



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

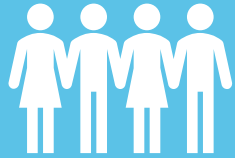
City of Hope is transforming into the cancer campus of the future. Due to construction, there will be frequent parking and road changes.

Visit expanding-hope.org to learn about the expansion, as well as City of Hope's visitor policy, construction updates and more.

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



Patient and Family Centered Care



Committed to patient and family-centered care



Treating the whole person, supporting practical and emotional needs



National Cancer Institute-designated comprehensive cancer centers



National Comprehensive Cancer Network®



World Leader in Cancer Breakthroughs



Stem cell and bone marrow transplant leader — 16,000+ bone marrow and stem cell transplant procedures since 1976



CAR T therapy pioneer — leading-edge immunotherapy



Hundreds of clinical trials annually



Annual **Celebration of Life**
Bone Marrow Transplant Reunion



SECTION 1

HOW TO GET MORE 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 Screening FAQs | City of Hope | California](#)



[COVID-19 Visitor Policy 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 next appointment(s).

Schedule your follow-up appointment at the clinic scheduling desk:



Outpatient Clinics Check-In: Returning Patients



If you have labs first:

- LABs (blood)
- Vascular Access Device (VAD)
- Anticoagulation Clinic
- Supportive Care
- Psychology and Psychiatry



Main Medical building

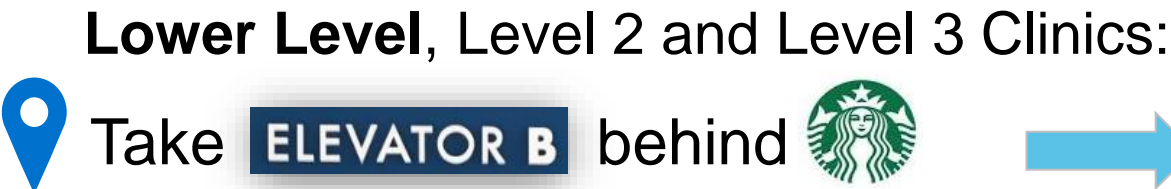
Outpatient Clinics Check-In: Returning Patients

If you do not have labs first:

Check in directly at the clinic.



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




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

BLUE PATH

→ Main Entrance
Biller Resource Center
Pharmacy

← Starbucks
Elevator 
Women's Center
Brawerman Clinics

ACCESS TO:
Helford Hospital Cafeteria

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

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?



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) 936-8232

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)

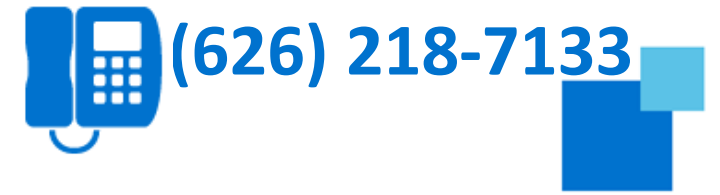
Virginia Trigueros, ext. 88416

(Dermatology, Hematology 4-5-6-7)

Nathalie Torres

Upland 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

Department of Supportive Care Medicine



There's a city behind every patient and family ...

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.



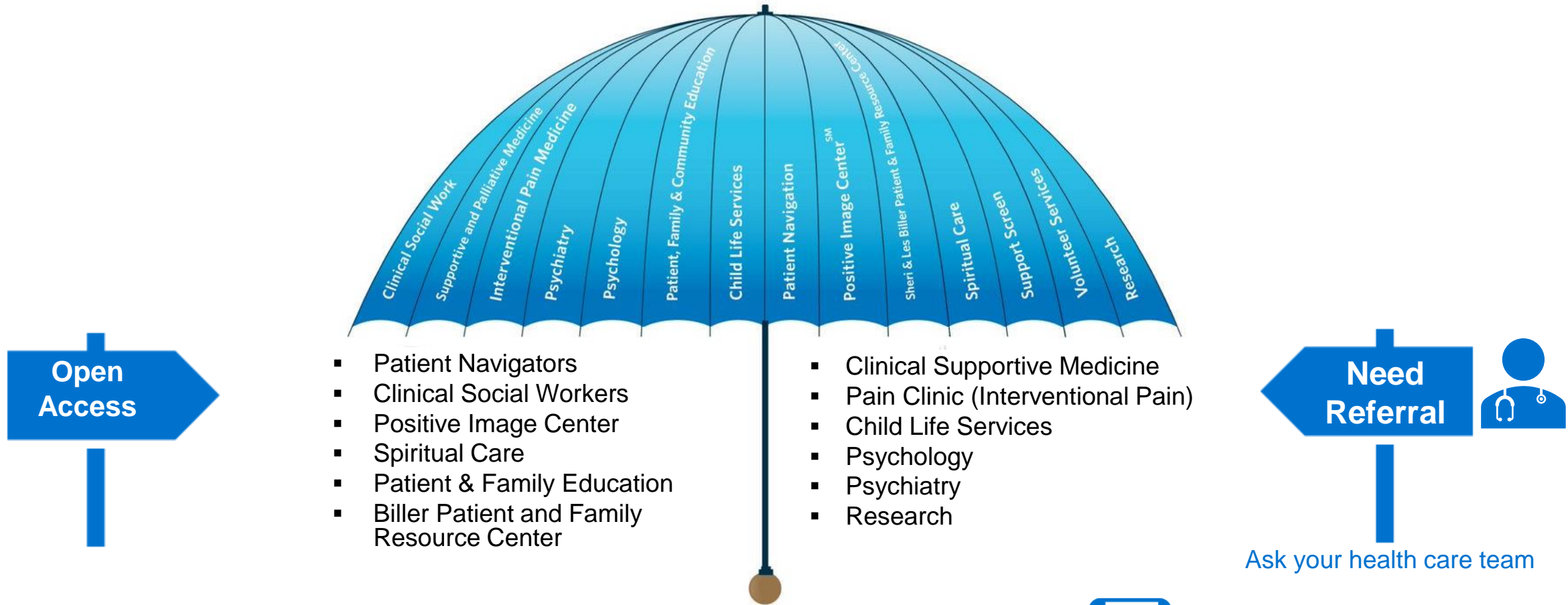
(626) 218-CARE (2273)



CityofHope.org/BillerPatientandFamilyCenter



The Supportive Care Team



Ask your health care team



[CityofHope.org/SupportiveCare](https://www.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) 218-2273



[CityofHope.org/ClinicalSocialWork](https://www.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.

or by appointment Monday to Friday, 8 a.m. to 4:30 p.m.



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

**PREPARE**
for your care

1

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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:



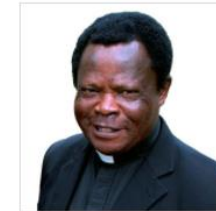
(626) 218-3898



CityofHope.org/SpiritualCare



**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
- Other resource needs

Contact Clinical Social Work

by calling **(626) 218-2004** to speak with a patient resources coordinator.



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

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

American Cancer Society

[cancer.org](https://www.cancer.org)

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

Cancer Legal Resource Center

[thedrlc.org](https://www.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](https://www.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](https://www.cancer.gov)

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

Cancer Support Community

[cancersupportcommunity.org](https://www.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.



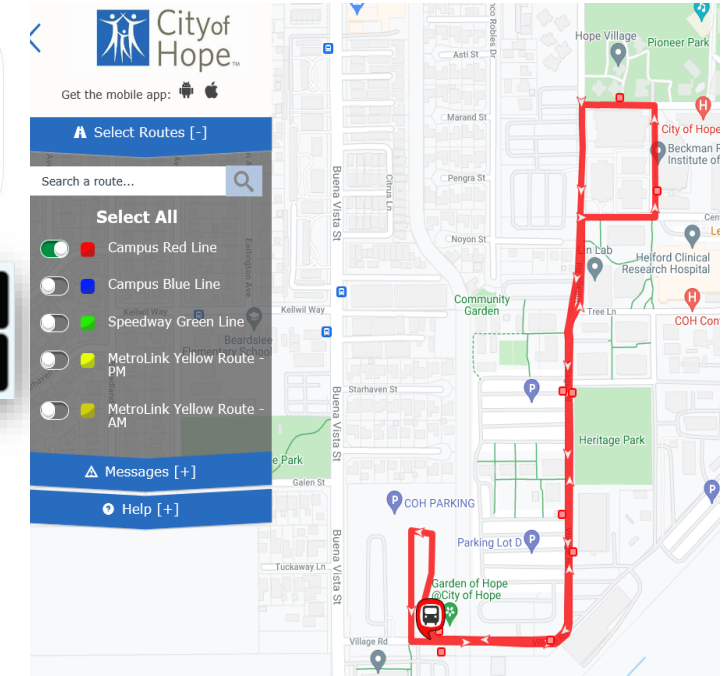
Wheelchairs
available at valet



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



Download Live Shuttle Tracker:
ETA SPOT



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

Finding Your Way Around

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.



PATIENT ENTRANCE & SCREENING

Enter through Helford Hospital

All patients must enter through Helford Hospital,
Main Entrance for COVID-19 screening.

Follow the blue and green path signage to your
first appointment/destination.

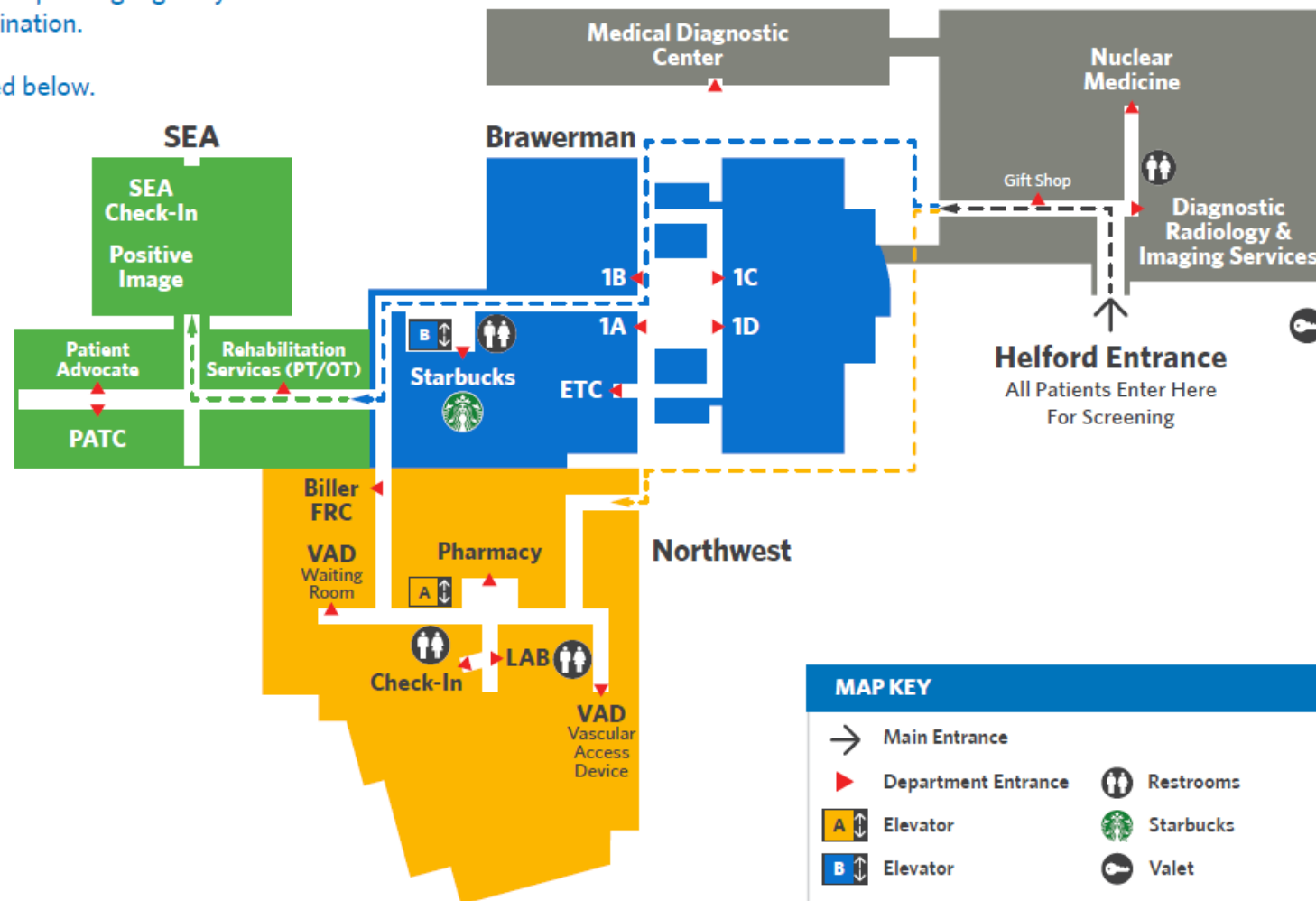
Elevator access as noted below.



Take Elevator B
To 2nd & 3rd Floor
Clinics



Elevator A
To Radiation
Oncology



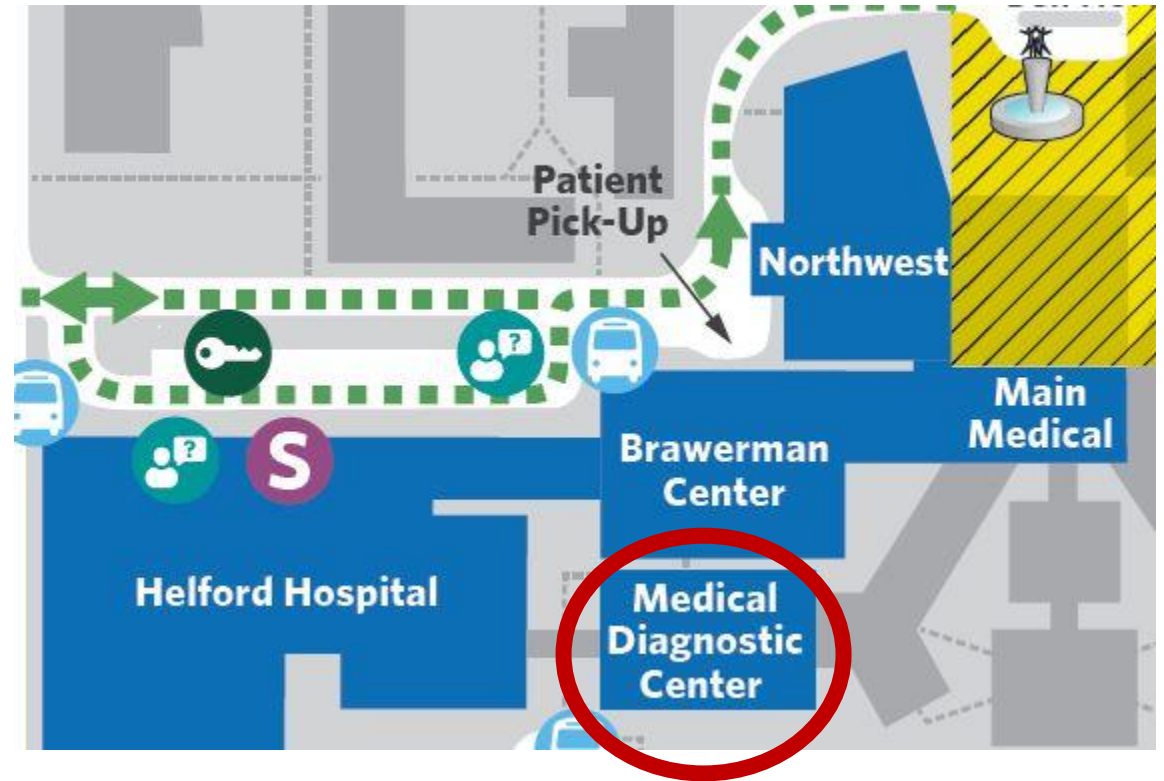
Medical Diagnostic Center

Cardiology diagnostic services

Pulmonary (lung) diagnostic services

Neurology diagnostic services

Look for signs to help guide you.



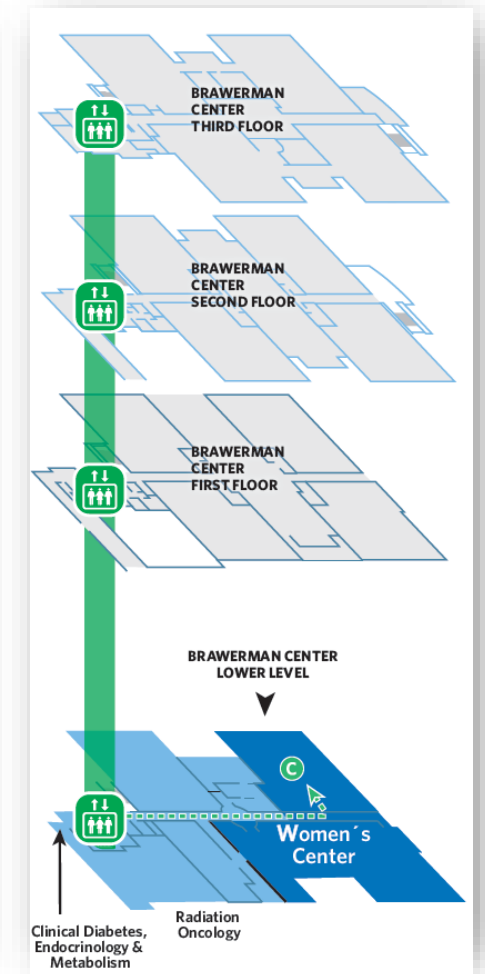
Formerly on second floor of Helford Hospital and first floor of Main Medical

Outpatient Clinics

Geri & Richard Brawerman Ambulatory Care Center

Ambulatory = Outpatient

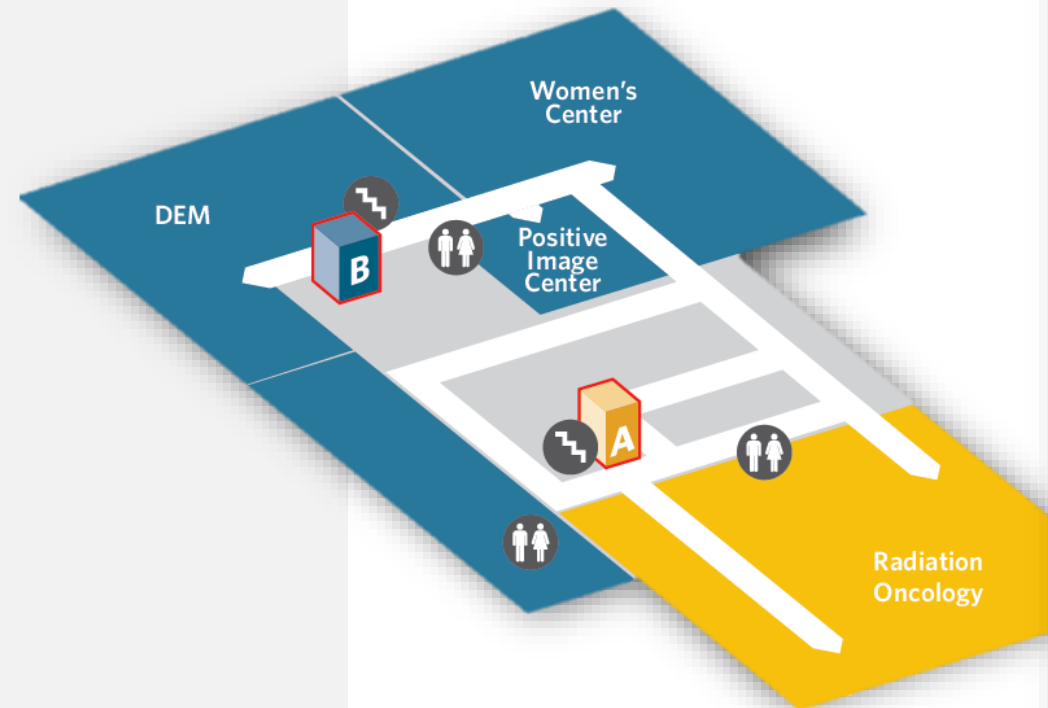
For outpatient clinic visits without prior lab or imaging appointment, check in at the clinic.



Brawerman Center, Lower Level

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

Don't forget to schedule your next appointment.



Women's Center – Brawerman Center, 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



Outpatient Clinics – Brawerman Center, Level 1

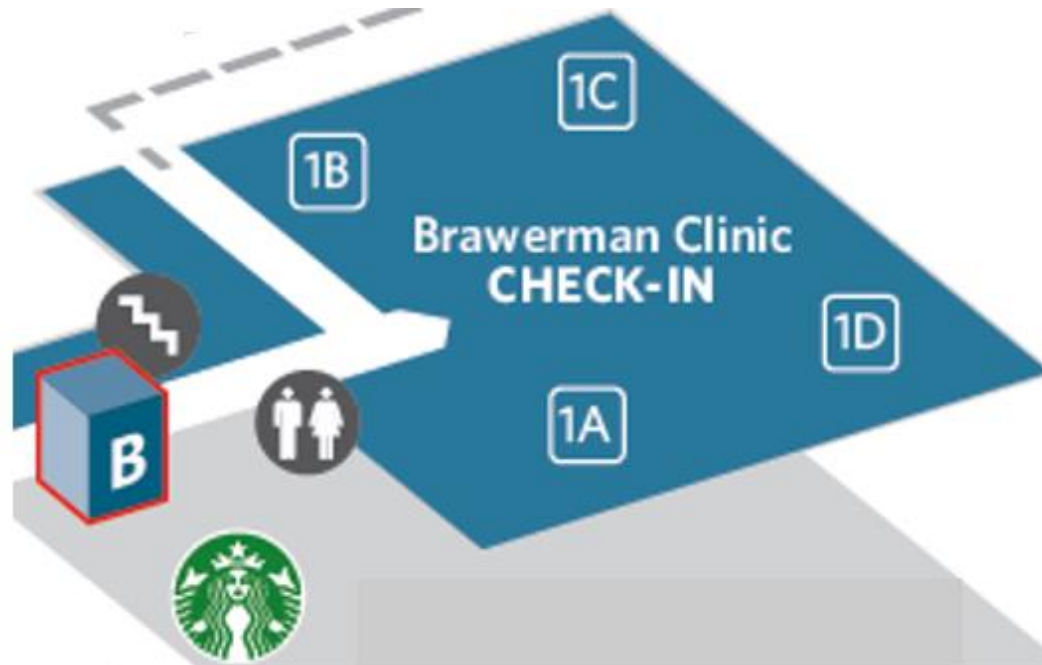


1A Evaluation and Treatment Center (ETC)

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

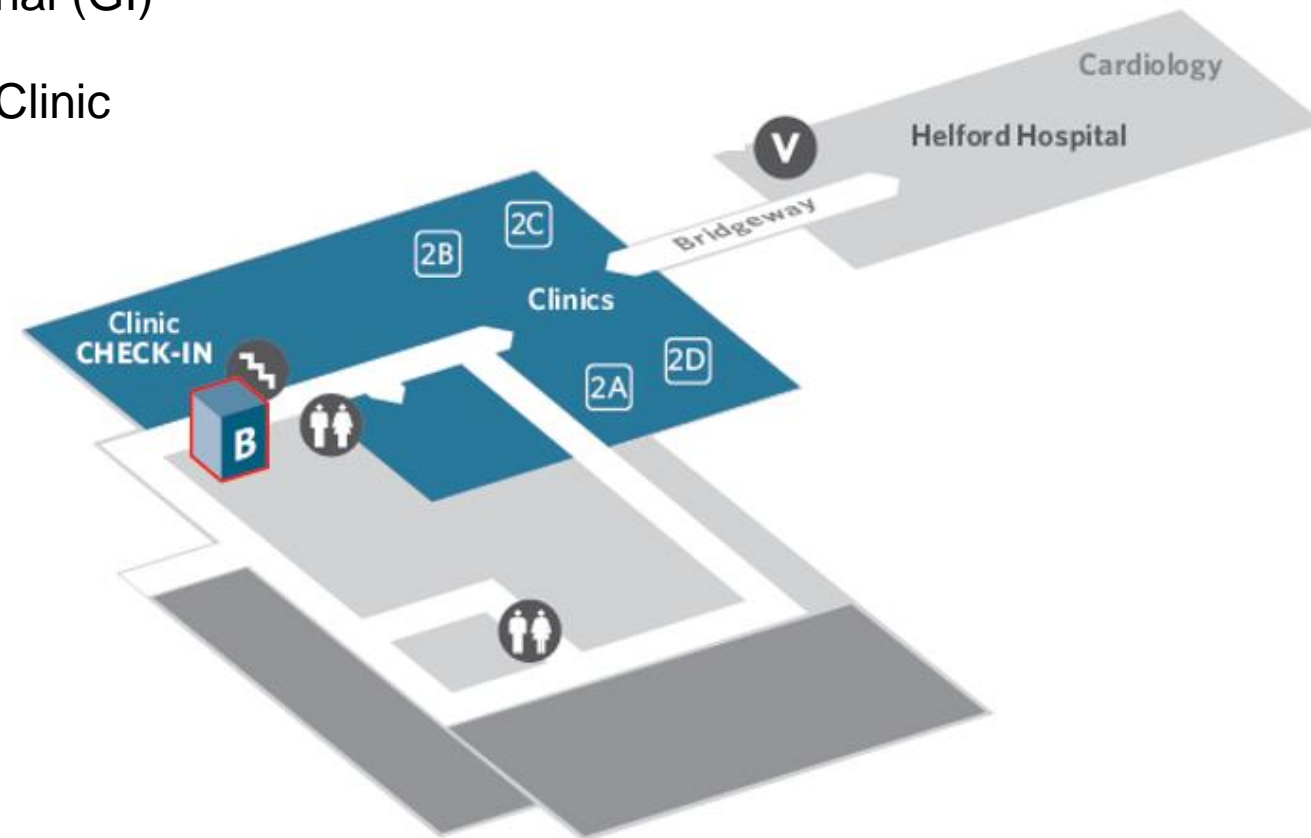
2B General Oncologic Surgery | Adult Gastrointestinal (GI)

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

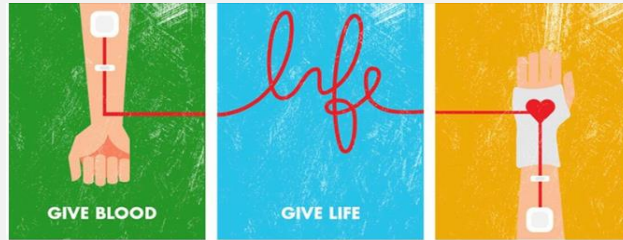
Day Hospital

- 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



(626) 471-7171



iDonateBlood4Hope.org

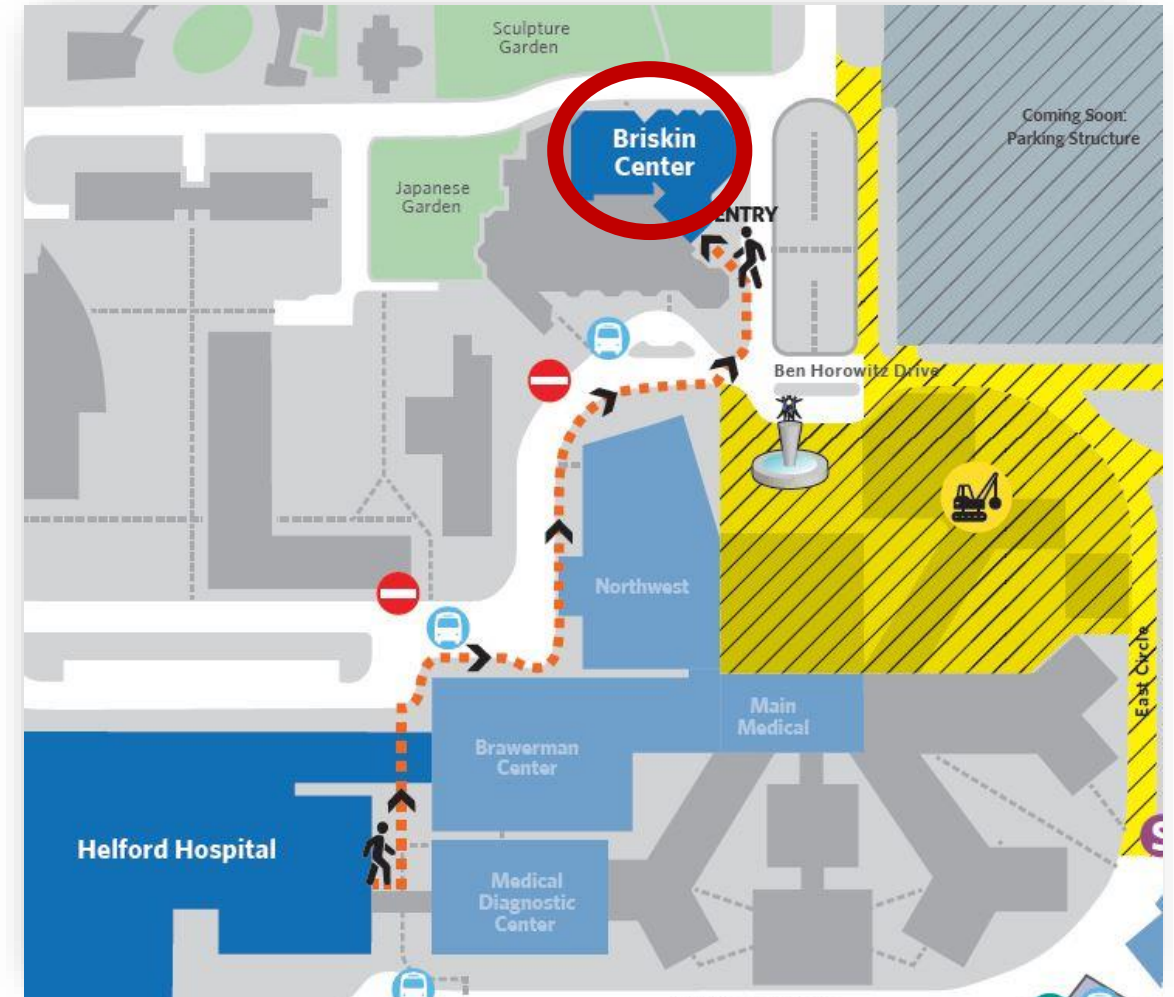


Judy & Bernard Briskin Center for Clinical Research

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



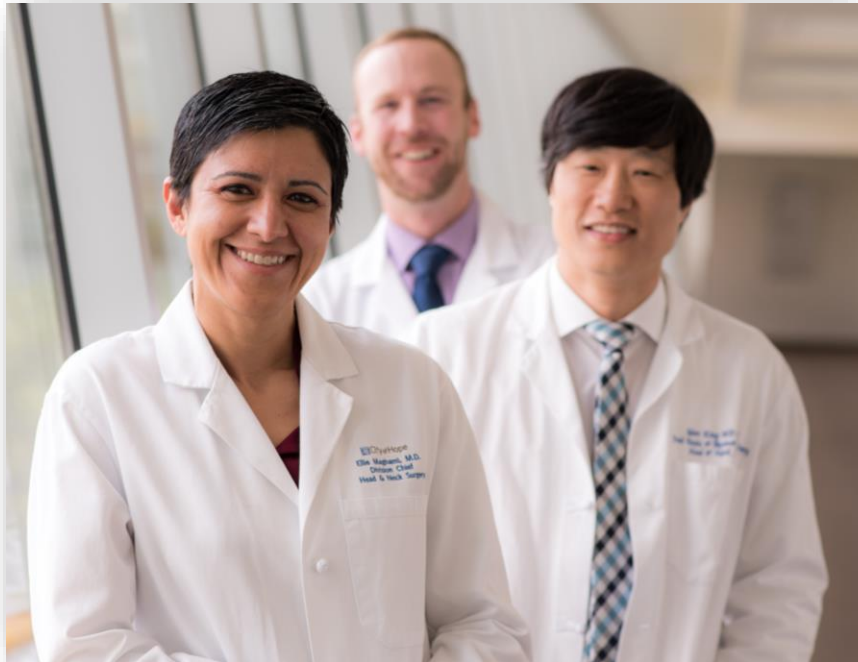
Nurses in Helford Hospital, 4 West Unit

Helford Clinical Research Hospital



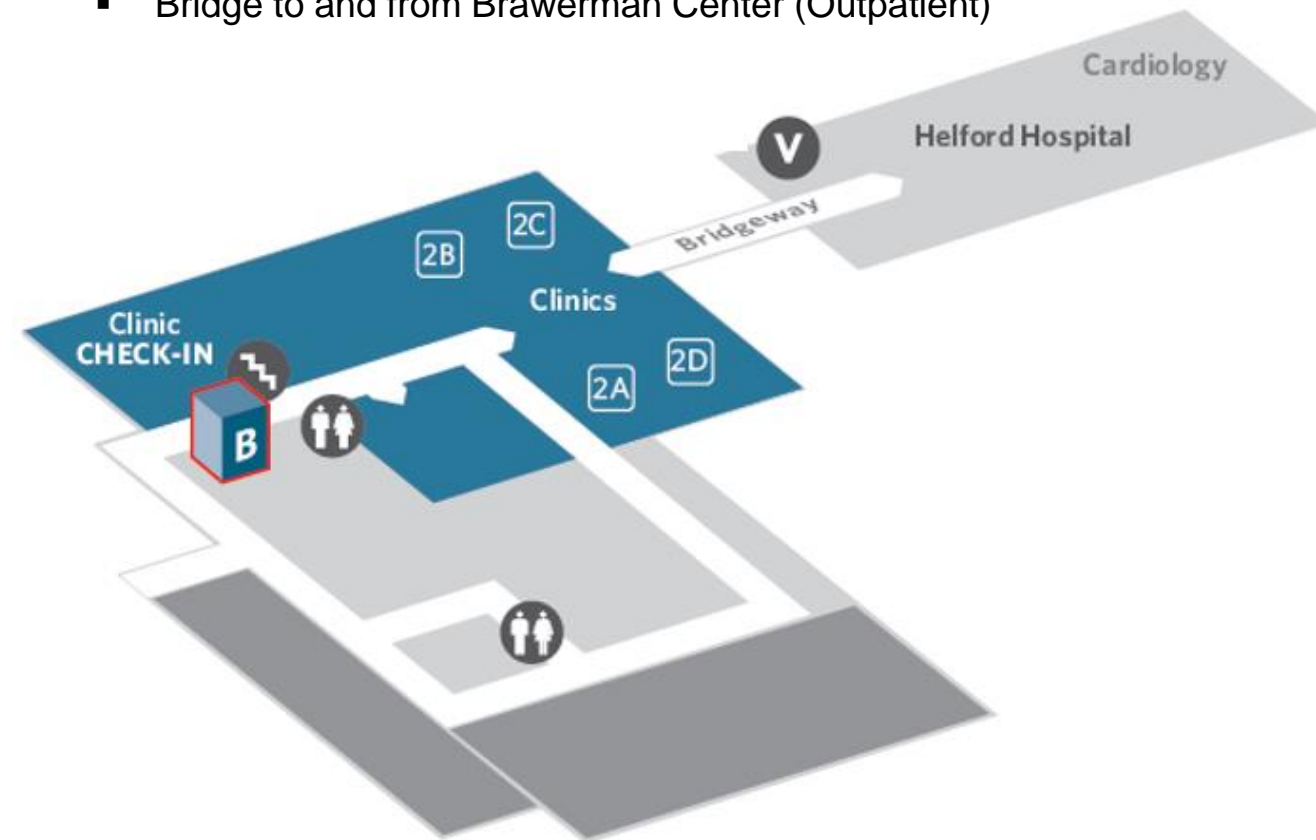
First Floor

- Guest Services Desk
- New Patient Services
- Admitting | New Patient Services
- 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




Some transportation help may be available.

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


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.


 


123HOMECARE
Home Care as Easy as 1-2-3!

UBER

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

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.

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

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 of Hope.

50

Services and Amenities: Hope Village

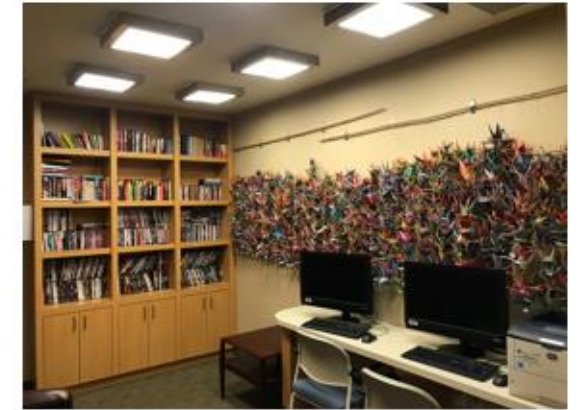


Laundry and shower facilities
Full kitchen, computer/TV lounge
Local hotels and accommodations

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

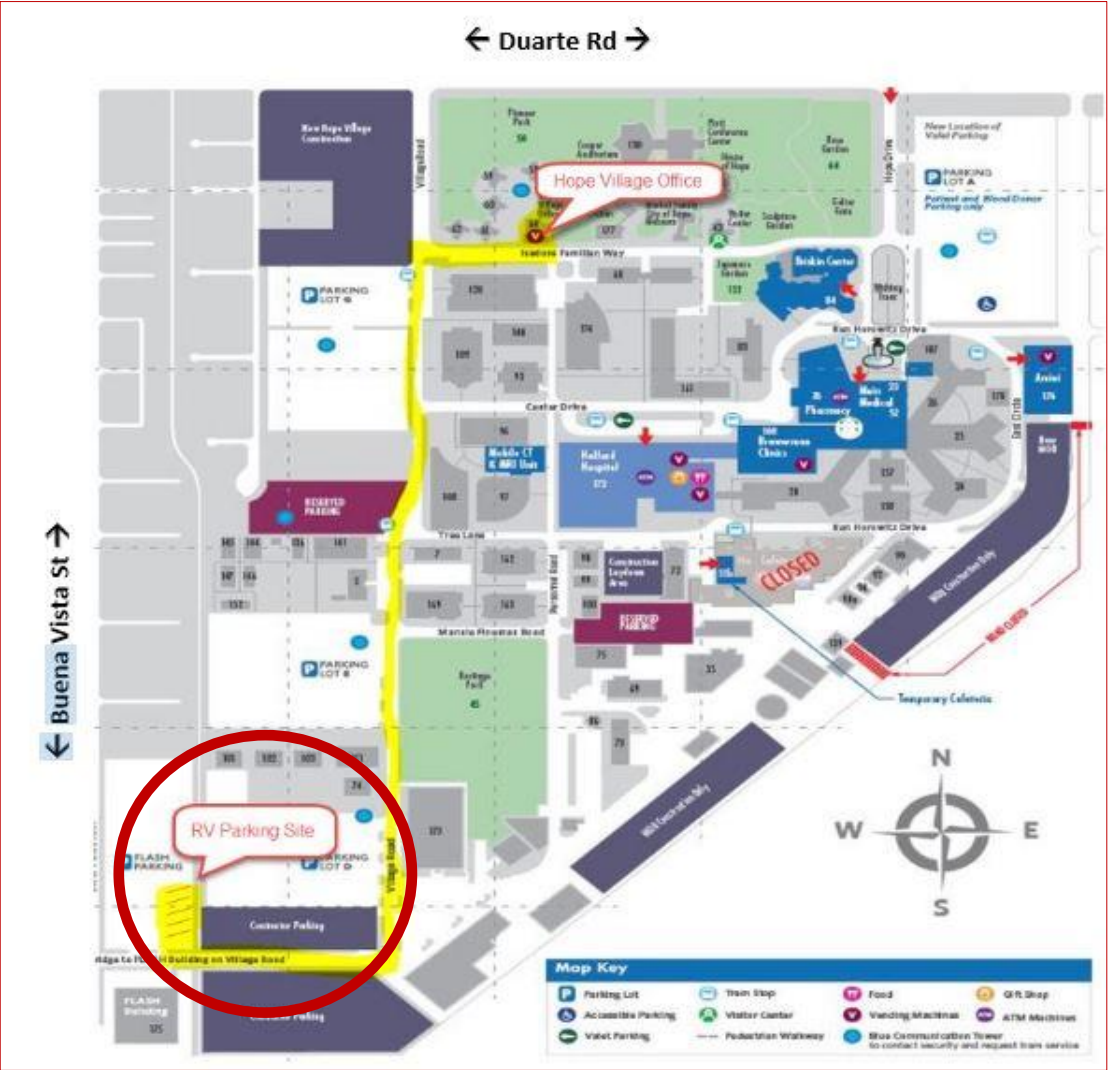


Outdoor exercise equipment



RV Parking

Entrance on Buena Vista



Healing Spaces: Gardens for Peace and Meditation



Sculpture Garden



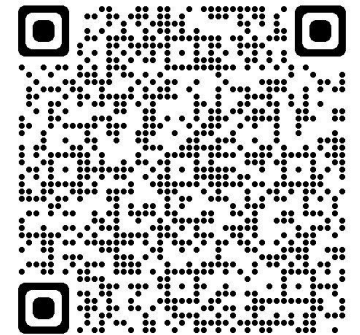
Japanese Garden



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.

Nourishing Hope Food Truck

- Available to visitors
- Found in various locations on campus
- Order online and pick up at the food truck or at City Café.
- Visit www.cityofhope.org/nourishing-hope



Visit www.cityofhope.org/nourishing-hope



ATM machines available

For Inpatients - ask Guest Services about a meal ticket.

Go for a Walk: Self Guided Tour of Gardens and Sculptures

Pick up brochure in Biller Patient and Family Resource Center



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.



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.



Sculpture Garden

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



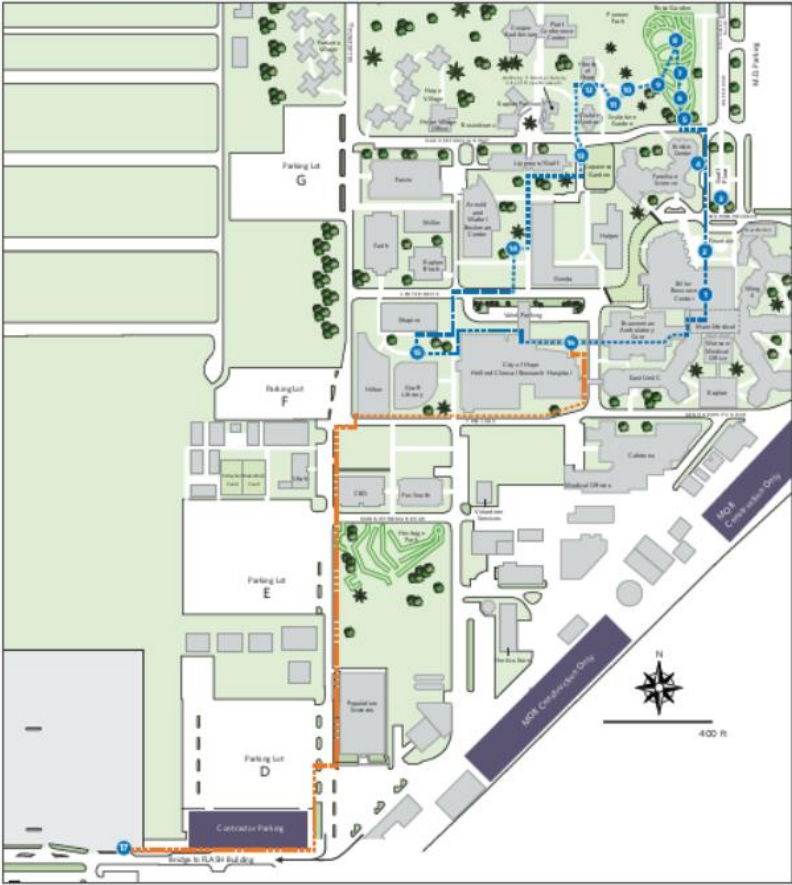
Religious Statues

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



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 one mile.

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 Effects

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

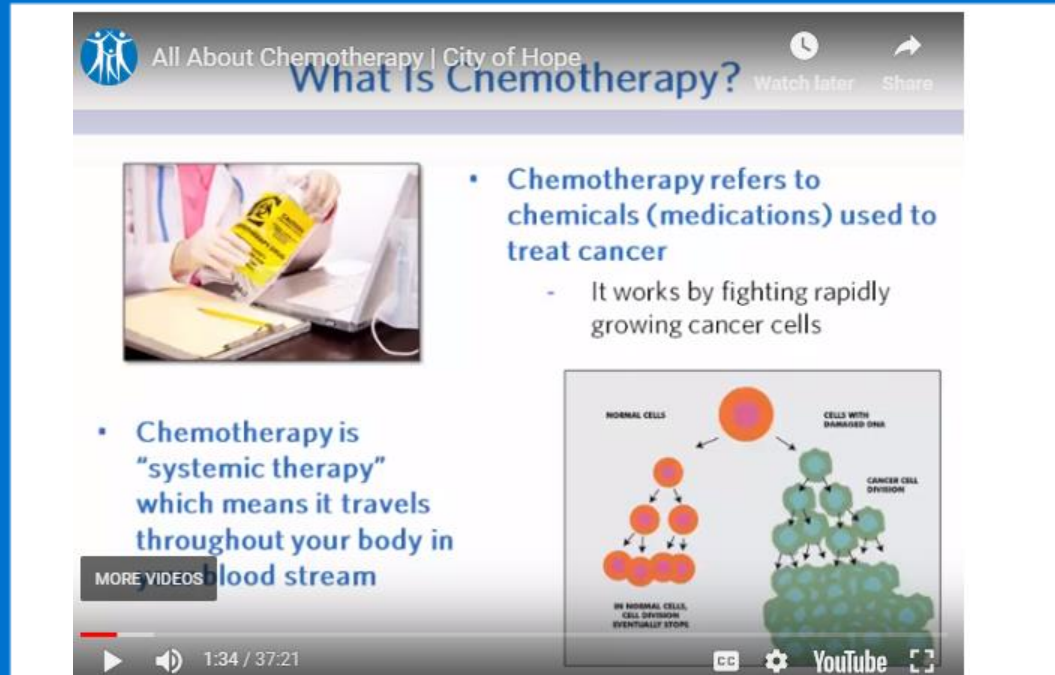


Patient Education

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.

Video Education

CityofHope.org/patienteducation



All About Chemotherapy | City of Hope

What Is Chemotherapy?

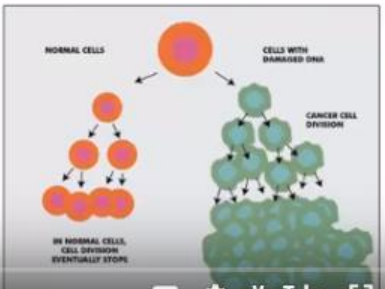
Watch later Share

- 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 blood stream

MORE VIDEOS

1:34 / 37:21

CC YouTube



NORMAL CELLS

CELLS WITH DAMAGED DNA

CANCER CELL DIVISION

IN NORMAL CELLS, CELL DIVISION EVENTUALLY STOPS



PATIENT INSTRUCTIONS: WHAT YOU NEED TO KNOW ABOUT DRAIN CARE (PDF) | ENGLISH



INSTRUCCIONES PARA EL PACIENTE: LO QUE DEBE SABER SOBRE EL CUIDADO DESU DRENAJE (PDF) | ESPAÑOL

CARING FOR YOUR VAD

HOW TO TAKE CARE OF YOUR EXTERNAL CENTRAL VASCULAR ACCESS DEVICE (PDF) | ENGLISH

Cuidado su VAD

CÓMO CUIDAR SU DISPOSITIVO DE ACCESO VASCULAR CENTRAL EXTERNO (PDF) | ESPAÑOL

Wellness, Connection and Support

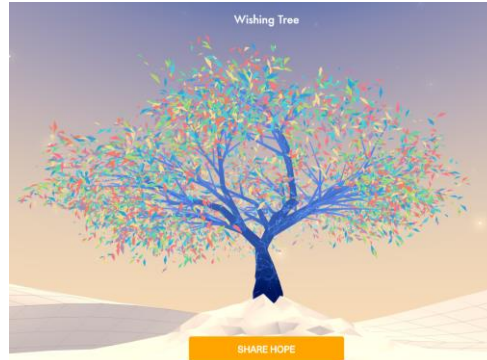


Hopeful

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