



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



(800) 826-HOPE (4673)

Please Pardon Our Dust | Construction

Expanding Hope Through Our Facilities
Please Pardon Our Dust

The image shows a screenshot of an interactive map for the City of Hope campus. At the top, there is a blue navigation bar with the City of Hope logo and several menu items: INTERACTIVE MAP, EXPANSION TIMELINES, NEWS & UPDATES, OUR VISION, and ORANGE COUNTY. A 'Parking Updates' button with a warning icon is also present. On the left side, there is a search bar and a 'QUICK VIEW' section with icons for Construction, Parking, Staff Assistance, Buildings, Valet, Restroom, Tram Service, Blue Call Boxes, COVID-19 Screening, Food and Drink, and Metro Gold Line. The main map area shows the campus layout with buildings in blue and green. A green box at the top of the map is labeled 'CAMPUS ENTRANCE & EXIT'. Orange dashed lines with arrows indicate a route around the campus. Three parking lots are marked with 'P' icons: Lot G, Lot F, and Lot E (overflow). Other labels include Vista St, Buena Vista St, Galen St, Circo Robles Dr, Duarte Rd, and Emerald Necklace Bike Trail.

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?



You and Your Family

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

- Dietitians
- 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](https://www.mycityofhope.org)



Make sure you understand your next steps:

- 1** Scheduling follow-up appointments
- 2** Making decisions regarding your treatment
- 3** Filling new prescriptions

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?


CANCERCARE
800-813-HOPE (4673)
info@cancercares.org
www.cancercares.org

fact sheet

DOCTOR, CAN WE TALK?: TIPS FOR COMMUNICATING WITH YOUR HEALTH CARE TEAM

Talking to your doctor can be difficult. A diagnosis of cancer may leave you feeling frightened or overwhelmed, but good communication with your doctor will help improve the quality of the care you receive.

WAYS TO IMPROVE COMMUNICATION WITH YOUR HEALTH CARE TEAM

As a patient, it is important to remember that you are a consumer of health care. The best way to begin making difficult decisions about health care is to educate yourself about your cancer and who is on your health care team, including nurses, social workers and patient navigators.

Start a health care journal. Having a health care journal or notebook will allow you to keep all of your health information in one place. You may want to write down the names and contact information of the members of your health care team, as well as any questions for your doctor. Keep a diary of your daily experiences with cancer and treatment. You can separate your journal or notebook into different sections to help keep it organized.

Prepare a list of questions. Write down your questions and concerns about your illness and treatment before your next medical appointment. Write down the most important questions or concerns first. This way, you won't forget to ask about something that was important to you. Remember to try and make your questions specific and brief as your doctor may have limited time. Ask your most important questions first.

Bring someone with you to your appointments. Even if you have a journal and a prepared list of

questions or concerns, it is always helpful to have support when you go to your appointments. The person who accompanies you can serve as a second set of ears. He or she may also be able to think of questions to ask your doctor or remember details about your symptoms or treatment that you may have forgotten.



Write down your doctor's answers. Taking notes will help you remember your doctor's responses, advice and instructions. If you are unable to write down the answers, ask the person who accompanies you to do it for you. A mobile device can also be used to take notes as well. Writing down notes will help you when you need to review the information at a later time.

If your doctor allows it, record your visit. Recording your conversation with your doctor gives you a chance to hear specific information again or share it with family members or friends.

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**.



Find patient and family education and resources at the Biller Patient and Family Resource Center.

Financial Clearance Specialist, Insurance and Billing



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



(844) 936-4673

Ask to speak to your financial counselor, or email them at **DL-Patient-Estimates@coh.org**.

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, Musculoskeletal, Orthopedic, Neurology, Prostate)

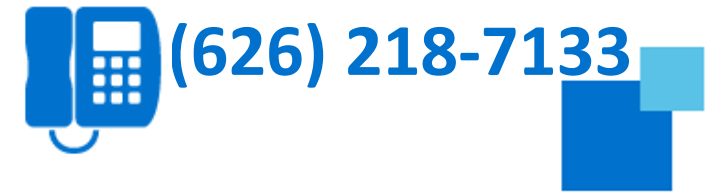
Patty Chantes-Meza, ext. 82049
(Hematology 1-2-3, Cardiology, Diabetes, Endo, GI, Nephrology, Infectious Disease, Foot Surgery)

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

Melissa Williamson, ext. 85313
Upland location

Javier Cervantes, ext. 88343
Corona location

Whom Do I Call For Help at Night or Weekends? Nursing Triage Call Center



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.



Triage Nurses may tell you to come to Evaluation and Treatment Center (ETC) in Brawerman

1A



SECTION 2

PATIENT AND FAMILY
SUPPORTIVE SERVICES,
PROGRAMS AND RESOURCES

Sheri & Les Biller Patient and Family Resource Center



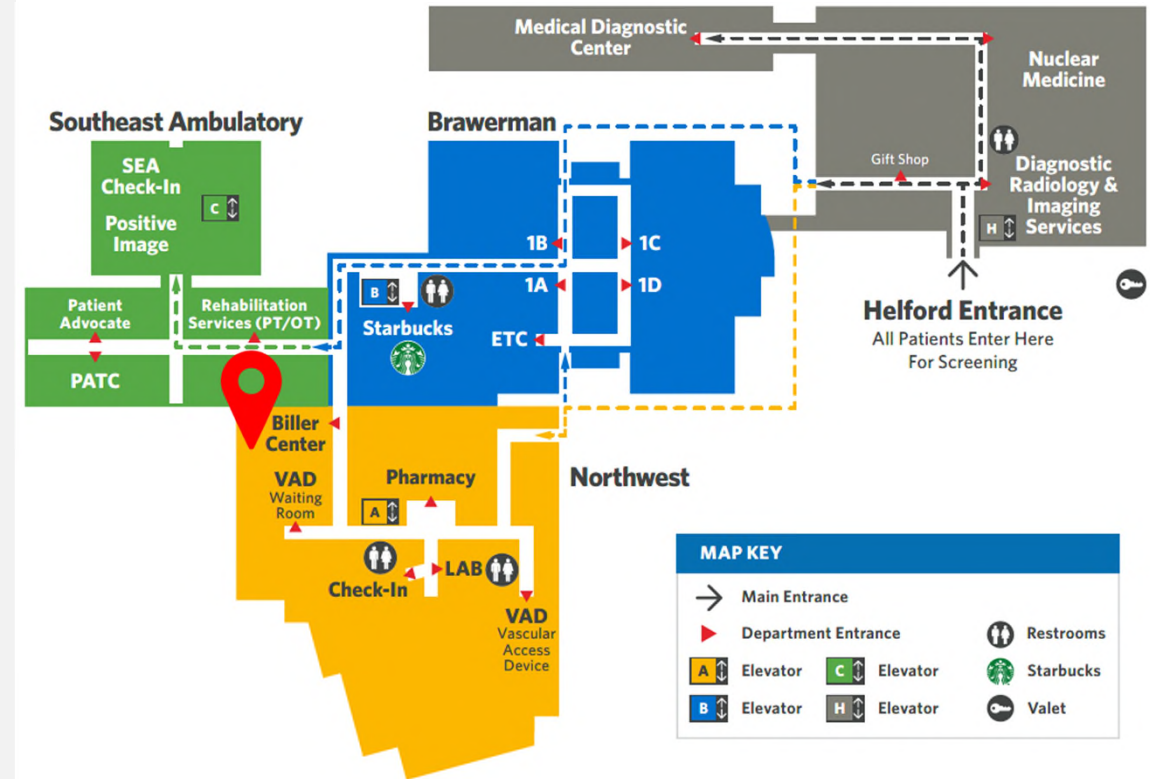
- Library of cancer information and resources
- Educational classes and support groups
- Integrative therapies: Gentle yoga, guided meditation, art therapy, and more
- Business Center: computers, internet, free Wi-Fi
- Helpful staff and volunteers
- Monday through Friday, 8 a.m. to 5 p.m.



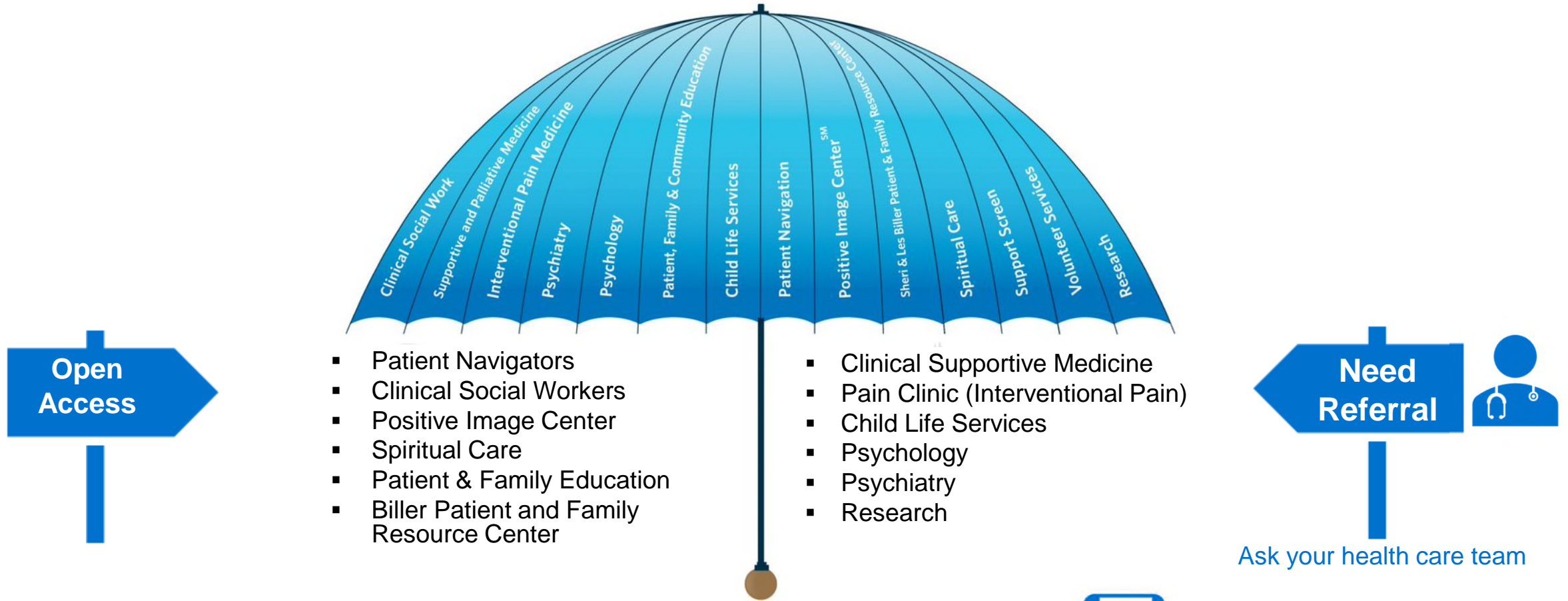
(626) 218-CARE (2273)



CityofHope.org/BillerPatientandFamilyCenter



The Supportive Care Team



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

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:

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

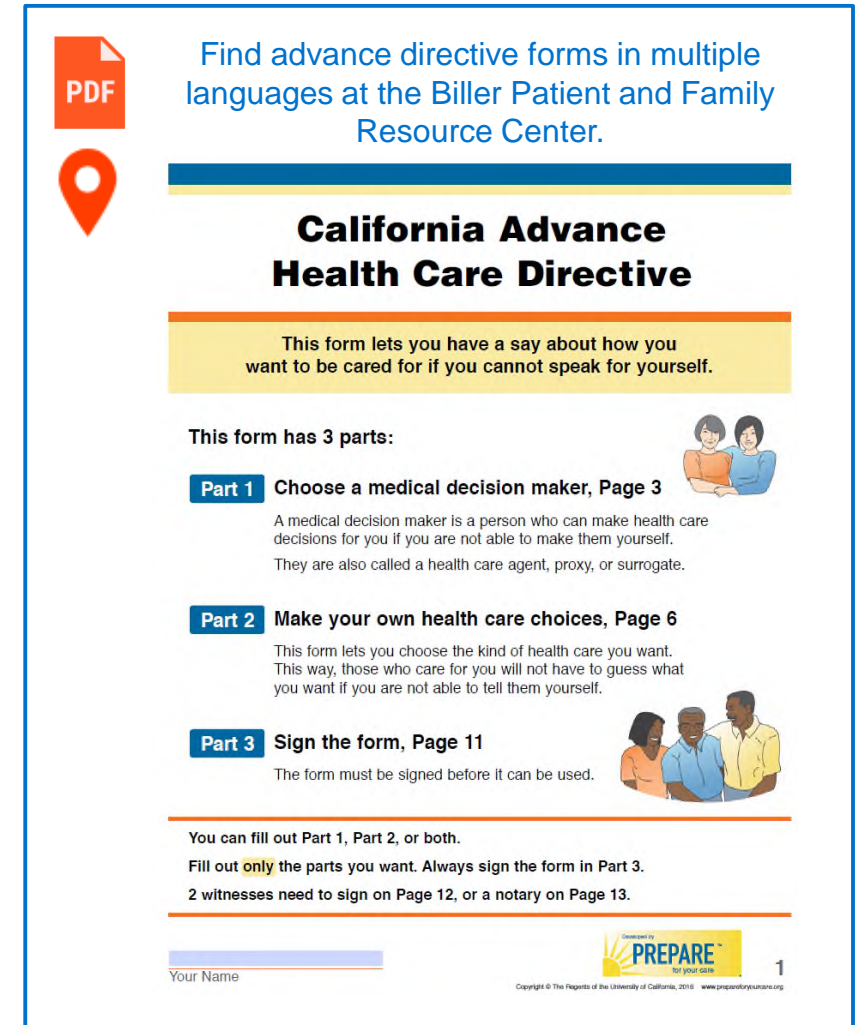
Use the booklet "Advance Directive All In One Guide"

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.



Find advance directive forms in multiple languages at the Biller Patient and Family Resource Center.

California Advance Health Care Directive

This form lets you have a say about how you want to be cared for if you cannot speak for yourself.

This form has 3 parts:

- Part 1 Choose a medical decision maker, Page 3**
A medical decision maker is a person who can make health care decisions for you if you are not able to make them yourself. They are also called a health care agent, proxy, or surrogate.
- Part 2 Make your own health care choices, Page 6**
This form lets you choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are not able to tell them yourself.
- Part 3 Sign the form, Page 11**
The form must be signed before it can be used.

You can fill out Part 1, Part 2, or both.
Fill out **only** the parts you want. Always sign the form in Part 3.
2 witnesses need to sign on Page 12, or a notary on Page 13.

Your Name _____

Created by **PREPARE** for your care
Copyright © The Regents of the University of California, 2018 www.prepareforuncare.org 1

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](https://www.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](https://www.CityofHope.org/SpiritualCare)



**Chaplain Jacqueline
Trinkaus, M.Div., BCC**



**Chaplain Rev. Fr. Okey "Jude"
Uche, Ph.D., M.A., BCC**



**Chaplain Khurram K.
Ahmed, M.A., M.Div.**



**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



TRANSPORTATION 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.

HEALTH INSURANCE

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

ACCESS TRANSPORTATION

ACCESS applications for Los Angeles County are available in the Sheri & Les Biller Patient and Family Resource Center and Clinical Social Work office. They can also be found online at <https://bit.ly/2PAit8m>.

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) 827-0829,
TDD	(800) 827-1359
Orange County	(714) 560-5956, ext. 2
Riverside County	(800) 795-7887
San Bernardino County	(800) 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.

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 SM



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/PositiveImage](https://www.cityofhope.org/PositiveImage)

Recommended Websites With Reliable and Up-to-Date Information



City of Hope

CityofHope.org

- Information on treatments and diagnoses
- Online educational classes
- City of Hope clinical trials search engine

American Cancer Society

cancer.org

- Transportation and lodging assistance
- Over the phone education classes
- Online support groups

Cancer Legal Resource Center

thedrlc.org or (866) 843-2572

- Health insurance, government benefits
- Time off work, disability
- Estate planning
- Free, confidential, one-on-one consultations

Cancer Care

cancercare.org

- Online and over the phone educational workshops and support groups
- Financial assistance for medications, home care, transportation and childcare

National Cancer Institute

cancer.gov

- Nationwide clinical trials search engine
- Cancer data and statistics
- Live help: online chat

Cancer Support Community

cancersupportcommunity.org

- Online support and discussion groups
- Treatment decision counseling
- Cancer Support Hotline



SECTION 3

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.**

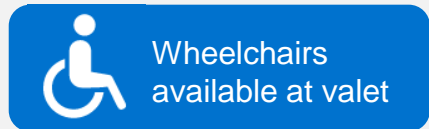
- There is alternative parking in the employee lots. Ask the valet for more information.

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

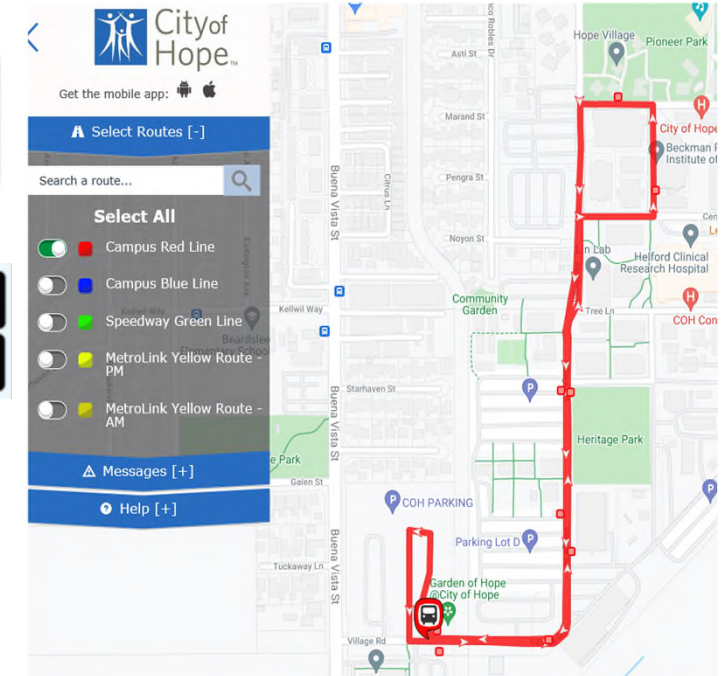
- Monday through Friday, 7 a.m. to 8 p.m.
- Saturday, 8:30 a.m. to 5 p.m.



Call for a shuttle at **(626) 218-2006**, or call for an escort to your car after hours/on the weekend.



Download Live Shuttle Tracker:
ETA SPOT



**Main Campus Parking and Drop-off
Directions Videos**

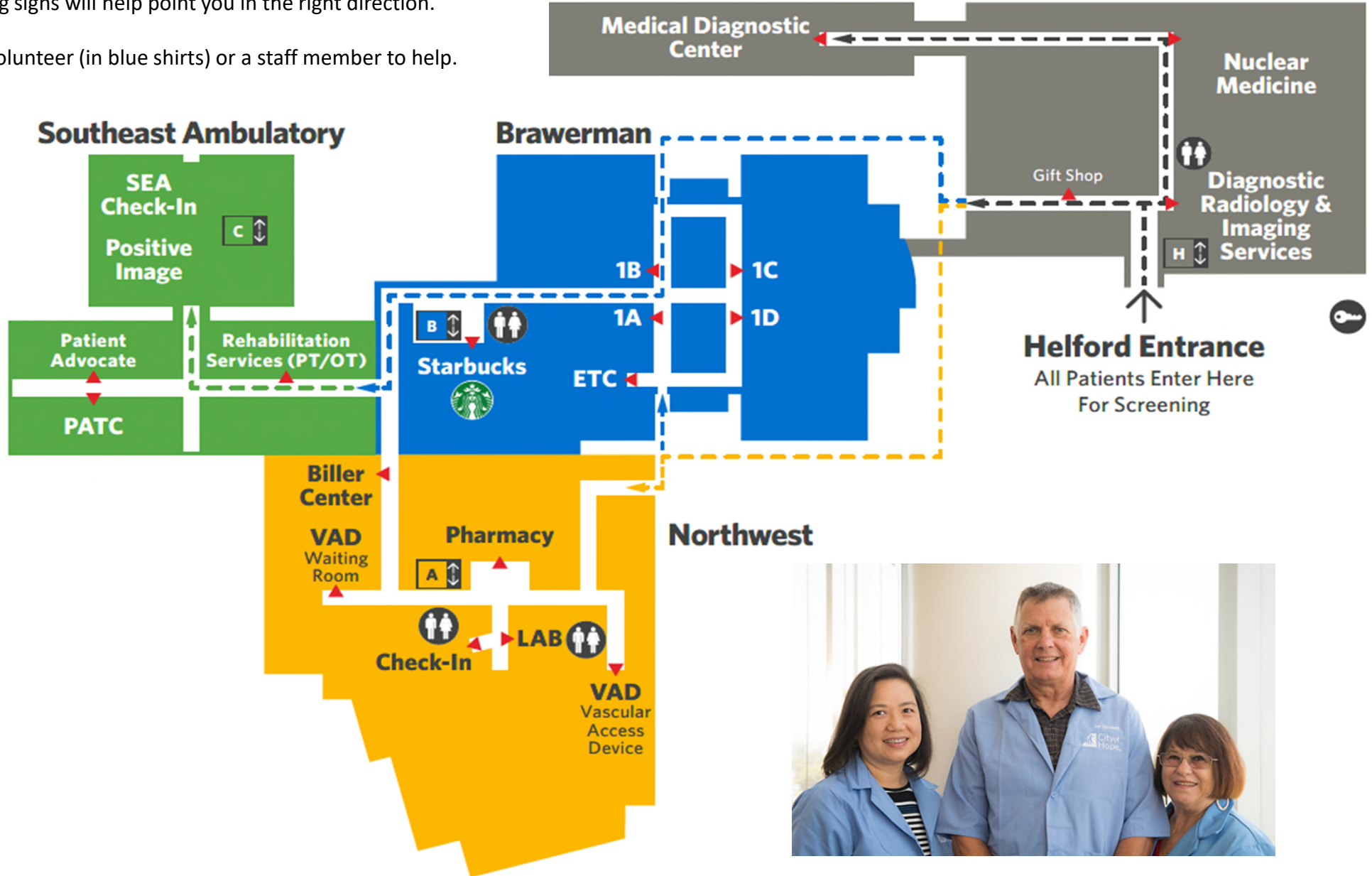
City of Hope Duarte campus



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.



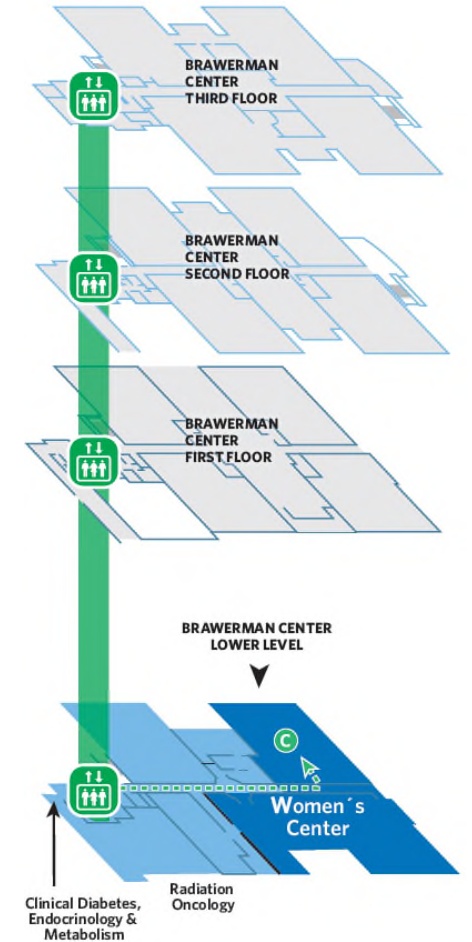
Outpatient Clinics

Geri & Richard Brawerman Ambulatory Care Center



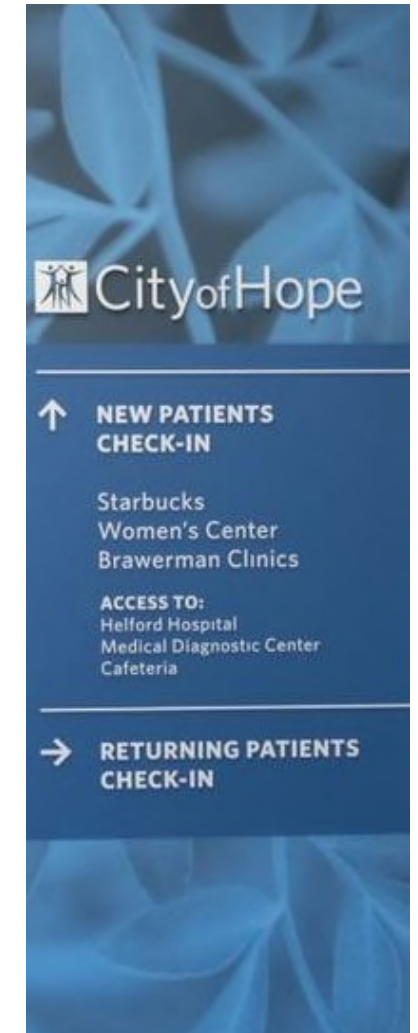
Ambulatory = Outpatient

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



Outpatient Clinics – Brawerman Center, Level 1

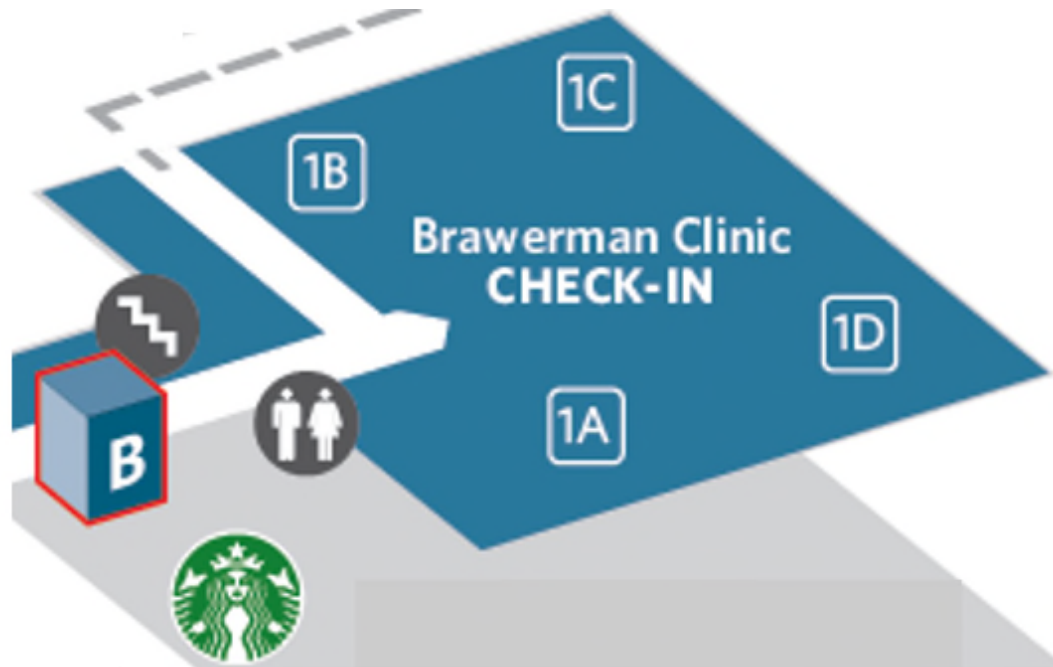


1A Evaluation and Treatment Center (ETC)

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

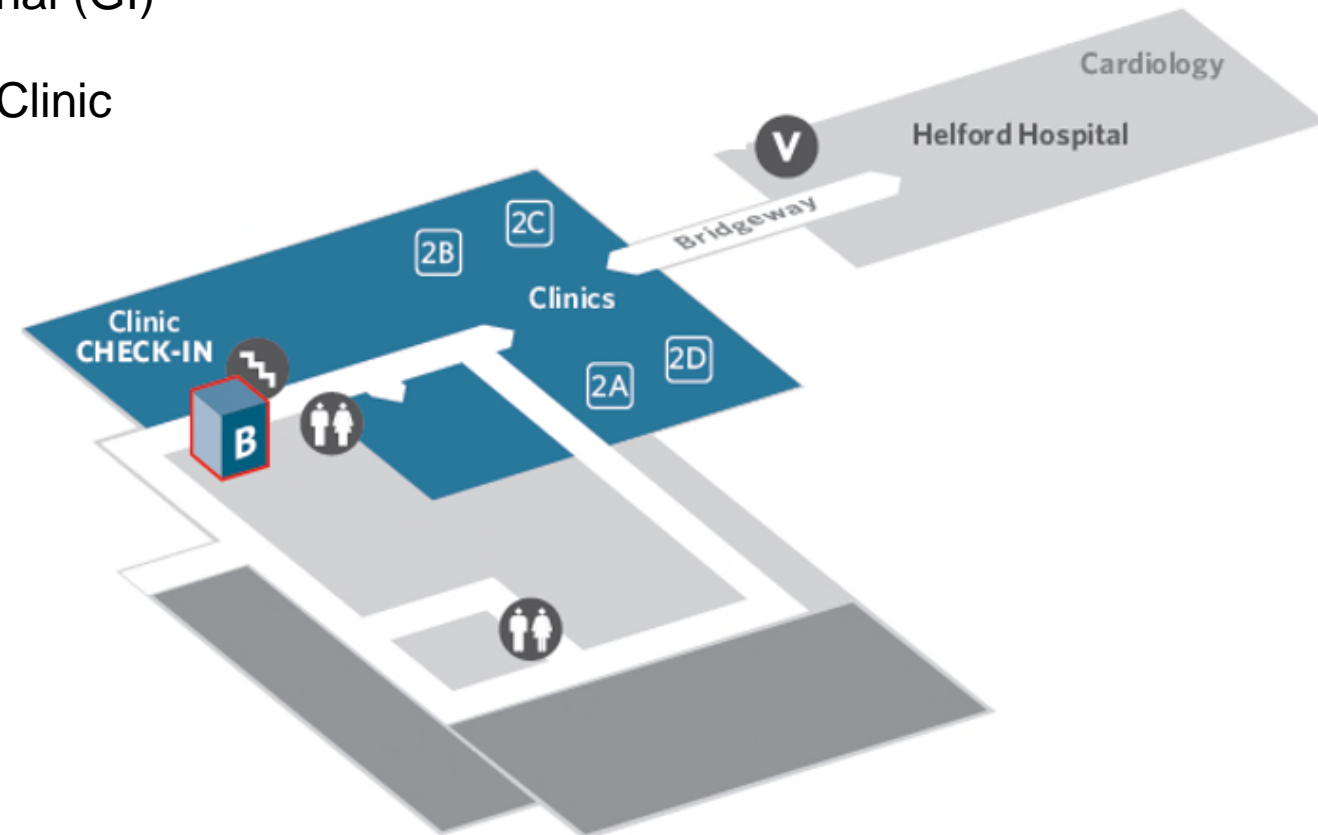
2B General Oncologic Surgery | Adult Gastrointestinal (GI)

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



Judy & Bernard Briskin Center for Clinical Research



For patients in clinical trials

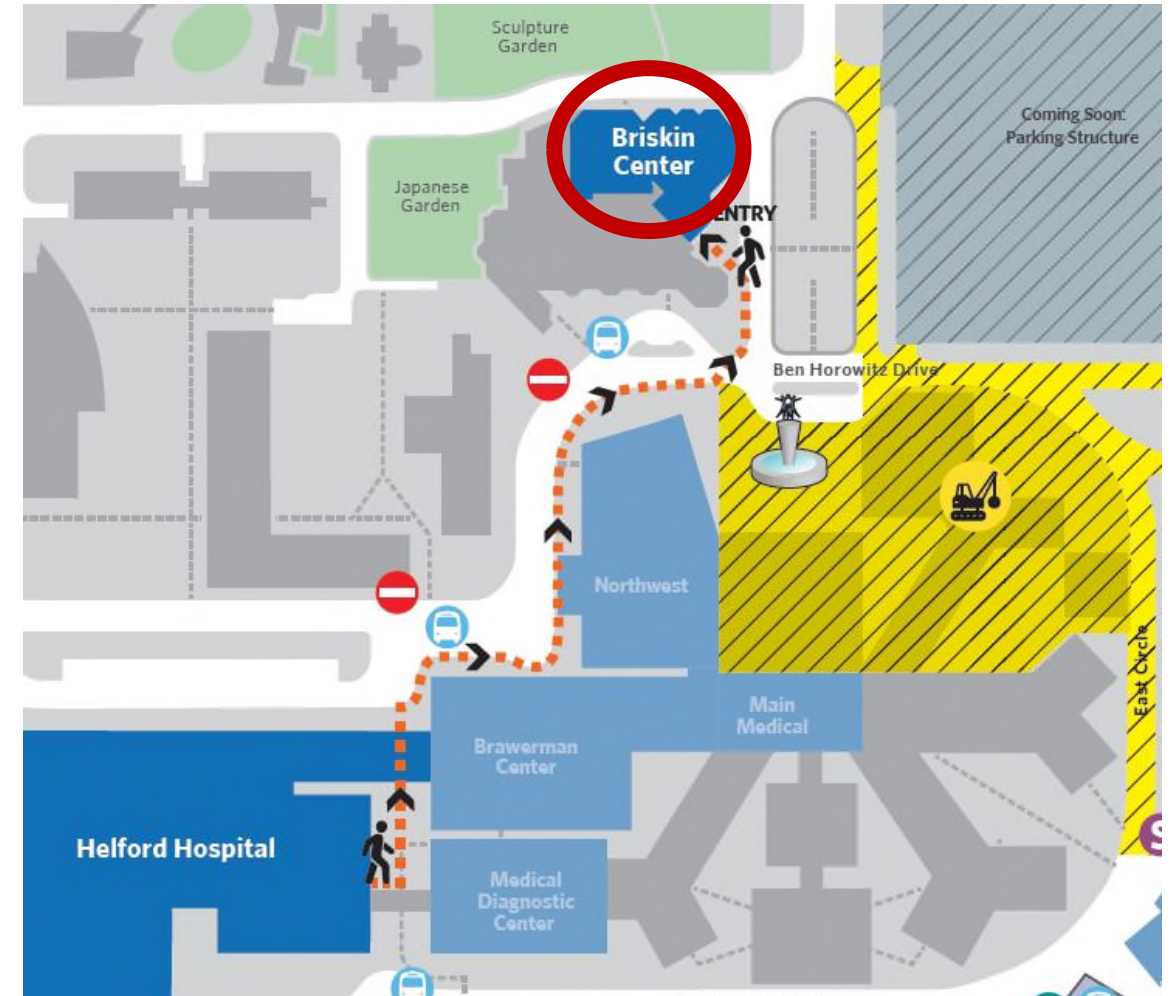




- All services in one space
- Multidisciplinary team
- Infusion appointments
- Dedicated pharmacy, lab services and EKG

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



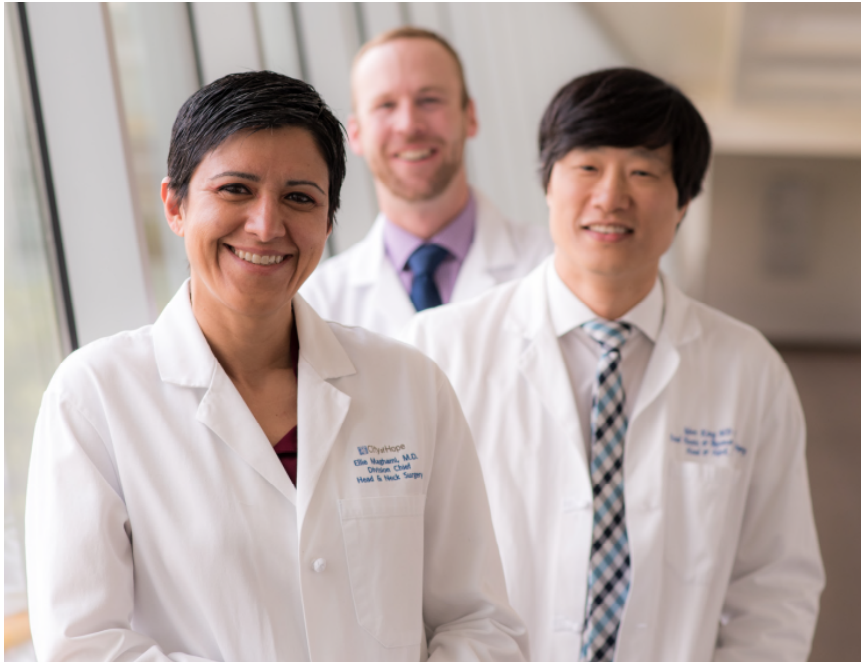
Nurses in Helford Hospital, 4 West Unit

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





Section 4

SERVICES, AMENITIES AND RESOURCES

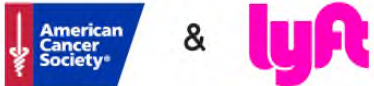
Transportation

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. 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.



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!



TRANSPORTATION RESOURCES

ACCESS TRANSPORTATION

ACCESS applications for Los Angeles County are available in the Sheri & Les Biller Patient and Family Resource Center and Clinical Social Work office. They can also be found online at <https://bit.ly/2PAitBm>.

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) 827-0829
TDD (800) 827-1359

Orange County (714) 560-5956, ext. 2
Riverside County (800) 795-7887
San Bernardino County (800) 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

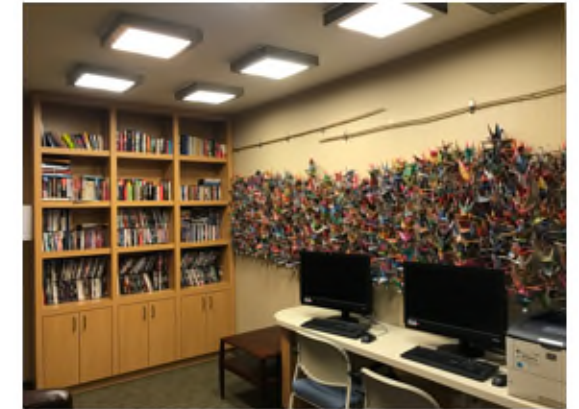


Laundry and shower facilities
Full kitchen, computer/TV lounge
Local hotels and accommodations

 **Hope Village Office:**
(626) 218-8449



Outdoor exercise equipment



RV Parking

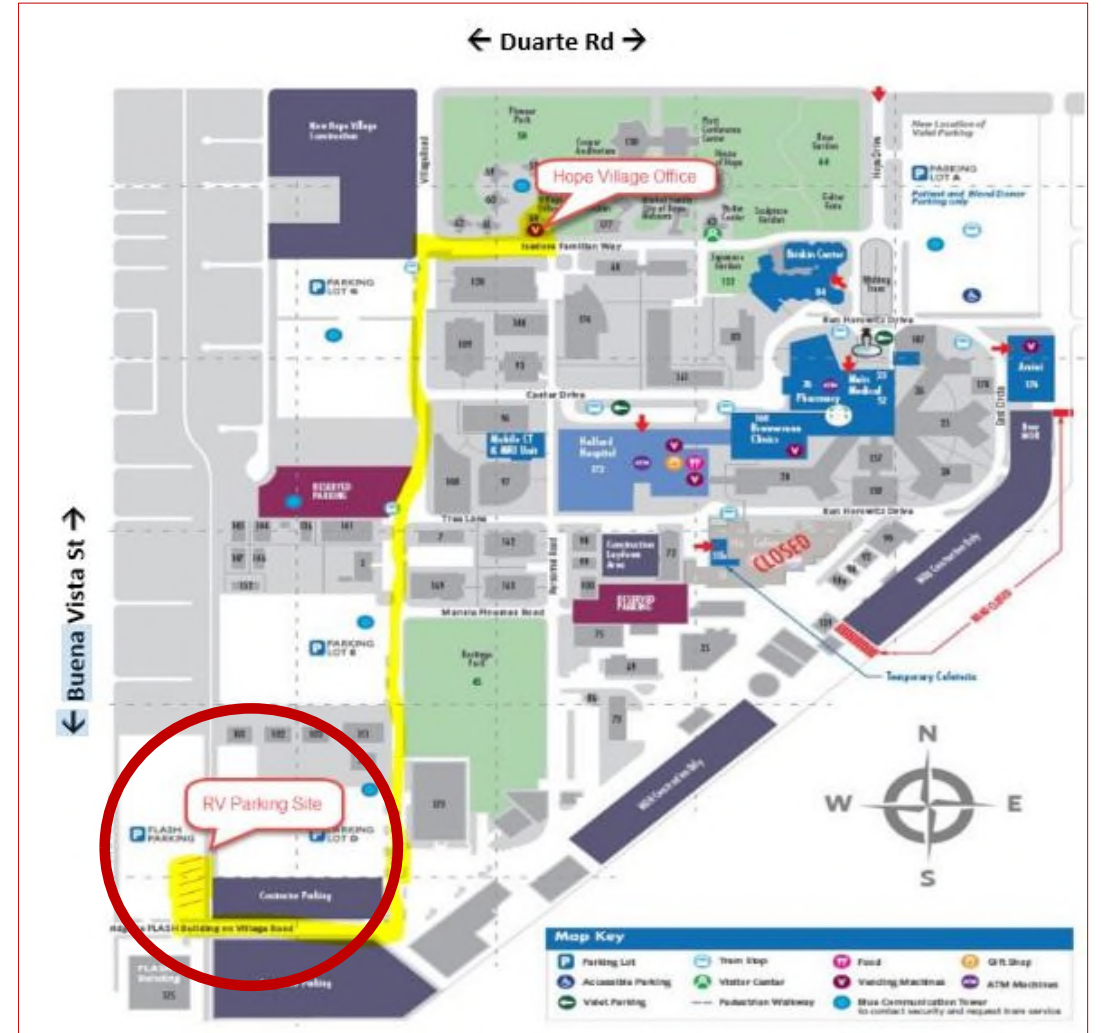
Entrance on Buena Vista



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



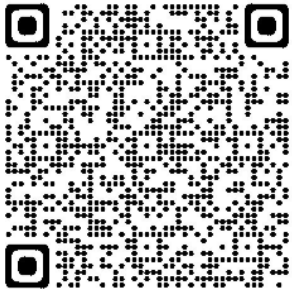
Japanese Garden



Rose Garden



Wishing trees



Dining Options - Places to Eat



Visit www.cityofhope.org/nourishing-hope

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.



ATM machines available

For Inpatients - ask Guest Services about a meal ticket.

Patient and Family Education Library



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

CityofHope.org/patients/living-with-cancer



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 you are in your cancer.



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 on to manage the impact on your routines and relationships.



Wellness

Wellness takes into account your lifestyle as a whole, encompassing your mental, emotional



Social Concerns & Relationships

Staying connected with your loved ones and



For Caregivers

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

Before, During and After Treatment

CityofHope.org/patienteducation



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.

Wellness, Connection and Support

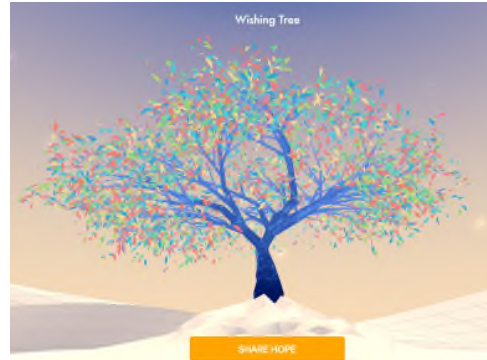


Hopeful

Connect with other City of Hope patients, families and caregivers.

- Discussion groups
- Sounding board
- Advice, wellness information and healthy recipes

hopeful.org



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

imermanangels.org



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.



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

R.S.V.P. at [CityofHope.org/Caregivers](https://www.cityofhope.org/Caregivers)



Caregivers Connect VIRTUALLY

Caregivers can now connect from the comfort of their home to find other caregivers, share their stories, reduce stress and support each other.

This is an open group for caregivers only.
All caregivers of cancer patients are welcome.

Facilitated by
clinical social workers

Note: We recommend using Google Chrome to join the group.

Caregivers Resource Centers



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



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

Los Angeles Caregiver Resource Center



(855) USC-6060



fcscgero.org

Thank you



1500 East Duarte Road Duarte, CA 91010 | (800) 826-HOPE (4673)

CityofHope.org | CityofHope.org/BillerPatientandFamilyCenter | CityofHope.org/SupportiveCare