

Detailed Video Transcription – UnitedHealthcare Cancer Support

[UnitedHealthcare Logo]

[Cancer Support Program]

Nancy: If we go back and look at the past 12 years of my life, my life has become wonderful. I got married. Which, was just the coolest. I traveled all over the world. And life has just been fantastic. In 2006, I was diagnosed with stage four breast cancer. Which rarely has a positive outcome. So, I called the Cancer Support Program.

[Patty Migler, Cancer Support Case Manager]

Patty: When patients first get diagnosed, like Nancy, they're lost. So, it's being able to help support them, listen to them.

Nancy: I called Patty and said that my first pet scan came back. And they said that the cancer had metastasized to my spine.

[Nancy Carruth, Cancer Survivor]

Nancy: Patty said, "I'm not saying that that isn't true but "I don't think we know enough to come to that conclusion."

Patty: I referred her to one of our Cancer Centers of Excellence under the Cancer Support Program. And when they looked at it they determined that this was not a metastatic lesion from her breast cancer. Which in that case she was not a stage four.

Nancy: So we started chemotherapy about two weeks later and then surgery.

Patty: Being able to get Nancy for a second opinion made the difference. And that's why I believe she's here today 12 years later.

Nancy: Patty was my advocate, my best advocate. Because she knew what to expect each step of the way. Because she's seen it a hundred times before.

[Nancy and Patty meet and hug each other]

Patty: How are you?

Patty: Nancy and I actually built a friendship through this. Which is special. I think that when you know that you can make a difference in someone's life, it helps me to keep going every day. And wanting to do that for somebody else.

Patty: Well here's to 12 years, excellent job darling. You did wonderful.

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