Welcome

Welcome to Dana-Farber/Brigham and Women’s Cancer Center (DF/BWCC) at Milford Regional Medical Center, where you can receive expert, compassionate care and support. You will find a variety of services provided by Dana-Farber Cancer Institute (DFCI), Brigham and Women’s Hospital (BWH), and Milford Regional Medical Center (MRMC) in this spacious, light-filled building.

In addition, you will find support programs and resources that help you and your family cope with your illness and enhance your quality of life.

Your Care Team

A team of professionals work together, with you and behind the scenes, to care for you. Depending on your diagnosis and needs, your team may include a hematologist/oncologist, radiation oncologist, surgeon, nurse, social worker, dietitian, and pharmacist. Other staff members, such as administrative specialists, medical assistants, diagnostic technicians, radiation therapists, phlebotomists, and volunteers, also deliver your care and support.

Interpreters can be arranged for you in each clinic.
Podemos oferecer-lhe um Intérprete em cada clínica.

Chúng tôi có thể sắp xếp thông dịch viên tại mỗi phòng khám bệnh cho quý vị.

本院可以為你在每醫務室安排翻譯員服務.
Clinical Services
Hematology/Oncology, Infusion, Pharmacy
DFCI, second floor

In our hematology/oncology and infusion unit, you will have checkups and confer with your hematologist/oncologist (doctor who specializes in cancer and blood disorders) and oncology nurse, nurse practitioner, and physician’s assistant. If you need infusion, you will receive it on this unit.

Infusion is generally used for delivering chemotherapy, a treatment that can help eliminate cancer cells or keep them from multiplying in your body. You can receive your treatment in various private or semi-private “bays.” Sessions last from one to several hours and are given at one- to three-week intervals.

In some cases, you can take your chemotherapy at home in tablet, liquid or pill form. This method is called oral chemotherapy. To learn more about infusion and oral chemotherapy, including videos, visit www.dana-farber.org/chemotherapy.

For patients with benign blood disorders, treatments such as blood product transfusions, therapeutic phlebotomy and iron infusions are also delivered in this unit.

The unit also includes a pharmacy, where Dana-Farber pharmacists serve on your care team, preparing and dispensing chemotherapy and other medications. To
enhance patient safety, they use advanced technologies such as a computerized ordering system and bar-coded medications. Pharmacists can answer your questions related to chemotherapy or other cancer medications. However, this pharmacy is unable to fill personal prescriptions.

Radiation Oncology
Brigham and Women’s Physician Organization, first floor

If you need radiation, your radiation oncologist will collaborate with your medical oncologist and/or surgeon to develop the best treatment plan for you.

Radiation oncology uses high-energy X-rays or beams to kill cancer cells or keep them from growing. Through a state-of-the-art linear accelerator, you may receive targeted radiation to a particular part of your body, given by radiation therapists under the direction
of your radiation oncologist. Treatments generally last only a few minutes and are given every weekday for several weeks.

**Surgical Oncology and Consultation**  
**BWH, second floor**

You may need surgery to remove or shrink a solid tumor, ease your pain, remove obstructions caused by your cancer, or repair an area of your body damaged by cancer. You can meet with surgical oncologists who are on staff at MRMC, BWH, or both. Depending on your needs and preferences, your procedure will take place at MRMC, BWH, or another hospital of your choice.

**Breast Care**

The Breast Care Center at MRMC, across the street from the cancer center, offers comprehensive care for a wide variety of breast diseases, referring cancer patients to the DF/BWCC team. To learn more, visit [www.milfordregional.org](http://www.milfordregional.org) and search for Breast Center.

**Cancer Genetics and Prevention**

If you are at high risk for cancer, you can receive screening and counseling through this program. Genetic counselors and a geneticist are available to discuss testing, screening and prevention options with those who may be at increased risk for breast and ovarian cancer, Lynch syndrome, and other types of cancer.

**Imaging**  
**MRMC, first floor**

MRMC offers state-of-the-art imaging services such as X-rays, ultrasound, computed tomography (CT) scans, magnetic resonance imaging (MRI), and nuclear medicine tests, such as positron emission tomography (PET) scans. Mammography is available at MRMC, across the street.
Integrative Therapies

If you are interested in integrative therapies such as reflexology or hand massage, you can receive them on site. Other therapies are available by referral to a provider in your local community.

Laboratory
MRMC, second floor

Our laboratory rapidly analyzes blood and other samples for your health care team.

Nutrition

Nutrition is an important part of your cancer treatment and also plays a role in your health as a survivor. You can confer with a registered dietitian, experienced in the care of patients with cancer, who will help you manage side effects and recommend foods to enhance your health and quality of life. If you would like to speak with a dietitian, ask your doctor or nurse.
To find healthy recipes and learn more about eating well, visit www.dana-farber.org/nutrition. Dana-Farber also offers a free “Ask the Nutritionist” smartphone app to help you plan healthy meals and manage side effects. To download the app, visit www.dana-farber.org/nutritionapp.

Research and Clinical Trials
You may have a chance to participate in a clinical trial, which is a research study that may test the safety and effectiveness of new therapies, look at new ways to give treatment, find out how lifestyle changes can help cancer patients, or explore methods to keep cancer from recurring.

You have access to clinical trials through Dana-Farber/Harvard Cancer Center, a nationally designated Comprehensive Cancer Center. To learn more, talk with a member of your care team or visit www.dana-farber.org/clinicaltrials.

Second Opinions
DF/BWCC subspecialists from Boston visit Milford regularly and can meet with you to review your diagnosis and treatment plan. Please talk with your Milford-based oncologist if you are interested in a second opinion.

Survivorship
As you complete treatment, you may meet with survivorship experts who can help develop a long-term care plan that you and your primary care physician can use to address your unique medical needs following cancer treatment.

If You Are Hospitalized
We offer outpatient treatment only, which means you come in for your appointment and return home the same day. If you need to be hospitalized, you may stay at MRMC, BWH in Boston, or another hospital of your choice.
Support and Counseling

Social Work
Licensed clinical social workers provide counseling to you and your family as you face the impact of your illness on your life, work, and relationships. Available by request or by referral from your doctor or nurse, the social workers can help you address any concerns about diagnosis, treatment, or care.

Spiritual Care (Chaplain)
Spirituality or faith may be a source of strength or comfort to you and your family during your illness. A chaplain can listen to your concerns, and offer guidance. The chapel at MRMC provides a place for quiet reflection, and additional chaplains can offer support. If you would like to speak with a chaplain, ask your care team.

Support Groups
We offer several support groups to help you and your family cope with cancer. For more information, please talk with your care team or call 508-488-3783. You can also take advantage of support groups offered through DF/BWCC in Boston's Longwood Medical Area. For information, call 617-632-4235 or visit www.dana-farber.org/supportgroups.
Caring for Someone with Cancer

If you are a family member, partner, or trusted friend helping someone with the daily challenges of living with cancer, you are a caregiver. To learn about resources and find tips for self-care, visit www.dana-farber.org/caregivers.

One-to-One: Talk with Someone Who’s Been There

You or your family may appreciate a telephone conversation with someone who has had a similar cancer experience. These trained volunteers may help ease your concerns, provide information, and offer reassurance and hope. Call 617-632-4020 or visit www.dana-farber.org/one2one.

To find out more about your cancer and the resources and support available to you, visit www.dana-farber.org/Milford.

Bereavement

If you experience the loss of a loved one, you might benefit from the DF/BWCC bereavement program. To learn more, visit www.dana-farber.org/bereavement.
Online Resources

The following online resources can help you learn about your cancer and find support.

Parents with Cancer

If you are a parent with cancer, Family Connections can help prepare your family for the challenges ahead. Find guidance, inspiration, and information from other families: www.dana-farber.org/familyconnections.

Tips for Caregivers

If you are a family member, partner, or trusted friend helping someone meet the daily challenges of living with cancer, learn about resources and find tips for self-care: www.dana-farber.org/caregivers.

Join an Online Cancer Community

Dana-Farber’s Cancer Connect is a free online forum where you can connect with other cancer patients, survivors, family members, and friends: www.dana-farber.org/connect.

To learn more about the resources and support available to you, visit:

www.dana-farber.org
www.milfordregional.org
www.brighamandwomens.org
Patient Services

Disability Services

Our building is accessible to people with disabilities and complies with the provisions of the Americans with Disabilities Act (ADA). Wheelchairs and assistance are available at the main entrance, and our building is easy to navigate by wheelchair. If you have questions, you can call the ADA coordinator at MRMC. If you are hearing-impaired and have questions, call the phone numbers listed on the back page.

Financial Counseling

Financial counselors can talk with you about your insurance coverage and payment responsibilities. If you have not done so already, please contact your insurance company to make sure your services are covered, and find out whether you need a primary care referral or authorization from your insurance company. If you do not have health insurance, you can discuss financial assistance or payment options with a financial counselor.

Since your care team includes experts from several organizations, you will likely receive separate bills. You may need to discuss your financial concerns with a counselor from each organization. For information or assistance, please contact the appropriate provider or refer to the back page for numbers to call.
Healing Garden

When the weather is pleasant you might enjoy our peaceful healing garden, located at the front of the cancer center. This garden is also visible from inside, especially from the resource room on the second floor.

Health Information and Privacy

Your health information is kept in a secure electronic and/or paper format. Even though your care is coordinated, each organization is required to keep a separate record. This information is available to your care team. You can receive a copy of your medical record by contacting Health Information Services at the organization providing your care.
Federal guidelines known as HIPAA (Health Insurance Portability and Accountability Act) give you control over, and knowledge about, who is using your health information, and for what purpose. The privacy notice you receive from each hospital at your first visit gives more details. If you have additional questions, call the privacy officers listed on the back page.

Internet Access

For your convenience, we offer wireless Internet access. Feel free to bring along your laptop computer or other Internet-enabled device to your appointments.

Resource Room
Cancer Center, second floor

You may want to know more about your illness, how it can affect your physical and emotional health, or what support programs are available. The light-filled resource room overlooking the healing garden offers books, brochures, and computers, providing an attractive and comfortable place to learn.

Opportunities through DF/BWCC in Boston

As a DF/BWCC patient, you can take advantage of many offerings in Boston’s Longwood Medical Area, including clinical services, education, support, and integrative therapies. To learn more, visit www.dana-farber.org or request a copy of the DF/BWCC patient handbook, available in the Resource Center or on Dana-Farber’s website (enter “adult handbook” in the search box at www.dana-farber.org).
Phone Numbers

DFCI: Dana-Farber Cancer Institute
DF/BWCC: Dana-Farber/Brigham and Women’s Cancer Center
MRMC: Milford Regional Medical Center
BWPO: Brigham and Women’s Physician Organization

ADA Information: 508-422-2509
Diagnostic Imaging: 508-488-3850
Financial Counselors
   BWPO: 617-582-1333
   DFCI (Boston): 617-632-3455
   MRMC: 508-422-2970
Hearing Impaired:  
   617-740-1600 voice
   617-740-1700 TTY
   617-740-1800 video
Laboratory: 508-488-3880
Medical Oncology/Main Number: 508-488-3700
Medical Oncology/Infusion: 508-488-3725
Medical Records
   BWPO: 617-732-6071
   DFCI (Milford): 508-488-3784
   MRMC: 508-422-2494
Radiation Oncology: 508-488-3800
Support Groups: 508-488-3783

At DF/BWCC in Boston
   Family Connections: 617-632-2605
   One-to-One: 617-632-4020
   Adult Survivorship Program: 617-632-5100
   Support Groups: 617-632-4235

If you have a concern about your care, please call Patient/Family Relations.
   BWPO: 617-732-6636
   DFCI (Milford): 508-488-3700
   MRMC: 508-422-2648

For additional copies of this brochure, please call 617-632-4090.