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)
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
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
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
- 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 Screening FAQs | City of Hope | California

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

800-826-HOPE (4673)
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** Clinics: Pass ☕️ Pass  
**ELEVATOR B**

**Lower Level**, Level 2 and Level 3 Clinics:

Take ELEVATOR B behind ☕️

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

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

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

LEVEL 3
3A-Pediatrics
3B-Hematology/Dermatology
3C-Infusion
Making Your Voice Heard: Communicating With Your 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
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the risks and benefits of the treatment?</td>
</tr>
<tr>
<td>What are possible short- and long-term side effects?</td>
</tr>
<tr>
<td>How often will I receive treatment?</td>
</tr>
<tr>
<td>How long will each treatment last?</td>
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<tr>
<td>What is the recovery time?</td>
</tr>
<tr>
<td>Where can I find education about this treatment?</td>
</tr>
<tr>
<td>How quickly must the decision be made?</td>
</tr>
<tr>
<td>If I have questions during my treatment and my doctor is not available, whom can I ask?</td>
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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*.

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**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.

Visit *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 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 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 )

Nathalie Torres
Upland location

Financial Counselors
(844) 936-8232
Ask to speak to your financial counselor, or email them at DL-Patient-Estimates@coh.org.
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.
PATIENT AND FAMILY SUPPORTIVE SERVICES, PROGRAMS AND RESOURCES
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

- 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) 218-2273
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.
or by appointment Monday to Friday, 8 a.m. to 4:30 p.m.
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
- Other resource needs

**Contact Clinical Social Work** by calling (626) 218-2004 to speak with a patient resources coordinator.
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
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/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
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.
City of Hope Duarte campus
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.
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
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 | 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)
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
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.
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
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
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.

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

Sculpture Garden
There are many works by famous sculptors including Michael Taddei, Wood Davi, Robert Brady, Victor Salross and Giwan Muriel.

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

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

Rose Garden
Vibrant and uplifting, the City of Hope Rose Garden is a calm sanctuary, emblematic of renewal. The garden contains 64 different varieties and approximately 4,000 bicos 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

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 own 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.

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.

Before, During and After Treatment
Video Education

CityofHope.org/patienteducation

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

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

CARING FOR YOUR VAD

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

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

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

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