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A NEW WAY TO CONNECT WITH YOUR CARE TEAM

Improving How We Respond to You

A more coordinated communication process designed for timely, accurate follow-up and better patient experience.

Our promise

We will listen, route your request to the right team member, and keep you informed. For routine inquiries received during business hours, our goal is to respond by the end of the same business day.

What is changing?

We are introducing a new communication system and workflow to help your questions and concerns reach the team member best equipped to assist you, improving response times, consistency, follow-through, and your overall experience.

What to expect when you contact us

1 WE LISTEN

A team member will document your question, symptoms, or request.

2 WE ROUTE

Your message will be sent to the appropriate clinical or administrative team.

3 WE RESPOND

We will call or securely message you after review, with an answer or an update.

A callback may be part of the solution

The person who first answers may not be able to resolve every issue immediately. A callback allows the right member of your care team to review your information and provide a complete, accurate response. Thank you for your compassion, patience, and understanding as we transition to this new workflow.

Our response goals

We aim to acknowledge and address your request as promptly as possible based on the type and urgency of your need. Some requests may take longer when review, records, authorization, or coordination are required.

After-hours calls

Calls received after regular business hours may be handled by our answering service and routed based on urgency.

Introducing Secure Messaging Through Canopy

In addition to phone calls, you may receive a secure text message or email notification from Canopy on behalf of Illinois Cancer Specialists. These messages are legitimate communications connected to your care.

Example message

Canopy

You have a new message from Illinois Cancer Specialists here: [https://go.canopycare.us/\[characters\]](https://go.canopycare.us/[characters])

The exact wording, sender name, or appearance may vary.

What it may look like

- A text message that references Canopy and/or Illinois Cancer Specialists
- A secure link inviting you to complete an assessment post treatment
- A request to answer a question, provide an update, or review information
- A message that allows you to reply securely when a response is requested

How to respond

1 Open	2 Verify	3 View	4 Reply	5 Watch for follow-up
Select the secure link.	Enter DOB and create Passkey.	Read care-team instructions or questions.	Respond securely when requested.	Routed to the appropriate team member.

How to recognize and use messages safely

- Canopy messages received on behalf of Illinois Cancer Specialists are an approved way for our care team to communicate with you.
- We will not ask you to send your password or full payment-card information by text message or email.
- If a message seems unusual, do not reply or open the link. Call your local Illinois Cancer Specialists office using the number you normally use for practice.
- Once the inquiry is resolved, the ability to message directly to the practice through Canopy will cease.

Please respond when requested

Prompt replies help your care team understand your needs and determine the appropriate next step. If you do not want to use the link or need help accessing a message, call your local office.

Thank you for partnering with us

We appreciate your patience, compassion, and understanding as our teams transition to this improved workflow. Our commitment remains the same: compassionate, responsive, patient-centered care.

RIGHT TEAM | RIGHT INFORMATION | RIGHT RESPONSE

Secure Messaging Through Canopy Views

