



## DEPARTMENT OF Supportive Care Medicine

Driven by compassion and powered by research, City of Hope's Department of Supportive Care Medicine is transforming cancer treatment into whole-person care.

By providing innovative interventions in a setting of true healing and hope, we aim to help each patient and family achieve a sense of wellness, even during illness. Our fully integrated team of physicians, psychiatrists, psychologists, clinical social workers, health educators, spiritual care chaplains, patient navigators, child life specialists and other professionals partners with patients and families to provide care that maximizes the dignity and strength of people facing cancer.

A pioneer in the field of supportive care medicine, City of Hope offers a distinctive level of comprehensive support to patients and families that is the model for other institutions across the country.

Patients and Families Who Come to City of Hope Can Expect That We Will Help Them:

- Find strength, meaning and hope in their experience
- Identify their most heartfelt values as a foundation for their goals for care and approach to treatment
- Find education and support for life beyond illness
- Receive the best and most comprehensive supportive care services from the first day of cancer diagnosis



## Meeting Patient Needs With Personalized Care

At City of Hope, we know that each person's cancer experience is unique. By drawing on their strengths and offering supportive care resources and expertise, we can help patients and families maximize engagement in their medical care and come through cancer as well as they possibly can.

We are pioneering novel approaches to help patients, like our Couples Coping With Cancer Together Program, which provides unique support to strengthen partner relationships when facing cancer. And we have developed a diverse interpreter services program in order to ensure that every family has critical and sensitive medical conversations in their own language.

## Psychosocial Support During Treatment and Beyond

Our program offers a range of support services for physical, psychological, social and practical concerns, including care navigation, survivorship programs, specialists in cancer and aging, psychological and spiritual counseling, pain management and integrative medicine such as yoga, massage, meditation and more — all with a focus on maximizing patient and family strengths, quality of life and ability to best engage in their treatment journey and beyond.

## Supportive Care Offerings

- Child Life Services
- Clinical Social Work
- Financial Assistance
- Hospice Coordination
- Integrated Care Services
- Integrative Medicine and Healing Therapies
- Interventional Pain Medicine
- Palliative Medicine
- Patient, Family and Community Education
- Patient Navigation
- Positive Image Center
- Psychiatry
- Psychology
- Resource Coordination
- School Reintegration
- Spiritual Care

## A Place for Patients and Families to Receive Care From Day One

Navigating cancer treatment can leave patients and families feeling overwhelmed and alone. On the main Duarte, California, campus, the Sheri & Les Biller Patient and Family Resource Center provides a warm, inviting place for patients and their families to receive the support, education and resources they need throughout treatment.

The center features an orientation class for new patients, integrative therapy programs, wellness and educational workshops, support groups, an extensive library of education materials, counseling spaces, a computer center, comfortable lounges and more.

## National Leadership and Excellence

City of Hope is one of the largest cancer research and treatment organizations in the United States and a national leader in integrated supportive care services. Our supportive care commitment began in 2007, when City of Hope created the nation's first fully integrated supportive care medicine department — which later grew to become one of the nation's largest — bringing under one umbrella the full range of support services for physical, psychological, social and practical concerns to help patients and their families navigate the many challenges that accompany a cancer diagnosis and its treatment.

Every service and program in our Department of Supportive Care Medicine is evidence-based and evaluated to understand the impact of, and continue to enhance, our novel approaches to care. Through actively partnering with the Patient and Family Advisory Council (PFAC) and the Spanish-speaking council, El Concilio, then studying the effectiveness of our efforts, we continue to learn how to support patients and families and enrich their lives throughout one of the most difficult experiences they will face.

## Interested in learning more? Contact

### Sheri & Les Biller Patient and Family Resource Center

Department of Supportive Care Medicine

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626-218-CARE (2273)

[CityofHope.org/BillerPatientandFamilyCenter](http://CityofHope.org/BillerPatientandFamilyCenter)



National  
Comprehensive  
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