A Handbook About Your Care
Welcome

Our interpreters can help patients communicate across languages and cultures. Services are available in many different languages, either in person or by telephone.

If you need an interpreter, call:

- 617-632-3673 Dana-Farber
- 617-732-6639 Brigham and Women’s

Si necesita un intérprete, llame al:

- 617-632-3673 Dana-Farber
- 617-732-6639 Brigham and Women’s

Se precisa de um intérprete, ligue ao:

- 617-632-3673 Dana-Farber
- 617-732-6639 Brigham and Women’s

Если Вам требуется помощь переводчика, звоните

- 617-632-3673 Dana-Farber
- 617-732-6639 Brigham and Women’s

For a Spanish copy of this handbook, call 617-632-3673.

In an Emergency

If you have a medical emergency, dial 911. For non-emergency situations, ask your care team what number you should call during regular business hours, and keep this phone number handy.

After hours and on weekends, you can page your doctor or an on-call doctor by dialing 617-632-3352 (Dana-Farber) or 617-732-5500 (Brigham and Women’s).

My important phone numbers:

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A Note to New Patients

Welcome.

As current or former patients and family members who serve you through the Adult Patient and Family Advisory Council, we, too, have experienced cancer care. We are volunteers who contribute the “voice of the patient and family” to your health care providers.

Dana-Farber/Brigham and Women’s Cancer Center is a leader in the practice of patient- and family-centered care. This means that you are an active member in your care, and you play a central role in all decision-making, ensuring that you receive the medical treatment, information, and support you need. A testament to these efforts is Dana-Farber’s Yawkey Center for Cancer Care, a state-of-the-art facility designed with the careful guidance of our patients and families to improve your experience here.

We work diligently to help ease the burden of cancer treatment for patients and their families, and we hope that this handbook is useful to you. We wish you well and are here to help.

Sincerely,

The Adult Patient and Family Advisory Council
Dana-Farber/Brigham and Women’s Cancer Center
617-632-4319
www.dana-farber.org/pfac

Reminder for Families and Friends

A diagnosis of cancer or another serious illness often has a ripple effect on family and friends. You may find yourself devoting a great deal of your time and attention to the person who is sick. This is important, but you also need to take care of yourself.

Accept offers of help, and tap the many resources here at Dana-Farber/Brigham and Women’s Cancer Center. You can find practical tips and suggestions online at www.dana-farber.org/caregivers.
About Dana-Farber/Brigham and Women’s Cancer Center

Dana-Farber/Brigham and Women’s Cancer Center (DF/BWCC) is a collaboration between Dana-Farber Cancer Institute and Brigham and Women’s Hospital to provide the best possible care to adults with cancer or certain blood diseases. Dana-Farber provides most outpatient services, while inpatient care is provided by Brigham and Women’s Hospital.

We also offer services and care at DF/BWCC satellite centers in Boston and beyond. These centers, which are listed on the back of this handbook, allow patients to benefit from our expertise and services in the convenience of their own communities.
Tips for Patients
You and your family are important members of your health care team. These tips can help you get the most out of each appointment.

• **Communicate with your health care team.** Always feel free to ask questions or have something explained again. Consider bringing a friend or family member when you meet with your health care team.

• **Listen carefully.** Take notes when your doctor or nurse explains something, or ask a loved one to do so. Ask if it’s okay to use a portable tape recorder or digital voice recorder, so you can record conversations and listen to them again at home.

• **Write it down.** If you have questions before an appointment, write them down and ask them when you meet with your health care team.

• **Bring a photo ID.** Please bring a photo ID and any insurance cards to all of your appointments. If you have insurance questions, visit [www.dana-farber.org/insurance](http://www.dana-farber.org/insurance).

• **Know what medications you take.** Make a list of the medications you take and any allergies you have. Update this list often, and carry it with you so you can share it with your health care team.

Choose Your Health Care Proxy
A health care proxy form is a document that can ensure your beliefs and values will be heard and followed if you cannot communicate them yourself. Any adult can fill out and sign a health care proxy. It requires only the presence of two witnesses, who also sign the form. It does not cost money or require a lawyer.

To get the health care proxy form, call 617-632-3417 or find it at [www.dana-farber.org/healthcareproxy](http://www.dana-farber.org/healthcareproxy).

Manage Your Care Online
Partners Patient Gateway is a website at [www.partnerspatientgateway.org](http://www.partnerspatientgateway.org) designed to help you manage and maintain your care. You can use the site to privately and securely:

• Schedule appointments
• Request routine prescriptions
• Check your lab results
• View parts of your medical record
• Keep track of your medications and allergies
• Send messages to your doctor

To sign up or learn more about Partners Patient Gateway, visit [www.partnerspatientgateway.org](http://www.partnerspatientgateway.org).

Healthy Tips
Many cancer patients have weakened immune systems, so it’s important to practice good hygiene at DF/BWCC:

• Wash your hands often.
• Cover your nose and mouth when you cough, using a tissue or your arm or shoulder.
• Avoid close contact with people who have a cold or flu-like illness.
• If you are sick with cold or flu when you are scheduled for an appointment, call your clinic to ask about rescheduling.
• If friends or family members are sick, ask them to stay home.
Finding Your Way

Dana-Farber Cancer Institute and Brigham and Women’s Hospital are located in Boston’s Longwood Medical Area, which offers access to public transportation, shuttle service, and a number of parking options.

Getting Directions
To hear a recording of directions, call 617-632-3400 (Dana-Farber) or 617-732-6000 (Brigham and Women’s).

Parking
• At Dana-Farber, valet and self-service parking are available in the garage located under the Yawkey Center for Cancer Care. The garage entrance is on Jimmy Fund Way. To learn more, call 617-632-3134 or visit www.dana-farber.org/directions and click on “Parking.”
• At Brigham and Women’s Hospital, valet parking for patients is available at every entrance. Visitors can park in the garage at 70 Francis St., near the corner of Brookline Avenue and Francis Street. To learn more, call 617-732-5877 or visit www.brighamandwomens.org/parking.

Public Transportation
Dana-Farber and Brigham and Women’s Hospital are both accessible by buses and subways operated by the Massachusetts Bay Transit Authority (MBTA).

To get travel information and schedules from the MBTA, call 800-392-6100 or visit www.mbta.com. People with hearing problems can call the TTY line at 617-222-5146.

The nearest subway stops are:
• Green Line (Heath Street “E” branch): The Brigham Circle stop is closer to Brigham and Women’s Hospital.
• Green Line (Riverside “D” branch): The Longwood stop is closer to Dana-Farber.

For more details, visit us at www.dana-farber.org/directions or www.brighamandwomens.org/directions.
Your Health Care Team

From your first appointment at Dana-Farber/Brigham and Women’s Cancer Center (DF/BWCC), our specialists will work with you as a team to evaluate and treat your cancer. They will answer any questions and discuss treatment options, including the possibility of participating in clinical trials of innovative new treatments. Our goal is to provide an expert evaluation and the most advanced care possible.

Working for You

No matter your diagnosis, our specialists work together as a team for you. Depending on your needs, you can expect to see some of the health care experts listed here, and perhaps others as well.

Doctors

- **Attending physician**: Supervises your care when you need treatment as an inpatient (in the hospital).
- **Medical oncologist**: Specializes in cancer and oversees your chemotherapy and/or other medical treatment.
• Surgical oncologist: A surgeon who specializes in cancer surgery, creating your operative plan, performing the procedure, and supervising your post-operative care.


• Psychiatrist: A physician who helps you manage the psychological and emotional issues you may experience. A psychiatrist can prescribe medications.

• Psychologist: A clinician who helps you manage psychological and emotional issues using psychotherapy. A psychologist does not prescribe medications.

• Oncology fellow: A physician in training who cares for patients, under the supervision of oncologists.

• Intern and resident: A physician in training who may provide some of your care.

Nurses and Physician Assistants

• Nurse practitioner: Works with your doctors or independently to provide your care.

• Oncology nurse: A nurse who specializes in the care of cancer patients and their families.

• Physician assistant: Works with your doctors to provide care.

Professional Support

• Clinical social worker: Provides emotional support and counseling.

• Chaplain: Offers spiritual support to patients and families of all beliefs.

• Resource specialist: Helps you find community services and programs.

Other Members of Your Team

• Administrative staff: A new patient coordinator arranges your first outpatient visit. A clinic administrator schedules your outpatient appointments and tests. An inpatient unit coordinator organizes care in the hospital unit.

• Pharmacist: Prepares and dispenses your medications and chemotherapy.

• Physical or occupational therapist: Assists with physical difficulties that may result from illness or treatments.

• Registered dietitian: Helps you create a plan for healthy foods and meals.

• Respiratory therapist: Provides care and assistance to patients with cardiopulmonary (breathing) problems.

Learn more about DF/BWCC's cancer expertise online at www.brighamandwomens.org/cancer.
Your Cancer Treatment

After your care team determines your diagnosis, they will work with you to choose the best course of treatment. This may involve chemotherapy, radiation therapy, stem cell transplant, surgery, or other options. Here’s a closer look at some common ways to track and treat cancer:

Chemotherapy
Chemotherapy uses anti-cancer medications to kill cancer cells and help prevent them from multiplying in your body. The two most common ways to receive chemotherapy are:

• **Infusion**, which delivers medications or other fluids into the body through a needle or device inserted into a vein. Depending on your treatment plan, you may need to have chemotherapy via infusion while you are an outpatient or as an inpatient.

• **Oral chemotherapy**, in which your doctor prescribes anti-cancer pills or capsules that you can take at home.

Radiation Therapy
Radiation therapy uses high-energy X-rays or beams to kill cancer cells or keep them from growing and dividing.

• **Where it happens**: Radiation
therapy units are at Dana-Farber on the lower levels of the Dana building and on Lower Level 2 of the Ambulatory Services building at Brigham and Women’s.

• **How long it takes:** Radiation treatments generally take only a few minutes and are given every day. These daily treatments generally last from one to six weeks.

• **Learn more:** Visit us online at [www.brighamandwomens.org/cancer](http://www.brighamandwomens.org/cancer) and click on the “Radiation Oncology” link.

**Inpatient Care and Surgery**
If you need surgery or need to be hospitalized for cancer-related services at DF/BWCC, your care will most likely take place in the Brigham and Women’s Hospital Surgical Units or Medical Oncology Unit at 75 Francis St.

• **Getting ready:** If you are scheduled for surgery, you will receive instructions on how to prepare. If you have questions about your inpatient admission, call the Sharf Admitting Center at 617-732-7450.

• **Handy tip:** In most cases, a family member can stay overnight in your room if you are an inpatient. To learn more, visit [www.brighamandwomens.org/cancer](http://www.brighamandwomens.org/cancer) and click on “Inpatient Care.”

**Tips about Infusion**
If you need chemotherapy via infusion in one of Dana-Farber’s outpatient clinics:

• Feel free to bring books, magazines, a laptop computer, or portable music (with earphones) to help pass the time.

• To avoid our busiest times, schedule your infusion appointment before 10 a.m. or after 2 p.m.

• You can bring drinks or snacks, or purchase items in one of our dining areas. Volunteers may also deliver snacks in certain areas.

• You can bring one adult family member or friend to your appointment. Children are welcome in the adult clinic areas if accompanied by another adult.

**What to Expect at Your Outpatient Appointment**
If you are scheduled for an outpatient visit at DF/BWCC, the following tips may help:

• **Please arrive and check in at your appointment on time.** Be sure to allow adequate time for travel and parking.

• **Be prepared to visit several areas.** If you’re scheduled for chemotherapy infusion, your appointment may start with a blood test. Then, you might visit with a nurse practitioner or oncologist on your clinic floor. Next, you’ll move on to infusion. All of these steps take time, and there may be a wait between each step.

• **Why the wait?** We are constantly trying to reduce waiting times, but sometimes waits are a normal part of the process. For example, we may need to wait for your blood test results, which are needed before your chemotherapy can begin. It also takes time to safely prepare your medication for infusion.

• **Before you leave:** Be sure to make your next appointment before you leave for the day. You may also want to visit the Dana-Farber retail pharmacy to pick up prescriptions.

We welcome your feedback and suggestions on how to make your visits more comfortable or efficient. Talk with a member of your care team if you have questions or ideas.
Stem Cell Transplants
A stem cell transplant is the infusion of healthy stem cells into your body. It is used to treat certain blood diseases and blood cancers, such as leukemia, lymphoma, and multiple myeloma.

- **Where it happens:** Your care before and after a stem cell transplant will take place in Dana-Farber’s outpatient clinic, and your procedure will take place at Brigham and Women’s Hospital.

- **Getting ready:** If you need a stem cell transplant, you will be given a comprehensive guide for patients and caregivers to help you prepare.

Clinical Trials
A clinical trial (also called a research study) seeks answers to questions about new treatments. Clinical trials test new therapies, look at new ways to give treatment, find out how lifestyle changes can help cancer patients, and explore ways to keep cancer from recurring. These trials ultimately allow us to bring the latest and most effective therapies to patients.

- **Getting ready:** If you are able to participate in a clinical trial, your doctor, nurse, and members of the study team will explain the purpose of the trial and discuss the benefits and risks with you.

- **Wondering whether a clinical trial might be right for you?**
Visit [www.dana-farber.org/clinicaltrials](http://www.dana-farber.org/clinicaltrials) to learn more.

Tracking Your Progress
You may need one or more imaging tests to see where your cancer is.

Pharmacy
Our experienced pharmacists prepare and dispense chemotherapy and other medications for both inpatients and outpatients at DF/BWCC. As members of your health care team, they also participate in physicians’ daily work rounds.

- **Where to pick up a prescription:** At Dana-Farber, the outpatient pharmacy is located on the 2nd floor of the Yawkey Center. At Brigham and Women’s, the outpatient pharmacy is on the 2nd floor, along “The Pike” (a long hallway that connects many departments).

- **Handy tip:** If your doctor gives you a prescription during your visit to DF/BWCC, you can request that the prescription be forwarded to the outpatient pharmacy while you’re still in the building. You’ll be able to pick it up before you leave — or have it mailed to your home.
located and what progress you’ve made during treatment. These tests include: radiography, mammography, ultrasonography, computed tomography (CT), magnetic resonance imaging (MRI), single photon emission tomography (SPECT), positron emission tomography (PET), and more.

In DF/BWCC’s many pathology laboratories, physicians, scientists, and technologists diagnose and classify tumors and other illnesses through biopsies, blood tests, or other specimens. They provide reports that can help you and your doctor choose the best therapy for your type of cancer and genetic makeup. Periodic examination of new specimens can also help doctors measure your body’s response to treatment.

- **Where it happens:** Diagnostic services are located throughout DF/BWCC. If you need a scan or test, we’ll give you instructions on where to go.

- **Getting ready:** If a test or scan comes with special requirements, such as not eating or drinking certain items, a member of your care team will let you know in advance.

Learn more about some of the diagnostic tools used to track treatment at [www.dana-farber.org](http://www.dana-farber.org).
Treating the Whole Patient

DF/BWCC offers programs and services designed to address the wide range of needs that can result from cancer treatment. Our experts will work with you to promote the wellness of both your mind and body.

**Integrative Therapies**

The Leonard P. Zakim Center for Integrative Therapies at Dana-Farber gives patients access to services that are designed to complement traditional cancer treatments. The center offers services such as acupuncture, massage, nutritional counseling, music therapy, and meditation to help promote well-being and ease the side effects of cancer and cancer treatment. Other services at the Zakim Center include Reiki, Qigong, and yoga.

Clinicians from the Zakim Center work with you and your health care team to incorporate these approaches into your treatment plan. To learn more, call 617-632-3322, or visit www.dana-farber.org/zakim.

**Pain and Symptom Management**

The Adult Palliative Care Program helps patients live as comfortably as possible while facing a serious or life-threatening illness. Through all stages of illness, our team can help make medical treatments more tolerable, assist in planning for medical care, and provide support that helps enhance your quality of life.

Ask your oncologist for a consultation from Palliative Care, which includes specially trained physicians, nurses, social workers, pharmacists, and chaplains. To learn more, call 617-632-6464 or visit us online at www.dana-farber.org/palliative.

**Nutrition**

Balanced nutrition is an important part of cancer treatment and survivorship. A healthful diet can help rebuild your body’s cells and energy level, especially if you are receiving chemotherapy or radiation.

Our registered dietitians, who have special training in oncology and integrative nutrition, will work with you and other members of your health care team to:

- Tailor an eating plan that fits with your diagnosis and treatment plan
- Address changes in appetite or weight
- Manage the side effects of cancer
treatment, such as nausea, vomiting, taste changes, and bowel irregularities

- Learn more about foods, vitamins, herbs, and supplements

To ask about seeing a registered dietitian while you are an outpatient, speak with a member of your health care team. You can also call 617-632-3006. To learn more, visit www.dana-farber.org/nutrition.

Hats, Wigs, Books, and More

Friends’ Place is a store on the first floor of Dana-Farber’s Yawkey Center that offers items and services that can help you adjust to changes in your appearance during or after cancer treatment. Our experienced staff, which offers consultations for men and women, can suggest a variety of ways to help you minimize the physical effects of cancer therapy.

Friends’ Place sells a diverse range of specialty products, including: items to help with post breast surgery needs, head coverings (wigs, hats, scarves, sleep caps), sexual health books and aids, products for lymphedema patients (compression sleeves and Medic Alert bracelets), non-metallic deodorants, skincare products, books, videos, and more.

For more about Friends’ Place, call 617-632-2211 or visit www.dana-farber.org/friendsplace.

Visit the Healing Garden

When you need a place to relax and enjoy nature, visit the Stoneman Healing Garden on the third floor of Dana-Farber’s Yawkey Center for Cancer Care. This indoor sanctuary features stone walls, seasonal flowers, and a canopy of greenery. Overlooking the garden is the Morse Conservatory, which offers a plant-free environment ideal for patients with allergies and other health concerns.
Support and Counseling

Social Workers
Licensed clinical social workers provide consultation, guidance, and supportive counseling to you and your family as you cope with the impact of illness on your life, work, and relationships. These services are available by request or by referral from your doctor or nurse. To learn more, call 617-632-3301 (Dana-Farber) or 617-732-6469 (Brigham and Women’s).

Mental Health Services
Because your illness affects more than just your body, you may find yourself dealing with difficult emotions or feelings of sadness, depression, or anxiety. Working with your other health care team, psychologists and psychiatrists can help you identify your goals and cope with illness. To learn more, call the Adult Psychosocial Oncology program at 617-632-6181 or visit www.dana-farber.org/psychosocial.

Spiritual Care (Chaplains)
Our chapels provide a place for quiet reflection for persons of any belief, and our chaplains can offer worship services, spiritual counseling, prayer, sacraments, or a sympathetic ear.

Dana-Farber’s chapel is on the second floor of the Yawkey Center. The chapel at Brigham and Women’s is in the hospital’s main lobby. To contact Spiritual Care, call 617-632-3908 (Dana-Farber) or 617-732-7480 (Brigham and Women’s). Learn more at www.dana-farber.org/spirituality.

Support for Caregivers
If you are a family member or friend who is helping another person with the challenges of a cancer diagnosis, you are a caregiver. We offer support and resources for you, including practical tips for dealing with stresses often related to caregiving. Call 617-632-4235 or visit our online toolkit at www.dana-farber.org/caregivers.
Help for Parents
If you are a parent with cancer, the Family Connections program offers resources to help you and your children feel more prepared for the challenges of living with cancer. The program provides age-appropriate information and resources for children and teens, including special binders with guidance to help parents talk with children. Call 617-632-4020 or visit www.dana-farber.org/familyconnections.

Facing a Difficult Decision?
When you face a complicated issue, Dana-Farber’s Ethics Consult Service may be able to help. The service can help everyone involved in a patient’s care talk about and come to agreement about ethical concerns such as:

• Resolving conflicts
• Deciding whether to stop anticancer treatment
• Planning for a time when a patient may no longer be able make medical decisions

To request a consult, call the ethics hotline at 617-632-5713. Learn more on our website at www.dana-farber.org/ethics.

Let Us Help You
DF/BWCC’s centers for patients and families can help you find answers to questions, get support, and find the services you need.

• At Dana-Farber, the Ruth and Carl J. Shapiro Center for Patients and Families serves as an information hub, where you can go to learn anything ranging from supportive resources and daily events to finding your way around DF/BWCC and Boston. Visit the Shapiro Center on the first floor of Dana-Farber’s Yawkey Center or call 617-632-3750.

• At Brigham and Women’s, the Robert and Ronnie Bretholtz Center for Patients and Families offers support and information services, including patient/family relations staff and an area for families and friends. Find it in the Schuster lobby, near the 75 Francis St. entrance. To learn more, call 617-732-7440.

Support Groups
DF/BWCC offers many support groups for patients and families. We can also help you find such programs in your community. To get a schedule of the latest groups and programs, call 617-632-4235 or visit www.dana-farber.org/supportgroups.

Whenever you have a question, call the Shapiro Center for Patients and Families at 617-632-3750.
Patient Resources and Education

DF/BWCC offers a number of resources and programs designed to help you and your loved ones address the challenges of living with cancer.

Places to Learn and Explore

Resource centers help you learn more about your diagnosis, find programs that may interest you, and get answers to your questions about cancer. The centers offer Internet access, brochures on cancer-related topics, books, DVDs, and educational workshops.

- The Eleanor and Maxwell Blum Patient and Family Resource Center is located on the first floor of Dana-Farber’s Yawkey Center. To learn more about the Blum Center, call 617-632-5570 or visit www.dana-farber.org RESOURCECENTER.

- The Michele and Howard Kessler Health Education Library is located in the Schuster lobby at Brigham and Women’s Hospital, near the entrance at 75 Francis St. To learn more, call 617-732-8103 or visit www.brighamandwomens.org and enter “Kessler library” in the search box.
Financial Assistance or Coaching
If you or a family member have problems managing cancer’s economic impact, Dana-Farber’s Office of Patient and Family Assistance may be able to help. Eligibility requirements apply. Assistance programs include help paying for parking, financial coaching from volunteer financial planners, and legal assistance from outside attorneys. To learn more, contact your social worker or call Dana-Farber’s Office of Patient and Family Assistance at 617-632-4494. Or visit us online at www.dana-farber.org/financial.

Addressing Your Concerns
If you have an issue related to your care that you cannot resolve with your doctor, nurse, or other member of your health care team, or if you have suggestions for improved services, please call the Patient/Family Relations office. They will listen, provide general information about DF/BWCC, and help you get answers to your questions. Call 617-632-3417 (Dana-Farber) or 617-732-6636 (Brigham and Women’s).

Hospice Care
If your illness progresses, you and your caregivers may want to consider hospice care. This service can help you enhance your quality of life, manage symptoms, address emotional and spiritual concerns, cherish your time with loved ones, and live with dignity. Your care team can refer you to a hospice that is affiliated with Dana-Farber, or to another program of your choice. To learn whether a hospice might be right for you, talk with a member of your health care team.

Patient Navigators
Patient navigators provide information and support to patients whose language, income, and life circumstances can make it difficult for them to access health care. The navigators work with persons being screened or treated for cervical, breast, or colon cancer. Call 617-632-3301 to learn more.

For People with Disabilities
DF/BWCC is accessible to people with disabilities and complies with the provisions of the Americans with Disabilities Act (ADA). For example:
- Wheelchairs and assistance from security staff are available at the main entrances.
- We can help you park your vehicle. And you can get around all buildings by wheelchair.

Put Survivorship in Your Sights
The Perini Family Survivors’ Center at Dana-Farber serves as an umbrella for three programs for cancer survivors:
- David P. Perini, Jr. Quality of Life Clinic, for survivors of childhood cancers
- Adult Survivorship Program, which is open to all adult cancer survivors, regardless of where they were treated
- Stop & Shop Family Pediatric Neuro-Oncology Outcomes Clinic, for survivors of childhood brain tumors

To learn more, call the Perini Family Survivors’ Center at 617-632-5100 or visit us at www.dana-farber.org/survivor.
• If you need to be escorted from one building to another, arrangements will be made for you.

If you have questions, or need an accommodation, call an ADA coordinator at 617-582-7100.

Bereavement Program
DF/BWCC offers a program for families who lose a loved one, which includes a guide, resources, and support groups. To learn more, visit www.dana-farber.org/bereavement.

CancerConnect
Dana-Farber’s CancerConnect is a free online forum where you can interact with other cancer patients, survivors, family members, and friends. Learn more at www.dana-farber.org/connect.

Create Your Own Web Page
CaringBridge is a nonprofit website that allows you to set up a free, secure Web page that you can use to write journal entries, provide updates, and post photos. Find it at www.caringbridge.org.

Create an Exercise Plan
Physical activity can benefit cancer patients – even those undergoing difficult treatments. If you’re interested in starting or continuing your fitness routine during treatment, get a no-cost consult with a Dana-Farber exercise physiologist. Call 617-632-4523 or visit www.dana-farber.org/exercise.

Women’s Fitness Class
Adult female patients of all skill levels can attend a twice weekly exercise class led by a Dana-Farber exercise physiologist. Registration is required and patients need medical clearance from their doctor. Call 617-632-4523 or visit www.dana-farber.org/exercise.

Healthy Recipes
Dana-Farber’s website offers nutritious recipes and tips on the value of certain foods in fighting cancer. Visit www.dana-farber.org/recipes.

Sexual Health
Dana-Farber’s Sexual Health Program helps patients who experience changes in sexual health during or after cancer treatment. To learn more, call 617-632-4523 or visit www.dana-farber.org/sexualhealth.
Young Adult Program
If you’re between ages 18 and 39, consider joining the Young Adult Program, which offers resources, support groups, guidance, and opportunities to help you connect with others your age. To learn more, call 617-632-6819 or visit www.dana-farber.org/aboutyap.

Get Lab Results Online
Partners Patient Gateway is a free online tool that lets you get lab results, send messages to your doctor, request appointments, and much more. You can sign up at www.partnerspatientgateway.org. If you have problems or questions, call 800-745-9683.

Filing for Disability
If you or a family member apply for disability or a leave of absence from work during your cancer treatment, you may need to file a claim for disability benefits from an insurance provider. Dana-Farber can help you get the documentation you need for these claims. Call 617-632-2955 or visit www.dana-farber.org/disability.

Help Make Your Care Safer
DF/BWCC has many systems in place to protect your safety, such as ID bands that help ensure you get the right medication. One of the most important things you can do to make your experience safe is to speak up if something doesn’t seem right. You can help us care for you by following the “Check, Ask, Notify” (CAN) rules:

Check to make sure things look right.
- Is your chemotherapy the same color as usual? Do your pills have the same shape and color that they usually have?

Ask questions about your care.
- Ask your doctor or nurse to repeat important instructions.
- Ask members of your health care team if they washed their hands.

Notify us if you have any problems or changes.
- Have you had any side effects since your last visit?

DF/BWCC’s Center for Patient Safety is especially interested in learning how patients and families can work together with clinicians to help prevent medical errors. For information, call 617-632-4935.

Need Your Medical Record?
If you need a copy of your medical record at Dana-Farber, you can ask Health Information Services to send you an electronic version via secure email or on a compact disc. To learn more, call 617-632-2955 or visit www.dana-farber.org/medicalrecords.

Learn more about our patient safety efforts online at www.dana-farber.org/patientsafety.
During Your Visit

Visitor Guidelines for Dana-Farber Clinic Areas

At Dana-Farber, we recognize the need for patients to have family and friends on hand for support. Here are a few guidelines for your visit.

• We ask that patients in clinic areas limit visitors to two at a time, due to space constraints and the privacy of other patients.

• Dana-Farber recognizes that persons who support a patient may include but are not limited to a spouse, adult child, close relative, friend, domestic partner, or significant other, regardless of gender.

• Visitors are welcome to stay with the patient throughout his or her appointment at Dana-Farber, depending on the patient’s wishes and the need to ensure the safe and private delivery of medical care.

• Children age 12 or younger must be supervised by an adult (other than the patient) at all times and are only permitted in clinic areas if they have a family link to the patient (e.g., siblings, children, or grandchildren of the patient).

• Before visiting any infusion areas, children age 17 and younger need prior approval from clinical leadership.

• Children age 17 and younger that are accompanying patients to imaging procedure areas must remain in the waiting area, due to the potential presence of ionizing radiation and other safety hazards.

• Visitor accommodations may be available for persons with a disability or non-English speaking persons. These types of arrangements need to be approved in advance by the unit’s clinical nurse director.

• All visitors are expected to respect the privacy and health care needs of Dana-Farber patients. Dana-Farber may restrict persons from visiting patients for specific reasons, including, but not limited to:

• Flu-like illness or other communicable disease. If visitors have a fever (100.4 F or higher) and a sore throat, runny nose, or cough, they

Take an Audio Art Tour

Dana-Farber visitors can take a free, self-guided audio tour of the Institute’s art collection, which includes more than 500 works by local and internationally renowned artists. The tour takes about 40 minutes. Pick up an audio guide in the Shapiro Center (on the first floor of the Yawkey Center for Cancer Care) or find the collection online at www.dana-farber.org/audioarttour.
will be asked to leave the Institute. If they must accompany the patient (e.g., guardian or custodian), they will be required to wear a mask during their visit.

- **The existence of court orders restricting contact** (of which Dana-Farber is aware).

Thank you for your help in following these guidelines. If you have any questions or concerns, please speak with the clinical nurse director in your clinic or call Patient/Family Relations at 617-632-3417.

**Need to Get Online?**

Free wireless Internet access is available for Dana-Farber visitors in all patient areas. To access the Internet while you are at the Institute:

1. Connect to the “phspiaguest” wireless network.
2. Open your Web browser (such as Internet Explorer, Firefox, or Safari) and click “accept” at the DFCI Patient and Family Internet Access screen.
3. After you click “accept,” you will be connected to the Internet and can begin browsing the Web.

If you have difficulty connecting to the network, please ask your clinic staff to call the Information Services Help Desk. (The Help Desk system can only process requests from staff members, so you should not call the line directly.)

**Ask The Nutritionist: Recipes for Fighting Cancer**

**Know About Our Smartphone App?**

Dana-Farber offers a free smartphone app called “Ask the Nutritionist.” It’s designed to help you plan healthy meals and find foods and tips that may help manage the side effects of cancer treatment.

The app offers:

- More than 100 healthy recipes and nutrition tips
- Recipes to manage cancer-related side effects
- Q&As with professional nutrition experts
- Ability to create shopping lists

To download the app, scan the QR code (at left), visit the iTunes or Android app stores, or go to www.dana-farber.org/nutritionapp.
Basics

Resources for Newcomers

Patients, families, and visitors new to the Boston area can speak with volunteers at DF/BWCC to get helpful information.

- The **Ruth and Carl J. Shapiro Center for Patients and Families** on the first floor of Dana-Farber’s Yawkey Center offers self-service touch screens and a Concierge Desk staffed by volunteers who can provide advice, maps, and brochures. To learn more, call 617-632-3750.

- The **Newcomers Resource Center** at Brigham and Women’s Hospital is located in the Friends of BWH office, in Room 309 of the Peter Bent Brigham building. It offers books, pamphlets, and advice.

Where to Stay

If you and your family need a place to stay while you are receiving care, there are several housing programs and hotels that provide a “home away from home.” It’s a good idea to plan ahead, since rooms can book quickly.

For a list of local hotels, private housing, and group housing, call the Center for Patients and Families at 617-632-3750 or visit us at [www.dana-farber.org/placetostay](http://www.dana-farber.org/placetostay).

Where to Get Cash

Dana-Farber’s Yawkey Center has an ATM located near the first floor parking elevators. Because the ATM is not affiliated with a specific bank, there is a $2 transaction fee. Other ATM locations near Dana-Farber include:

- 435 Brookline Ave. (Citizens Bank)
- 300 Longwood Ave. (lobby of Boston Children’s Hospital)
- 333 Longwood Ave. (Bank of America)
- 350 Longwood Ave. (Santander Bank, in the Longwood Galleria)
- 375 Longwood Ave. (garage lobby)
- 45 Francis St. (lobby of Brigham and Women’s Hospital Ambulatory Services building)

Dining Options

The area around DF/BWCC offers many options for meals. The Longwood Galleria next to Dana-Farber features a food court and restaurant. Other restaurants and coffee shops are nearby on Longwood Avenue.

You can also find inexpensive dining areas, including the dining pavilion on the third floor of Dana-Farber’s Yawkey Center and food outlets in the Brigham and Women’s Hospital lobby.
The AstraZeneca Hope Lodge Center is located at 125 South Huntington Ave., just a mile from DF/BWCC, in Boston’s Jamaica Plain neighborhood. It offers temporary housing to eligible cancer patients and family members who travel far from home. Learn more online at [www.cancer.org/hopelodge](http://www.cancer.org/hopelodge).

**Where to Shop**
Our gift shops offer magazines, books, stamps, greeting cards, and more. At Dana-Farber, the Friends’ Corner Gift Shop is located on the first floor of the Yawkey Center. At Brigham and Women’s Hospital, The Shop on the Pike gift shop is on the 2nd floor, near the 75 Francis St. entrance.

**Find Local Activities and Events**
The Recreational Resources program at Dana-Farber helps patients and family members learn about current and upcoming events and activities in the Boston area. Call Volunteer Services at 617-632-3307 or visit the Shapiro Center for Patients and Families to learn how you may be able to find tickets for live theater shows, special events, musical performances, sporting events, and more.

**Backup Child Care**
The Brigham and Women’s Hospital Backup Child Care Center provides emergency backup child care services to DF/BWCC patients with children ages 8 weeks to 12 years old. Patients are eligible to use the program only while attending an appointment at Dana-Farber or Brigham and Women’s. To learn more, call 617-732-9543.

**Notary Public**
A notary public can authorize important documents, including power of attorney, banking statements, and absentee voting forms. To make an appointment with a notary public, call Patient/Family Relations at 617-632-3417 (Dana-Farber) or 617-732-6636 (Brigham and Women’s).

**Hospitality Homes**
Volunteer hosts open their homes to families of hospitalized patients. Guests have a room of their own and access to a bathroom. $25 suggested donation per night. This organization is not directly affiliated with Dana-Farber. Learn more at [www.hosp.org](http://www.hosp.org).

More questions? Visit the Concierge Desk in the Shapiro Center for Patients and Families (on the first floor of the Yawkey Center) or call 617-632-3750.

**We are Tobacco-Free**
To promote a healthy environment for patients, visitors, and staff, the use of tobacco products is prohibited throughout the campuses of Dana-Farber and Brigham and Women’s Hospital – including outdoor areas.
How to Help

Many patients and families ask us how they can support Dana-Farber/Brigham and Women’s Cancer Center and ease the experience of others. Here are some ways you may be able to help.

Donate Blood or Platelets
Cancer patients depend on donors to help replace blood products lost during chemotherapy. You can donate blood at the Kraft Family Blood Donor Center at Dana-Farber Cancer Institute and Brigham and Women’s Hospital, located on the first floor of the Jimmy Fund Building, or on the Dana-Farber Cancer Institute/Brigham and Women’s Hospital Blood Mobile, which travels throughout greater Boston. To make an appointment, call 617-632-3206 or email blooddonor@partners.org.
Join our Patient and Family Advisory Council (PFAC)
The DF/BWCC Adult Patient and Family Advisory Council consists of patients, family members, and staff who work together to improve patient care. The council serves as a resource to staff about patient-related issues, participating in the design of patient-care areas and helping improve a wide range of processes. New members are welcome. To learn more, call 617-632-4319 or visit www.dana-farber.org/pfac.

Participate in the Legislative Action Network
Dana-Farber's Legislative Action Network brings people and organizations together to support public policies that affect cancer care and research. With the help of people like you, the network supports cancer-related issues, such as strengthening federal funding for cancer research. Visit www.dana-farber.org/legislative-action-network.

Register to be a Stem Cell Donor
Only 30 percent of patients who need a stem cell transplant will find a matching donor in their family. The remaining 70 percent rely on a worldwide database of unrelated donors to locate their “miracle match” – someone who is willing to donate lifesaving cells. When you join the Be The Match® registry through the National Marrow Donor Program (NMDP), you make a commitment to donate stem cells to a person in need if you are found to be a match. To learn more about becoming a donor or hosting a donor registration drive, call Dana-Farber’s NMDP office at 617-632-2561 or email nmdpdonor@dfci.harvard.edu.

Volunteer
Volunteering at Dana-Farber Cancer Institute or Brigham and Women’s Hospital can be a rewarding experience. Many volunteers are cancer survivors, family members, or friends of someone with cancer. There are a variety of opportunities, such as greeting visitors, visiting inpatients, or working in a resource center.

To learn about volunteering at Dana-Farber, call 617-632-3307 or visit www.dana-farber.org/volunteer. At Brigham and Women’s Hospital, call 617-732-5998 or visit www.brighamandwomens.org/about_bwh/volunteer.

Become an Ambassador
Volunteer ambassadors at Dana-Farber serve as friendly hosts in blue vests who help patients and their families find their way around and learn more about DF/BWCC. To inquire about becoming an ambassador, please call Volunteer Services at 617-632-3307 or email volunteerservices@dfci.harvard.edu.

To learn more about supporting DF/BWCC programs and services, visit www.dana-farber.org/how.
## Phone Numbers

### Main Numbers
- Brigham and Women's Hospital  
  617-732-5500
- Dana-Farber Cancer Institute  
  617-632-3000
- Dana-Farber/Brigham and Women's Cancer Center (DF/BWCC)  
  877-332-4294

### Adult Palliative Care
- 617-632-6464

### Billing Inquiries (Accounting)
- 617-632-3930

### Blum Resource Center
- 617-632-5570

### Concierge Services
- 617-632-3750

### Disability Services/ADA Coordinator
- 617-582-7100 (Dana-Farber)
- 800-439-0183 (Massachusetts TDD/TTY relay line)

### Directions
- 617-632-3400 (Dana-Farber)
- 617-732-5500 (Brigham and Women's)

### Ethics Consult Service
- 617-632-5713

### Financial Services/Insurance Questions
- 617-632-3455 (Dana-Farber)
- 617-732-8001 (Brigham and Women's)

### Friends' Place
- 866-860-6053

### Interpreters
- 617-632-3673 (Dana-Farber)
- 617-732-6639 (Brigham and Women's)

### Medical Records
- 617-632-3225 (Dana-Farber)
- 617-732-4939 (Brigham and Women's)

### Mental Health (Psychosocial Oncology)
- 617-632-6181

### Nutrition
- 617-632-3006

### Parking
- 617-632-3134 (Dana-Farber)
- 617-732-5877 (Brigham and Women's)

### Patient/Family Relations
- 617-632-3417 (Dana-Farber)
- 617-732-6636 (Brigham and Women's)

### Patient and Family Advisory Council (PFAC)
- 617-632-4319

### Patient Privacy
- 617-632-2235 (Dana-Farber)
Pharmacy
617-632-3338 (Dana-Farber outpatients)

Shapiro Center for Patients and Families (including Concierge Services)
617-632-3750

Spiritual Care (Chaplains)
617-632-3908 (Dana-Farber)
617-732-7480 (Brigham and Women’s)

Support Groups
617-632-4235

Zakim Center for Integrative Therapies
617-632-3322

For a more complete list of phone numbers, go to www.dana-farber.org/directories or visit www.brighamandwomens.org and click on “Contact Us.”

To request copies of this handbook, call 617-632-4090.

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About Dana-Farber/Brigham and Women’s Cancer Center

**Dana-Farber/Brigham and Women’s Cancer Center (DF/BWCC)** is a collaboration between Dana-Farber Cancer Institute and Brigham and Women’s Hospital to provide the best possible care to adults with cancer or certain blood diseases. Dana-Farber provides most outpatient services, while inpatient care is provided by Brigham and Women’s Hospital.

DF/BWCC satellite centers include:
- **DF/BWCC at Milford Regional Medical Center**, in Milford, Mass.
- **DF/BWCC in clinical affiliation with South Shore Hospital**, in South Weymouth, Mass.

Dana-Farber also has satellite centers that allow patients to benefit from our expertise and resources in the convenience of their own communities.

Dana-Farber satellite centers include:
- **Dana-Farber/New Hampshire Oncology-Hematology**, in Londonderry, NH.
- **Dana-Farber Cancer Institute at St. Elizabeth’s Medical Center**, in Brighton, Mass.