Welcome

to Dana-Farber/Brigham and Women’s Cancer Center (DF/BWCC) in clinical affiliation with South Shore Hospital, where you will receive expert, compassionate care and support.

You will find a variety of services provided by Dana-Farber Cancer Institute (DFCI), South Shore Hospital (SSH), physicians from Brigham and Women’s Hospital (BWH), and Harbor Medical Associates.

In addition, we offer 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 medical oncologist, radiation oncologist, radiologist, surgeon, psychiatrist, nurse, social worker, chaplain, dietitian, rehabilitation therapist and/or pharmacist. Other staff members, such as medical assistants, diagnostic technicians, radiation therapists, clinical trials staff, administrative staff, and volunteers also deliver your care and support.
Our Approach

We strongly believe in the concept of multidisciplinary care, in which a team of clinicians review and discuss patient care to create a coordinated treatment plan. This team-based approach ensures that you will receive the best possible care.

Clinical Services

Medical Oncology, Infusion, Pharmacy
DFCI, third floor

In our medical oncology unit, you will have checkups and confer with your medical oncologist (a doctor who specializes in cancer), nurse practitioner, or oncology nurse. If you need infusion, you will receive it on this unit, as well.

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

To learn more about chemotherapy and see a video about what to expect, visit www.dana-farber.org/chemotherapy.

The medical oncology unit also includes a pharmacy, where 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 are available to answer your
questions related to chemotherapy or other medications. However, this pharmacy is unable to fill personal prescriptions.

**Breast Care**

**SSH, second floor**

The Breast Care Center provides comprehensive care for patients with benign or malignant breast conditions. This includes screening, evaluation, consultation, and surgical care. Nurse practitioners and surgeons provide assessment and care for individuals who are at increased risk for developing breast cancer. Nurse navigators facilitate the planning and scheduling of tests and procedures, and provide an open channel for communication with patients, throughout their diagnosis and treatment.

**Multispecialty Care**

**SSH, second floor**

The Multispecialty Care Center houses our surgical oncology and psychosocial oncology services. You may need surgery to remove a solid tumor, ease your pain, remove obstructions caused by your cancer, or repair an area of your body damaged by cancer. In our Multispecialty Care Center, you can meet with surgeons from various specialties, including gastrointestinal, genitourinary, gynecologic, head and neck cancers, or cancers of the chest or brain and spinal cord. An oncology nurse navigator coordinates services and resources to make sure you receive optimal care. Depending on your needs and preferences, your procedure will likely take place at SSH (across the street from the cancer center) or at BWH in Boston. You may also benefit from the support of a psychiatrist.
as you face some complex emotions during your care. Through the Multispecialty Care Center, you can meet with an experienced psychiatrist who will listen to your concerns and suggest treatment options.

**Radiation Oncology**

DFCI, lower level
or 51 Performance Drive (Libbey Park), first floor

Radiation therapy 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 board-certified radiation therapists under the direction of your radiation oncologist. Treatments generally last only a few minutes and are given every weekday for several weeks. If you need radiation, your radiation oncologist will collaborate with your medical oncologist and/or surgeon to develop the best treatment plan for you.

We have two linear accelerators at the cancer center and one nearby, at 51 Performance Drive. Both locations are operated by Dana-Farber Cancer Institute, maintain the same equipment and standards, and are staffed by the same radiation oncologists.

**Imaging**

Harbor Medical Associates (CT), first floor
SSH (non-CT), first floor

Imaging supports the screening, diagnosis, and treatment of cancer. Within our building, you can have an X-ray, ultrasound, mammogram, MRI, or CT. At the main hospital, you can have a core breast biopsy or a positron emission tomography (PET) scan.
Laboratory
Harbor Medical Associates, third floor

If you are a cancer patient, you will often have your blood tested. The laboratory analyzes blood and other samples, with rapid turnaround.

Integrative Therapies
SSH, second floor
51 Performance Drive (Libbey Park), second floor

Integrative therapies can help ease the effects of your cancer or its treatment, and promote your well-being. Reiki, therapeutic massage, acupuncture, yoga, and exercise are available and may be used in conjunction with other treatments. To learn more, talk with your 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 recommend foods to enhance your health and quality of life and help you manage side effects.

Dana-Farber also offers a free “Ask the Nutritionist” smartphone app designed to help you plan healthy meals and find foods and tips that may help manage the side effects of cancer treatment. 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 tests the safety and effectiveness of new therapies, looks at new ways to give treatment, finds out how lifestyle changes can help cancer patients, or explores methods to keep cancer from recurring.
You have access to clinical trials through Dana-Farber/Harvard Cancer Center, a nationally designated Comprehensive Cancer Center.

**Second Opinions**

DF/BWCC specialists visit South Shore from Boston to offer second opinions on treatment plans for certain types of cancer. If you are interested in having a second opinion, ask your oncologist if this service is available to you.

**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 will likely stay at SSH or BWH in Boston.
Support and Counseling

Psychosocial Oncology and Social Work

A psychiatrist or licensed clinical social worker can offer 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, these professionals 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 Quiet Room in the cancer center and the Conren Prayer Room at SSH also provide places for reflection.

Support Groups

Support groups can help you cope with your cancer diagnosis and treatment, and find comfort and companionship from other patients. For more information, please visit the Resource Center.

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. Through this Dana-Farber program, trained volunteers can help ease your concerns, provide information, and offer reassurance. Call 617-632-4020 or visit www.dana-farber.org/onetoone.
Helping Children Cope

If you are a parent with cancer, Helping Children Cope can assist you and your family. For more information, please visit our Resource Center.

Beyond Cancer

Support groups can provide guidance and companionship for surviving cancer or facing bereavement. A survivorship program at the cancer center also addresses the long-term physical and emotional needs of cancer survivors. For more details, please talk with your care team.
Online Resources

To find out more about the resources and support available to you, visit www.dfbwcc.org/southshore.

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.

Join 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.

Patient Services

Boutique
Cancer Center, second floor

The Boutique is a shop specializing in products for cancer patients. You will find a wide range of items to help you adjust to changes in your appearance, such as wigs and hats, books, and other related goods, such as sunscreen and protective clothing. The Boutique can bill your insurance for certain care needs.

The Boutique houses a private fitting room, where experienced fitters can help women choose the right bra or breast form.

Please stop by or call to schedule an appointment.
Cafe and Healing Garden  
Cancer Center, second floor  
You can enjoy refreshments or lunch in our café. An indoor healing garden offers an opportunity to reflect, meditate, and benefit from the comfort of nature.

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 SSH (see back page).

Financial Counseling  
SSH, second floor  
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. For information or assistance, please refer to the back page for the phone number to call.

Health Information and Privacy  
Your health information is kept in a secure electronic and/or paper format. Even though your actual 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, wireless Internet access is available throughout our building. Feel free to bring your laptop computer, tablet, or other device to your appointments.

**Resource Center**

**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 Reverend M. James Workman Resource Center on the second floor is a comfortable place to learn.

Books, brochures, computers, DVDs, and CDs offer information and support, and staff members can answer questions. In addition, a host of education, screening, and support programs are held throughout the year by the Resource Center.

There is also a family room on the second floor, where children can go with an adult to play, watch a movie, or use a computer.

**Cancer Patient Care Council (CPCC)**

The CPCC is composed of patients and family members who have faced a cancer diagnosis and treatment, as well as colleagues from the cancer center and SSH oncology team. The CPCC works in partnership with clinicians, administrators, and senior leaders to help ensure the highest standard of compassionate and comprehensive care.
To connect with our council, please email patientcarecouncil@sshosp.org. For more information on council activities, please ask your clinician.

Opportunities through South Shore Hospital

SSH offers a wide range of cancer-care programs, such as pain management, rehabilitation services, visiting nurses, and hospice care. For more information, visit www.sshosp.org/cancercare.

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, and support. To learn more, visit www.dana-farber.org.
Phone Numbers

Main Number: 781-624-5000

ADA Coordinator: 781-624-8888
Administration: 781-624-3778
Breast Care Center: 781-682-4545
Boutique: 781-624-4797
CT: 781-624-4860
Non-CT Imaging:
  781-624-4500, general
  781-624-4090, appointment
Financial Counselors: 781-624-4329
Hearing Impaired:
  617-740-1600 weekdays
  800-249-9949 on weekends
  or for emergencies
Interpreters: 781-624-8888
Integrative Therapies: 781-624-4786
Laboratory: 781-624-4686
Medical Oncology: 781-624-4800
Medical Records
  DFCI: 617-481-0541
  SSH: 781-624-8237
Multispecialty Care
  781-624-4760
Nutrition: 781-624-4605
Patient Relations: 781-624-8888
Privacy Officers
  DFCI: 617-632-2235
  SSH: 781-624-8828
Psychosocial Oncology: 781-624-4760
Radiation Oncology: 781-624-4700
Resource Center: 781-624-4793
Social Work: 781-624-4785
Spiritual Care: 781-624-4784
Support Groups
  DF/BWCC: 617-632-4235
  SSH: 781-624-4300

If you have a concern about your care, please call Patient/Family Relations.
  DFCI: 617-632-3417
  SSH: 781-624-8888