City of Hope®

UP-TO-DATE INFORMATION FOR

# Your Visit to City of Hope



Outpatient Clinics, Duarte Campus

# In This Guide

**Welcome to City of Hope** ..... 2
- Now That I'm a Patient, What Do I Need to Know? ..... 2
- *My*CityofHope ..... 3
- Important Telephone Numbers ..... 4
- Visitor Policy ..... 5
- Parking and Shuttle ..... 5
- Smoking Policy ..... 6

**Preparing for Your Appointments** ..... 7
- Outpatient Appointments ..... 7
- Tips ..... 8
- Hope Virtual (Televideo) ..... 8

**24 Hour Help Line: Nursing Triage Call Center and Pharmacy** ..... 9
- Nursing Triage Call Center ..... 9
- Pharmacy Services ..... 9
- Supportive Care Medicine ..... 10

**Duarte Campus** ..... 11
- Dining Options on Campus ..... 11
- Healing and Meditation Spaces at City of Hope ..... 12




# Welcome to City of Hope

*Now That I'm a Patient, What Do I Need to Know?*

## Patient and Family Orientation

NOW IN PERSON AND VIRTUAL! In 60 minutes, you will learn how to get the most out of your care.

- How to find your way to your clinic, labs, dining options and healing gardens
- Whom to call for answers and assistance
- How to find support and resources, and information on cancer, nutrition, support groups and integrative therapies, such as yoga, art classes, tai chi and much more

Register by emailing **patienteducation@coh.org**. For more information and additional resources, please visit **CityofHope.org/patientorientation**.

# MyCityofHope

## Patient Portal

With *My*CityofHope, you can:

- Request appointments.
- Ask for prescription refills.
- View after visit summaries.
- Access most test results.
- Send a message to your care team.
- Pay bills online.
- Connect to Hope Virtual (televideo) appointments.
- Give friends and family access.
- Request, download or send your medical records.







## How Do I Sign Up?

There are a few ways to sign up!

- Download City of Hope's mobile app from the Apple App Store or Google Play Store.
- Visit **CityofHope.org/MyCityofHope**, or scan the QR code on your mobile device.

# Important Telephone Numbers

## City of Hope Duarte Campus

**1500 E. Duarte Road**
**Duarte, CA 91010-3000**
**CityofHope.org**

**Main Telephone**
**800-826-HOPE (4673)**

**Parking**
**877-COH-PARK or 877-264-7275**

### OTHER IMPORTANT TELEPHONE NUMBERS

**Appointment Line**
**800-826-HOPE (4673)**
For scheduling, rescheduling or canceling an appointment

**24 Hour Nursing Triage Call Center**
**626-218-7133**

**Pharmacy**
**626-301-8304**
To refill prescriptions dispensed at City of Hope

**Sheri & Les Biller Patient and Family Resource Center**
**626-218-CARE (2273)**
Find patient and family resources, information about cancer, support groups and healing programs. Visit **CityofHope.org/BillerPatientandFamilyCenter**.

## Local Accommodations, Services and Attractions

If you are looking for hotels, motels, local restaurants or services while visiting City of Hope's Duarte campus, please find helpful guides at **CityofHope.org/local-accommodations** or scan the QR code with the camera on your mobile device.

# Visitor Policy

City of Hope treats patients whose immune systems are weak and often compromised, so we are maintaining check-in practices for all patients and visitors. **Masks must still be worn at all times by patients and visitors inside all City of Hope facilities.** We ask for your cooperation to keep all of our patients, visitors and staff safe. One visitor is allowed to accompany a patient to each appointment. Patients may report directly to their appointment location and will receive their medical wristband when checking-in at the clinic; patients no longer need to check-in at Parking Lot G or at Helford Clinical Research Hospital prior to their appointment.

For up-to-date information on our visitor policy, please visit **CityofHope.org/visitor-policy** or scan the QR code with the camera on your mobile device.

Patient navigators are available to help you with registration, guide you to your appointment location and assist with other support. Learn more about patient navigators by visiting **CityofHope.org/PatientNavigators** or calling the Biller Patient and Family Resource Center at **626-218-CARE (2273)**.

## Interpreters Are Available

City of Hope offers interpretation services for patients with limited English proficiency and deaf and hard of hearing patients to communicate with their health care teams. Contact Interpreter Services at **626-218-8024** or via email at **interpreter@coh.org**.

## Caregiver Services

Caregivers are invited to join the Caregivers Connect support group. Learn more about the group and find other caregiver resources at **CityofHope.org/caregivers**.

## Waiting Areas for Family and Caregivers

Family and caregivers who drive patients to City of Hope's main campus at Duarte, California, are welcome to wait in the Graff Medical and Scientific Library, next to Helford Hospital.

Other activities while waiting include:

- Walking in our gardens and public spaces
- Donating blood or platelets at the City of Hope Blood Donor Center (Blood donations require an appointment.)
- Enjoying a meal at City Café or pick up a meal to go. Visit **CityofHope.org/nourishing-hope**.
- Getting something at Starbucks

# Parking and Shuttle

For the latest information about Duarte campus parking, visit **CityofHope.org/duarte-parking**.

## Ambassadors

Ambassadors are stationed at parking lots and can help with:

- Tram rides from parking lots to campus buildings
- Finding appointment locations

Ambassadors are available Monday through Friday from 5:30 a.m. to 9 p.m., and Saturday and Sunday from 7 a.m. to 5 p.m.

## Valet Parking

Valet parking is available for $4 ($2 for those with a disabled placard). The valet stand is located at:

- City of Hope Helford Clinical Research Hospital
  Monday through Friday, 5 a.m. to 9 p.m.
  Saturdays, Sundays and holidays, 8 a.m. to 5 p.m.

Our valet and Ambassadors will assist you with wheelchairs, walkers and luggage, as well as providing directions.

# Smoking Policy

*City of Hope is a Smoke Free Environment*

City of Hope promotes the well-being of all of our patients, their family members, visitors and staff by ensuring that our environment is smoke-free.

Smoking and the use of all tobacco, including e-cigarettes are prohibited. E-cigarettes are known by many different names, including e-cigs, electronic nicotine delivery systems, alternative nicotine delivery systems, e-hookahs, mods, vape pens, vaporizers, vapes and tank systems.

The possession and use of cannabis (marijuana) in any form is prohibited in all City of Hope locations, both inside and outside buildings. While the state of California has legalized marijuana for recreational use, it remains illegal under federal law. City of Hope must abide by federal law and regulation, and as such, possession of marijuana at City of Hope continues to be prohibited.

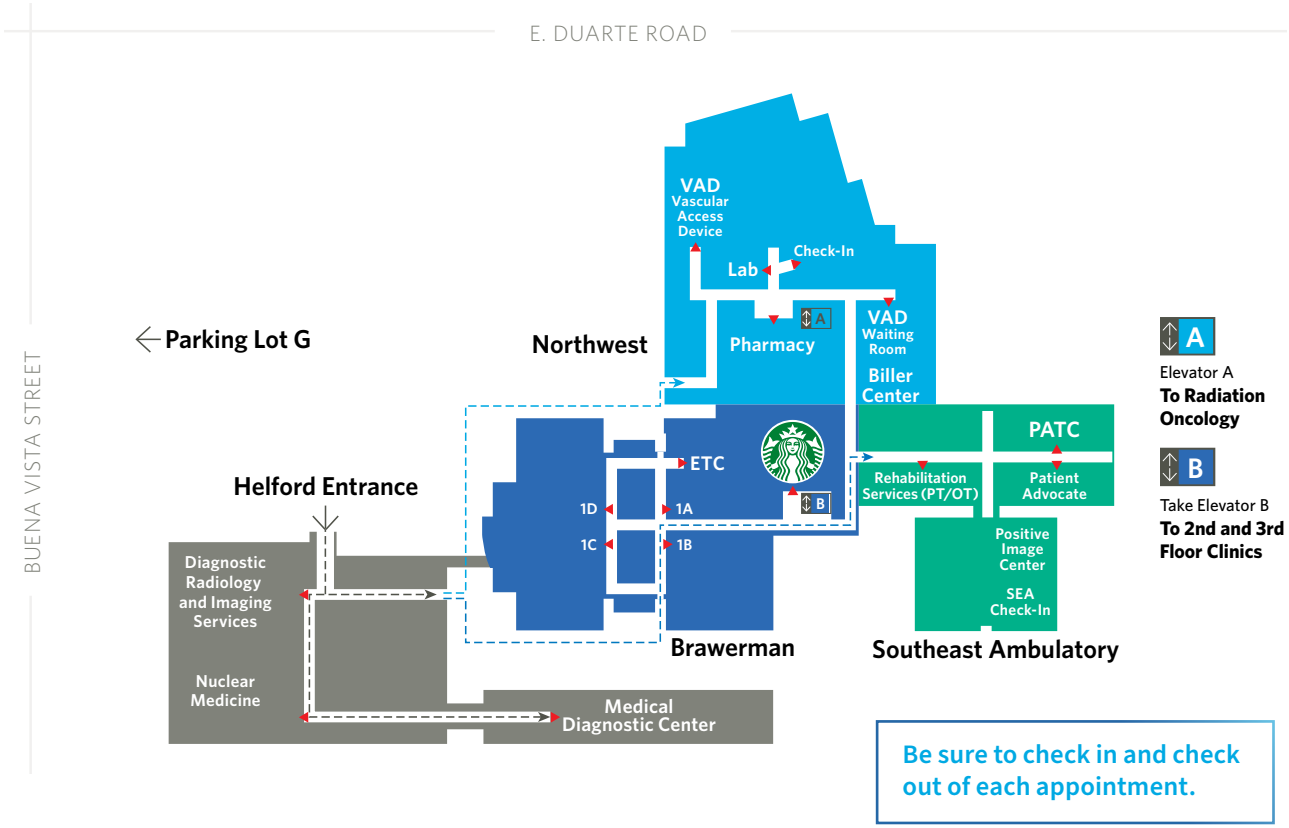
Patients, family members and visitors to City of Hope who bring marijuana on campus will be requested to immediately remove it from City of Hope's premises. Patients who do not comply with this request may be discharged from services. Family members and visitors who do not comply may have visiting privileges restricted or terminated.

City of Hope patients who intend to use marijuana off-site, whether for medicinal purposes or other purposes, are reminded to first discuss this intended use with their physician(s) to make certain that marijuana does not cause any undue side effects or otherwise interfere with the prescribed course of treatment.

Thank you for partnering with us to promote the well-being of all patients, family members, visitors and staff.

# Preparing for Your Appointments

## Outpatient Appointments




The outpatient experience can be different for each patient, but the order of events on your appointment day typically look like this:



# Tips

### HELPFUL PLANNING TIPS FOR YOUR VISITS

You may be spending several hours at City of Hope. Please come prepared:

- ❑ Wear comfortable clothes and shoes.
- ❑ Bring a book or magazine.
- ❑ Bring an iPad.
- ❑ Bring snacks and water.

Bring these important items with you:

- ❑ Insurance card(s), including Medicare, Medi-Cal, Covered California, etc.
- ❑ Insurance copay, if you have one
- ❑ List (or bottles) of medications
- ❑ Valid photo identification

**1. For labs and imaging appointments:**

After any tests are administered, you will then proceed to your clinic appointment and meet with your doctor. Please note that you will need to check in separately for your doctor's appointment when you arrive at the clinic.

**2. For treatment or chemotherapy/infusion appointments:**

Treatment or infusion (chemotherapy, blood products or fluid) appointments usually take place after your doctor appointment. Please be sure that you have someone that can drive you home after clinic visits or treatment.

### DO YOU HAVE ANY SPECIAL NEEDS?

Patients with physical, intellectual and/or developmental disabilities may alert our staff to be reasonably accommodated.

A patient escort will be assigned as needed. Please talk with your care team before your appointment.

## Scheduling Future Appointment(s)

Before you leave, please stop at the scheduling desk in the clinic to schedule future appointments.

**Appointment Line: 800-826-HOPE (4673)**

# Hope Virtual (Televideo)

**Meet with your health care team from the convenience of home.**

Hope Virtual is City of Hope's telehealth platform found on the *My*CityofHope app that allows you to connect through video with members of your health care team at City of Hope on your smartphone, tablet or computer. When appropriate, you now have the option to see your provider with Hope Virtual from home.

Visit **CityofHope.org/hope-virtual** to learn more.

# 24 Hour Help Line: Nursing Triage Call Center and Pharmacy

## Nursing Triage Call Center

### 24 Hour Help Line

**626-218-7133**

A registered nurse is available 24 hours a day to answer your questions for non-life-threatening health problems. Please have your medical record number when you call.

### Call the triage nurse if you have:

- 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
- Need of help with self-care procedures
- Bleeding
- Any other health problem where you were instructed to call City of Hope
- Nonurgent health problems



If you need medical treatment, the triage nurse may tell you to come to our Urgent/Evaluation and Treatment Center (ETC) located in Geri & Richard Brawerman Ambulatory Care Center Clinic 1A. ETC is open 24 hours a day, seven days a week.

**Please DO NOT call the Nursing Triage Call Center for pharmacy refills, to make appointments or to obtain medical records.**

## Pharmacy Services

The Specialty and Retail pharmacies provide medications to City of Hope patients and provide guidance on the safe use of medications.

**Main Medical**

Monday through Friday, 8:30 a.m. to 6 p.m.
Saturday, 8:30 a.m. to 3:30 p.m.
Closed Sundays and holidays

# Supportive Care Medicine

Experts with different specialties work together to bring you comprehensive, holistic services to support you and your families in the many complicating factors that may occur during a cancer diagnosis and its treatment, including physical, emotional, spiritual, social and practical issues to maximize coping and improve your quality of life.



The Supportive Care Medicine team specializes in communication around your values and goals for medical care and advanced care planning.

Please speak with your health care team if you would like assistance in any of these areas.

- Sheri & Les Biller Patient and Family Resource Center
- Child Life Program
- Clinical Social Work
- Clinical Supportive Medicine
- Interpreter Services
- Interventional Pain Management (Pain Clinic)
- Patient, Family and Community Education
- Patient Navigation
- Patient Resource Coordination
- Positive Image Center℠
- Psychology and Psychiatry
- Spiritual Care Services
- Volunteer Services

## Biller Patient and Family Resource Center

The Biller Patient and Family Resource Center embodies the heart and soul of City of Hope's mission to care for the whole person. As the physical hub of the Department of Supportive Care Medicine, the center is where all support services are integrated. Here you will find support, education and resources for before, during and after treatment.



The Biller Patient and Family Resource Center offers support groups, integrative therapies and patient and family education classes to support patients and caregivers.

Call the Biller Patient and Family Resource Center at **626-218-CARE (2273)** or visit **CityofHope.org/BillerPatientandFamilyCenter** for current class and support group schedules.

# Duarte Campus

## Dining Options on Campus

### Nourishing Hope

Nourishing Hope serves high-quality foods, including organic and locally grown produce. All eateries are available to our patients, guests and staff.

### Locations And Hours

Visit **CityofHope.org/nourishing-hope** for up-to-date hours, information and to place orders online.

**City Café Duarte**
*Self Serve, online or mobile ordering*
Monday through Friday, 7 a.m. to 8:30 p.m.
Saturday and Sunday, 7 a.m. to 5 p.m.

**City Café Pantry**
*Self serve — grab and go*
Monday through Sunday,
open 24 hours a day

**1913 Restaurant and Bar**
*at the Judy & Bernard Briskin Hope Village*
Open daily, 6 a.m. to 9 p.m.

**Starbucks**
Monday through Friday, 6:30 a.m. to 6 p.m.

**Vending Machines**
Vending machines with snacks and beverages are available at the following locations:

- Second floor in the Brawerman Center, near the bridge
- Hope Village

# Healing and Meditation Spaces at City of Hope



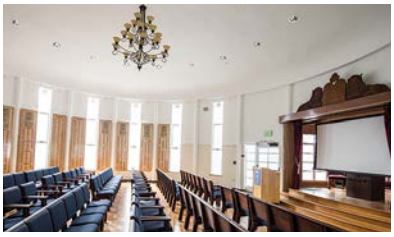
### Japanese Garden

Located west of the Familian Science Building and south of the Visitor Center, the Japanese Garden was built in honor of the late Kaoru "Kay" Murakami, former president of the Lions Club International.



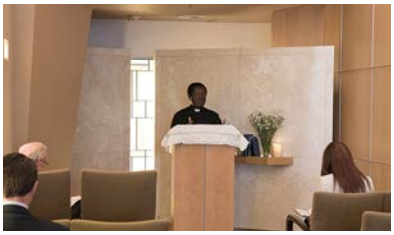
### Rose Garden

The Ruth and Allen Ziegler International Garden of Meditation is located in Pioneer Park, along the northern boundary of City of Hope's grounds. In the garden is the wrought-iron Golter Gate inscribed with City of Hope's credo, "There is no profit in curing the body if, in the process, we destroy the soul."



### La Kretz House of Hope

The La Kretz House of Hope is set amid picturesque grounds and is located directly west of the Rose Garden.



### Interfaith and Meditation Center

The Arthur and Stephanie Blank Interfaith and Meditation Center is located on the first floor of Helford Hospital just west of the Gift Shop.



### Garden of Hope

The Garden of Hope is a space for patients and families to spend time in nature and find meditation in gardening. If you are interested in volunteering, you can show up to the Garden Club and get started. Garden hours vary. Please visit **CityofHope.org/garden-of-hope** for up-to-date hours.

*The Garden of Hope was created through generous funding by the Conrad N. Hilton Foundation.*

Hours of operation may be different and change without notice.
Please call campus operations at **626-218-2006**.










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20000-N-46540-partA_07-23