A Handbook About Your Care
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 share the “voice of the patient and family” with your health care providers.

Our 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.

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

Join Us
New members are welcome to join the Adult Patient and Family Advisory Council, which consists of patients, family members, and staff who work together to improve patient care. Call 617-632-4319 or visit www.dana-farber.org/pfac.
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 outpatient services on its Longwood campus primarily within its Yawkey and Dana buildings. Inpatient services are provided by Brigham and Women’s Hospital and at Dana-Farber’s Inpatient Hospital, which is located within Brigham and Women’s Hospital.

Reminder for Families and Friends

A diagnosis of cancer or other serious illness 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 use the resources at Dana-Farber/Brigham and Women’s Cancer Center. Find tips and suggestions at www.dana-farber.org/caregivers.

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).
Getting Started

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.
Sign Up for Patient Gateway

Partners Patient Gateway at www.patientgateway.org is our preferred way to communicate with adult patients. You can use it to manage your care at Dana-Farber Cancer Institute and Brigham and Women’s Hospital.

Sign up for a free Partners Patient Gateway account to privately and securely:

• Exchange non-urgent messages with your doctor
• Request prescription refills and new appointments
• View your lab and test results
• Check your current and past billing statements, including itemized charges and payments
• Get reminders about upcoming appointments
• View parts of your medical record, including X-ray results

If you don’t already have a Partners Patient Gateway account, learn how to get one at www.dana-farber.org/patientgateway.

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 download it at www.dana-farber.org/healthcareproxy.

Healthy Tips

Many cancer patients have weakened immune systems, so it’s important to practice good hygiene:

• 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. Dana-Farber’s main address is 450 Brookline Avenue. Brigham and Women’s Hospital is at 75 Francis Street.

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.

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.

Find directions online at www.dana-farber.org/directions or www.brighamandwomens.org/directions.
Your Health Care Team

From your first appointment, 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.
Your Cancer Treatment

After your cancer 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.

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

- **Oral chemotherapy**, in which your doctor prescribes anti-cancer pills or capsules that you can take at home. Learn more online at www.dana-farber.org/oralchemo.

- **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. Learn more online at www.dana-farber.org/chemotherapy.
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.

Inpatient Care and Surgery
If you need to be hospitalized, your inpatient care will take place at Brigham and Women’s Hospital or Dana-Farber’s Inpatient Hospital, located within Brigham and Women’s Hospital. If you need surgery, it will most likely take place at Brigham and Women’s Hospital.

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

• **Helpful tip:** In most cases, a family member can stay overnight in your room if you are an inpatient.

Pharmacy
Our pharmacists prepare and dispense chemotherapy and other medications. We stock all medications prescribed by our physicians and can prepare them quickly.

• **Where to pick up a prescription:** At Dana-Farber, the outpatient pharmacy is 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).

• **Helpful tip:** If your doctor gives you a prescription during your visit, you can request that the prescription be forwarded to the outpatient pharmacy at Dana-Farber or Brigham and Women’s Hospital. You can then pick up your prescription before you leave or have it mailed to your home.

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 or tablet device, 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.

• Wireless internet access is available in all of our patient areas (see page 21).
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. If you need a stem cell transplant, you will be given a comprehensive guide to help you prepare.

Clinical Trials
Clinical trials are scientific studies in which new treatments – drugs, procedures, and other therapies – are tested in patients to determine if they are safe and effective. These trials ultimately allow us to bring the latest and most effective therapies to patients.

If you think you might be interested in joining a clinical trial, talk with your doctor and other members of your cancer care team. They can help you identify a clinical trial that might be right for you. They can also answer any questions you might have.

- **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 us at [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 located and how it is responding to treatment. These tests include: radiography, mammography, computed tomography (CT), magnetic resonance imaging (MRI), positron emission tomography (PET), and more.

- **Where it happens:** Diagnostic services are located in several locations. 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.

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.
What to Expect at Your Outpatient Appointment
If you are scheduled for an outpatient visit at Dana-Farber, these 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 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?** Often, waiting is a normal part of the process, because your care team needs time to run tests and prepare your medication. For example, we may need to wait for your blood test results, which are needed before chemotherapy can begin. It also takes time for pharmacists 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 pharmacy to pick up prescriptions.
- **Questions?** Talk with a member of your care team.

Our Expertise in Clinical Research
Dana-Farber and Brigham and Women’s Hospital are founding members of Dana-Farber/Harvard Cancer Center, a research collaborative that brings together leading cancer institutions. It includes Dana-Farber, Harvard Medical School, Harvard School of Public Health, Brigham and Women’s Hospital, and three other Harvard-affiliated hospitals, forming the largest comprehensive cancer center in the world.

Each year, our research and collaborations give patients access to hundreds of clinical research trials that offer the most advanced treatment protocols, before they are available to patients at other institutions.
Treating the Whole Patient

We offer 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, qi gong, 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 www.dana-farber.org/palliative.

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 staff members offer consultations for men and women. They 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 medical ID bracelets), non-metallic deodorants, skincare products, books, videos, and more. To learn more, call 617-632-2211 or visit www.dana-farber.org/friendsplace.
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
• 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.
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
Your illness can affect more than just your body. You may find yourself dealing with difficult emotions or feelings of sadness, depression, or anxiety. Working with your care team, psychologists and psychiatrists can help you identify your goals and cope with stresses related to illness. To learn more, call Adult Psychosocial Oncology 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 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 related to caregiving. Call 617-632-4235 or visit 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 617-632-5713. Learn more 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 groups and programs, call 617-632-4235 or visit www.dana-farber.org/supportgroups.
Patient Resources and Education

We offer many different 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, videos, 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 617-732-6636 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. Assistance programs include help paying for parking, financial coaching from volunteer financial planners, and legal assistance from outside attorneys. Eligibility requirements apply. To learn more, talk with your social worker, call 617-632-4494, or visit www.dana-farber.org/pfa.

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, and help you get answers to your questions. Call 617-632-3417 (Dana-Farber) or 617-732-6636 (Brigham and Women's).

Patient Navigators
Patient navigators provide information and support to patients whose language, income, and life circumstances 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.

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

Put Survivorship in Your Sights
When your active treatment ends, the Adult Survivorship Program can help you find expertise, education, and support to help manage issues related to surviving cancer. This includes managing the risk of second cancers, understanding the long-term effects of treatment, and addressing social, physical, or psychological concerns. To learn more, call 617-632-4523 or visit www.dana-farber.org/survivor.

Join the Legislative Action Network
Our Legislative Action Network brings people together to support public policies that affect cancer care and research. It supports cancer-related issues, such as strengthening funding for cancer research. Visit www.dana-farber.org and enter “LAN” in the search box.
PATIENT RESOURCES AND EDUCATION

CancerConnect
Dana-Farber’s CancerConnect is an online forum where you can interact with other cancer patients, survivors, and loved ones. [www.dana-farber.org/connect](http://www.dana-farber.org/connect)

Create an Exercise Plan
Physical activity can benefit cancer patients – even those undergoing difficult treatments. Men and women interested in starting or continuing a fitness routine during treatment can get a no-cost consult with a Dana-Farber exercise physiologist. Call 617-632-4523 or visit [www.dana-farber.org/exercise](http://www.dana-farber.org/exercise).

Women’s Fitness Class
Adult female patients of all skill levels can attend weekly exercise classes led by an exercise physiologist. Registration is required and patients need medical clearance. Call 617-632-4523 or visit [www.dana-farber.org/exercise](http://www.dana-farber.org/exercise).

Healthy Recipes
Dana-Farber offers nutritious recipes and tips on the value of certain foods in fighting cancer. Learn more at [www.dana-farber.org/recipes](http://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. Call 617-632-4523 or visit [www.dana-farber.org/sexualhealth](http://www.dana-farber.org/sexualhealth).

Young Adult Program
If you’re age 18 to 39, consider joining the Young Adult Program, which offers resources, support groups, guidance, and opportunities to help you connect with others your age. Call 617-632-6819 or visit [www.dana-farber.org/aboutyap](http://www.dana-farber.org/aboutyap).

Want to volunteer or donate?
Learn how at [www.dana-farber.org/how](http://www.dana-farber.org/how).
Talk with a Former Patient
The One-to-One program connects patients by phone with cancer survivors who have been through a similar experience. Call 617-632-4020 or visit www.dana-farber.org/onetoone.

Support for Breast Cancer
Breast cancer patients can explore the SoulMates program, which connects new breast cancer patients with cancer survivors who faced a similar diagnosis. 617-632-6501 or www.dana-farber.org/soulmates

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
We use many systems 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? Is anything worrying you or causing concern?

We want patients and families to work together with their care team to help prevent medical errors. To learn more, call 617-632-4935 or visit www.dana-farber.org/patientsafety.

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.
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 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.
We are Tobacco-Free
To promote a healthy environment for everyone, the use of tobacco products and e-cigarettes is prohibited throughout Dana-Farber and Brigham and Women’s Hospital, including outdoor areas.

Internet Access
Free wireless Internet is in all Dana-Farber outpatient areas. To get started:

1. Connect to the “phspiaguest” wireless network.
2. Open your web browser and click “accept” at the DFCI Patient and Family Internet Access screen.
3. After you click “accept,” you will be connected to the Internet.

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 don’t call the line directly.)

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.
Resources for Newcomers

Patients, families, and visitors new to the Boston area can connect with volunteers to learn more about navigating the city, finding places to stay, and more.

- The **Ruth and Carl J. Shapiro Center for Patients and Families** on the first floor of Dana-Farber’s Yawkey Center offers a helpful Concierge Desk staffed by volunteers who can provide advice, maps, and brochures. Call 617-632-3750 or visit www.dana-farber.org/concierge.

- 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.

Dining Options

The area around DF/BWCC offers many options for meals. The Longwood Galleria next to Dana-Farber has 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.

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 Concierge Desk at 617-632-3750 or download a list at www.dana-farber.org/placetostay.

Where to Get Cash

Dana-Farber’s Yawkey Center has an ATM located on the first floor, near the parking elevators. Because the ATM is not affiliated with a specific bank, there is a transaction fee. Other ATMs are located in several locations around Dana-Farber. For help finding one, call the Concierge Desk at 617-632-3750 or visit the Shapiro Center for Patients and Families on the first floor of the Yawkey Center.

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. Learn more at www.hosp.org. This organization is not directly affiliated with Dana-Farber.

Ask the Nutritionist App
Dana-Farber’s free “Ask the Nutritionist” smartphone app can 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.

The AstraZeneca Hope Lodge Center is located about a mile from DF/BWCC at 125 South Huntington Ave., in Boston’s Jamaica Plain neighborhood. It offers temporary housing to eligible cancer patients and family members who travel far from home. Learn more at www.cancer.org/hopelodge.
# Phone Numbers

<table>
<thead>
<tr>
<th>Brigham and Women’s Hospital</th>
<th>Dana-Farber Cancer Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Billing Questions</strong> (Customer Service)</td>
<td></td>
</tr>
<tr>
<td>If you have questions about a bill, start by calling the phone number listed on your bill. If you are unable to resolve the issue, call customer service at the hospital where your care was provided.</td>
<td></td>
</tr>
<tr>
<td>617-724-1914</td>
<td>866-408-4669 (option 1)</td>
</tr>
<tr>
<td><strong>Insurance Questions</strong> (Financial Counselors)</td>
<td></td>
</tr>
<tr>
<td>617-732-8001</td>
<td>617-632-3455</td>
</tr>
<tr>
<td><strong>General Questions</strong> (Dana-Farber Concierge Services)</td>
<td></td>
</tr>
<tr>
<td>617-632-3750</td>
<td></td>
</tr>
<tr>
<td><strong>Directions</strong></td>
<td></td>
</tr>
<tr>
<td>617-732-5500</td>
<td>617-632-3400</td>
</tr>
<tr>
<td><strong>Parking</strong></td>
<td></td>
</tr>
<tr>
<td>617-732-5877</td>
<td>617-632-3134</td>
</tr>
<tr>
<td><strong>Patient/Family Relations</strong></td>
<td></td>
</tr>
<tr>
<td>617-732-6636</td>
<td>617-632-3417</td>
</tr>
<tr>
<td><strong>Patient Safety</strong></td>
<td></td>
</tr>
<tr>
<td>617-732-7543</td>
<td>617-632-4935</td>
</tr>
<tr>
<td><strong>Pharmacy</strong> (Dana-Farber outpatients)</td>
<td></td>
</tr>
<tr>
<td>617-632-3338</td>
<td></td>
</tr>
<tr>
<td><strong>Spiritual Care</strong> (Chaplains)</td>
<td></td>
</tr>
<tr>
<td>617-732-7480</td>
<td>617-632-3908</td>
</tr>
<tr>
<td><strong>Support Groups</strong> (for patients and their loved ones)</td>
<td></td>
</tr>
<tr>
<td>617-632-4235</td>
<td></td>
</tr>
<tr>
<td><strong>Zakim Center for Integrative Therapies</strong></td>
<td></td>
</tr>
<tr>
<td>617-632-3322</td>
<td></td>
</tr>
</tbody>
</table>
Discrimination Is Against the Law

Dana-Farber Cancer Institute complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, religion, ancestry, age, national origin, place of birth, gender, gender identity or expression, marital status, sexual orientation, disability, genetic information, status as a member of the Armed Forces or veteran of the Armed Forces, or any other category protected by federal, state, or local law.

Dana-Farber provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Information in alternative formats

If you need these services, please tell your primary care team or call Dana-Farber’s Affordable Care Act (ACA) Compliance Coordinator at 617-582-7100. When possible, please request these services before your appointment.

Dana-Farber provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please tell your primary care team ahead of time, when possible.

If you believe that Dana-Farber has failed to provide needed services or discriminated in another way, you can file a grievance with our Patient/Family Relations office. You can file a grievance by phone, in person, or by mail, fax, or email.

Dana-Farber Cancer Institute
ATTN: Patient/Family Relations
450 Brookline Ave., Boston, MA 02215
Phone: 617-632-3417 (TTY: 711) / Fax: 617-632-6988
Email: ACA_ADA@dfci.harvard.edu

If you need help filing a grievance, contact Dana-Farber’s ACA Compliance Coordinator at ACA_ADA@dfci.harvard.edu or 617-632-3417 (TTY: 711).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf. Complaint forms are available online at http://www.hhs.gov/ocr/office/file/index.html.

You can also file by mail or phone:
U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
800-368-1019 (TDD: 800-537-7697)
<table>
<thead>
<tr>
<th>Language</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>إذا كنت تتكلم اللغة العربية فإن خدمات المساعدة اللغوية توافر لك بالجان. اتصل برقم 617-632-3673</td>
</tr>
<tr>
<td>Cambodian</td>
<td>ធរបាល បានបង្កើតការជៀងជាតិសន្តិសុខប្រកួតប្រជែងស្រុកធ្លាប់ជាន់ស្រុក ឱ្យមានសារធាតុពេញចិត្ត ទៅក្នុងការជៀងជាតិសន្តិសុខ ដ៏ឆ្លាញ់ ជាន់ និង 617-632-3673 ។</td>
</tr>
<tr>
<td>Chinese</td>
<td>如果您说粤语或普通话，您可以免费获得语言支援服务。请致电：617-632-3673。</td>
</tr>
<tr>
<td>French</td>
<td>Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 617-632-3673.</td>
</tr>
<tr>
<td>Greek</td>
<td>Εάν μιλάτε ελληνικά σας προσφέρουμε τις υπηρεσίες γλωσσικής υποστήριξης δωρεάν. Καλέστε 617-632-3673.</td>
</tr>
<tr>
<td>Gujarati</td>
<td>જો તમે અંગેશ વિધ્યાની વ્યક્તિગત યોગ્યતા હોય તો, તે કદે તમે વિધ્યા સાધનો સેવા દેવાથી માં કેટેસર કરો. સેન કોસ 617-632-3673.</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>Si w pale Kreyòl Ayisyen, gen sévis ed pou lang ki disponib gratis pou ou. Rele 617-632-3673.</td>
</tr>
<tr>
<td>Hindi</td>
<td>यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 617-632-3673.</td>
</tr>
<tr>
<td>Italian</td>
<td>In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 617-632-3673.</td>
</tr>
<tr>
<td>Korean</td>
<td>한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 617-632-3673.</td>
</tr>
<tr>
<td>Polish</td>
<td>Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 617-632-3673.</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 617-632-3673.</td>
</tr>
<tr>
<td>Russian</td>
<td>Если Вы говорите по-русски, Вы можете воспользоваться бесплатными услугами переводчика. Звоните по телефону 617-632-3673.</td>
</tr>
<tr>
<td>Spanish</td>
<td>Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 617-632-3673.</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 617-632-3673.</td>
</tr>
</tbody>
</table>

If you do not see your language listed here, call 617-632-6366. An interpreter who speaks your language will return your call within one business day.

Language Assistance Services

If you speak a language other than English, language assistance services are available to you free of charge. Call 617-632-3673 (TTY: 711).