NOW THAT I’M A PATIENT, WHAT DO I NEED TO KNOW?

Patient & Family Welcome and Orientation

Duarte Campus
Welcome to City of Hope!

Today, We’ll Talk About…

**Section 1:** Patient and Family Support Services | slides 6 - 21

**Section 2:** How to get the most from your care | slides 22-34

**Section 3:** Get to know the Duarte campus | slides 35-64

**Section 4:** Additional Resources | In the Community | Patient & Family Education | Resources | slides 65+
Patient and Family Centered Care

Committed to patient and family-centered care

Treating the whole person, supporting practical and emotional needs

National Cancer Institute (NCI) designated Comprehensive Cancer Centers

“There is no profit in curing the body, if in the process we destroy the soul.”

~ Samuel Goelter, a City of Hope Founder
World Leader in Cancer Breakthroughs

- Stem Cell and Bone Marrow Transplant Leader
- 15,000 bone marrow & stem cell transplant procedures since 1976

- \textit{CAR T} Therapy Pioneer
  Cutting edge immunotherapy

- Thousands of clinical trials

\textbf{Annual Celebration of Life}
Bone Marrow Transplant Survivors Reunion
Patient & Family Supportive Services & Resources
Department of Supportive Care Medicine

Sheri & Les Biller Patient and Family Resource Center

There’s a City behind every patient and family....
Sheri & Les Biller
Patient and Family Resource Center

- Library of cancer information
- Educational classes & support groups
- Integrative Therapies: Yoga, Massage and Tai Chi
- Business Center: computers, internet free WiFi
- Tranquil garden courtyard
- Helpful staff and volunteers
- Mon-Fri 8 a.m. to 5 p.m.

CityofHope.org/BillerPatientandFamilyCenter

(626) 218-CARE (2273)
The Supportive Care Team

- Patient Navigators
- Clinical Social Workers
- Positive Image Center
- Spiritual Care
- Patient & Family Education
- Biller Patient and Family Resource Center
- Clinical Supportive Medicine
- Pain Clinic (Interventional Pain)
- Child Life Services
- Psychology
- Psychiatry
- Research

Open Access

Need Referral

Ask your health care team

Additional Services
- Nutrition Services
- Rehabilitation

CityofHope.org/SupportiveCare
Support & Counseling: Clinical Social Workers

Counseling and problem solving
- Adjustment to illness
- Coping skills
- Stress management and resources
- Grief and bereavement counseling

Help with Practical Issues
- Assistance with Advance Directives
- Disability and Paid Family Leave

Contact Clinical Social Work
(626) 218-2282
CityofHope.org/ClinicalSocialWork

Stop by the CSW office down the hall from the Pharmacy
Advance Care Planning: Advance Directive

What is an Advance Directive?
A written form that tells your family and health care team what you want if you can’t speak for yourself.

It lets you choose:
1. medical decision maker to speak for you
2. the kind of medical treatment you want or do not want

Getting Started
- Talk with family ahead of time
- Use the booklet “Making an Advance Directive”
- Contact your Clinical Social Worker or call (626) 218-CARE (2273)
Patient Navigators: Specialized Assistance

Personalized guidance, information and support
- Help with coordinating multiple appointments
- Problem solving
- Assistance navigating the hospital system
- Reduce barriers to care

Ask for a Patient Navigator

(626) 218-CARE (2273)

CityofHope.org/PatientNavigators

Danny Duque ✧ Lorena Gaytan ✧ Jeanne Lawrence ✧ Lupe Santana ✧ Steven Morales ✧ Angela Cabrera ✧ Terry Hernandez
Spiritual Care: Mind, Body and Spirit

What do our Chaplains do?
- Listen and support
- Counseling
- Address spiritual & religious concerns
- Give sacraments & religious information
- Connect you to resources for all faiths/religions in your community

Contact a Chaplain
- Juno Choi
- Reverend Ieda Grigg
- Okey Jude Uche
- Jacqueline Trinkaus

(626) 218-3898
CityofHope.org/SpiritualCare

Let your doctor or nurse know that you want to speak with a chaplain
More Resources and Information

- Clinical information tailored to your situation
- Information and guidance for clinical trials and enrollment
- Help with questions or concerns in-person or over the phone

Kathe Kelly, RN, BSN, OCN
Cancer Information Resource Nurse

(626) 218-2076

- Financial assistance (as available)
- **Transportation**
- Health care referrals
- Other resource needs

Joanna Rodriguez
Patient Resources Coordinator

Contact Clinical Social Work or (626) 218-2004 to speak with Patient Resources Coordinator
**Interpreter Services**

Interpreters are provided through:

- Live Face-to-Face,
- Over-the-phone and
- Video Remote Interpreting (VRI)

**Contact Interpreter Services**

(626)218-8024

interpreter@coh.org

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Alfonso Macias  
Interpreter Services  
Program Coordinator

Yanina Diaz  
Program Coordinator
Positive Image Center

Services
- Complimentary haircuts & head shaves
- Custom wig fittings and cuts
- Pre/post-mastectomy fittings
- Eyebrow application
- Head wrap and scarf tying techniques

Products
Intimate boutique space to shop for:
- Radiation creams and lubrication oils
- Cosmetics and skin-care products
- Post-mastectomy bras
- Wigs, hats, head wraps and scarves

Private consultations with oncology-trained Licensed Cosmetologists

Convenient locations
1. Main Medical 1st floor and Women’s Center-Lower Level Main Medical
2. Walk-ins always welcome!

Open Mon-Fri 8am-4:30pm

For appointments call (626) 218-3842
Cancer Education Classes

- Chemotherapy Education: schedule with nurse in clinic
- Pre-HCT | Stem Cell | Bone Marrow Transplant Class: schedule with Nurse Coordinator
- HCT Discharge Class for Caregivers
- The Power of Healthy Eating
- Graft Versus Host Disease (GVHD)
- Special Programs & Workshops

All classes, groups and programs for adults 18+ years. Classes may vary. Call 626-218-CARE (2273) Visit CityofHope.org/BillerPatientandFamilyCenter for current class and support group schedules.
Integrative Therapies: Healing Body & Mind

Integrative therapies help control symptoms, side-effects of cancer and its treatment.

Help you gain strength during treatment and recovery.

For patients, physician authorization is required. We will take care of the paperwork.

Biller Resource Center
Integrative Therapies: Healing the Soul

All classes, groups and programs for adults 18+ years.
Classes may vary. Call 626-218-CARE (2273)
Visit CityofHope.org/BillerPatientandFamilyCenter for current class and support group schedules.
Support Groups for Patients and Families

- Caregivers Connect
- Living with Metastatic Breast Cancer
- Couples Program
- Head and Neck Support Group
- Chronic Lymphocytic Leukemia
- Life as a Laryngectomee
- Leukemia, Lymphoma and Multiple Myeloma
- Prostate Cancer Support Group
- Chinese Support Group

All classes, groups and programs for adults 18+ years. Classes may vary. Call 626-218-CARE (2273)
Visit CityofHope.org/BillerPatientandFamilyCenter for current class and support group schedules.
Smoking Cessation: An Important Part of Cancer Care

- Group and one-on-one stop-smoking program
- Receive counseling and support
- Medication for smoking cessation
- Rapid Action Plan for relapses
- Smoking cessation support group
- Connect you to resources in your community to help you to stop smoking

Contact the Smoking Cessation Program

(626) 218-9114 or (626) 218-0519

Let your doctor or nurse know that you would like some help to quit smoking

Free Smoking Cessation Support Group

Every Monday at 3 p.m.
Biller Resource Center
How to Get the Most From Your Care

• Your Health Care Team
• What A Typical Appointment May Look Like
• Where to Check-in
• Talking With Your Healthcare Team
• Financial Support Services & Billing

24 Hour Helpline - Triage Nurse Call Center

Patient & Family Advisory Council members
Who Is Your Health Care Team?

You and Your Family

Doctors – lead the healthcare team
- Medical oncologist, surgical oncologist, hematologist, radiation oncologist, other specialists

Nurses – front line care providers
- Nurse practitioners, nurse coordinators, outpatient nurses, bedside nurses, case managers, other specialty nurses

Supportive Care Team – helping you cope
- Physicians, nurses, pain specialists
- Clinical social workers, psychologists and psychiatrists
- Patient navigators, child life specialists

Other team members
- Dieticians
- Rehabilitation - physical therapists, occupational therapists etc.
What Your Appointments May Look Like

- **Check-in** for each appointment
- Lab tests: blood draw and Vascular Access Device (VAD)
- Imaging (Radiology → Helford Hospital)
- Clinic appointment with health care team
- Treatment: Radiation or Chemotherapy (if needed)
- **Check-out**
- **Schedule your next appointment(s)**

Schedule your Follow up Appointment at the Clinic Scheduling Desk

800-826-HOPE (4673)
Outpatient Clinics Check-In: New Patients

- Check-in at Information Desk
- Behind fountain, “Main Medical” Entrance

Be sure to read!
On your first visit, you will have received an Outpatient Guide (or Inpatient Guide if admitted to hospital). These guides have lots of great information and resources.
Outpatient Clinics Check-In: Returning Patients

If you have Labs first:

CHECK-IN AT CIRCULAR DESK FOR:
- LABs (blood)
- Vascular Access Device (VAD)
- Anticoagulation Clinic
- Supportive Care
- Psychology & Psychiatry

Main Medical Building
Outpatient Clinics Check-In: Returning Patients

If you do not have Labs first:
Check-in directly at the Clinic:

Level 1 Clinics: Pass

Take ELEVATOR B behind to:

LEVEL 1
1A-ETC (Evaluation and Treatment Center)
1B-Hematology
1C-Hematology
1D-Infusion

LOWER LEVEL
DEM (Diabetes Endocrinology & Metabolism)
Positive Image Center

LEVEL 2
2A-Thoracic/ENT/Respiratory
2B-GI/Colorectal/Hepatobiliary
2C-CNS Neuro
2D-GU

LEVEL 3
3A-Pediatrics
3B-Hematology/Dermatology
3C-Infusion
Making Your Voice Heard: Communicating with your Health Care Team

- Bring a list of concerns and questions
- Take notes and write down the answers to your questions
- Bring someone with you
- Speak up if you don’t understand something
- Repeat back or paraphrase what you heard “So I hear you saying…”

Ask your doctor how they prefer to communicate in-between appointments

Email, phone or MyCityofHope patient portal mycityofhope.org
Doctor, Can We Talk?
Important Questions to Ask

- What are the risks and benefits of the treatment?
- What are possible short and long term side effects?
- How often will I receive treatment?
- How long will each treatment last?
- What is the recovery time?
- Where can I find education about this treatment?
- How quickly must the decision be made?
- If I have questions during my treatment and my doctor is not available, whom can I ask?
With MyCityofHope, you can:

- Request and view appointments
- Request prescription refills
- Access most test results
- Communicate with your care team
- Give friends and family access
- Pay bills online and more!

SIGN UP TODAY!

To learn more about MyCityofHope and to sign up, visit MyCityofHope.org

Scan QR Code on your iPhone or Android

For a new activation code call (844) 777-4673

Help Desk available 24/7
Partners in Safe Care: Patient Safety

Take an active role in your care
- Find out more about your condition and treatment
- Ask questions and use reliable sources

Learn ways you can help keep your care safe
- “Expect to Check” be properly identified
- Medication safety: know how to take them
- Hand hygiene: prevent the spread of infections
- Prevent falls: we ask that you help us

Report concerns about care, treatment, services or safety to:
- Your doctor, nurse or social worker or
- Call Patient Advocate at (626) 218-2285
Financial Support Services, Insurance and Billing

Financial Support Services

- Insurance and financial questions **before** treatment or service has occurred
  - Financial counseling
  - Explanation of benefits & eligibility
  - Expected out of pocket costs
  - Insurance Authorization
  - Medical necessity screening

Billing Department

- Payment or other questions about your City of Hope bill **after** the treatment or service
  - 800-270-HOPE (4673)

Financial Counselors

800-826-HOPE (4673) and ask to speak to your financial counselor

Financial Counselors Assigned by Service Type

- Veronica Torres Ext 88279 (Breast, GYN, Plastics)
- Erika Velasco Ext 85086 (Diag Rad, Genetics, IR, Pediatrics, Lung, Thyroid, New Rad Onc, Survivorship)
- Maria Serrano Ext 88193 (Brain, Colon, Rectal, GI, Liver, Neuro, Oncology, Pancreatic, Melanoma, Supp Care)
- Monica Rojas Ext 88415 (Head & Neck, Lung/Thoracic, GI/GCS, Musculoskeletal, Orthopedic, Neuro, Nephrology, Prostate/ Urology)
- Patty Chantes-Meza Ext 82049 (HEM 1-2-3, Cardiology, Diabetes, Endo, GI, Nephrology, Infectious Disease, Foot Surg)
- Virginia Trigueros Ext 88416 (Dermatology, HEM 4-5-6-7)
Whom Do I Call for Help at Night or Weekends?  
NURSING TRIAGE CALL CENTER  
(626) 218-7133

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 & clammy skin; confusion; rapid breathing)
- Unconsciousness or nonresponsive
- Serious injuries or burns

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
- Any health problem where you were told to call City of Hope
- Non-urgent health problems
- Help with self-care procedures
- Bleeding

If you go to a Hospital Emergency Room (ER):

- Identify yourself as a City of Hope patient
- Call your City of Hope doctor after discharge

Triage Nurse may tell you to come to Evaluation and Treatment Center (ETC) in Brawerman 1A  
24 Hours
Get to Know the Duarte Campus

Parking and Shuttle
Finding Your Way Around
Patient Care Areas: Outpatient Clinics | Hospital (Inpatient)
Places to Eat, Healing and Meditation Gardens
Parking and Shuttle Services

Self-Park available at no charge, **Lot A**
Alternative parking - employee lots, ask valet

**Valet** - $4 ($2 disabled placard)
- **Main Medical**: Mon–Fri 7am–7pm
- **Helford Hospital**: Mon–Fri 7am–7pm, Sat 8:30am–5pm

**Shuttle Service around campus**
- Monday - Friday 7 a.m. – 8 p.m.
- Saturday 8:30 a.m. – 5 p.m.

(626) 218-2006
Call for shuttle, escort to your car (after hours/weekend)
Finding Your Way Around

Look for the Signs!

Color coded way finding signs will help point you in the right direction.

You can always ask a volunteer (in blue shirts) or a staff member to help you.
The Clinics & Other Outpatient Areas
# “Main Medical” Building

## New Patient Check-in & Information Desk

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<td>Biller Patient and Family Resource Center</td>
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</table>

## Check-in for Returning Patients for only:

- Labs
- VAD - Vascular Access Device | Central Lines
- Anticoagulation Clinic
- Supportive Care Medicine
- Psychology
- Clinical Social Work
- Financial Support Services
- Biller Patient and Family Resource Center

## East Hospital - Units A | B and C (Inpatient)

- Integrated Care Services

## Patient Advocate

- Pre-anesthesia Testing Clinic (PATC)
- Rehabilitation
new Medical Diagnostic Center

- Cardiology diagnostic services
- Pulmonary (lung) diagnostic services
- Neurology diagnostic services

Look for signs to help guide you

*Formerly on 2nd floor of Helford Clinical Research Hospital and 1st floor of Main Medical
For Outpatient Clinic visits without prior lab or imaging appointment, check in at the clinic.
BRAWERMAN Lower Level

- Diabetes Endocrinology, Metabolism (DEM)
- Kaiser Bone Marrow Transplant
- Prostate Cancer Survivorship Clinic
- Positive Image
- Radiation Oncology
- Women’s Center

Don’t forget to schedule your next appointment
Women’s Center – BRAWERMAN Lower Level

Breast And Gynecological Cancers

- Diagnostic visits
- Clinic visits and minor procedures
- Genetic counseling
- Mammography and tomosynthesis imaging
- Ultrasound imaging
- Bone density testing
- Stereotactic breast biopsy
- Plastic Surgery
- Supportive Care
- Couples Counseling (one-on-one)
- Couples Program
- Positive Image Center

“It’s gorgeous. As a patient it’s so important to feel welcomed into a bright, uplifting space and the new Women’s Center does just that.”

~ Maria Flores, City of Hope patient since 2008 and vice chair of the Patient and Family Advisory Council
Outpatient Clinics – BRAWERMAN, Level 1

1A Evaluation and Treatment Center (ETC)
1B Hematology | HCT/Bone Marrow Transplant
1C Hematology | HCT/Bone Marrow Transplant
1D Chemotherapy Infusion
Outpatient Clinics – BRAWERMAN, Level 2

2A Head and Neck | Pulmonary
2B General Oncologic Surgery | Adult Gastrointestinal
2C Melanoma | Sarcoma | Neuro-Oncology | Pain Clinic | Supportive Medicine
2D Urology
Outpatient Clinics – BRAWERMAN, Level 3

- **3A** Pediatrics | Pediatric Infusion | Orthopedic
- **3B** Medical Oncology | Hematology
- **3C** Chemotherapy Infusion
- **3D** Infusion
## Michael AMINI Transfusion Medicine Center

### 2nd Floor
- Blood transfusion
- Stem cell collection

### 3rd Floor

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<tr>
<td>o Outpatient transplant services</td>
<td>o Biopsies</td>
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<tr>
<td>o Stem cell collection</td>
<td>o Lumpectomies and reconstructive surgeries</td>
</tr>
<tr>
<td>o Other transplant appointments</td>
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</tbody>
</table>

### Blood Donor Center
- (626) 471-7171
- iDonateBlood4Hope.org

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Other transplant appointments: stem cell collection, other transplant appointments.

Endoscopies, biopsies, lumpectomies and reconstructive surgeries.
BRISKIN Center Clinical Research

For Patients in Clinical Trials
All services in one space
- Multidisciplinary team
- Infusion appointments
- Dedicated pharmacy, lab services and EKG

5 private rooms
17 infusion areas overlooking the Rose Garden

iPads that enable patients to:
- regulate lighting,
- listen to music and
- watch online content streamed to a flat screen monitor
- individual electronics charging stations
Inpatient: Hospital Areas and Rooms
HELFDORD Clinical Research Hospital

1st Floor

- Guest Services Desk
- Admitting
- Radiology (X-ray | CT, etc.)
- Meditation Center, Chapel
- Le Bistro & the Gift Shop
- Piano
HELFDOR Hospital, 2nd Floor

- State-of-the-art operating rooms
- Surgery Waiting Room
- Bridge to and from Brawerman (Outpatient)
HELFORD Hospital: 3rd – 6th Floors

- 6th – HTC | Stem Cell | Bone Marrow Transplants
- 5th – Hematology | Discharge Lounge
- 4th – Surgery | Medical Oncology
- 3rd – Pediatrics | Intensive Care Unit (ICU)

Sleeper chair in room
SERVICES & AMENITIES
RESOURCES
Some transportation help may be available

Call your Clinical Social Worker for assistance

Metro Gold Line stops at entrance of City of Hope

Call Clinical Social Work at (626) -218-8222

Transportation

Ask about the
123EasyRides
123 Home Care & Uber Partnership

Ask about the
American Cancer Society and Lyft Partnership

Resources
City, county and state government agencies
These agencies can arrange for low-cost or free local transportation for people who are disabled and meet income criteria. For more information on these services, please contact 211.

ACCESS Transportation
ACCESS applications for Los Angeles County are available in the Shen & Les Biller Patient and Family Resource Center and Clinical Social Work office. They can also be found online at: https://www2.lacounty.gov/To apply for ACCESS:
1) Call Customer Service for your county and let them know that you have reviewed the application and need an identification (ID) number.
   - Los Angeles County — 800-827-0820,
   - Long Beach — 800-827-1368
   - Orange County — 714-560-5856, ext. 2
   - Riverside County — 800-795-3983
   - San Bernardino — 800-990-2403
2) After getting the ID number, you can schedule a taxi or evaluation.

American Cancer Society’s Road to Recovery Program
This program provides a ride to and from treatment for people with cancer who do not have a ride or cannot drive themselves. Drivers give their time and the use of their cars so that patients can get the medical care they need.

To be matched with a driver or for more information, call 800-227-2345 or visit www.cancer.org.

Note: It takes seven to 10 business days to set this up.

Health Insurance
Reach out to your insurance company to see what they may offer for medical transportation.

If you have MediCal, call the phone number on the back of your HMO card to ask about transportation benefits.

Ask about the
123EasyRides
123 Home Care & Uber Partnership

American Cancer Society®
& Lyft

The American Cancer Society will now be partnering with Lyft in Los Angeles County to provide rides to cancer patients.

In order to receive the rides, patients still need to be referred using the patient referral form. We ask for a three-day notice to schedule a ride. All patients will be put into the system as a Road to Recovery patient. If no ride is available with a Road to Recovery volunteer driver, the Patient Service Center will call the patient to let them know and discuss their transportation options such as Lyft.

(855) 463-9123

Easy Rides Program
With 123 Home Care & Uber

ON DEMAND • DOOR-TO-DOOR • NO CASH NEEDED!
Services & Amenities: Hope Village

- Laundry and shower facilities
- Full kitchen, computer/TV Lounge
- Local Hotels & Accommodations

Hope Village Office
(626) 218-8449
RV Parking

Entrance on Buena Vista
Places to Heal: Gardens for Peace & Meditation

- Japanese garden
- Sculpture garden
- Rose garden
- Wishing trees
Places to Eat

City Café
- Ben Horowitz Drive south of Helford
- Mon–Fri 7 am–3:00pm

Le Bistro
- Helford Hospital 1st floor
- Mon–Fri 7 am–8:30pm
- Sat/Sun 7 am–7pm

Starbucks
- Brawerman 1st floor
- Mon–Fri 6am–6:30pm

Pari Passu Café
- Beckman Research Institute
- Mon–Fri 7am–3:30pm

Gluten free options

The Pantry
- a marketplace

new

Ask Guest Services about Meal Ticket
Places to See: Self Guided Tour of Gardens & Sculptures

Wishing Trees and Sun Dial at Graff Plaza
The wishing trees are a Japanese tradition where families and communities gather and share their hopes for the future by tying handwritten messages onto tree branches.

Argyros Family Garden of Hope
Supported by the Argyros Family Foundation — led by former U.S. Ambassador to Spain, George Argyros, and his wife Julia — the garden was designed to encourage emotional, physical and mental healing.

Sculpture Garden
There are many works by famous sculptors including: Michael Todd, Woods Davy, Robert Brady, Victor Salmones and Gwynn Murrill.

Religious Statues
There are three religious statues in this area: Pope John Paul IV, a gift from the Diquinos family, the Virgin Mary, donated by the food industry, and Ganesh, which was donated by an unknown donor.

Graff Medical and Scientific Library and Bolsky Plaza
This area is dedicated to the hardware industry and is the home of three sculptures of industry leaders, including Tony Stebbins who was a patient at City of Hope and known as “most popular” due to his positive outlook and kindness.

Rose Garden
Vibrant and uplifting, the City of Hope Rose Garden is a calm sanctuary, emblematic of renewal. The garden contains 64 different varieties and approximately 4,000 blooms of roses. Folklore states that a patient loved roses, so her husband planted roses for her and he continued to maintain them after she passed.

Walk is about 1 mile
Anthony F. Markel Family
City of Hope Museum

Interactive museum for patients and families to visit, learn and reflect

Three 55-inch interactive screens highlight cancer and diabetes breakthroughs & physician-scientists

Digital wishing tree - sit and let your mind wander as you watch the colorful leaves undulate.

Creative doppelgänger of real wishing trees at City of Hope

626-218-2471

Tuesday through Friday, 10 am-3 pm
Closed Monday

www.cityofhope.org/about-city-of-hope/museum
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<th>Reliable &amp; Up-to-Date Information</th>
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<td><strong>Cancer Care</strong></td>
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<tr>
<td><strong><a href="http://www.cityofhope.org">www.cityofhope.org</a></strong></td>
<td><strong><a href="http://www.cancercare.org">www.cancercare.org</a></strong></td>
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<td>o Information on treatments &amp; diagnoses</td>
<td>o Online &amp; over the phone educational workshops and support groups</td>
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<tr>
<td>o Online educational classes</td>
<td>o Financial assistance for medications, home care, transportation, &amp; childcare</td>
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<td>o City of Hope clinical trials search engine</td>
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<tr>
<td><strong>American Cancer Society</strong></td>
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<td>o Transportation &amp; lodging assistance</td>
<td>o Nationwide clinical trials search engine</td>
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<td>o Over the phone education classes</td>
<td>o Cancer data &amp; statistics</td>
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<td>o Online support groups</td>
<td>o Live help: online chat</td>
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<td><strong>Cancer Legal Resource Center</strong></td>
<td><strong>Cancer Support Community</strong></td>
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<tr>
<td><strong>thedrlc.org  or call (866) 843-2572</strong></td>
<td><strong><a href="http://www.cancersupportcommunity.org">www.cancersupportcommunity.org</a></strong></td>
</tr>
<tr>
<td>o Health insurance, government benefits</td>
<td>o Online support &amp; discussion groups</td>
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<td>o Time off work, disability</td>
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<td>o Estate planning</td>
<td>o Cancer Support Hotline</td>
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<td>o Free, confidential, one-on-one consultations</td>
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ADDITIONAL INFORMATION & RESOURCES

- City of Hope in the Community
- Patient Education Library
- Family Caregiver Support and Resources
CITY OF HOPE IN THE COMMUNITY
City of Hope in the Community

**ANTEOLE VALLEY**  
44151 156th St. West  
Lancaster, CA 93534  
☎️ 877-636-3627

**ARCADIA**  
City of Hope Arcadia, 301 W. Huntington Drive, Suite 400  
Arcadia, CA 91007  
☎️ 626-218-3840

**ARCADIA RADIATION ONCOLOGY**  
City of Hope Arcadia Radiation Oncology, 301 W. Huntington Drive, Suite 120  
Arcadia, CA 91007  
☎️ 626-218-3657

**COLTON**  
City of Hope Colton, 400 North Pepper Avenue  
Colton, CA 92324  
☎️ 909-580-2775

**CORONA**  
1280 Corona Center Court, Suite 112  
Corona, CA 92879  
☎️ 951-886-2828

**GLENDALE RADIATION ONCOLOGY**  
City of Hope Glendale Radiation Oncology, 720 E. Colorado Street  
Glendale, CA 91205  
☎️ 818-500-5885

**MISSION HILLS RADIATION ONCOLOGY**  
City of Hope Mission Hills Radiation Oncology, 7011 Main St.  
Mission Hills, CA 91345  
☎️ 818-499-6472

**MISSION HILLS**  
15621 Rinaldi St., Suite 150  
Mission Hills, CA 91345  
☎️ 818-500-4700

**MISSION HILLS RADIATION ONCOLOGY**  
City of Hope Mission Hills Radiation Oncology, 7011 Main St.  
Mission Hills, CA 91345  
☎️ 818-499-6472

**RIVERSIDE RADIATION ONCOLOGY**  
6630 Fair Court  
Riverside, CA 92506  
☎️ 909-680-8771

**PAMM SPRINGS**  
11856 Indian Canyon Drive, E-116  
Palm Springs, CA 92262  
☎️ 760-317-0692

**SAN BERNARDINO RADIATION ONCOLOGY**  
51 S. Airport Ave., Suite D  
San Bernardino, CA 92408  
☎️ 909-475-2700

**SANTA CLARITA**  
20000 Valencia Blvd., Suite 280  
Santa Clarita, CA 91352  
☎️ 661-509-4748

**SANTA CLARITA RADIATION ONCOLOGY**  
13731 McHale Parkway, Suite 113  
Valencia, CA 91355  
☎️ 661-510-5244

**SHERMAN OAKS RADIATION ONCOLOGY**  
5322 Sepulveda Blvd.  
Sherman Oaks, CA 91411  
☎️ 818-851-1522

**SIMI VALLEY**  
City of Hope Simi Valley, 1157 Seaboard Lane  
Simi Valley, CA 93065  
☎️ 805-527-2799

**SOUTH BAY**  
City of Hope South Bay, 5215 Torrance Blvd.  
Torrance, CA 90503  
☎️ 310-750-0775

**SOUTH PASADENA**  
City of Hope South Pasadena, 294 Fair Oaks Ave.  
South Pasadena, CA 91030  
☎️ 818-988-7544

**THOUSAND OAKS**  
420 Roswell Drive, Suite 101  
Thousand Oaks, CA 91361  
☎️ 805-990-2349

**WEST COVINA**  
12935 S. Accord Ave., Suite 100  
West Covina, CA 91792  
☎️ 626-466-0480

**WEST HILLS RADIATION ONCOLOGY**  
7201 Medical Center Drive Suite 100  
Westlake Village, CA 91361  
☎️ 818-888-1801

**WILDCOMAR RADIATION ONCOLOGY**  
34450 Inland Valley Drive  
Suit 181  
Wildomar, CA 92595  
☎️ 951-696-0679
Patient and Family Education Library

What is an Advance Directive?
Anesthesia & Pre-Anesthesia Testing
Drain Care
Graft-versus-Host Disease
Understanding Chemotherapy
How to Take Care of Your Vascular Access Device (VAD)
Instructions for Procedures and Treatments
Home Care Instructions
Side Effects and Symptom Management
Nutrition
Resources

Physical Concerns & Side Affects
Your care team is committed to helping you manage the physical concerns, side effects and symptoms that can occur during and after cancer treatment.

Managing Your Emotions
At City of Hope, our integrated, interdisciplinary supportive care cancer programs are designed to provide emotional support to assist you and your family, no matter what stage of treatment you may be in.

Practical Concerns
Balancing your home, work or school life can be exceedingly difficult both during and after cancer treatment. There are actions you can take to own the management on your routines and relationships.

Wellness
Wellness takes into account your lifestyle as a whole, encompassing your mental, emotional and spiritual health.

Social Concerns & Relationships
Staying connected with your loved ones and keeping the lines of communication open with your support network can make a real difference in helping to cope with the stresses brought on by diagnosis and treatment.

For Caregivers
The first thing to understand, if you’re a caregiver? That you’re not alone.

Patient Education
Our team works with patients, families, physicians, nurses and many others at City of Hope to develop patient and family-centered, tailored and evidence-based patient education, instructions, information and resources to help prepare you for your treatments, procedures as well as the physical and emotional side-effects of cancer and its treatment.

Learn More

cityofhope.org/patienteducation
Chemotherapy refers to chemicals (medications) used to treat cancer. It works by fighting rapidly growing cancer cells.

Chemotherapy is "systemic therapy" which means it travels throughout your body in your bloodstream.

Videos:
- All About Chemotherapy | City of Hope
- What Is Chemotherapy?
- CARING FOR YOUR VAD
- How to Take Care of Your External Central Vascular Access Device (PDF) | English
- Patient Instructions: What You Need to Know About Drain Care (PDF) | English
- Cómo cuidar su dispositivo de acceso vascular central externo (PDF) | Español
- Instrucciones para el paciente: lo que debe saber sobre el cuidado de su drenaje (PDF) | Español
FAMILY CAREGIVER SUPPORT & RESOURCES
Wellness, Connection and Support

Connect with other City of Hope patients, families and caregivers
- Discussion Groups
- Sound-off board!
- Advice, wellness information and healthy recipes

Save time with One Update to family and friends
- Easy to create, free & private website
- Coordinate help from family and friends together, to offer you support when and how you need it.

Pairs cancer fighters, survivors and caregivers to “Mentor Angels”
- Mentor angels have survived cancer

hopeful.org

caringbridge.org

imermanangels.org
Support for Family Caregivers

**Caregivers Connect**
- Weekly group for caregivers
- Lunch, coffee and tea
- Relax, learn stress-reduction techniques
- Connect with other City of Hope caregivers

**Every Wednesday 12-1:30pm**

**Biller Resource Center**

**SUPPORT GROUPS FOR FAMILY CAREGIVERS**

In your community

Being a caregiver for a loved one with cancer and other serious illnesses can be extremely difficult and can take a toll on your overall mental health and well-being. Support groups for caregivers provide a safe space for people to go when they need advice, talk with other caregivers, find confirmation that their feelings are "normal" or to just let off steam. Try a caregiver support group for an opportunity to share your feelings, develop friendships, receive emotional support and discuss solutions to common caregiving issues with others going through the same thing.

**LOS ANGELES COUNTY**

Pick up flyers in Biller Resource Center
Caregivers Resource Centers

- Education classes
- Support groups & retreats
- State Disability Insurance help
- In-Home Supportive Services (IHSS) help
- Respite care

Los Angeles Caregiver Resource Center
(855) USC-6060
fcscgero.org

Inland Caregiver Resource Center
Riverside & San Bernardino
(800) 675-6694
inlandcaregivers.com