PATIENT AND FAMILY WELCOME AND ORIENTATION

SHERI & LES BILLER PATIENT AND FAMILY RESOURCE CENTER
DEPARTMENT OF SUPPORTIVE CARE MEDICINE
Welcome to City of Hope!

Today we will talk about ...

- **Section 1**: Slides 6 to 17
  How to get the most from your care

- **Section 2**: Slides 18 to 29
  Patient and Family Support Services

- **Section 3**: Slides 30 to 47
  Get to know the Duarte campus

- **Section 4**: Slides 48 to 60
  - Services, Amenities and Resources
  - In the Community
  - Patient and Family Education
  - Resources
Please Pardon Our Dust | Construction

Expanding Hope Through Our Facilities
Please Pardon Our Dust

Scan with the camera on your mobile device to visit expanding-hope.org.
SECTION 1

HOW TO GET THE MOST FROM YOUR CARE

- Your Health Care Team
- What a Typical Appointment Looks Like
- Where to Check In
- Talking With Your Health Care Team
- Financial Support Services and Billing
- 24-Hour Help Line Nurse Triage Call Center
Who Is Your Health Care Team?

Doctors — lead the health care team
- Medical oncologists
- Surgical oncologists
- Hematologists
- Radiation oncologists
- Other specialists

Nurses — front line care providers
- Nurse practitioners
- Nurse coordinators
- Outpatient nurses
- Bedside nurses
- Case managers
- Other specialty nurses

Supportive Care Team — help you cope
- Palliative care physicians
- Nurses
- Pain specialists
- Clinical social workers
- Psychologists
- Psychiatrists
- Patient navigators
- Child life specialists

Other team members
- Dieticians
- Rehabilitation — physical therapists
- Occupational therapists, etc.
Outpatient Clinics Check-In: All Patients

COVID Screening

Check in at the Information Desk

Helford Hospital

COVID-19 Visitor Policy FAQs | City of Hope | California

COVID-19 Screening FAQs | City of Hope | California
What Your Appointments May Look Like

Check in for each appointment.
Lab tests: blood draw and Vascular Access Device (VAD)
Imaging (Radiology in City of Hope Helford Clinical Research Hospital)
Clinic appointment with health care team
Treatment: radiation or chemotherapy (if needed)
Check out.
Schedule your follow-up appointment at the clinic scheduling desk

If you do not have labs first, then you will go directly to your clinic appointment
Making Your Voice Heard: Communicating With Your Healthcare 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 would like to communicate in between appointments: email, phone or the MyCityofHope patient portal at MyCityofHope.org

Make sure you understand your next steps:
1. Scheduling follow-up appointments
2. Making decisions regarding your treatment
3. Filling new prescriptions
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 appointments.
- Request your next appointment and view details of past and future appointments.

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

View After Visit Summaries.
- View your After Visit Summary and clinician notes.

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.
- Email your care team to get answers to medical questions without multiple telephone calls or unnecessary appointments.

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

Connect to your Hope Virtual (televisit) appointments.
- Televisit appointments can now be accessed through MyCityofHope.

How do I sign up?
To sign up, you will need the activation code found on your After Visit Summary.
Scan the QR code on your iPhone or Android.

Visit MyCityofHope.org
1. Click the “New User Sign Up” box.
2. Enter your MyCityofHope activation code from your After Visit Summary.
3. Follow the prompts to complete your registration.

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

MyCityofHope.org
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
- They answer insurance and financial questions before treatment or service has occurred.
  - Financial counseling
  - Questions regarding insurance coverage
  - Cost estimates for upcoming services
  - Charity care screening

Billing Department
They answer payment or other questions about your City of Hope bill after the treatment or service.

(800) 270-HOPE (4673)

Financial Counselors Assigned by Service Type
(Located at Duarte Campus)

Veronica Torres, ext. 88279
(Breast, Gynecology, Plastic Surgery)

Erika Velasco, ext. 85086
(Diagnostic Radiation, Genetics, IR, Pediatrics, Lung, Thyroid, New Radiation Oncology, Survivorship, Urology)

Mercie Charon, ext. 88193
(Brain, Colon, Rectal, Gastrointestinal (GI), Liver, Neurology, Oncology, Pancreatic, Melanoma, Supportive Care)

Monica Rojas, ext. 88415
(Head and Neck, Lung/Thoracic, GI/GOS, Muscoskeletal, Orthopedic, Neurology, Prostate)

Patty Chantes-Meza, ext. 82049
(Hematology 1-2-3, Cardiology, Diabetes, Endo, GI, Nephrology, Infectious Disease, Foot Surgery)

Virginia Trigueros, ext. 88416
(Dermatology, Hematology 4-5-6-7)

Melissa Williamson, ext. 85313
Upland location

Javier Cervantes, ext. 88343
Corona location
CALL 911 FOR:
- 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 FOR:
- 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
- Nonurgent health problems
- Help with self-care procedures
- Bleeding

If you go to a hospital emergency room:
- Identify yourself as a City of Hope patient.
- Call your City of Hope doctor after discharge.
PATIENT AND FAMILY SUPPORTIVE SERVICES, PROGRAMS AND RESOURCES
Sheri & Les Biller Patient and Family Resource Center

- Library of cancer information and resources
- Educational classes and support groups
- Integrative therapies: Gentle yoga, guided meditation, art therapy, and more
- Business Center: computers, internet, free Wi-Fi
- Helpful staff and volunteers
- Monday through Friday, 8 a.m. to 5 p.m.

(626) 218-CARE (2273)
CityofHope.org/BillerPatientandFamilyCenter
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

Ask your health care team

CityofHope.org/SupportiveCare
Support and 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

*Every patient has a clinical social worker assigned.*

Stop by the Clinical Social Work office down the hall from the pharmacy.

Contact Clinical Social Work:
- (626) 218-2282
- CityofHope.org/ClinicalSocialWork
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:
A Medical decision maker to speak for you
The kind of medical treatment you want or do not want

Making an Advance Directive
Talk with family ahead of time
Use the booklet “Advance Directive All In One Guide”
Contact your clinical social worker, or call (626) 218-CARE (2273).

Free Notary Services for Advance Directives
Monday to Friday, 11 a.m. to 2 p.m.
An appointment is recommended.
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

Contact a patient navigator:
(626) 218-CARE (2273)
CityofHope.org/PatientNavigators
Spiritual Care: Mind, Body and *Spirit*

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

Let your doctor or nurse know that you want to speak with a chaplain.

Contact a chaplain:
- (626) 218-3898
- CityofHope.org/SpiritualCare

Chaplain Jacqueline Trinkaus, M.Div., BCC
Chaplain Rev. Fr. Okey “Jude” Uche, Ph.D., M.A., BCC
Chaplain Jonathan Timothy Stoner, M.Div.
More Resources and Information

- Financial assistance (as available)
- Transportation
- Health care referrals
- Food banks
- Housing resources
- Other resource needs

(626) 218-2004
resourcecoordinators@coh.org
Interpreter Services

Interpreters are provided through:

- Live face-to-face
- Over the phone
- Video remote interpreting

Contact Interpreter Services:

(626) 218-8024
interpreter@coh.org

In Your Language | Diversity and Inclusion | City of Hope in Southern CA
Positive Image Center℠

Services
- Complimentary haircuts and head shaves
- Custom wig fittings and cuts
- Pre/postmastectomy 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
- Postmastectomy bras
- Wigs, hats, head wraps and scarves

Private consultations with oncology-trained licensed cosmetologists
Monday to Friday, 8 a.m. to 4:30 p.m.
SEA Clinic (Green Path)
Walk-ins are always welcome!
For appointments, call (626) 218-3842
CityofHope.org/PositivelImage
# Recommended Websites With Reliable and Up-to-Date Information

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<thead>
<tr>
<th>City of Hope</th>
<th>Cancer Care</th>
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<tbody>
<tr>
<td>CityofHope.org</td>
<td>canccare.org</td>
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<tr>
<td>- Information on treatments and diagnoses</td>
<td>- Online and over the phone educational workshops and support groups</td>
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<tr>
<td>- Online educational classes</td>
<td>- Financial assistance for medications, home care, transportation and childcare</td>
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<tr>
<td>- City of Hope clinical trials search engine</td>
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<tr>
<th>American Cancer Society</th>
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<td>cancer.org</td>
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<tr>
<td>- Over the phone education classes</td>
<td>- Cancer data and statistics</td>
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<tr>
<td>- Online support groups</td>
<td>- Live help: online chat</td>
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<tr>
<th>Cancer Legal Resource Center</th>
<th>Cancer Support Community</th>
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<tr>
<td>thedrlc.org or (866) 843-2572</td>
<td>cancersupportcommunity.org</td>
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<tr>
<td>- Health insurance, government benefits</td>
<td>- Online support and discussion groups</td>
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<tr>
<td>- Time off work, disability</td>
<td>- Treatment decision counseling</td>
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<tr>
<td>- Estate planning</td>
<td>- Cancer Support Hotline</td>
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<tr>
<td>- Free, confidential, one-on-one consultations</td>
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GET TO KNOW THE DUARTE CAMPUS

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

Self-parking is available at no charge at Lots D, E and G.

- There is alternative parking in the employee lots. Ask the valet for more information.

Valet — $4 ($2 disabled placard)

- Helford Hospital: Monday through Friday, 7 a.m. to 7 p.m., Saturday, 8:30 a.m. to 5 p.m.

Shuttle service around campus

- Monday through Friday, 7 a.m. to 8 p.m.
- Saturday, 8:30 a.m. to 5 p.m.

Wheelchairs available at valet

Call for a shuttle at (626) 218-2006, or call for an escort to your car after hours/on the weekend.
Look for the signs!
Look for the volunteers in blue shirts!

Color-coded wayfinding signs will help point you in the right direction.

You can always ask a volunteer (in blue shirts) or a staff member to help.
Outpatient Clinics
Geri & Richard Brawerman Ambulatory Care Center

Ambulatory = Outpatient

For outpatient clinic visits without prior lab or imaging appointment, check in at the clinic.
Brawerman Center, Lower Level

- Kaiser Bone Marrow Transplant
- Prostate Cancer Survivorship Clinic
- Radiation Oncology
- **Women’s Center**
  - 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

Don’t forget to schedule your next appointment.
Outpatient Clinics – Brawerman Center, Level 1

1A Evaluation and Treatment Center (ETC)

1B Hematology | HCT/Bone Marrow Transplant

1C Hematology | HCT/Bone Marrow Transplant

1D Observation
Outpatient Clinics – Brawerman Center, Level 2

2A  Head and Neck | Pulmonary | Thoracic

2B  General Oncologic Surgery | Adult Gastrointestinal (GI)

2C  Melanoma | Sarcoma | Neuro-Oncology | Pain Clinic

2D  Urology

Waiting areas (lounges)
Outpatient Clinics – Brawerman Center, Level 3

3A Pediatric Infusion | Orthopedic
3B Medical Oncology | Hematology
3C Chemotherapy Infusion
3D Infusion
Southeast Ambulatory (SEA) Clinic

1ST FLOOR
Procedure Clinic and Positive Image Center

2ND FLOOR
Pediatric Clinic

3RD FLOOR
Diabetes, Endocrinology & Metabolism Clinic

4TH FLOOR
Medical Specialties & Supportive Care Medicine Clinics
Michael Amini Transfusion Medicine Center

Second Floor
- Blood transfusion
- Stem cell collection

Third Floor
Day Hospital
- Hematology & Hematopoietic Cell Transplantation
- Outpatient transplant services
- Stem cell collection
- Other transplant appointments

Outpatient Surgery Center
- Endoscopies
- Biopsies
- Lumpectomies and reconstructive surgeries

Blood Donor Center
- iDonateBlood4Hope.org
- (626) 471-7171
Judy & Bernard Briskin Center for 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

City of Hope Helford Clinical Research

Nurses in Helford Hospital, 4 West Unit
Helford Clinical Research Hospital

First Floor
- Guest Services Desk
- New Patient Services
- Admitting
- Radiology (X-ray, CT, etc.)
- Meditation Center, Chapel
- Gift Shop
- Piano
Helford Hospital, Second Floor

- State-of-the-art operating rooms
- Surgery waiting room
- Bridge to and from Brawerman Center (Outpatient)

Da Vinci robotic-assisted surgery

Bridge to/from Brawerman Center
Helford Hospital: Third to Sixth 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 AND RESOURCES
Transportation

If you have any concerns about transportation related to your care at City of Hope:

Call Clinical Social Work at (626) 218-2282.

Metro Gold Line stops at the entrance of City of Hope.

Ask about American Cancer Society and Lyft Partnership.

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. Lyft will then contact the patient to let them know and discuss their transportation options such as Lyft.

Ask about the 123EasyRides, 123 Home Care and Uber Partnership.

Easy Rides Program
With 123 Home Care & Uber
ON DEMAND • DOOR-TO-DOOR • NO CASH NEEDED!

(855) 463-9123

ACCESS TRANSPORTATION
ACCESS applications for Los Angeles County are available in the Shen & Les Miller Patient and Family Resource Center and Clinical Social Work office. They can also be found online at https://bit.ly/2PAmhn.

1) Call Case Management Service for your county and let them know that you have reviewed the application and need an identification (ID) number.
   - Los Angeles County (866) 827-0829
   - Orange County (714) 560-9566, ext. 2
   - Riverside County (800) 995-7887
   - San Bernardino County (888) 990-2404

2) After getting the ID number, you can schedule a transit 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.

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.

HEALTH INSURANCE

Reach out to your insurance company to see what they may offer for medical transportation.
Services and Amenities: Hope Village

Laundry and shower facilities
Full kitchen, computer/TV lounge
Local hotels and accommodations

Hope Village Office:
(626) 218-8449
RV Parking

Entrance on Buena Vista

There are 5 reserved RV spaces with full hookups. Spaces are reserved on a first come first serve basis.

(626) 218-2380
Healing Spaces: Gardens for Peace and Meditation

Sculpture Garden

Japanese Garden

Rose Garden

Wishing trees
Dining Options - Places to Eat

City Café
- Ben Horowitz Drive, south of Helford Hospital
- Monday through Friday, 7 a.m. to 8:30 p.m.
- Saturday and Sunday 7 a.m. to 7 p.m.

City Café Pantry
- Self Serve, online or mobile ordering

Starbucks
- Brawerman Center, First Floor
- Mon–Fri 6am–6:30pm

Bella Presto
- Beckman Research Institute of City of Hope
- Monday through Friday, 7 a.m. to 3:30 p.m.

Visit [www.cityofhope.org/nourishing-hope](http://www.cityofhope.org/nourishing-hope)
Wellness, Connection and Support

**Hopeful**
Connect with other City of Hope patients, families and caregivers.
- Discussion groups
- Sounding board
- Advice, wellness information and healthy recipes

Hopeful.org

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**IMERMAN ANGELS**
Your One-on-One Cancer Support Community

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

Imermanangels.org

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**CARINGBRIDGE**

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

Caringbridge.org
Support for Family Caregivers

Caregivers Connect Virtually

- Bi-Weekly group for caregivers
- Relax and learn stress-reduction techniques.
- Connect with other City of Hope caregivers.

Clock icon
Second and fourth Wednesdays from noon to 1:30 p.m.

R.S.V.P. at CityofHope.org/Caregivers
Caregivers Resource Centers

- Education classes
- Support groups and retreats
- State Disability Insurance help
- In-Home Supportive Services help
- Respite care

Los Angeles Caregiver Resource Center

(855) USC-6060
fcscgero.org

Inland Caregiver Resource Center
Helping families and communities cope with and manage the challenges of caregiving
Riverside and San Bernardino

(800) 675-6694
inlandcaregivers.com
Thank you