Center in St. Louis.

That move gave him the opportunity to pursue his interest in proton therapy, and he joined the ProCure Oklahoma City Proton Therapy Center’s medical staff in 2011.

When Scott Warwick, Provision vice president for program development and strategic initiatives, met Fagundes at a conference that year, the two connected over proton therapy and auto racing. It was only later, as Warwick was seeking a medical director for the new proton therapy center at Provision, that Fagundes’s name came up again.

“I was talking to many of the leaders in the industry, looking for potential candidates,” Warwick says. The medical director of ProCure named Fagundes as a bright star in the industry.

Today, Fagundes manages a large roster of patients, heads up clinical trials and practices leading edge medicine as medical director of the Provision Center for Proton therapy.

“I am continuing the advancement of the proton therapy field by collaborating in the development of multiple trials, such as image-guided hypofractionated proton therapy for prostate cancer and other upcoming studies looking at the incorporation of the novel intensity modulated proton therapy delivery method into the daily treatment of most cancer disease sites,” he says.

Fagundes embraces new approaches to practice. For example, his willingness to do in-house placement of fiducial markers for prostate cancer treatment instead of requiring patients to see an additional specialist, opened the door for Provision to become the first proton therapy center to do so.
therapy center to offer SpaceOAR hydrogel, a product that helps protect prostate cancer patients from radiation damage to the rectum. Because Fagundes undertakes the procedure using local instead of general anesthetic, the manufacturer has been training at Provision to learn the technique, and Provision has become a training center for other customers that have adopted the product.

In spite of his workload, Fagundes takes a hands-on approach with patients, setting aside time to answer their questions and providing his cell phone number.

“He’s a patient’s physician,” Warwick says.

“Dr. Fagundes was very friendly, professional and helpful. Answered all my questions, was always very positive. I would recommend him without reservation!”—Patient survey

“Dr. Fagundes is a class act. He is professional, answers questions in a simple fashion, possesses a wealth of knowledge and took a special interest in my well being.”—Patient survey

Dr. Tamara Vern-Gross
When she meets with patients, Tamara Vern-Gross is usually not the first specialist with whom they’ve talked about their cancer diagnosis. But she is very likely the first to look them in the eye and ask, “How has this experience been for you?”

“We often forget the importance of all the other things that come along with a cancer diagnosis—from financial and career concerns to family stress,” Vern-Gross says. “I don’t just create a radiation treatment plan for my patients.”

Vern-Gross’s path to patient-centric care started with a desire to go into pediatrics. She gravitated toward oncology but quickly discovered she needed more tools to connect with patients at such a vulnerable point in their lives.

She remembers a moment when the father of a young patient diagnosed with colon cancer fell onto the ground and grabbed her around the legs in his desperation and grief.

“I was so uncomfortable,” she said. “I felt very unprepared, like I didn’t know what I was doing.”

That experience led to a Harvard Palliative Fellowship at Massachusetts General Hospital in addition to residencies in pediatrics and radiation oncology. She also spent time at St. Jude Children’s Research Hospital receiving mentorship and specialized training in pediatric radiation oncology. At Provision, Vern-Gross specializes in head and neck as well as breast and lung cancers.

“I was excited for that opportunity,” Vern-Gross says. “It’s exciting to be able to practice the way I believe is best for the patient. We really hold our patients dear.”

Vern-Gross spends about two hours in the initial consult with each of her patients, and they all have her cell phone number. She makes a point of answering questions and taking the time to understand whether Provision is the right solution for their care.

“If I’m not the right fit for them, I make every effort to find who’s the right fit for them,” she says. “That takes the burden off them.”

Vern-Gross has been published in medical journals and served as an author on several book chapters. Her research interests include radiation oncology, particularly focused on the central nervous system, and palliative care. In 2011 she won the Service Excellence Award for Patient Care at Wake Forest Baptist Health in Winston-Salem, N.C.

At Provision, she says, patients can expect to receive treatment that goes far beyond medical care.

“What drives me to come to work every day is the people I work with,” Vern-Gross says. “The care that patients receive is exceptional. It’s compassion. It’s person care.”

Patient quotes:
“Dr. Vern-Gross is awesome! She explained everything to me in a way I could understand, and she truly cares about me and went above my expectations.”—Patient survey

“Words cannot describe how she has pulled me from the darkness and shown me the light of being a survivor.”—Patient survey

“Dr. Vern-Gross is an exceptional doctor. She is the best doctor I have ever had.”—Patient survey
Dr. Matt Ladra
When Matt Ladra learned of the opportunity to practice radiation oncology at Provision Healthcare in Knoxville, Tenn., he was a bit skeptical.

“I had been thinking about California,” he said. But Ladra, an avid outdoorsman who’d never visited East Tennessee, didn’t realize how well it would suit him—both personally and professionally.

“Provision is a pretty unique model for proton centers,” says Ladra, who came from a Pediatric Proton fellowship at Massachusetts General Hospital/Harvard Medical School. His experience also includes a master’s degree in public health and a research fellowship with St. Jude Children’s Research Hospital at a project in Rabat, Morocco. In 2005 he received the Arnold P. Gold Humanism in Medicine Award at Tulane School of Medicine for students who embody ideas and attitudes lending to humanism in medicine.

Provision’s innovative approach to cancer care appealed to Ladra, whose experience includes a number of articles in peer-reviewed medical journals, particularly focusing on pediatric cancers of the head and neck.

“We're the only center with a research and development team directly above us,” he says, referring to ProNova Solutions, Provision’s proton therapy equipment manufacturing company—which takes up a significant portion of the Provision Center for Proton Therapy’s second floor. “We have the technology here, newer equipment, more detailed (treatment) plans. The leading team has basically been picked from different proton centers across the country.”

Ladra was the leading radiation oncologist in the care of Ehkam Dhanjal, a pediatric patient who traveled from England to Knoxville for proton therapy treatment of his brain tumor.

Ladra works with a patient’s primary care physicians and pertinent specialists to obtain records and learn about the case. Then he takes time with each patient and his or her family to determine the best route of treatment. In Dhanjal’s case, the consultation was done via Skype to limit the amount of travel time required for his family.

“We walked around the center with the computer so they could see everything,” Ladra says.
For pediatric patients, in particular, Provision works closely with partner healthcare providers to ensure that all of their needs are met. Pediatric endocrinologists, medical oncologists, nephrologists and anesthesiologists are among those who become involved in children’s care.

“There’s a much more multi-disciplined approach with pediatric cases,” he says. Depending on the rarity of the cancer, he will consult with experts across the country to determine the best course of treatment for a particular patient.

And, as it turned out, Ladra found Tennessee a pretty nice place to live too. He enjoys weekends hiking and fly fishing in the nearby Smoky Mountains as well as the lifestyle of Knoxville’s vibrant downtown. He says patients appreciate Knoxville as a medical tourism destination. As a medium-sized city, it is easy to navigate and offers many options for recreation and relaxation when patients aren’t in treatment. When they are, he says, the ambience and friendliness of a smaller healthcare campus helps patients and their families feel at home.

“Everyone makes them feel like they’re part of our family,” he says. “You can’t beat that.”

“I had been in touch with many different proton therapy centers, but the kindness of the doctors and team at Provision is what made my decision an easy one. I chose Provision because of the good feeling it gave after speaking with Dr. Ladra and team.”

—Marga den Engelsman, throat cancer patient

Niek Schreuder
When Niek Schreuder came to Provision Healthcare, he had already been instrumental in helping open six proton therapy treatment centers.

Considered a pioneer in the area of medical physics and proton therapy, Schreuder is Provision vice president and chief medical physicist.

Schreuder also has more than 40 published articles in peer-reviewed journals and nearly 100 presentations at international conferences to his credit.

“I have never in my 25 years of experience been so excited as about what we’re doing in Knoxville right now,” Schreuder says. He cites Provision’s use of leading technology, the healthcare company’s innovative approach to medical practice and its work to build next-generation equipment for cancer treatment.

“ProNova is making these systems in Knoxville that will take the world by storm,” he says.

In spite of his senior position at Provision and a busy schedule, Schreuder takes time to work directly with patients, explaining the technicalities of proton therapy and attending each new patient orientation meeting along with many weekly sessions to answer questions and make sure patients feel comfortable with the process.

As he walks through the lobby, he often approaches patients to ask how they’re doing—and many patients mention meetings with him as a highlight of their Provision experience.

With his extensive background in proton therapy and easy manner, Schreuder personifies the “Culture of Care” at Provision Healthcare.

Dr. Tracy Dobbs
At Provision Healthcare, Tracy Dobbs has different titles, depending on the day. He serves as the company’s corporate medical director. He is also an oncologist with several area practices.

His connection to Provision founder Terry Douglass helped lead to the establishment of the cancer center, where the two envisioned patients would have access to the best in cancer diagnosis, treatment and wellness options all on one campus.

“A lot of medical oncologists have a very rudimentary knowledge of proton therapy,” he says. “Most medical doctors have no knowledge of it.”

Dobbs came to recognize proton therapy as an important tool in effectively fighting many types of cancer and has referred a number of patients since the proton therapy center opened. Cases included head and neck, lung, prostate, pancreatic and anal cancer.

His practical medical experience has been important to the evolution of Provision Healthcare, which centers on delivering patient-focused care through a facility that, unlike a traditional medical center, was established to be open to all physicians.

“This is unique because, obviously, it’s not a hospital,” Dobbs says. “It’s much more user friendly than a hospital.”

Provision’s focus on patients has resulted in the development of services specifically aimed at making their visits to the facility relaxed and comfortable and their stay in Knoxville, if traveling from out
of town, as easy as possible. This makes it an ideal destination for domestic and international medical travelers, Dobbs says, because the infrastructure is in place to accommodate more than simply their medical needs.

“We have a dedicated hospitality team to help guests meet their need for housing and assist them with entertainment and activities,” he says.

“And we’re working with facilitators worldwide so that the transition between their medical care systems and Provision is a seamless one.” Dr. Dobbs serves on the Continuing Medical Education Committee for the Medical Tourism Association’.

Dobbs says the patients he has referred to the Provision Center for Proton Therapy are thrilled with the care they receive.

“Truly, the ‘Culture of Care’ has been able to foster and develop a welcoming and positive environment for patients,” he says. “We take the approach that the patients are doing us a favor by being here. It’s a patient-centric process.”

Culture of Care
At Provision Healthcare, people come first. This goal serves as the foundation for all operations and services throughout the campus, and it is what patients—without exception—note as the most important difference between Provision and other medical facilities.

“Respecting the dignity and value of every person” and “Patients come first” serve as guiding philosophies behind the “Culture of Care”. These principles motivate Provision in its pursuit of excellent care in every aspect of a patient’s journey with the center.

At Provision, a patient is not a diagnosis or a medical case but a person whose needs go beyond simply treating a disease. The Provision team has studied critical points in a patient’s journey, both emotionally and in regard to their expectations, and developed a suite of services and programs designed to meet those needs.

At Provision, each employee plays a role in creating an atmosphere of compassion and positivity that leads patients to look forward to coming to the center and helps them better cope with what can be a difficult time in their lives. A skilled hospitality team works to ensure the visits of patients and their families are as seamless and comfortable as possible through community partnerships and customized packages that cater to their diverse needs. A care coordinator, assigned to each patient, accompanies them through every step of the process. Through Provision’s Ambassador program, luncheons and off-campus activities, patients and former patients are connected with each other, further supporting the medical care they receive.
Night view of historic Tennessee Theatre on Gay Street, Knoxville

Why Provision?

Proton Ambassadors
Unlike most cancer treatment centers, Provision Healthcare has a fan club.

Known as Ambassadors, these former patients make themselves available to prospective and current patients who have questions about proton therapy and other services. They attend weekly patient meetings and lunches, providing a support group to those currently in treatment. Ambassadors can provide comfort and peace of mind to patients and families as they have already experienced the journey.

Ambassadors come from all over the world and represent a variety of ages and cancer types. Care coordinators can provide prospective patients with names of appropriate Ambassadors for reference.

PROVISION PATIENT SURVEY

<table>
<thead>
<tr>
<th>PATIENT SATISFACTION</th>
<th>97.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIKELIHOOD TO REFER FACILITY TO OTHERS</td>
<td>99.8%</td>
</tr>
<tr>
<td>LIKELIHOOD TO REFER DOCTORS TO OTHERS</td>
<td>99.2%</td>
</tr>
<tr>
<td>OVERALL RATING OF CARE DURING TREATMENT</td>
<td>99.8%</td>
</tr>
</tbody>
</table>

Services for Medical travelers

Concierge
“At Provision Healthcare, we are prepared and privileged to offer our patients and their families any services they need related to their travel and stay in Knoxville,” says Nancy Howard, vice president of patient services.

Provision has trusted community partnerships with hotels, apartments and other housing alternatives, which offer extended-stay accommodations for patients and their families. Provision’s assistance goes far beyond the basics of housing and transportation, however. Hospitality coordinators organize golf outings, dinners at local restaurants and tickets to events and sports venues. They serve as a resource for anything patients might request during their stay, from library memberships to shopping destinations. Children and other relatives, whether patients or accompanying parents, are welcome at Provision, where the staff is prepared to accommodate the unique needs of the entire family. Provision staff are always there to just listen and care, which on some days is what patients need most.

Translation and interpretation services
Provision can arrange onsite interpreters for patients of all languages and nationalities.

Faith/religious
Provision Healthcare recognizes and respects the spiritual needs of patients and families. Knoxville is home to a variety of Christian and non-Christian faith communities. The center’s hospitality coordinators can connect patients to a house of worship as well as arrange pastoral assistance—either non-denominational or from a particular faith tradition—during the treatment visit. A non-denominational on-campus chapel is available for private worship, prayer and meditation.
In April, Knoxville is noted for its dogwood splendor
Knoxville is a family-friendly city, with safe, walkable neighborhoods and great year-round weather.
Emma Ferrell — Winchester, Kentucky

When her daughter Emma was diagnosed with a rare brain tumor, Linda Ferrell knew she didn’t want her to go through standard radiation treatment. Surgery, six rounds of chemotherapy plus a round of high-dose chemotherapy over a period of about nine months had kept Emma hospital-bound and put her through enough already.

Emma’s doctors didn’t mention proton therapy, but Linda Ferrell did her research online and discovered it as a treatment option particularly ideal for pediatric patients.

Originally planning to travel to Seattle, she called Provision Center for Proton Therapy and spoke with Dr. Matt Ladra about Emma’s tumor, which she describes as “relatively rare and very aggressive.”

“One of the biggest reasons we chose Provision is that Dr. Ladra really did his due diligence,” Ferrell says. “He spent a lot of time talking to experts who knew about Emma’s cancer.” He concluded she was a candidate.

At the end of seven weeks of proton therapy at Provision, Ferrell was happy with her choice. Emma responded well, experienced only minor fatigue and retained a good appetite most of the time, gaining weight she had lost during chemo.

“It’s been pretty wonderful,” Linda Ferrell says. “Emma’s been through quite a bit the last eight months. With the treatment here at Provision it’s been pretty easy. I’m a huge advocate for proton therapy. She’s still able to do things kids need to do.”

Emma herself enjoyed a trip to the zoo, a local herb garden and hanging out with the radiation therapists and Dr. Ladra—“He’s goofy,” she says.
Earl Malpass — Manley Springs, Alaska

For Earl Malpass, cancer treatment at Provision Center for Proton Therapy was something of a vacation.

The pastor and mission pilot has lived in Alaska for 15 years, the past three of which he has spent in Manley Hot Springs where he and his wife, Lynn, live without running water through the long arctic winters.

“We go through 11-15 cords of wood in the winter,” Malpass says. “We just got electricity, and life has gotten a little easier.”

Malpass, who serves as a mission pilot to road-less areas of the Alaskan outback, discovered he had prostate cancer when his PSA rose sharply, and he traveled to the lower 48 to seek medical care. He consulted a couple of cancer treatment centers, including one with proton therapy capabilities—but poor customer service, he says—before discovering Provision.

Although initially “scared I was making the wrong decision,” he says the experience at Provision “converted” him.

“It’s been first-class,” he says. “We have been treated like royalty.”

Accompanied by his son, Jeremiah and wife, the family has enjoyed trips to Cades Cove in the Great Smoky Mountains National Park and Pigeon Forge—and his wife has not minded her hotel stay after life in an Alaskan outpost.

Malpass said his treatment has made him think about the ripple effect of Provision’s medical treatment and “Culture of Care.”

“They’re helping me. They’re also having an impact on my wife and son, and the families there in Manley Hot Springs,” he says. “They’re having an impact far greater that you can imagine.”

Tina Zhu — Shanghai, China

When your only child is diagnosed with cancer, you cross oceans and continents to make sure she gets the treatment she needs. That’s what brought Tina Zhu and her mother and father, Angela and Alex, to Provision, where she received proton therapy for Ewing’s sarcoma.

The family lives in Shanghai, and in February seven-year-old Tina began to experience pain when she lay down at night. At first, local doctors diagnosed her with intestinal issues and gave her a prescription, but when the problem didn’t go away a CT scan revealed a tumor on her back.

As soon as the Zhus learned of her diagnosis, they made plans to travel overseas for treatment.”We didn’t want to stay in Shanghai,” said the Zhus in an interview through an interpreter. “There are so many patients in China. We wanted treatment quickly, and we wanted the best treatment. We decided to come to the United States.” The family had friends in Delaware, so they traveled there first, where Tina received chemotherapy treatment for two months. There, the doctors suggested that she needed radiation treatment as well.

After considering proton therapy—recommended for most pediatric cancer cases due to the limited amount of radiation exposure to healthy, surrounding tissue and organs—the Zhus considered centers in Florida and New Jersey before deciding to come to Provision. They chose Knoxville because of a nearby children’s hospital as well as the overall cost of treatment and accommodation. In the end, they were happy with their decision.

Angela and Alex said they enjoyed the size and convenience of Knoxville, a city they’d never heard of—although Tennessee is famous in China thanks country music and Elvis Presley. They visited the Knoxville Zoo. They went to Gatlinburg. Tina rode a horse. They sampled area restaurants—Tomo Japanese Restaurant was a favorite thanks to its udon noodles, one of the few foods Tina felt like eating.

And, they said, the experience at Provision made the experience an easy and happy one. “We had good expectations, but when we got here it was even beyond our expectations,” said Angela Zhu. “All the doctors and nurses are very caring. It relieved the pressure.”
Holly Caster — Warren, Michigan

Not so long ago, Holly Caster worked in hospitality at Beaumont Hospital in her Michigan hometown, coming up with creative ways to make patients’ stays more comfortable.

There was the flash mob she planned for a high school senior who’d been hospitalized and couldn’t go to prom. The laptop, CDs and company-keeping for a young pregnant woman confined to bed rest whose family lived 50 miles away. She gave cancer patients afghans in their favorite color. She planned in-hospital celebrations for weddings and anniversaries and new babies, all to help people cope as best they could when life dished up the unexpected.

Then the unexpected happened to her.

At 34-years-old, Caster was diagnosed with adenoid cystic carcinoma, an uncommon form of oral cancer. The resulting surgery removed 70 percent of her left parotid or salivary gland and stripped the facial nerve to which a 2.4-centimeter tumor had been attached.

She arrived at Provision with her two daughters, sister Kimberly and mother—the family settling into a rental house nearby to face eight daunting weeks of treatment together. Her partner, Richard, stayed home in Michigan to work and take care of the pets as well as the girls during the last part of Holly’s Knoxville stay.

“It was hard,” says Caster.

But thanks to her family and the staff at Provision who Caster said lived up to even her hospitality standards.

“Everyone is so wonderful at Provision,” Caster says. “It just doesn’t feel like a cancer treatment center.”

Patty Watson — Cleveland, Tennessee

When you’re a 33-year-old freelance make-up artist, mother of two and single, you don’t have time for cancer. Watson has done makeup for a variety of television productions including Material Girls on the DIY Network, true crime shows and HGTV’s Dream Home and Smart Home as well as Tennessee Farm Bureau ads and a number of campaigns for NFL quarterback Peyton Manning.

Watson learned about Provision Center for Proton Therapy from a colleague one day on a shoot. That same day, the photographer mentioned he was taking pictures at the center for the local newspaper. Another friend was then working at Provision and urged Watson to consider it as an alternative to conventional radiation.

“It just kept coming up in different circles,” she says.

Proton therapy is especially ideal for breast cancer patients because its limited radiation dosage outside the tumor site protects the heart and lungs from long-term damage and the risk of secondary cancer, particularly important for someone of Watson’s age.

After researching proton therapy herself, Daggy contacted Provision and was accepted for treatment. She hasn’t regretted the decision.

From the building itself, sunshine spilling through the windows and open areas that encourage patients to relax and connect with each other, to the personalities of the caregivers, Watson says her therapy has been a bright spot during a difficult time.

After the experience of chemotherapy, which she found both physically and psychology draining, Daggy’s time at Provision has been a happy surprise.

“There’s a level of care from the moment you walk in,” she says. “It just doesn’t feel like you’re going through radiation treatment.”
For nine years, she had been battling carcinoma in situ on her tongue, receiving treatments as the cancer continued to reoccur until her doctors said her tumor required radiation.

Unfortunately, due to the location of Marga den Engelsman’s cancer, traditional radiation would significantly damage the surrounding organs, making it difficult to carry out normal functions like eating, smelling, swallowing and speaking.

Proton therapy looked like an option, but a center in Prague said den Engelsman was not a good candidate for the treatment. Her son, who assisted in managing her care, kept looking, writing 22 different proton centers around the world to seek second opinions on her case.

Ultimately, the family chose Provision Healthcare because of the facility’s top-notch treatment technology and the “good feeling” she had after consulting with Dr. Matt Ladra and other staff. Within three-and-a-half weeks from the initial email to Provision, den Engelsman was approved for treatment and arrangements made for her to fly to Knoxville.

During her stay, which was during the Christmas season, den Engelsman participated in a number of local holiday activities and visited the major natural and cultural attractions in the region. She also became well acquainted with the staff at Provision and speaks highly of her experience there.

“I have been in touch with many different proton therapy centers, but the kindness of the doctors and staff at Provision is what made my decision an easy one,” she says. “They see you as a real person, not like a number that is passing through. The experience is much different than a hospital. There’s many people and patients you can talk with over coffee. It’s things like this, outside of the treatment, that make Provision so special.”

Marga den Engelsman
Netherland,
Tongue cancer

Gustavo H.

- Home country: Brazil
- Length of stay: 2 months
- Why he chose Provision: Dr. Marcio Fagundes (who is also Brazilian) and the value advantage compared to treatment centers in other locations
- Activities: English classes, exercise and short local trips
- Why he recommends Provision: “In addition to a very competent medical staff lead by Dr. Marcio Fagundes, the center offers state of the art equipment for cancer treatment, giving higher cure chances. I would also like to mention the radiation team… who was very important in my treatment too. No doubt that Provision is a center of excellence in cancer treatment. The whole staff is 100 percent committed to your wellbeing and to your fast recovery.”

Ehkam Dhanjal,
United Kingdom
Brain cancer

- Home country: United Kingdom
- Age: 9
- Length of stay: 5 weeks
- Why he chose Provision: The center’s willingness to treat Ehkam, cost of treatment and the experience and responsiveness of the Provision staff.
- Activities: Visits to the local movie theater, the Knoxville Zoo, the American Museum of Science and Energy, the Great Smoky Mountains National Park, Gatlinburg and Pigeon Forge, Knoxville Ice Bears hockey game and a Monster Jam motor sports event
- Why he recommends Provision: “The Provision center has the latest proton beam therapy equipment and technology together with experienced staff to complement these. The center has excellent links with the East Tennessee Children’s Hospital for any medical needs that may arise. The ‘Culture of Care’ philosophy is truly unique, which made the whole treatment process very comfortable. As a family with young children we were apprehensive about traveling abroad for treatment, but the center provided personalized care and provided assurances for any concerns we had with regard to medical treatment. The Provision center met all our needs with a model that makes proton beam therapy available and affordable for families from abroad like us for which we are sincerely grateful.” —Mohinder Dhanjal, father
Graceland, home of Elvis Presley, Memphis
Scheduling your treatment

Patients who come to Provision Healthcare for treatment will receive a treatment experience that is designed to meet the needs of their medical and personal situations.

Preparation
The first step is to make contact with the center by emailing info@pvhealthcare.com or calling 1-844-455-8600. Copies of medical records must be obtained. These will be evaluated by Provision’s medical director and medical team to determine if any follow-up tests or imaging is required. Provision requires medical records to be translated into English and submitted via a secure online portal.

A clinical team member will discuss healthcare options and schedule a consult. While clinical information is being gathered and reviewed, Provision’s team will be working to take care of financial arrangements and setting up accommodations for the treatment visit. For international patients, Provision works with trusted partners to facilitate the process of communication and travel in the patient’s home country.

After a consult has been scheduled, a care coordinator will send paperwork to be completed prior to the appointment. The consult is scheduled prior to treatment to allow time for any further testing, imaging and treatment planning. Domestic or international patients’ travel is taken into consideration when scheduling the consultation, additional testing and the treatment start date, so that the patient and family are assured of the most efficient process with respect to time, travel and budget.

Consult
Patients should arrive 15 minutes early for check-in and to meet with the hospitality coordinator and nurse who will conduct a standard physical.

Following these procedures, patients meet with the radiation oncologist who specializes in their particular type of cancer. As much time as necessary is devoted to this meeting, in which the diagnosis and treatment options are covered and any questions answered that may arise. After the consult, patients are introduced to other members of their care team. One-on-one meetings with hospitality or other care team members also will take place following the consult.

Patient orientation
To focus on our “Culture of Care” and personalized approach to wellness, patients and their families attend a patient orientation to learn more specifics about their treatment process in a relaxed setting and ask any questions related to medical care, accommodations, the treatment process, local activities or any issues they may have.
**Scheduling Your Treatment**

**Treatment**

Patients will then be scheduled for treatment. Prior to the first treatment, pre-treatment tests and planning are completed. After these tests, the doctor and dosimetrist will develop a case-specific treatment plan. A therapist will call in advance to coordinate a convenient time and start date for your first treatment. First appointments usually occur Monday through Thursday.

Per the patient’s specific patient treatment plan, regimens may be from two to eight weeks long, five days a week and last 15-45 minutes per treatment. This time allows for patient check-in, changing, positioning on the table, quality assurance checks, treatment and changing to return to the lobby. The therapist will go over details of the treatment and answer any questions.

**Housing**

Provision has a dedicated hospitality team to assist patients with this very important step. With medical tourism comes the need for overnight accommodations and finding your home away from home while undergoing treatment or recovery. No trip is decided without the careful consideration of comfortable accommodations for the patient or family, especially for an extended stay and while undergoing treatment. Knoxville and East Tennessee offer top hotel brands, fully furnished apartments and homes to provide all the comforts of home for patients and families. Provision has established relationships with trusted partners who can create custom packages for all cultural or special needs and will recommend these accommodations based on positive feedback from patients.

Upon the determination of the treatment plan, the hospitality team will know the length of stay for the patient and make recommendations for housing, transportation or other needs, based on personal preference and budget. As the hospitality team assesses the patient’s needs, housing arrangements can be conveniently secured before the patient’s arrival. For more information please contact: [info@pvhealthcare.com](mailto:info@pvhealthcare.com).

**Follow-up**

Provision will keep the patient’s hometown physicians informed of his or her treatment status. Upon discharge, all patients are advised to continue follow-up with their specialists and/or primary care physicians.
Artist creates sidewalk painting as part of the festivities during Knoxville’s Dogwood Festival
Planning Your Trip?
Travel can be stressful enough without throwing a medical treatment into the mix. The following information is designed to serve as a guide to help you plan your trip to Provision Healthcare. Please don’t hesitate to contact Provision’s hospitality coordinators if you have any questions or require more information.

East Tennessee weather
With warm summers and mild winters, East Tennessee is a comfortable place to visit most any time of year. The area’s climate - and particularly its precipitation, is influenced by the unique geography of the Cumberland Plateau and the Appalachian Mountains. Both the highest and lowest rainfall totals can be found in the East Tennessee region, with a low average annual precipitation total of 41 inches near Bristol and a high of up to 85 inches in the Great Smoky Mountains. July temperatures in Knoxville, where Provision is located, average between a low of 69°F and a high of 88°F, while January temperatures average between and a low of 29°F and a high of 47°F.

Although there is no bad time to visit East Tennessee, September and October are particularly beautiful, with cool temperatures, low precipitation and the added bonus of watching the surrounding foliage turn from green to scarlet and finally golden brown.

Medical tourists traveling to East Tennessee should consider the following:

Avoid midday heat
If you are traveling during the summer months then it is important to avoid the midday heat. The sun is the hottest between noon and 3:00 p.m., and it can be quite humid in July and August. This is a good time to have a snack, nap or go shopping at an indoor mall.

Drink lots of water
It is important to stay hydrated at all times but especially during the summer months. Dehydration is a serious concern for anyone, but it is especially dangerous for someone who has undergone recent medical treatment.

Dress appropriately
Summer: Forget about heavy coats and gloves, summer in East Tennessee is ideally suited for linen shirts, shorts, kakis and other light-weight loose fitting clothing. A Cardigan or light jumper and sundresses are recommended for women. Also make sure to bring comfortable shoes or sandals as these will come in handy for walking around the campus or community greenways. A light sweater or raincoat is also recommended for the evenings or the occasional summer rain shower.

Winter: Plan on bringing a hat, gloves, scarf and waterproof winter or hiking boots for the extremities. For your upper body choose a waterproof, insulated coat (such as GORE-TEX) that will help protect against the cold and wind. Underneath, use layered outfits that trap the warmth against your body, but choose light synthetic fabrics that don’t take up a lot of space in your luggage. Try to mix and match your outfits...i.e. taking two or three pairs of warm pants that will go with several sweaters or long-sleeve shirts/blouses to provide a couple weeks’ worth of outfit combinations.

Spring/Fall: Fall is usually pleasant, although a sweater or jacket is recommended for crisp mornings and evenings. In the spring, weather can range from hot to quite cool—particularly in March and April—so pack a medium-weight jacket in case of a cold snap.

What to pack
Don’t wait until the last day to pack. As your departure date approaches, you will want to make a list of the items necessary for your trip. The last thing you want is to arrive in Knoxville without important medical records, medications, or appropriate clothing.
The following check-list will help you get organized:

- **For medical treatment:** Medical history file and relevant medical reports, contact information for your Provision Healthcare representative, prescription medication, your medical travel itinerary, and a digital or hard copy of correspondence between you and Provision Healthcare. Keep important information handy at all times. Be especially careful not to pack medical records, prescriptions or important contact information in checked baggage in case your luggage is lost or temporarily delayed.

- **Must have:**
  - Identification (driver’s license or passport), credit cards, and cash.

- **Clothing:** Refer to the previous section.

- **Toiletries:** Sunscreen, lip balm, moist towels or facial wipes.

- **Miscellaneous:** Knapsack or fanny pack, sun glasses, water bottle, hat or cap to protect your head from the sun, umbrella and raincoat or poncho for the summer months.

---

**Getting To Provision**

Provision Healthcare is located at 1400 Dowell Springs Blvd., in Knoxville, Tennessee, 37909. The campus is situated within a day’s drive of 70 percent of the U.S. population.

**Flying (airport options)**

The closest international airport to Provision Healthcare is McGhee Tyson Airport, located approximately 12 miles (30 minutes) south of downtown Knoxville. Other airports that are within driving distance include Nashville (180 miles / 2.35 hour drive), Atlanta, Georgia (212 miles / 3.10 hour drive) and Charlotte, North Carolina (230 miles / 3.45 hour drive). Negotiating airports and flights on the way to or from a medical treatment can be a stressful experience if you do not take the necessary precautions ahead of time.

If you have a disability or mobility limitations, the center’s team will provide you with a “travelling letter” that includes a brief description of your condition or disability and, if appropriate, details of any difficulties that could occur and what assistance you might need. Most people with disabilities do not need to get medical clearance before travelling. However, some airlines may ask for evidence of fitness to travel and satisfy themselves of the patient’s ability to attend to their personal needs.

Before traveling and depending on your needs, you should inquire about:

- Available assistance at check-in, moving around the terminal, on boarding and disembarking.

- **Airline policy on taking equipment such as wheelchairs, portable machines, batteries, respirators or oxygen.**

- **Provision Healthcare partners with the Transportation Security Administration’s Outreach, “Passenger Support Specialists, to serve domestic and international patients who may need assistance.**

**Airport security**

- Inform officers of the medications you are carrying and separate them from other belongings before screening begins.

- If you have metal implants, such as artificial knees or hips, inform a security officer before screening begins.

*Note that U.S. airports allow medically necessary liquids through a checkpoint in any amount once they have been screened.*

**Flights**

- If at all possible, try to book your seat on the aisle, bulkhead or in business class (especially for your return trip).

- Take your medical prescriptions in your carry-on luggage.

- Make sure your prescriptions are properly labelled.

Informing yourself and making a few preparations ahead of time will go a long way toward making your travel time less stressful.

**U.S. Entry requirements for international travelers**

All foreign nationals traveling to the U.S. require a passport that is valid for six months past their intended date of departure (except for Canadian citizens whose passport should be valid up to the date of departure). Some nationalities may also require a visa to enter the U.S. If you require a visa and are traveling to the U.S. for treatment, it is recommended that you apply for a B1 or B2 visa in case there is a need to change or extend your stay. The B1 (business) and B2 (pleasure) visa provide this flexibility when traveling to the United States for medical reasons.

Under a B1 or B2 visa, the initial period of stay may be granted for up to a six-month period based on your I-94 status granted by the immigration officials upon arrival and can be extended for a fee. There is also a Visa Waiver Program that allows citizens of participating countries to travel to the United States without obtaining a visa, for stays of 90 days or less for tourism or business. For more information, visit the U.S. State Department website at [http://travel.state.gov/content/visas/english/visit/visa-waiver-program.html](http://travel.state.gov/content/visas/english/visit/visa-waiver-program.html).
Getting around while you’re here

If you’ve travelled by plane, the easiest way to get around Knoxville and the surrounding areas is to rent a car. Provision Healthcare will assess your needs before you arrive and can arrange car rentals, taxis or limousine service as needed. Other options can include a car service or personal driver. There is also free and paid public transportation. See the options below for more details.

Rent-a-Car

Most major rent-a-car companies are represented in Knoxville. To rent a car you must be 21 years or older and hold a valid driver’s license and credit card. The hospitality team is happy to make recommendations or reservations.

Trolley

A great feature of downtown Knoxville is the fare-free trolley system. There are three trolley routes:

- Downtown loop, which passes through downtown by The Radisson, Visit Knoxville, The UT Conference Center, and other interesting locations. It runs Monday-Friday, 6:30 a.m. to 6 p.m., (every 10 minutes).

- Gay Street Line connects shops and galleries on downtown’s main drag, with stops at the 100 Block Arts District and the Marriott Hotel. It runs Monday-Thursday, 7 a.m. to 6 p.m., Fridays, 7 a.m. to 10 p.m. and Saturdays, 9 a.m. to 10 p.m. (every 10 minutes).

- Vol Line connects downtown to The University of Tennessee, Publix and Wal Mart. It runs Monday-Thursday, 7 a.m. to 6 p.m., Fridays, 7 a.m. to 10 p.m. and Saturdays, 9 a.m. to 10 p.m. (every 10 minutes weekdays before 6 p.m.; every 15 minutes after 6 p.m. and on Saturdays).

Bus

Knoxville Area Transit (KAT) offers regular, fixed-route service throughout the city of Knoxville, connecting people to shopping, jobs and entertainment. Service times vary by route and can be found at www.katbus.com. One ride costs $1.50, with a transfer fee of $0.50. Special pricing is available for seniors and students for all regular fixed-rate routes. Service is available from downtown and west Knoxville to the Provision center.

Custom Packages

Other custom packages can be arranged should patients prefer a car service or a personal driver. The Hospitality Team can assist patients with these options and arrangements.
Things To Do

You may have come for the best in cancer treatment, but that’s no excuse for missing out on the area’s stunning natural beauty or the abundance of cultural attractions and activities available in close proximity to Provision. The campus itself is a nature lover’s delight, boasting lush woodlands, waterfalls, and scenic trails, all in a park-like setting perfect for relaxation and reflection. When was the last time you walked out of a medical facility to the chorus of a tumbling waterfall, birds chirping and the rustling of the wind through the trees? Take advantage of sitting areas located throughout the property to recharge your batteries while breathing in fresh air and basking in a scenic landscape.

Those searching for more excitement can choose hiking, boating, sailing, golfing, and mountain biking, to name just a few of the activities available nearby. The Great Smoky Mountains National Park is just a short drive away as are the Tennessee River, Fort Loudoun, Tellico and Douglas lakes. Tennessee also offers a wide variety of urban attractions, quality restaurants and a vibrant music scene. And several retail districts throughout the city provide both national brands and local boutiques for your shopping pleasure.

In addition to its natural wonders, Tennessee, from east to west, makes music. Minutes away, nestled in the Great Smoky Mountains, is the home of American country music singer-songwriter Dolly Parton, including a Dolly Parton museum, themed attractions, and live entertainment. A short drive west will take you to Nashville, the Country Music Capital of the world. Experience the foot-thumping beat of country music as you explore iconic venues like the Grand Ole Opry, Country Music Hall of Fame and Museum, and Johnny Cash Museum. Further west, take a ride down to Beale Street in Memphis for authentic blues or visit Graceland to marvel at the lavish home and lifestyle of Elvis Presley, the King of Rock n’ Roll.

COMMERCIAL ATTRACTIONS

Knoxville offers a diverse range of entertainment options to capture the interest of the young, old and in-between.

The Knoxville Zoo, the city’s largest attraction and considered the Red Panda Capital of the world, is home to 800 animals and plenty of opportunities to get up close and personal with everything from penguins to elephants, gorillas to giraffes.

The city is home to a number of quality museums. The Women’s Basketball Hall of Fame showcases the history and heroes of women’s basketball, a subject of significance in Knoxville—home to one of the nation’s finest women’s basketball teams, the University of Tennessee Lady Volunteers. Museums focused on local culture include the East Tennessee History Museum, known as a leading genealogy resource; Beck Cultural Center; the American Museum of Science and Energy in
nearby Oak Ridge and The Muse, a children's discovery museum. The Knoxville Museum of Art features local and national artists and hosts a weekly arts and music event, Alive After Five, on Fridays throughout the spring and summer months. And, in nearby Clinton, the Museum of Appalachia brings to life an earlier time through its collection of authentic, historic log buildings, exhibits and farm demonstrations, which awaken nostalgia for days gone by.

Three Rivers Rambler and the Southern Appalachian Railway Museum provide seasonal, local train excursions throughout the Tennessee Valley.

Pigeon Forge, Sevierville and the Gatlinburg are popular local tourist destinations just a 45-minute drive from Knoxville. Dollywood, founded by famed country music legend Dolly Parton, offers amusement park attractions and a cultural heritage experience. Nearby is Dollywood's Splash Country, a water park popular during East Tennessee's hot summer months. Other popular tourist sites include the Titanic Museum, Dixie Stampede, Ripley's Aquarium, Ober Gatlinburg Ski Resort and indoor water park Wilderness of the Smokies. East Tennessee encompasses many more commercial attractions specific to this region for visitors of all ages and interest.

SHOPPING

Downtown
A vibrant hub of commercial and residential activity, downtown Knoxville showcases a number of retailers, many of a local flavor. Several popular spots within the downtown area include Market Square, Old City, Gay Street and Happy Holler, each with unique retail and dining experiences. The Mast General Store, which sells a large inventory of outdoor, clothing and tourist-oriented items, serves as a downtown anchor. It is complemented by an array of boutiques featuring modern furnishings, clothing, food and gifts. Each Wednesday and Saturday, from May through November, the Market Square Farmers’ Market attracts local produce and food product purveyors and food trucks to the heart of downtown Knoxville.

District of Bearden/Homberg
The district of Bearden/Homberg is Knoxville’s oldest shopping district. You’ll find bike shops and outdoors stores, art galleries and furnishings and national chain stores including Anthropologie, REI and Whole Foods. It is also home to “antique row,” an eclectic section of shops that cater to visitors’ interest in collecting from the past.
Turkey Creek/Farragut

The newest retail development in Knoxville, Turkey Creek features 300-acres of national retailers and is the go-to shopping destination for anything patients might need—or want—during your stay. This development is beautifully landscaped and offers casual to upscale dining, entertainment, residential living, commercial offices and more. It is a regional destination for shopping. Turkey Creek is located within the town of Farragut, just 15 minutes away from Provision, and offers many additional opportunities for shopping and dining.

Sevierville/Pigeon Forge/Gatlinburg

Just a 45-minute drive from Knoxville, Sevierville, Pigeon Forge and Gatlinburg are the go-to destination statewide for discount shopping. A series of national outlet chains draw large crowds throughout the year, with Banana Republic, Nike, Corning Ware, Pendleton, Ann Taylor, Carter’s and Disney, just a few of the hundreds of national brands represented.

SPORTS AND ENTERTAINMENT

For a city of its size, Knoxville has much to engage the sports fan. College sports thrives in the town, where more than 100,000 people go to watch the University of Tennessee Volunteers play football and where men’s and women’s basketball, baseball and softball also are avidly supported.

East Tennessee is also home to several minor league professional sports teams, including the Tennessee Smokies baseball team, a Chicago Cubs farm team located 30 minutes northeast of Knoxville in Kodak; the Knoxville Ice Bears hockey team; and The Force of the National Premier Soccer League.

The Tennessee Theater and Bijou Theater in downtown draw nationally-acclaimed music events and theater productions. The Clarence Brown Theatre offers local dramatic productions. The Knoxville Symphony Orchestra and Knoxville Opera bring quality music offerings. And Knoxville, home to the headquarters of cinema giant Regal Entertainment Group, features a wide selection of quality movie theaters throughout the city.

NATURAL ATTRACTIONS AND OUTDOOR ACTIVITIES

Visitors and residents alike are drawn to Knoxville for its incomparable scenic attractions. Seven large lakes in the area, five state parks and a collection of national parks and recreation areas make the region a dream for the outdoor enthusiast or the casual visitor. For those who don’t wish to leave the city, an extensive network of Knox County parks and 86 miles of greenways offer plenty of outdoor opportunities. Just 30 minutes from Knoxville is House Mountain State Natural Area, a manageable hike with fabulous views of the area.

Outdoor activities include rowing, skiing, boating and water sports, hiking, road or mountain biking, rock climbing, zip lines, bird watching and golfing to name a few. For more information on all the region has to offer, go to www.outdoorknoxville.com.

Here is a sampling of popular outdoor destinations:

Great Smoky Mountains National Park

www.nps.gov/grsm

Located approximately 45 minutes southeast of Knoxville, the Great Smoky Mountains National Park beckons visitors to an enchanted land of soaring mountains and misty forests teeming with wildlife. The Great Smoky Mountains are part of the Appalachian Mountains, a range that stretches from Georgia to Maine, along the east coast of the United States. The park has the distinction of being the most visited of America’s national parks, receiving more than 9 million visitors each year. Popular sites include Cades Cove, Cataloochee, the Chimneys, Clingmans Dome—highest point in the national park—and the Great Smoky Mountains Institute at Tremont, an education and research center. Visitors who come during the summer, check out the park’s synchronous fireflies, clouds of which flash in unison—an event that occurs in just one other place in the world.
**Ijams Nature Center/Urban Wilderness**
www.ijams.org
Consistently ranked as one of Knoxville’s top three attractions, Ijams Nature Center is a great place to encounter nature without having to leave the city. The 275-acre property boasts dense woodlands, trails, lush gardens and dramatic bluffs, all intersected by the Tennessee River. Rent a canoe or kayak on Mead’s Quarry Lake, which offers gorgeous vistas during summer months, or take a stroll along the boardwalk to experience the sights and sounds of nature as you straddle the placid waters of the Tennessee River. Free tours and workshops are available to educate visitors about the environment. Connected to Ijams is Knoxville’s Urban Wilderness, made up of 1,000 acres of forest along downtown’s south waterfront. The area includes 40 miles of multi-use trails, 10 parks, four civil war sites, fabulous views and natural features.

**Obed Wild & Scenic River, Big South Fork, Cumberland Gap**
www.nps.gov/state/tn
These national recreation and historic sites lie along the Cumberland Plateau, within sight of Knoxville to the west. Visitors can hike, bike, horseback ride and kayak these lands, which feature spectacular rock formations, waterfalls and trails of breathtaking beauty. Sparsely populated, these are places to get away from it all, particularly during summer months when the national park is more crowded.

**Ocoee Whitewater Center**
Site of the 1996 Olympic Canoe/Kayak Competition, the Ocoee Whitewater Center is run by the National Forest Service and is also a regional visitor center and day use recreation area. Water releases scheduled by the TVA create an Olympic class whitewater venue. Local outfitters lead rafting trips on both this section of the river and the next five mile section of the Ocoee River.

**FESTIVALS AND CULTURAL EVENTS**
Year-round celebrations of Knoxville’s rich and varied culture dot the calendar, so there’s something fun to do no matter when you come.

**Here are a few of the highlights:**

**Scott Hamilton and Friends On Ice, February**
The whole family will enjoy this magical evening of figure skating by Olympic and world skating champions, including gold medalist Scott Hamilton, set to a live concert by popular musicians. Past musical guests have included Amy Grant, MercyMe and Michael W. Smith. It’s a once-in-a-lifetime performance not to be missed, as these routines are never performed again! All proceeds benefit the Provision CARES Foundation and the Scott Hamilton CARES Foundation, both of which support education, wellness, clinical research and patient assistance.
Big Ears Festival, March
This weekend festival gets national recognition as a premiere event featuring musicians and artists who surpass traditional definitions of generation and genre. The festival includes installations, exhibits, film screenings, interactive workshops, lectures and unexpected connections between featured participants and attendees.

Dogwood Arts Festival, April
This longstanding local event is renowned throughout the region, once hosting Elvis Presley as part of its April-long series of music, art, cultural and natural happenings. Dogwood Arts serves as the backdrop for one of the city’s premiere music festivals, Rhythm and Blooms, which features top-notch national and local musical talent.

Rhythm & Blooms Festival, April
This annual event, sponsored by the Dogwood Arts Festival, is a weekend filled with musicians and bands performing at multiple venues downtown. It has grown every year, reaching record-breaking crowds.

International Biscuit Festival, May
This downtown, weekend event features restaurants and home cooks around the region vying for the prize of best biscuit maker and otherwise featuring their culinary skills. The International Biscuit Festival has been recognized in national travel and culinary publications and includes a Southern Food Writing Conference, Biscuit Bash, boutique, art, entertainment and much more.

Shakespeare on the Square, July-August
This event features two Shakespeare plays, to be enjoyed outside, on scheduled Thursdays, Fridays, Saturdays and Sundays in Knoxville’s Market Square.

Christmas in the City, November-December
Marked by roof-top, lighted Christmas trees across the city, the festival features a variety of holiday events throughout the season. Especially fun for kids is an outdoor ice rink, set up in December on Market Square.

DINING EXPERIENCE
When it comes to eating in Knoxville, the choices are culturally broad and diverse. Cuisine ranges from long-standing East Tennessee staples to unique gourmet and ethnic offerings. Knoxville’s mild climate provides for many outdoor eating options, by the lake or in a downtown neighborhood or art district.

While visitors can find large national chain restaurants including P.F. Chang’s, the Cheesecake Factory, Brazeiros, Bonefish Grill, Fleming’s Prime Steakhouse, Ruth’s Chris, Tupelo Honey and Abuelos, Knoxville’s unique, local offerings will make your visit an interesting and memorable one. The following is a list of local favorites.
We’ve noted ** eateries located close to Provision’s campus.

**BREAKFAST/BRUNCH**

**Pete’s Coffee Shop**
Breakfast, blue-plate specials, large sandwiches, salads and desserts
Price: $
Address: 540 Union Avenue—Downtown
Phone: 865-523-2860
Web Site: www.petescoffeeshop.com

**The Plaid Apron**
Breakfast, seafood, sandwiches, salads and desserts
Price: $$
Address: 1210 Kenesaw Ave.—Bearden
Phone: 865-247-4640
Website: www.theplaidproncafe.com

**The French Market Creperie**
Authentic French crepes for breakfast and lunch
Price: $$
Address: 526 South Gay Street—Downtown; 161 Brooklawn St.—Farragut
Phone: 865-540-4372
Website: www.thefrenchmarketknoxville.com

**LUNCH AND DINNER**

**The Tomato Head**
Innovative pizzas, sandwiches, salads and vegetarian options
Price: $$
Address: 12 Market Square—Downtown; 7240 Kingston Pike #172—West Knoxville
Phone: 865-637-4067
Website: www.thetomatohead.com

**Aubrey’s**
Salads, sandwiches, burgers, steak, bar-b-que, seafood
Price: $$
Address: 9208 Middlebrook Pike & 6005 Brookvale Lane—West Knoxville; 102 South Campbell Station Road—Farragut
Phone: 865-691-0504
Website: www.aubreysrestaurants.com

**Bistro by the Tracks**
Soups, salads and entrees, elegant but not stuffy
Price: $$
Address: 215 Brookview Centre Way Suite 109—West Knoxville
Phone: 865-558-9500
Cru Bistro & Wine Bar
Tapas, cheese plates, pasta, pizza, seafood and wine bar
Price: $$
Address: 11383 Parkside Drive—Turkey Creek
Phone: 865-671-6612
Website: crubistroandwinebar.com

Cosmo’s Caffe at Gourmet’s Market
Soups, salads and sandwiches as well as breakfast fare
Price: $$
Address: 5107 Kingston Pike S.W.—Bearden
Phone: 865-584-8739
Website: www.shopgourmetsmarket.com

Litton’s Market, Restaurant and Bakery
Famous burgers, home-style platters, soups, salads, sandwiches and baked goods
Price: $$
Address: 2803 Essary Road—North Knoxville
Phone: 865-688-0429
Website: www.littonsdirecttouyou.com

Holly’s Homberg
Salads, soups, quiche, assortment of BLTs, vegetarian options and cupcakes
Price: $
Address: 5032 Whittaker Dr.—Bearden/Homberg
Phone: 865-330-0123

Calhoun’s
Award winning barbecue ribs, steaks, southern style food, burgers, sandwiches, salads, gluten-free options and homemade desserts
Price: $$
Address: 400 Neyland Drive—Downtown; 6515 Kingston Pike—Bearden; 10020 Kingston Pike—West Knoxville; 625 Turkey Cove Ln.—Turkey Creek
Phone: 865-288-1600
Website: www.calhouns.com

Chandler’s Deli
Southern style food, ribs, fried fish, fried chicken, corn bread and a large variety of side dishes and desserts
Address: 3101 Magnolia Ave—East Knoxville
Phone: 865- 595-0212
Website: www.chandlersstore.com

Stock and Barrel
Large variety of gourmet craft burgers; beef, chicken, salmon, turkey
and even a peanut butter and banana burger all served with hand-cut fries, also featuring the finest bourbons.
Price: $$
Address: 35 Market Square—Downtown
Phone: 865-766-2075
Website: www.thestockandbarrel.com

Sweet P’s Barbecue & Soul House
Traditional southern and soul food, smoked meats, wings, ribs, pork, beef brisket, salads and desserts
Price: $
Address: 3725 Maryville Pike—South Knoxville; 410 W. Jackson Ave.—Downtown
Phone: 865-247-7748
Website: www.sweetpbbq.com

Copper Cellar
Steakhouse, seafood, salad and sandwiches
Price: $$
Address: 1807 Cumberland—Downtown
Phone: 865-673-3411
Website: www.coppercellar.com/index.php

Chop House
Premium steaks and chops, fresh seafood, home-made onion rings, signature desserts
Price: $$
Address: 9700 Kingston Pike—West Knoxville
Phone: 865-531-2467
Website: www.thechophouse.com

Shuck Raw Bar**
Raw oysters on the half shell, steamers, peel-and-eat shrimp, entrees, salads, ceviche and crudo
Price: $$
Address: 5200 Kingston Pike—Bearden
Phone: 865-219-5714
Website: shuckrawbar.com

DINNER

Knox Mason
Contemporary southern food, pork rinds, duck wings, steak, chicken, seafood, salad and vegetarian, vegan and gluten free options
Price: $$
Address: 131 South Gay Street—Downtown
Phone: 865-544-2004
Website: www.knoxmason.com
The Icon
Southern comfort food, casual gourmet, chicken, duck, steak, pork and salads
Price: $$
Address: Sunsphere-5th Floor, 810 Clinch Ave—Downtown
Phone: 865-249-7321
Website: knoxvilleicon.com

Lakeside Tavern
Hand-cut steaks, seafood, brick oven pizza, pasta, Southern fare
Price: $$
Address: 10911 Concord Drive—Farragut
Phone: 865-671-2980
Website: lakeside-tavern.com

Ye Olde Steakhouse
Classic steak house, burgers, chicken and seafood
Price: $$$
Address: 6838 Chapman Highway—South Knoxville
Phone: 865-577-9328
Website: www.yeoldesteakhouse.com

Puleo’s Grille
Food with Southern roots and Italian heritage.
Price: $$
Address: 260 N. Peters Rd.—West Knoxville
Phone: 865-691-1960
Website: puleosgrille.com

ETHNIC FARE

East Japanese Restaurant
Price: $$
Sushi and Japanese food
Address: 11509 Kingston Pike—Farragut
Phone: 865-671-4404

Holy Land Market & Deli
Price: $
Middle Eastern, sandwiches, Rueben, chicken gyro, stuffed cabbage and vegetarian options
Address: 3601 Sutherland Ave—Bearden
Phone: 865-525-4659
Website: www.facebook.com/HolyLandDeli

Little Bangkok
Price: $$
Authentic Thai and other Asian cuisines
Address: 603 N. Campbell Station Rd—Farragut
Things To Do

Kaya Korean Restaurant
Price: $$
Korean and Asian fusion, salad, soup, fried rice, chicken and beef
Address: 7818 Montvue Center Way—West Knoxville
Phone: 865-691-0237
Website: www.kayakorean.com

Gosh Ethiopian Restaurant
Price: $
Ethiopian and Eritrean, slow cooked meat, vegetable stew and gluten
free options
Address: 3609 Sutherland Ave—Bearden
Phone: 865-544-4475
Website: www.gosethiopian.net

Yassin’s Falafel House
Price: $
Mediterranean, hummus, shish kabob, grape leaves and vegetarian
options
Address: 706 Walnut Street—Downtown
Phone: 865-387-8275
Website: yassinfalafelhouse.com

Sitar Indian Cuisine**
Price: $$$
Address: 6004 Kingston Pike—Bearden
Phone: 865-588-1828

Nama Sushi Bar
Sushi for traditional, Americn-ized, vegetarian and novice sushi
eaters
Price: $$
Address: 5130 Kingston Pike—Bearden/Homberg
Phone: 865-588-9811
Website: namasushibar.com

BAKERY/DESSERT

Buttermilk Sky Pie Shop
Price: $$$
Homemade pies, cookies and ice cream
Address: 11525 Parkside Dr.—Turkey Creek
Phone: 865-966-5900
Website: www.buttermilkskypie.com

Magpies Bakery
Price: $$
Cakes, cupcakes, desserts, wedding cakes and custom cakes
Address: 846 N Central St—Downtown
Phone: 865-673-0471
Website: magpiescakes.com

VG’s Bakery
Price: $$
Breakfast, breads, cookies, cupcakes and pies
Address: 11552 Kingston Pike—Farragut
Phone: 865-671-8077
Website: www.vgsbakery.com

ACCOMMODATIONS
Below are some of the top hotel brands in the world offering
accommodations in Knoxville:

► Marriott International
  ► Marriott Hotel
  ► Springhill Suites
  ► TownePlace Suites
  ► Residence Inn
  ► Marriott Courtyard

► Hilton Worldwide
  ► Hilton Hotel
  ► Doubletree
  ► Embassy Suites
  ► Garden Inn
  ► Hampton Inn
  ► Homewood Suites

► InterContinental Hotels Group
  ► Crowne Plaza
  ► Holiday Inn World’s Fair
  ► Staybridge Suites
  ► Candlewood Suites

► Choice Hotels
  ► Comfort Suites
  ► MainStay Suites
  ► Clarion
  ► Starwood Hotels & Resorts Four Points by Sheraton
REGIONAL ATTRACTIONS
Great Smoky Mountains—Gatlinburg, Pigeon Forge, Sevierville
These towns, just a 45-minute drive from Knoxville, serve as the gateway to the Great Smoky Mountains, the most popular national park in the nation. These destinations are bursting with options for entertainment, dining and education as well as accommodations close to the national park. Among the highlights is the Chasing Rainbows Museum, located inside the Dollywood theme park and dedicated to the life of legendary country music star Dolly Parton—from when she began her career at an early age in Knoxville to her global success.

To get there
Take I-40 East to Exit 407—TN-66, Gatlinburg/Sevierville/Pigeon Forge

Family friendly getaway—Chattanooga, Tenn.
A gem of a city just an hour-and-a-half southwest of Knoxville, Chattanooga features lots of family-friendly attractions and outdoor fun. It is home to the Tennessee Aquarium, rated the best aquarium in the nation for overall satisfaction. A few blocks away is the Creative Discovery Museum. Other popular sites include Lookout Mountain, Rock City, Ruby Falls and the Chattanooga Choo Choo. Chattanooga is also home to a delightful variety of eateries and outdoor places to just hang out, including extensive interactive water features, a pedestrian walking bridge and public carousel. Chattanooga is very convenient for either day or weekend trips.

To get there
Take I-75 South to 1-24 West to downtown Chattanooga.

More information: www.chattanoogafun.com

Country music capital of the world—Nashville, Tennessee
From its very founding, Nashville has been a music town. Its world-famous auditoriums, theaters and backstreet bars offer locals and visitors alike a dizzying assortment of genres including country, bluegrass, gospel, classical, Jazz, blues and rock n’ roll. But make no mistake about it, country is king here. Take a front row seat at the Grand Ole Opry (the world’s longest running live radio show) or head down to the Country Music Hall of Fame and Museum, which highlights the history of country music from its birthplace to the present. Visit historic RCA Studio B on Music Row, where famous stars such as Elvis Presley, Dolly Parton, and Chet Atkins recorded their hits. But music is only a part of Nashville’s southern charm. The city also features a wide array of dining, cultural and architectural attractions. Sample a wide range of culinary specialties from classic Southern cuisine to “Hot Chicken,” a local favorite. Then walk your meal off at Centennial Park, where you will find the world’s only full-scale reproduction of the ancient Parthenon in Athens, Greece. Just outside the city are a number of important Civil War landmarks and historic plantations and mansions.
To get there
Nashville is located about two hours and forty minutes west of Knoxville. Take the I-40 West.
More information: www.visitmusiccity.com

Home of the blues, birthplace of rock 'n roll—Memphis, Tennessee
Anchoring Tennessee’s place in musical history is Memphis, where the iconic Beale Street gained fame for its reputation as an entertainment district that, in its hey day, nurtured the likes of Louis Armstrong, Muddy Waters, B.B. King, Rufus Thomas and Rosco Gordon. Memphis is also renowned for its culinary influences, particularly in the area of barbecue—the city is home of the largest pork barbecue-cooking contest in the world. It is also home of Graceland, the private estate of rock-and-roll icon Elvis Presley. Famed civil rights leader Martin Luther King Jr. was assassinated at Memphis’s Lorraine Motel, now preserved as the site of the National Civil Rights Museum.

To get there: It is about a six hour drive west from Knoxville via I-40 W.
More information: www.memphistravel.com

A window in time—Asheville, North Carolina
Take a trip back in time to the height of the Gilded Age. In 1889, famed industrialist and philanthropist Cornelius Vanderbilt built a home like no other. Nestled in the mountains of Asheville, North Carolina, the Biltmore Estate is notable not only for its sheer size (135,000 square feet), but also for architectural flourishes that include steeply pitched roofs, turrets and sculptural ornamentation. The building sits on 8,000 acres of carefully manicured farmland, vineyards and forests. The largest private home in America, among its 250 rooms are 33 bedrooms, 43 bathrooms, and 65 fireplaces. Asheville is also home to the legendary Grove Park Inn, a historic hotel frequented by presidents including Barack Obama. The small city is also full of creative cuisine, funky shops and splendid scenery, with the Blue Ridge Parkway, a national scenic drive, running through the town.

To get there
Asheville is located less than two hours east of Knoxville on HWY I-40 East.
More information: http://www.exploreasheville.com

Bluegrass region—Lexington, Kentucky
Famous for its horse-racing history, beautifully landscaped horse farms, and historic sites, Lexington, Kentucky’s Bluegrass Region is a paradise for horse-lovers and anyone who enjoys the great outdoors. For those who like to start their day with a kick, Keeneland Race Course offers the perfect combination of excitement and learning, in one of America’s most iconic equestrian venues. Visitors can enjoy live racing in the spring and fall, or tour the scenic grounds any time of year. A 20 minute drive and you are at the 1,200 acre Kentucky Horse Park, where you can get a close-up view of over forty breeds of horses, plus galleries, theaters, and working farm exhibits. History buffs can take pleasure in the many historical homes and Civil War sites. Apart from the historical landmarks, the area is also rich in artistic, cultural, and culinary treasures that offer a unique glimpse into the Bluegrass Region’s past. Lexington joins other parts of Kentucky on the famous Bourbon Trail, where you can visit distilleries, participate in tastings and learn the history and distinctiveness of bourbon. Whether your interests are thoroughbreds, Civil War sites, Bourbon distilleries, or bird watching, the horse capital of the world offers you an unforgettable getaway!

To get there
Lexington, KY is located about two hours and forty minutes north of Knoxville. To get there, take the I-75 North and follow the signs.
Ducks are among the plentiful wildlife that live in East Tennessee parks.
Some Final Words of Advice for Medical Travelers...
We hope you have found this guide useful in your quest to learn about the benefits of proton therapy offered at Provision Healthcare. As we come to the end of this guide we would like to offer you some final tips and recommendations to make your trip to Provision Healthcare as smooth as possible.

Consider how far you are willing to travel.
There is a big difference between traveling 6 hours and 20 hours. Flying can be especially exhausting—wearing down even the most physically fit travelers. For some patients, long flights can pose health risks, so it is important to talk to your doctor before you make a decision to travel for treatment.

Talk to previous patients
One of the best ways to prepare for your trip to Provision is to speak with past patients about their experience. What was the treatment process like? Did they experience any side effects? Were there language barriers? What did they do in their off time? Where did they stay? What restaurants do they recommend? No written words or pictures can convey the Provision Healthcare experience better than talking to a real person. Fortunately, Provision makes it easy for you to communicate with past patients through their Ambassador program.

Have a family member or friend accompany you
While the Provision team will always be on hand to assist and support you during the treatment process, nothing can replace the love and support a close friend or companion can provide. They know you better than anyone else and can sense any hidden anxieties or subtle mood swings that might be missed by others. Bringing a close friend or loved-one along also makes for a much more enjoyable time as you visit the area’s many interesting attractions. Think of it as a vacation time away from home.

Be transparent and specific about any medications or substances you may be taking
Traveling abroad for treatment is a serious business. Don’t compromise your health or the success of your treatment by hiding a serious medical condition or being less than truthful about any medications or substances you may be taking. Some substances can interact dangerously with medications administered to you prior to your treatment; this includes some natural or homeopathic remedies.