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Welcome to City of Hope

In partnership with our Patient and Family Advisory Council, we created this guide as an easy-to-use resource for you and your family to use while you are receiving treatment at City of Hope.

In the following pages, you will find important telephone numbers, directions on where to check in when you return for your appointments and other practical information, including where to eat and where to find support for you and your family.

Soon after your first visit, plan to attend the Patient & Family Welcome and Orientation Class at the Sheri & Les Biller Patient and Family Resource Center. See page 16 of this guide for more information.
Innovative Treatments and Compassionate Care

Founded in 1913, City of Hope is a National Cancer Institute-designated comprehensive cancer center and a founding member of the National Comprehensive Cancer Network, making it a national leader in advancing research and treatment protocols.

For over a decade, City of Hope has been deemed one of the nation’s elite cancer hospitals by U.S. News & World Report and is currently recognized as the leading cancer hospital in the West.

Stem Cell Transplant and CAR T Therapy Pioneer

As one of the largest transplant centers in the world, City of Hope has performed over 15,000 bone marrow and stem cell transplant procedures since 1976. For 14 consecutive years, City of Hope has been ranked as an “overperforming” transplant center with better than expected survival outcomes. As a result, every year thousands of former patients who received bone marrow and stem cell transplant and their families join “Celebration of Life,” City of Hope’s annual Bone Marrow Transplant Reunion.

One of the most promising areas of cancer research and treatment is known as immunotherapy, in which a patient’s own immune system is enlisted in the fight against cancer. City of Hope has been a leader of a powerful form of immunotherapy known as chimeric antigen receptor (CAR) T cell therapy. Using this approach, immune cells are taken from a patient’s bloodstream, reprogrammed to recognize and attack a specific protein found in cancer cells, then reintroduced into the patient’s system, where they get to work destroying targeted tumor cells. We have one of the most comprehensive CAR T cell programs in the world, with more than 20 CAR T clinical trials ongoing and plans to open numerous additional trials, including for patients with multiple myeloma, prostate cancer, liver cancer and breast cancer.
Our Philosophy of Healing

Our mission is to transform the future of health care by turning science into a practical benefit, hope into reality. We accomplish this by providing outstanding patient-and-family-centered care, conducting innovative research and offering vital education programs.

The City of Hope community includes research associates, scientists, doctors, nurses, allied health professionals, graduate students, fundraising specialists, marketing professionals, volunteers and an extensive support staff. We are united by our desire to find cures, save lives and transform the future of health. Every discovery we make and every new treatment we create gives people the chance to live longer, better and more fully.

In 1951, former City of Hope Executive Director Samuel H. Golter wrote City of Hope’s “Thirteen Articles of Faith,” which stress one common philosophy:

“There is no profit in curing the body if, in the process, we destroy the soul.”
— Samuel H. Golter, 1951

Today, our multidisciplinary team of doctors, nurses, researchers and staff still share this philosophy. City of Hope clinicians are committed to using the discoveries made in the laboratory to create new and effective cancer treatments. Supported by an international network of donors and volunteers, their work is grounded in deep compassion and respect for each person who turns to City of Hope for help.

Department of Supportive Care Medicine

City of Hope is also home to the innovative Department of Supportive Care Medicine. This team is made of compassionate professionals, including doctors and nurses specializing in clinical supportive care and pain management, psychiatrists, psychologists, clinical social workers, child life specialists, patient navigators, positive image professionals, health education specialists, spiritual care providers and volunteers all working with your primary health care team to care for you and your family as you navigate cancer treatment. You will find more supportive care services and programs under the Sheri & Les Biller Patient and Family Resource Center section of this guide.
Getting to City of Hope

City of Hope | Duarte Campus
1500 E. Duarte Road
Duarte, CA 91010-3000
CityofHope.org

Main Telephone
800-826-HOPE (4673)

OTHER IMPORTANT TELEPHONE NUMBERS
Appointment Line
800-826-HOPE (4673)
For scheduling, rescheduling or canceling an appointment

Pharmacy
626-301-8304
To refill prescriptions dispensed at City of Hope

Sheri & Les Biller Patient and Family Resource Center
626-218-CARE (2273)
Find patient and family resources, information about cancer, support groups and healing programs
Directions to Duarte Campus

The City of Hope campus is located on more than 120 acres in the city of Duarte at the base of the San Gabriel Valley foothills, 24 miles from downtown Los Angeles. The campus is easily accessible from both the 210 and 605 freeways.

To reach the campus (from either direction):

• Exit the 210 Freeway at Buena Vista Street.
• Turn south onto Buena Vista Street.
• Turn east (left) at Duarte Road.
• Drive past the first City of Hope driveway (Village Road).
• Enter through second driveway on right, Hope Drive (Main Entrance).

PARKING

• Self-park is available free of charge at City of Hope.
• Be sure to arrive early to allow yourself enough time to find parking and walk to the medical center.

VALET PARKING

Valet parking is available for $4 ($2 for those with a disabled placard). Valet stands are located at:

• *Spirit of Life*® fountain, Main Medical Building
  Monday through Friday, 6 a.m. to 7 p.m. | Closed on Saturday and Sunday

• City of Hope Helford Clinical Research Hospital
  Monday through Friday, 5 a.m. to 7 p.m. | Closed on Saturday and Sunday

Our valet attendants will assist you with wheelchairs, walkers, luggage and oxygenated equipment, and also provide directions.

After-hours valet keys can be retrieved at the Helford Hospital Guest Services desk.

Shuttle and Security Escort Services

City of Hope provides a shuttle service to assist patients, visitors and employees to and from their cars and around campus. The services are available Monday through Friday from 6:30 a.m. to 7 p.m. Go to the nearest shuttle stop and wait for the next shuttle. The average wait is about 10-20 minutes. If you require an escort after hours or on weekends, please call Security Operations at 626-218-2006 and request a security officer to escort you to your destination.

City of Hope’s Ride Systems App can help you live track where the shuttle is and when it will reach your location. Download the app at CityofHope.ridesystems.net or visit the App Store on your iPhone or the Play Store on your Android device. Type “ride systems” in the search box. Download the app.
Public Transportation
The Los Angeles County’s Metro Gold Line is a light rail system with a conveniently located stop across from the entrance to City of Hope on Duarte Road.

Tobacco Policy
To protect the health of our patients and staff, City of Hope is an entirely smoke-free campus.

Smoking and Marijuana Policy
City of Hope is a smoke-free campus and smoking is prohibited inside buildings and outdoors. Please note: The possession of marijuana in any form is prohibited at City of Hope’s Duarte main campus and at all City of Hope satellite locations. Although the state of California has legalized possession of limited amounts of marijuana for recreational use, it remains illegal to possess marijuana under federal law. City of Hope is obligated to comply with federal law. Your cooperation in helping us remain compliant with federal law is appreciated.

For Your Privacy
On your first visit to City of Hope, you will be provided with a Notice of Privacy Practices. This notice outlines how we maintain and respect your privacy. Please let us know if you require additional privacy controls or information. Notice of Privacy Practices are also posted throughout City of Hope.

Culturally Sensitive Care
At City of Hope we offer culturally sensitive care. Culturally sensitive care respects the cultural needs and preferences (ethnic and religious beliefs, values and practices) of diverse patients. Where possible, our patient information handouts and resources are translated into various languages by bilingual, bicultural translators.

Interpreter Services
City of Hope is committed to meeting the communication needs of our patients. If you feel more comfortable receiving medical information in a language other than English, please inform your health care team. Interpreter services and written materials in other languages are available to you. If you need an interpreter, your health care team will arrange interpretation services and access materials for you or call Interpreter Services at 626-218-8024 or email at interpreter@coh.org.

Patient Advocate
We encourage you to report any concerns that you may have about your care, treatment, safety or services. If you have shared your concern with your doctor, nurse or social worker and it has not been addressed to your satisfaction, contact a patient advocate at extension 626-218-2285.
Patient Rights and Responsibilities
Patient Rights and Responsibilities

Patient Rights

As a patient or parent of a minor patient it is important to know the rights that have been given to you, under federal and California state law.

Access

You have the right to:

• Have a family member (or other representative of your choosing) and your own community doctor notified promptly of your admission to the hospital.

• Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage or registered domestic partner status, unless:

  - No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

• Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are doctors who specialize in the treatment of pain with methods that include the use of opiates.
Respect and Dignity
You have the right to:

• Considerate and respectful care, and to be made comfortable. You have the right to respect your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.

• Reasonable responses to any reasonable requests made for service.

• City of Hope does not discriminate on the basis of age, race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Any discrimination concern should be referred to City of Hope’s office of Patient Advocacy at extension 82285.

Privacy and Confidentiality
You have the right to:

• Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right or have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

• Confidential treatment of all communications and records pertaining to your care in the clinic and/or your stay in the hospital. You will receive a separate “Notice of Privacy Practices” that explains your privacy rights in detail and how we may use and disclose your protected health information.

Medical Information and Consent
You have the right to:

• Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure, who has primary responsibility for coordinating your care, and the names and professional relationships of other doctors and other health care team members who will see you.

• Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
• Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.

• Be advised if your hospital/doctor or health care team acting within the scope of his or her professional licensure proposes to engage or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

Provisions of Information
You have the right to:
• Know which hospital and/or clinic rules and policies apply to your conduct while a patient.

Medical Treatment Decisions
You have the right to:
• Formulate advance directives. This means designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital, clinic staff and practitioners who provide care in the hospital and/or clinic shall comply with these directives. All patients’ rights apply to the person has legal responsibility to make decisions regarding medical care on your behalf.

Continuity of Care
You have the right to:
• Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.

• Be informed by the doctor, or a delegate of the doctor, of continuing health care requirements and options following discharge from the hospital and/or clinic. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
Refusal of Treatment

You have the right to:

• Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital and/or clinic even against the advice of members of the medical staff, to the extent permitted by law.

Financial Information

You have the right to:

• Examine and receive an explanation of the hospital and/or clinic’s bill regardless of the source of payment.

Personal Safety

You have the right to:

• Be free from restraints and seclusion used as a means of coercion, discipline, convenience or retaliation by staff.

• Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.

Complaints or Concerns

You have the right to:

• File a grievance. If you want to file a grievance with this hospital or clinic, you may do so by writing or calling City of Hope, Patient Advocate, 1500 E. Duarte Road, Duarte, CA 91010, 626-218-2285.

• The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital or clinic, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization.

• It is the policy of City of Hope not to discriminate on the basis of age, race, color, national origin, religion, sex, gender identity, sexual orientation or disability. City of Hope handles discrimination complaints and grievances in accordance with the Nondiscrimination Provision Section 1557 of the Affordable Care Act of
2016. Complaints and concerns will be referred to the Office of Patient Advocacy for investigation. The patient always has the option of filing a complaint with the Office of Civil Rights (OCR) by filing in writing by mail, fax, email, or via the OCR complaint portal at ocrportal.hhs.gov/ocr/smartscreen/main.jsf. For questions contact the OCR at 800-368-1019.

- File a complaint with the California Department of Public Health regardless of whether you use the hospital’s grievance process. The state Department of Health and Human Services phone number and address is: County of Los Angeles, Department of Health Services, 3400 Aerojet Ave., Suite 323, El Monte, CA 91731, 800-228-1019. You may also contact The Joint Commission if you have any patient safety or quality concerns at jointcommission.org or by calling them at 800-994-6610.

**Patient Responsibilities**

- You are responsible for providing complete and correct information about your medical history and current health condition. You are responsible for reporting changes in your condition. You are also responsible for reporting any concerns that you may have about the safety of your care.

- It is important to follow the instructions of your doctor and care team. If you cannot follow your care instructions, you should discuss it with a member of your care team.

- You are responsible for keeping your appointments and letting your doctor know when you are not able to keep them.

- You are responsible for financial costs relating to your care. These costs must be paid in a timely manner.

- You are expected to follow hospital and/or clinic rules about care and conduct. Please respect the rights and property of hospital and/or clinic staff and other patients. You are also expected to follow hospital rules such as those regarding noise, smoking and visitation.

- You or your representative should tell the hospital and/or clinic if you have an advance directive. If you have one, please bring a copy to the Admitting Office. At the time of admission, we will need to know the identity of the person who will make health decisions for you if you cannot (your “agent”), and the general nature of your preferences for your care. A clinical social worker can help you prepare an advance directive if you have not done so. This is an important document for all patients and we encourage you to speak to your social worker for more information and help in this regard.

- You are responsible for asking questions when you do not understand what you have been told about your medical care or what is expected of you. Asking questions will help your care team provide the safest possible care.
Preparing for Your Appointments
PATIENT & FAMILY WELCOME AND ORIENTATION

Now That I’m a Patient, What Do I Need to Know?

Being a newly diagnosed patient means that you and your family will have many questions about your diagnosis and treatment options. Getting information is the first step. Being well informed will help you get the most from your care.

Shortly after your first visit, join us for a new patient and family welcome and orientation session. In this 60 minute class, you will learn:

• What to expect during your appointments
• How to find your way to your clinic, labs and other locations
• Where to find dining options, healing gardens, patient and family education
• Best ways to communicate with your health care team and who to call for answers and assistance
• How to access support and resources for you and your family, including informational classes on cancer, treatment, nutrition, support groups, and integrative and healing therapies such as yoga, art classes, tai chi and much more

This program is for all patients, families and caregivers.

To register, call 626-218-CARE (2273)

Sheri & Les Biller Patient and Family Resource Center
MyCityofHope

MyCityofHope is a secure online portal that puts your medical information at your fingertips. With MyCityofHope, you can:

- **Request appointments**
  Request your next appointment or view details of your past and future appointments.

- **Ask for prescription refills**
  Send a renewal request for any of your refillable medications.

- **Access most test results**
  No more waiting for a phone call or letter. View your results for most tests online at your convenience.

- **Communicate with your care team**
  Get answers to medical questions without multiple telephone calls or unnecessary appointments.

- **Pay bills online**
  Check and pay your bills from home.

**How Do I Sign Up?**

To sign up, you will need the activation code found on your after visit summary.

2. Click the “New User Sign Up” box.
3. Enter your MyCityofHope activation code from your after visit summary.
4. Follow the prompts to complete your registration.

If you have questions or need a new activation code, please call 844-777-4673. Activation codes expire 45 days after being issued. You may also find the activation code on your City of Hope billing statements.

To learn more about MyCityofHope and to sign up, visit [MyCityofHope.org](http://MyCityofHope.org).
Where to Check In

First Appointment Check-in

For your first outpatient appointment, enter the Main Medical Building, located next to the Spirit of Life® fountain, and go directly to the Guest Services Desk (New Patient Check-in).

Once you check in, you will sign consent to treat forms and you will receive a patient identification wristband. For your safety, it is important to wear the wristband during your outpatient appointments.

You will also be given a patient identification card. Please bring this card with you to every appointment and present the card at the registration desk.

A volunteer will walk with you to your first appointment.

Be sure to check in and check out of each appointment.
Regular Clinic Appointment
Returning Patient Check-in

The outpatient experience can be different for each patient, but the order of events on your appointment day typically look like this:

Returning patients check in when you need to have labs or imaging BEFORE your clinic appointment:

You check in at the circular desk for:

- lab and VAD (vascular access device)
- psychology and psychiatry
- supportive medicine
- anticoagulation clinic
- neuro-diagnostics

For Clinic Visits that don’t require prior lab or imaging, check-in is in the clinics:

- For Level 1 Brawerman Center clinics, including ETC, past Starbucks, past elevator B and check in on the floor.
- For Lower levels, as well as levels 2 and 3, take Elevator B (past Starbucks, behind Starbucks) to Lower Level: Women’s Center, DEM (Diabetes, Endocrinology & Metabolism).
1. For Clinic Appointments:
   a. Once you check in, you will receive a patient identification wristband. For your safety, it is important to wear the wristband during your outpatient appointments.
   b. Prior to seeing your doctor, vital signs will be taken and your current medications will be reviewed.
   c. It is very important to bring a list of your current medications with you to every appointment.

2. Labs and Imaging Appointments:
   After any tests are administered, you will then proceed to your clinic appointment and meet with your doctor.

   Please note that you will need to check in separately for your doctor’s appointment when you arrive at the clinic.

3. For Treatment or Chemotherapy/infusion Appointments:
   a. Treatment or infusion (chemotherapy, blood products or fluid) appointments usually occur following your doctor appointment.

   It is a good idea to bring a caregiver to every appointment. It is especially important to bring someone with you to drive you home after an infusion appointment.

Scheduling Future Appointment(s)

Before you leave, please be sure to stop at the scheduling desk to schedule future appointments. A health care team member will give you documents at the end of your appointment. Please give these documents to the scheduling staff located outside of the clinic area to schedule your return appointments. Once your return appointments are scheduled, you will be provided a printed summary of all your future appointments.

Appointment Line: 800-826-HOPE (4673)

Rescheduling or Canceling Appointments:

To reschedule any of your existing appointments, please call the main City of Hope line at 800-826-HOPE (4673).
Outpatient Clinics

Finding your way to your outpatient appointments may seem overwhelming and confusing at first. We encourage you to stop by the Guest Services desks to ask for a City of Hope volunteer to help you find your way at anytime. City of Hope also has helpful signs to direct you to your clinic and other appointments.

Main Medical Building

The Main Medical building is located behind the Spirit of Life® fountain and serves as the main entrance to City of Hope. In Main Medical, patients will find the following services:

- New Patient Check-in
- Information Desk
- Returning Patient Check-in
- Medical Records
- Laboratory for Blood Tests (phlebotomy)
- VAD (Vascular Access Device) Lab
- Outpatient Pharmacy
- Sheri & Les Biller Patient and Family Resource Center
- Radiation Therapy (lower level)
- Clinical Social Work
- Positive Image CenterSM
- Supportive Care Medicine
- Financial Support Services
- PATC (Pre-Anesthesia Test Clinic)
- Rehabilitation (Physical Therapy, Occupational Therapy etc.)
- Patient Advocate

Geri & Richard Brawerman Ambulatory Care Center

At City of Hope, most outpatient care is provided in the Geri & Richard Brawerman Ambulatory Care Center.

Brawerman Center

1st Floor
- 1A Evaluation and Treatment Center (ETC)
- 1A First Floor Check-in
- 1B Hematology, Bone Marrow Transplant
- 1C Hematology, Bone Marrow Transplant
- 1D Chemotherapy Infusion

3rd Floor
- 3A Pediatrics, Pediatric Infusion, Orthopedic
- 3B Medical Oncology, Hematology
- 3C Chemotherapy Infusion
- 3D Clinical Research Unit

2nd Floor
- 2A Head and Neck, Pulmonary
- 2B General Oncologic Surgery, Adult Gastrointestinal
- 2C Adult Melanoma, Sarcoma, Neuro-Oncology, Interventional Pain, Supportive Medicine
- 2D Urology

Lower Level (LL)
- Women’s Center — Breast, Gynecology, Plastics, Survivorship
- Diabetes, Endocrinology, Metabolism (DEM)
- Kaiser Regional BMT Program
- Prostate Survivorship Clinic
- Positive Image Center Satellite
New Patient CHECK-IN
Check in at New Patient Main Registration located on Level 1 by the Main Entrance.

Returning Patient CHECK-IN
Check in at Main Registration located on Level 1 by the Main Entrance for:
- Labs/VAD — Vascular Access Device
- Anticoagulation Clinic
- Supportive Care

For Outpatient Clinic visits without prior lab or imaging appointment, check in as follows:

Pass elevator B for:
- Clinics (L1 Brawerman Center)

Take elevator B for:
- Women’s Center (Lower Level)
- DEM — Diabetes, Endocrinology & Metabolism (Lower Level)
- Clinics (L2 Brawerman Center)
- Clinics (L3 Brawerman Center)

Helford Hospital:
- Outpatient Radiology (L1)

Michael Amini Transfusion Medicine Center:
- Blood and platelet donations (L2)
- Day Hospital (L3)
- Outpatient Surgery Center (L3)

Medical Diagnostic Center:
- Cardiology
- Pulmonary
- Neurology
Women’s Center

The Women’s Center serves as a central hub for patients to access a wide range of health care professionals, including physician specialists (breast and gynecologic cancer surgeons and medical oncologists, plastic surgeons, geneticists and supportive care physicians), nurses, genetic counselors, schedulers, social workers, supportive care staff and other health specialists.

The Women’s Center is located on the lower level of the Geri & Richard Brawerman Ambulatory Care Center. The 16,000-square-foot facility features bright, spacious and welcoming registration and reception areas to enhance comfort for patients and their families.

The Women’s Center provides women’s cancers services including:

- Diagnostic visits
- Clinic visits and minor procedures
- Genetic counseling
- Mammography and tomosynthesis imaging
- Ultrasound imaging
- Bone density testing
- Stereotactic breast biopsy
- Follow-up and supportive care
- Survivorship care

If you have any questions about the Women’s Center, please contact us at 800-826-HOPE (4673).

Positive Image Center℠ — Women’s Center

The Women’s Center also features our newest Positive Image Center℠, which offers a wide variety of services and products to address appearance-related concerns tailored to Women’s Center patients.

Hours of Operation:
Monday through Friday, 8 a.m. to 4:30 p.m.
To make an appointment for a private consultation, please contact 626-218-3842.
Walk-ins are always welcome.
Michael Amini Transfusion Medicine Center Outpatient Surgery Center

Located on the third floor of the Michael Amini Transfusion Medicine Center, the Outpatient Surgery Center provides surgical/procedural services to patients who have been determined to be appropriate candidates by their physician, surgeon and anesthesiologist for outpatient surgery or procedure.

Hematology and Hematopoietic Cell Transplantation (HEM/HCT) Day Hospital

Located on the third floor of the Michael Amini Transfusion Medicine Center, the primary service offered in the HEM/HCT Day Hospital is outpatient transplant care, including administration of conditioning regimen, stem cell infusion and post-transplant care to patients who meet the criteria for outpatient transplant.

The HEM/HCT Day Hospital is also the primary site for DLI (donor lymphocyte infusions) T cell infusions, and other cellular therapy such as stem cell infusions for engraftment and relapse support. Additional services offered include blood product transfusion, chemotherapy, and other therapeutic and protocol-related infusions.

Blood Donor Center

The Michael Amini Transfusion Medicine Center is a recognized leader in apheresis, donor matching and marrow transplants, and is one of the largest, hospital-based donor centers of blood and platelets in the country. The Amini Center houses services related to the collection, processing, analysis, delivery and transfusion of blood and blood components. A variety of outpatient services are provided in the Therapeutic Apheresis area such as peripheral blood stem cell collections, photopheresis, blood cell component exchanges, therapeutic phlebotomies, cellular therapy product collection for research protocols and therapeutic cytapheresis.

Patients at City of Hope — most of whom are fighting cancer — rely on more than 37,000 units of blood and platelets each year for their survival. And every one of those units comes from caring individuals, such as your family and friends who want to make a difference.

For more information on making a whole blood or platelet donation, please call 626-471-7171 or go online at iDonateBlood4Hope.org to make an appointment to donate blood or platelets.
Your Health Care Team
Your Health Care Team

At City of Hope, we use a multidisciplinary approach with a team of many different kinds of health care providers coming together to care for you. You and your family are the most important part of your health care team. Other members of your health care team include, but may not be limited to:

Doctor/Physician

As the leader of your medical care team, your doctor specializes in diagnosing and treating cancers with chemotherapy, targeted therapies and other treatments. Doctors with different specialties include medical oncologists, surgical oncologists, hematologists and radiation oncologists.

Physician Assistants

Physician assistants, or PA-C, are trained and licensed to evaluate and treat medical conditions under the supervision of a doctor. A physician assistant can also order tests and prescribe some medications.
Nurses

Nurses are the front-line care providers at City of Hope. They are specialists in all areas of patient care and include nurse practitioners, nurse coordinators, outpatient nurses, bedside nurses, case managers and other specialty nurses.

Nurse Practitioners

Nurse practitioners are registered nurses who have advanced special training and certification to evaluate and treat medical conditions. A nurse practitioner is also authorized to write prescriptions and order tests.

Rehabilitation Treatment Team

City of Hope is a STAR Certified institution and has specially trained oncology rehabilitation therapists. Evidence suggests that exercise and activity help people recover more quickly, reduce stress and anxiety, reduce nausea, reduce fatigue, help with sleep and reduce the risk of complications such as blood clots, pneumonia, weakness and depression. The therapists will work with you to develop a plan specific to your needs.

The goals of this plan are to help you maintain your physical, cognitive and leisure/social functioning to help you return to your prior level of engagement in your chosen and required activities as soon as possible. The rehabilitation team is made of up physical therapists, occupational therapists, and speech and language pathologists, each specializing in a particular part of your rehabilitation process.

Dietitians

Dietitians are available to assess your eating habits and then give you information regarding food and nutrition. Your dietitian can assist with creating nutrition plans during and after treatment to help minimize treatment side effects, discuss important food safety guidelines and more.
Children, Adolescents and Young Adults (AYA)

Our team of pediatric experts provides innovative and comprehensive care for children, adolescents and young adults (AYA). We offer both medical treatment and psychosocial support to young cancer patients and their family members.

The AYA team includes:

- Pediatric oncologists
- Hematologists,
- Surgeons,
- Radiation oncologists
- Pathologists
- Other specialists.

They all collaborate to create personalized treatment plans for patients.

Professionals in psychology, social work, child life, physical, occupational and recreational therapy, music therapy and school reintegration provide individual attention and group activities for patients and their families.

With the ever-increasing number of survivors of childhood cancer, we also emphasize long-term survivorship — continued surveillance to monitor and proactively address long-term effects of childhood cancer — through our childhood cancer survivorship program.

Visit CityofHope.org/AYA for more information, events and resources for adolescents and young adults.

Visit the AYA Facebook group at facebook.com/cohayaoncology for information, resources and community.

Alex
Supportive Care Medicine

The Supportive Care Medicine team uses an interdisciplinary approach to improve the quality of life of cancer patients and their families by providing a comprehensive, holistic, innovative approach to the treatment of symptoms associated with cancer and its treatment. The focus is to alleviate disease-related symptoms such as pain, nausea, fatigue, constipation, diarrhea and shortness of breath. Additionally, the Supportive Care Medicine team specializes in communication around your values and goals for care and advanced care planning.

Please speak with your health care team if you would like assistance in any of these areas.

The Department of Supportive Care Medicine integrates many aspects of supportive cancer care under one umbrella, including:

- Supportive Medicine
- Clinical Social Work
- Interventional Pain
- Patient Navigation
- Psychology and Psychiatry
- Sheri & Les Biller Patient and Family Resource Center
- Patient, Family and Community Education
- Spiritual Care Services
- Child Life Services
- Volunteer Services
- Positive Image Center®
- Patient Special Services

The following members of the Supportive Care Medicine team may be of particular help through your treatment at City of Hope:

Supportive Medicine

The doctors and nurses in the Division of Supportive Medicine have advanced training to support patients and family members to:

- Manage uncontrolled or complex symptoms, including pain.
- Help clarify hard choices and make values-based medical decisions.

Talk to your main doctor about a referral to Supportive Medicine. Visit CityofHope.org/SupportiveMedicine to learn more.
**Interventional Pain: Procedures for Pain Treatment**

Quality of life can be severely affected by cancer- and treatment-related pain. Our Interventional Pain specialists bring unique medical expertise to bear in the development of a comprehensive treatment plan for patients. Nerve blocks, injections, discography, spinal cord stimulation and intravenous therapies are among the services offered. The treatments provided are aimed at improving or restoring quality of life, decreasing reliance on pain medications, and increasing function and productivity. Ask your health care team for a referral to Interventional Pain. Visit [CityofHope.org/PainClinic](http://CityofHope.org/PainClinic) for more information.

**Patient, Family and Community Education**

Senior health education specialists partner with your health care team to develop patient-centered educational classes, programs and information on cancer diagnosis, treatment, side effects and symptom management, as well as resources to help patients and families make informed decisions and practice self-management techniques at home. Patients and families can find extensive information at our Patient and Family Education Library at [CityofHope.org/PatientEducation](http://CityofHope.org/PatientEducation).

**Psychiatry**

Psychiatric services are available to help maximize quality of life by helping patients deal with the psychiatric challenges that may arise during a cancer diagnosis and treatment. Psychiatrists help with medication management of anxiety, depression and psychiatric symptoms. Please notify your health care team if you would like to speak with one of our psychiatrists.

**Psychology**

Psychologists play a key role in helping you with the emotional, psychological and behavioral challenges that may arise during cancer diagnosis and treatment. Psychologists help reduce the impact of these challenges on coping and the ability to actively participate in care. Please speak with your health care team if you are struggling with any of these concerns and would like to speak with a psychologist.

**Patient Navigators**

Patient navigators provide personalized support for patients and their families from the first diagnostic test through post-treatment follow-up care at City of Hope. They serve as a single point of contact to answer questions, orient patients and families to City of Hope, connect them to needed resources and navigate the complex health care system. Patient navigators serve as liaisons between patients and their health care team to ensure that concerns are addressed.
A patient navigator can:
- Orient patients and families to the outpatient appointment scheduling process, facilitate communication with your health care team, and serve as a single point of contact for you and your caregivers for nonmedical questions.
- Coordinate multiple medical appointments (physician visits, lab tests, imaging tests, etc.).
- Connect patients and families to resources such as transportation and lodging.
- Provide specialized assistance to patients who are at greatest risk of experiencing socio-economic, cultural, and/or language barriers to care.
- Provide emotional support and connect patients with clinical social workers and support groups.
- Help patients and families overcome language barriers by connecting them with an interpreter.
- Act as patient advocates and communicate patients’ wishes to the health care team.
- Attend physician visits with patients to ensure they understand the information shared.
- Facilitate access to financial aid and assist with insurance paperwork.
- Help patients and families access health education resources to inform decision-making about treatment options and managing side effects.
- Help patients and families access information about clinical trials.

Contact the Biller Patient and Family Resource Center at 626-218-CARE (2273) to reach a patient navigator.

Spiritual Care Services

Many patients and their families rely on faith and/or spiritual beliefs to help them through the difficulties of cancer and its treatment. Spiritual care chaplains are trained to provide spiritual support and counseling for patients and families of all religions and beliefs. Please notify your health care team if you would like to speak with one of our chaplains or call extension 626-218-3898 or visit CityofHope.org/SpiritualCare.
Cancer Information Resource Nurse

The cancer information resource nurse is an oncology-certified nurse and offers clinical information tailored to your situation, as well as information and guidance for clinical trials and enrollment into trials. To reach the cancer information resource nurse, please call extension 626-218-2076.

Patient Resources Coordinator

Our patient resources coordinator focuses on providing patients and families with practical resources such as financial assistance, transportation to your appointments, health care referrals, support groups, child care and more, so that you can focus on getting treatment. Call the Division of Clinical Social Work at extension 626-218-2282.

Volunteer Services

Volunteer Services has an extraordinary group of diverse volunteers who offer compassionate care and service to patients, caregivers and guests. Volunteer Services collaborates with departments throughout the medical center, providing services seven days a week. By interacting with patients and caregivers at the City of Hope Duarte campus, our volunteers help to alleviate the stress, loneliness and isolation people may feel during their cancer journey. For example, volunteers offer support to new patients by escorting them to appointments in the outpatient clinic and by participating in specialized volunteer programs in the inpatient setting.

Volunteers can be identified by blue smocks or blue polo shirts. High school volunteers wear green polo shirts. All volunteers have completed training and met City of Hope health requirements. Many of our volunteers have been City of Hope patients and or caregivers. Volunteering can be a fulfilling way to expand professional and interpersonal skills, build a sense of purpose and provide the opportunity to give back to City of Hope. If you are interested in volunteering at City of Hope, please call extension 626-218-4049 or visit CityofHope.org/volunteer.

Child Life Program

The uncertainty of illness, treatment and procedures may cause fear and distress in children and their families. Child Life specialists support children who are preparing to receive procedures and treatment to prepare, understand and feel confident and safe during their care at City of Hope. They do this by:

- Providing age-appropriate education
- Supportive activities and resources and
- Building trusting relationships with pediatric patients by using techniques such as therapeutic and medical play.
Child Life specialists provide services to pediatric patients and children of adult patients. Grandparents can also request Child Life specialists to help their grandchildren understand their illness and treatment. They also provide support and education on end-of-life, grief and bereavement.

Children and families who receive Child Life services are more confident and empowered in coping with their hospital events and a loved one’s illness. For more information about the Child Life Program, please call extension 626-218-4513 or visit CityofHope.org/ChildLife.
The Sheri & Les Biller Patient and Family Resource Center embodies the heart and soul of City of Hope's mission to care for the whole person. A sanctuary for patients and their families, the center's location in the central lobby of the Main Medical building makes it easily accessible to all people at City of Hope.

The warm space is the tangible hub of the Department of Supportive Care Medicine and provides essential support, education and resources to patients and families.

**Numerous programs and services are offered in the center, including:**

- Welcome and orientation class for new patients and families
- Comfortable seating lounges
- An activity room for educational and activity sessions such as art and music therapy, nutrition classes and a variety of support groups
- Private space for patients to meet with patient navigators, physicians, psychologists, social workers, spiritual care providers and other staff
- An extensive library of educational books, brochures, CDs and DVDs on diagnoses, treatment, symptom management, nutrition, coping, caregiving and mind-body topics. Educational booklets and brochures are available free of charge.
- Fiction and nonfiction cancer-related literature
- Computers for viewing educational software, accessing health-related websites, obtaining information on community resources and staying connected with family and friends
DISABILITY INSURANCE, PAID FAMILY LEAVE AND FINANCIAL RESOURCES HUB
Visit the center to pick up step-by-step guides and application forms in English, Spanish, Chinese and Armenian for:

- State Disability Insurance (SDI): short-term disability
- Social Security Disability Insurance (SSDI): long-term disability
- Paid Family Leave (PFL)
- In-Home Supportive Services (IHSS)
- Other resources for finding legal assistance for disability related concerns, transportation, primary care doctors and mental health professionals.

Please ask our friendly volunteers for help with applying for disability insurance.

Educational Classes and Support Groups
City of Hope offers several specialized support groups to foster education, networking and empowerment among patients and caregivers who are going through a similar experience. Classes may vary depending on season. Call the Les Biller Patient and Family Resource Center at 626-218-CARE (2273) or visit CityofHope.org/BillerPatientandFamilyCenter for current class and support group schedules. Our educational classes and support groups include:

**Patient & Family Welcome and Orientation Class**
This class is an essential education for all patients and family members. Learn who to call for answers and assistance, and how to get the most out of your care. Discover the supportive and practical resources available, including educational classes and financial services. Class is also available in Spanish. Reserve your space today by emailing PatientEducation@coh.org. Walk-ins are always welcome.

**The Power of Healthy Eating**
Nutrition and physical activity are the most important modifiable determinants of cancer risk. Learn how to incorporate good nutrition and physical activity in your life. Sample a healthy, easy to prepare dish that meets cancer prevention guidelines. Available in Spanish and Chinese.

**Caregivers Connect**
Caregiver’s Connect is a place for caregivers to take time to relax, get support and get to know other caregivers. Light refreshments are served.

**Chinese American Cancer Support Group**
In collaboration with the American Cancer Society, City of Hope hosts an education and support group for Chinese-American patients and families who are or have battled cancer.
**Chronic Lymphocytic Leukemia Education and Support Group**
Sponsored by the Chronic Lymphocytic Leukemia Society, this group provides education and support and offers the opportunity to discuss concerns with others.

**Bereavement Support Group**
These groups are open to surviving spouses, caregivers, siblings and children from cancer-related deaths. Preregistration is required for this 12-week series.

**Coping With Head and Neck Cancer**
Join this group to learn from each other’s experience, obtain tips and tools to help manage stress, and learn how you can best support your family.

**Couples: Essential Skills for Overcoming the Challenges of Cancer Together**
Gain knowledge about specific techniques to enhance open and honest communication. Learn practical behaviors that will strengthen your relationship. Practice effective problem solving skills together. Each group will be interactive and focus on a different topic.

**Empowering Young Adults**
This education program is focused on young adults who have cancer. Patients (ages 18 to 29) currently going through active treatment are invited to attend a free six-week educational/peer support program to increase their knowledge of treatment related issues, resources and coping skills. Topics include strategies for symptom management and communication, understanding and managing relationships, independence while undergoing treatment and more.

**Laryngectomee Support Group**
Find support with others who have also undergone a laryngectomy. Offered quarterly: April, July, October.

**Leukemia, Lymphoma & Multiple Myeloma Patient Connections**
Find strength, support and connect with others. Light refreshments are served.

**Prostate Cancer Support Group**
This group is a safe space for men to express their concerns to men, share experiences and relate to others coping with the effects of prostate cancer and its treatment. Spouses/partners are welcome.
Positive Image Center℠

Cancer and its treatment can be challenging both on the body and the soul. At City of Hope, we believe in treating the whole person as part of our comprehensive cancer treatment. The Positive Image Center℠ is an integral part of that philosophy. As part of the Department of Supportive Care Medicine, the center provides a welcoming and supportive environment with two locations on the Duarte campus. Oncology-trained, licensed cosmetologists work one-on-one with patients to help minimize the side effects of cancer treatment on the body and the soul.

Services We Offer

- Complimentary haircuts and head shaves for inpatients and outpatients
- Custom wig fittings and cuts
- Pre/Postmastectomy fittings
- Demonstration of eyebrow application
- Head-wrap and scarf tying techniques
- Product consultation

Products Available at the Positive Image Center

Our specialty boutique offers an intimate space to shop for the wigs, head-wraps, scarves, radiation creams, nontoxic cosmetics and skin-care products that are right for you.

- Wigs and hair pieces
- Wig accessories — shampoo, conditioner, combs, wig stands and liners
- Hats for men, women and children
- Scarves
- Sleep caps, beanies, turbans and bandanas
- Post-op mastectomy bras and camisoles
- Breast prostheses
- Lymphedema sleeves
- Miaderm — cream for radiation burns
- Nontoxic nail polish and polish remover
- Eyebrow makeup kits
- Vaginal dilators
- Astroglide and pomegranate oil vaginal moisturizers
- Aluminum-free deodorant
LOCATIONS AND HOURS
The Positive Image Center is available in two locations at City of Hope’s Duarte campus:

Main Medical Building: Monday through Friday 8 a.m. to 4:30 p.m.

Women’s Center: Monday through Friday 8 a.m. to 4:30 p.m.

- Located on the lower level of the Geri & Richard Brawerman Ambulatory Care Center
- Specializing in products for breast and gynecological cancers

MAKING AN APPOINTMENT
To make an appointment for a private consultation, please call 626-218-3842. Walk-ins are always welcome.

Look Good ... Feel Better
City of Hope sponsors the American Cancer Society’s Look Good...Feel Better. This free national program is available to women undergoing radiation or chemotherapy.

Participants will learn techniques to minimize the appearance-related side effects of cancer and its treatment, get makeup and hair loss tips, and receive free cosmetics.

Classes are available in English, Spanish and Chinese. For information on this acclaimed program or to register for upcoming events, please call the Positive Image Center at 626-218-3842. Reservations are required for these monthly classes.
Integrative Therapies
Art, music, literature and meditation are all known to lift the human spirit. At our Duarte campus, we offer a number of classes open to the community and workshops to help restore our patients’ and caregivers’ spirits and energy. Programs schedules may vary depending on season and facilitator availability. Check in at the Sheri & Les Biller Patient and Family Resource Center for a class schedule or call 626-218-CARE (2273) or visit CityofHope.org/BillerPatientandFamilyCenter.

Arts Program
Explore drawing, collage, crafts and more in this instructor led art class. A new project is featured during each class. No previous experience is required. All materials are included.

Gentle Yoga
We offer mind, body and meditation classes. Course includes various hatha yoga postures, development of daily home practice and relaxation techniques, including guided meditation and deep breathing. No previous experience is necessary. Physician consent and preregistration is required. Class is also available in Spanish.
Discover Your Inner Artist
Art therapy can relieve stress and anxiety, enhance relaxation, and improve physical and emotional well-being. Express yourself through the creative process of art.

Massage Therapy
Massage therapy provided by a certified oncology massage therapist. Massage can help relieve stress and anxiety, ease pain and promote sleep. Thirty-minute sessions are provided to patients free of charge. Physician consent and preregistration is required.

Music Therapy
Nourish your mind, body and soul with the healing power of music. Explore instruments, create music or simply come to listen. Music therapy has been shown to improve pain or physical discomfort, relieve stress and anxiety, enhance relaxation, and increase coping and positive thinking. No previous experience required. All instruments are provided.

Hands on Harps Concert Series
This series is led by internationally acclaimed composer, lecturer, author and recording artist Alfredo Rolando Ortiz, who has a multicultural repertoire which covers folk, classical and popular music of many countries. He is well known around the world as the premier harpist of South American music, and shares his talents with City of Hope patients, family members, staff and visitors. All are welcome.

Tai Chi
Relax the mind and strengthen the body with this ancient practice referred to as “moving meditation.” Tai chi can improve flexibility and balance, decrease pain and stiffness, reduce stress and anxiety, and promote a good night’s sleep. All levels are welcome. No previous experience is required.
24 Hour Help Line: Nursing Triage
Call Center and Outpatient Pharmacy
Nursing Triage Call Center

24 Hour Help Line for City of Hope Patients
Call 626-218-7133

A registered nurse is available 24 hours to answer your questions for nonlife-threatening health problems. Please have your medical record number when you call. The nurse will ask to verify this number each time you call.

Call 911 immediately, if you have:

- A life-threatening emergency
- Severe chest pain
- Difficulty breathing
- Poisoning
- Uncontrollable bleeding
- Signs of shock (rapid pulse; cold, pale and clammy skin; confusion; rapid breathing)
- Unconsciousness or nonresponsive
- Serious injuries or burns

If seen in a hospital’s emergency room:
1. Identify yourself as a City of Hope patient.
2. Call your City of Hope doctor after discharge.

Call the triage nurse if you have:

- High fever (100.4 F or higher)
- Nausea, vomiting or diarrhea that is not controlled by your medications
- Uncontrolled pain
- Problems with your VAD (venous access device) or PICC line
- Help with self-care procedures
- Bleeding
- Any other health problem where you were instructed to call City of Hope
- Non-urgent health problems

If you need medical treatment, the triage nurse may tell you to come to our Evaluation and Treatment Center (ETC) located in Brawerman Clinic 1A. ETC is open 24 hours a day, seven days a week.

Please DO NOT call the Nursing Triage Call Center for pharmacy refills, to make appointments or to obtain medical records. Outpatient retail pharmacy services are available to City of Hope patients.
Outpatient Pharmacy Services

Medications may be prescribed for you after a clinic visit that may be pick up at our on-site pharmacy in the Main Medical building.

The outpatient pharmacy provides the investigational drugs to patients enrolled on research protocols at City of Hope and maintains an inventory of specialty medications and supplies that may not be readily available at other community retail pharmacies.

**Prescription Refills**

**626-301-8304**

**Pharmacy Hours:**
Monday through Friday, 8:30 a.m. to 6 p.m.
Saturday, 8:30 a.m. to 3:30 p.m.
Closed on Sundays and major holidays
Advance Care Planning

What Is an Advance Directive?
An advance directive is a written form that tells your family and health care team what you want if you have a serious injury or illness and are not able to speak for yourself.

- A medical decision maker who can share your wishes and make health care decisions for you if you are unable to make them yourself
- The kind of medical treatment that you want or do not want

Why Is It Important to Have One?
- You will know that your medical decisions will be respected if you cannot speak for yourself.
- Your family and health care team will not have to guess what you want. They will not have to make hard choices without knowing your wishes and values.
When Should I Complete My Advance Directive?

All adults, regardless of age or health status, should have an advance directive. Even though it may be unlikely that you will need to use it, completing an advance directive is strongly recommended early in your care.

If you already have an advance directive, work with your health care team to have it filed with your medical records at City of Hope. Review it regularly to be sure it reflects your current wishes. You may want to change your advance directive based on any new treatment plans or major life changes.

How Can I Get Started?

1. Talk to your doctor or clinical social worker.
3. Stop by the Sheri & Les Biller Patient and Family Resource Center located in Main Medical behind the guest services desk, Monday to Friday, 8 a.m. to 5 p.m., or call 626-218-CARE (2273).
4. Use “Go Wish” Cards to help guide the conversation with family (available at the Biller Patient and Family Resource Center or online at gowish.org).
5. Get more information on City of Hope’s website at CityofHope.org/advance-directive.

You can also complete your advance directive Forms online using PREPARE.
PREPARE is a program with a step-by-step way to complete your advance directive. It has easy to read tools, videos and information to help you learn how to share your wishes on the advance directive form and talk to your medical team and loved ones. It is all done online. PREPARE will have the latest advance directive form versions. Get started today by visiting prepareforyourcare.org.
Insurance, Billing and Financial Support Services
Health Insurance, Billing and Financial Support Services

City of Hope is guided by a compassionate, patient-centered philosophy, and supported by a national foundation of humanitarian philanthropy. We believe that the best care occurs when patients, families and health care providers work together. Therefore, we want you to have the information you need to make decisions about your health.

As a valued patient, it is in your best interest to know and understand your financial responsibility during your visit or hospital stay. This includes insurance benefits and your responsibility for any deductibles, co-insurance or co-payment at the time of service.

HEALTH INSURANCE

Will my insurance cover the cost of my care?

City of Hope contracts with some major HMOs (health maintenance organizations) and PPOs (preferred provider organizations) for hospital services. In addition, City of Hope is a participating provider in government programs such as Medicare, MediCal and Tricare/Champus.

City of Hope will make every effort to verify your insurance eligibility and authorization for services. However, it is your legal responsibility to ensure that authorizations are arranged in advance of the services. If your insurance company requires a referral and/or prior authorization, contact your primary care physician prior to seeing a specialist.

In some cases, you may be allowed to schedule services prior to receiving notice of authorization; however the service may be cancelled or rescheduled if authorization is not approved. You are ultimately responsible for payment.

Every medical situation — and every insurance plan — is different, and there is no guarantee that coverage can be secured.

For questions related to your specific coverage, please contact your insurance provider directly. You can find that phone number on your insurance card or in your benefits book.
FINANCIAL COUNSELING SERVICES — FOR QUESTIONS BEFORE TREATMENT

Financial counselors serve as a resource for insurance and financial questions before a particular treatment or service has been provided. They can assist with payment arrangements, charity screening, explanation of benefits and out of pocket estimates.

If you need assistance, call 800-826-HOPE (4673) and ask to speak to a financial counselor.

BILLING QUESTIONS — FOR QUESTIONS AFTER TREATMENT

Who do I talk to about my bill?

A member of our Patient Business Services team can assist in addressing any questions you may have about your bill. To discuss your bill, please contact:

Patient Business Services
800-270-HOPE (4673)

Hours of Operation
Monday through Friday, 8 a.m. to 5 p.m.

What are acceptable methods of payment?

City of Hope will honor cash, check, money order, VISA, MasterCard and American Express for your payment. A valid government issued form of identification must accompany a check or credit card. You can now pay your City of Hope bill at the secure MyCityofHope patient portal. Sign up today at MyCityofHope.org.
OTHER IMPORTANT QUESTIONS

When is payment due?

City of Hope is contractually obligated to the insurance providers to collect the co-pay, deductible or other amounts considered to be the “Patient Financial Responsibility” at the time of service. We will bill your insurance company for all covered services. You will receive a bill for any services that are not covered by your insurance company. It is your responsibility to pay for these services by the due date indicated on your bill.

You may continue to receive a monthly statement from either City of Hope or one of City of Hope’s billing entities and/or vendors for any remaining balance until your account is paid in full.

What do I do if my insurance changes?

You are responsible to notify us of any changes to your insurance coverage. Please have your current insurance card with you at all times, as well as a photo ID such as a driver’s license, military ID or other government issued ID.

What if I don’t have insurance?

We are committed to providing accessible, comprehensive health care in a compassionate, culturally competent, ethical and fiscally responsible manner. If you do not have insurance coverage, or your coverage is insufficient, a financial counselor will discuss financial arrangements with you. They can help you determine if you qualify for assistance such as Medi-Cal and/or other programs.
Safety and Security

City of Hope is committed to providing a safe and healthy environment for our patients, employees, doctors and visitors. At the center of our safety plan, patients and families are encouraged to ask questions and make suggestions regarding the safety of the environment.

Emergency Response

For any on campus emergency, 24 hours a day, please call 626-218-2006 and tell the operator the location and nature of the emergency. Whatever the nature of the emergency (medical, fire, chemical spill or earthquake) professionals are available at all times to provide assistance.

Fire and Safety Exits

Please follow directions from staff in the event of a fire or other emergency. Evacuation maps are posted by stairways and elevators to help you find the nearest exits from the building. For your protection, the fire safety systems, including smoke alarms, sprinkler systems and exit signs, meet all requirements mandated by law.

Campus Operations (Security)

City of Hope’s Department of Campus Operations is staffed 24 hours a day to assist patients and visitors. In an emergency, do not hesitate to request assistance from campus operations by calling 626-218-2006. For child safety, please make sure all staff involved in the care of your child are wearing a City of Hope photo identification badge. For the safety and welfare of patients, visitors and employees, City of Hope has a policy of “zero tolerance” for any threats or acts of physical violence.
Valuables or Lost Items
Patient property can be secured by the Department of Campus Operations. However, it is strongly recommended that cash and valuables be left at home. If you require assistance with a valuable item, or need to report lost or found property, whether it is personal or hospital related, contact the Department of Campus Operations at 626-218-2006.

Personal Vehicles
Never leave valuables visible in your vehicle, and please be sure to lock your car. Patients and visitors may park in the Patient/Visitor Lot located directly in front of the medical center. Parking regulations must be observed. Please do not park in the identified red (fire lane) or green (temporary vendor/City of Hope utility vehicles) zones or any other restricted areas.

If you are admitted to the hospital for an extended stay, please notify the Admitting Office of the year, make, model and license number of your vehicle. Admitting will notify campus operations.

Suspicious Persons
Be aware of strangers or other suspicious persons who do not have a need to be in your area. Be sure to report suspicious activity or other security concerns to the Department of Campus Operations at 626-218-2006.
Requesting Medical Records

How to Request and Obtain Your Medical Records

City of Hope recognizes your right to access or obtain a copy of your medical record maintained by City of Hope. When you or your authorized representative or a third party (e.g., insurance company) requests medical records, we uphold strict guidelines adhering to state and federal privacy statutes when processing requests.

Requests for medical records are handled by the City of Hope Health Information Management Department Release of Information section at 626-218-2446.

There are several ways for you or your authorized representatives to request and obtain copies of your medical records for personal use or to request City of Hope to release your medical records to a third party:

- Walk-in requests can be submitted at:
  - City of Hope in Duarte, California, in the Medical Record Correspondence office located near lab registration, Office 6A.
  - Community sites (requests will be routed to our centralized office as appropriate).

- Phone: Requests may be initiated over the phone by calling 626-218-2446.

- Portal: Patients or their authorized representatives may request their medical records via the patient portal, MyCityofHope*. For information on how to enroll for MyCityofHope portal, refer to the “MyCityofHope” FAQ page on CityofHope.org.

*With the patient portal, you or your designated proxy can securely and conveniently request your records and they will be uploaded onto your or your designated proxy’s portal account.

You may mail your request packet to the City of Hope Health Information Management Services, Release of Information at the address noted below:

Attention: Health Information Management Services
City of Hope
1500 East Duarte Road
Duarte, CA 91010

Monday through Friday from 8 a.m. to 4:30 p.m.

If you have questions about the status of your request after submission, please call our centralized the Health Information Management office at 626-218-2446. Please allow five working days to pass before requesting status.
Dining Options on Campus

**Le Bistro**
Located on the first floor of City of Hope Helford Clinical Research Hospital and next to the City of Hope Gift Shop, Le Bistro offers an assortment of gourmet salads, sandwiches, pizza by the slice, beverages, coffee, snacks and desserts. Hours: Open weekdays from 7 a.m. to 8:30 p.m.; Saturday and Sunday from 7 a.m. to 7 p.m.

**Pari Passu Café (Beckman Center lobby)**
Pari Passu Café offers Peet’s Coffee, baked goods and various grab-and-go items. Open Monday through Friday from 7 a.m. to 3 p.m.

**City Café**
Formerly Crossroads Cafeteria, the renovated eatery features healthy, farm-to-table seasonal meals, as well as The Pantry, a marketplace offering fresh and healthy meals to go 24 hours a day, seven days a week.

**Starbucks**
Conveniently located on the first floor of Brawerman Center, Starbucks offers specialty drinks, a variety of salads, sandwiches and snacks. Hours: Monday to Friday from 6 a.m. to 6:30 p.m.; closed on Saturday and Sunday.

**Vending Machines**
Vending machines with snacks and beverages are available at the following locations:
- Second floor in the Brawerman Center, near the bridge
- Hope and Parsons Village

Lists of local services, attractions, hotels and motels are available at the Sheri & Les Biller Patient and Family Resource Center or the Clinical Social Work office in the Main Medical building.

**Gift Shop**
The Gift Shop is located on the first floor of Helford Hospital and offers a variety of products including, snacks, magazines, greeting cards, holiday gifts and decorations, bath and body products, and jewelry. Hours: Monday through Friday from 8 a.m. to 8 p.m., Saturday and Sunday from 9 a.m. to 8 p.m.
Healing and Meditation Spaces at City of Hope

Each location can be found on our campus map which is available at the Guest Services desks in Main Medical and City of Hope Helford Clinical Research Hospital and at the Sheri & Les Biller Patient and Family Resource Center.

**Spirit of Life® Fountain**
Located at the entrance of the medical center, the *Spirit of Life®* fountain depicts City of Hope’s belief in the sanctity of life and the fundamental role of the family in fostering health and well-being.

**Japanese Garden**
Located west of the Familian Science Building and south of the Visitor Center, the Japanese Garden was built in honor of the late Kaoru “Kay” Murakami, former president of the Lions Club International. This garden showcases a wooden bridge symbolizing the friendships one makes in life, a waterfall to signify turbulence, and a pond of tranquility that is filled with koi and turtles that represent strength.

**International Garden of Meditation (Rose Garden)**
The Ruth and Allen Ziegler International Garden of Meditation is located in Pioneer Park, along the northern boundary of the City of Hope grounds. In the garden is the wrought-iron Golter Gate inscribed with City of Hope’s credo, “There is no profit in curing the body if, in the process, we destroy the soul.” Nearby are statues of Our Lady of Guadalupe and Pope John Paul II that offer a peaceful comfort to those who pass by.
La Kretz House of Hope
The La Kretz House of Hope is set amid picturesque grounds and is located directly west of the Rose Garden. It offers solace and strength to patients and their families. The La Kretz House of Hope is open daily 8:30 a.m. to 4 p.m.

The Arthur and Stephanie Blank Interfaith and Meditation Center
If you are looking for a quiet space on campus for peaceful reflection, the Arthur and Stephanie Blank Interfaith and Meditation Center is available to you. The meditation center is located on the first floor of Helford Hospital just west of the Gift Shop. The center hosts a Catholic Mass every Wednesday.

Garden of Hope
The Garden of Hope provides a bonding experience that is most basic and natural. Finding a plot of land that can be cultivated, sewn and harvested creates a space where people can work together toward a common goal, get to know each other better and develop a healthy hobby literally from the ground up.

If you are interested in volunteering you can show up to the Garden Club and get started.

The Garden Club meets every Friday from 8 to 10 a.m. and again from noon to 2 p.m. Gloves and garden tools are provided. Caregivers and families are welcome.

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