

DANA-FARBER/BRIGHAM AND WOMEN'S



CANCER CENTER



Supportive Resources for Adult Patients, Family Members, and Friends

Supportive Care



Please keep this brochure as a reference, and use it to find Dana-Farber services or programs that may be helpful to you. If you have questions, please call the Shapiro Center for Patients and Families at 617-632-3750.

Services and Support

Adult Survivorship – Find care and services for cancer survivors, including support groups and care plans. 617-632-5100 or www.dana-farber.org/survivor

Bereavement – The Bereavement Program supports family members and friends following the death of a loved one. 617-632-2490 or www.dana-farber.org/bereavement

Caregiver Support – You are a caregiver if you help another person with the day-to-day challenges of a cancer diagnosis. Find tips for coping, support groups, and more. 617-632-4235 or www.dana-farber.org/caregivers

Exercise Consults and Classes – Take a fitness class or get a no-cost consult with a Dana-Farber exercise physiologist who helps patients and survivors start or improve a fitness program. 617-632-4523 or www.dana-farber.org/exercise

Family Connections – The Family Connections program offers resources for parents with cancer and their children. 617-632-2605 or www.dana-farber.org/familyconnections

Friends' Place – Visit Friends' Place on Yawkey 1 to find scarves, hats, wigs, breast prostheses, and more. 617-632-2211 or www.dana-farber.org/friendsplace

Nutrition Guidance – A nutrition expert can help you make healthy choices and follow a balanced diet during and after treatment. 617-632-3006 or www.dana-farber.org/nutrition

Patient/Family Relations – Can help with questions, concerns, and compliments about patient care. 617-632-3417 or www.dana-farber.org/patientfamilyrelations

Palliative Care – Experts in this program can help you find strategies to manage pain or other side effects of cancer treatment. Available with a referral from your doctor. 617-632-6464 or www.dana-farber.org/palliative

Psychiatrists and Psychologists – Services to help you cope with the challenges of a cancer diagnosis. Available with a referral. 617-632-6181 or www.dana-farber.org/psychosocial

Sexual Health – Education, consultation, and rehabilitation for patients and their partners who experience changes in sexual health during or after cancer treatment. 617-632-4523 or www.dana-farber.org/sexualhealth

Social Workers – Licensed clinical social workers work alongside your medical team to provide professional counseling, consultation, and advocacy for patients, couples, and family members. Available upon request. 617-632-3301

Support Groups – Support and educational programs for patients and their loved ones. 617-632-4235 or www.dana-farber.org/supportgroups

Spiritual Care – Chaplains offer spiritual guidance and counseling. Visit the chapel on Yawkey 2 for quiet reflection and prayer. 617-632-3908 or www.dana-farber.org/spirituality

Cancer and related diseases affect many aspects of life. We have services and programs to help.

To learn more, visit the Shapiro Center for Patients and Families on Yawkey 1 or call 617-632-3750.

Young Adult Program – For younger patients (ages 18 to 39). Specialized resources, support groups, guidance, and opportunities to connect with other young adults. 617-632-6819 or www.dana-farber.org/aboutyap

Zakim Center for Integrative Therapies – Patients and their loved ones can visit the Leonard P. Zakim Center for Integrative Therapies for integrative therapies such as massage, Reiki, Qigong, acupuncture, and more. 617-632-3322 or www.dana-farber.org/zakim

Talk with a Former Patient

One-to-One Program – One-to-One connects patients by phone with cancer survivors who have been through a similar experience. 617-632-4020 or www.dana-farber.org/onetooone

SoulMates Program – SoulMates connects new breast cancer patients with breast cancer survivors who faced a similar diagnosis. 617-632-6501 or www.dana-farber.org/soulmates

Insurance and Billing Questions

Questions about Insurance or Paying for Your Care – Call a Financial Counselor with questions about your insurance coverage, payment plans, price estimates, or Medicaid applications. 617-632-3455 (option 1) or www.dana-farber.org/financial

Questions about a Bill – Start by calling the phone number listed on the bill. If you cannot resolve the issue, call customer service at the hospital where care was provided: 617-724-1914 for Brigham and Women's or 866-408-4669 (option 1) for Dana-Farber.

Patient Assistance and Community Resources

Help with Your Finances – The Patient and Family Assistance Program offers limited, need-based financial assistance to help with basic needs and parking costs. It also offers referrals to legal services and financial coaching sessions. *You must meet financial or other eligibility requirements to use this service.* 617-632-3301

Resource Specialists – Call to learn how you may be able to get help with affordable short-term accommodations, transportation, referrals to community resources, and medication co-payments. *Certain financial eligibility requirements may apply.* 617-632-3301

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While You're Here

Ambassadors – Volunteer ambassadors in blue vests can help you find your way and answer your questions. Look for them throughout Dana-Farber.

Audio Art Tour – Take a free audio tour of the Yawkey Center's artwork. Pick up an audio guide in the Shapiro Center on Yawkey 1. www.dana-farber.org/audioarttour

Blum Patient and Family Resource Center – Visit the Eleanor and Maxwell Blum Patient and Family Resource Center on Yawkey 1 to find books, browse the Internet, or attend a workshop. 617-632-5570 or www.dana-farber.org/resourcecenter

Concierge – Talk with a concierge volunteer if you have questions about Dana-Farber or need help for visitors, such as places to stay. No question is too big or small. On Yawkey 1, in the Shapiro Center for Patients and Families. 617-632-3750 or www.dana-farber.org/concierge

Creative Arts Program – Classes and activities including art, dance, drama, music, and writing. On Yawkey 1, in the Blum Resource Center. 617-632-5571

Dining Pavilion – Visit the Lavine Family Dining Pavilion on Yawkey 3 to find dining options that include a salad bar, pizza oven, customized stir-fries, paninis, and more.

Healing Garden – Located on Yawkey 3, the Thea and James Stoneman Healing Garden is a welcoming space for quiet reflection, featuring seasonal flowers, shrubs, and plants.

iPads, Books, and Magazines – The Shapiro Center for Patients and Families on Yawkey 1 lends iPads to patients and their loved ones from 8:30 a.m. until 4 p.m. Volunteers from the Shapiro Center also visit clinical floors with reading materials for patients, including books, magazines, and newspapers. 617-632-3750 or www.dana-farber.org/concierge

Local Events – Tickets to live theater shows, sporting events, musical performances, and museums are occasionally available to patients and their loved ones from the Shapiro Center for Patients and Families on Yawkey 1. 617-632-3750 or www.dana-farber.org/concierge

Wireless Internet Access – Available in most areas of Dana-Farber. To connect, use the wireless connection “phspiguest” and follow the prompts that appear in your Web browser.

Websites to Help You

CancerConnect – Join this free online forum to connect with other patients and loved ones who are dealing with cancer. www.dana-farber.org/connect

CaringBridge – Start a free, secure webpage for family and friends. www.caringbridge.org

Partners Patient Gateway – Sign up for this free resource to get your lab results online, request appointments, and communicate with your doctor. www.patientgateway.org

Get Involved

Ensure Quality Care – By joining the Patient and Family Advisory Council, patients and family members partner with staff to improve and strengthen care at Dana-Farber. To apply, call 617-632-4319 or email pfac@dfci.harvard.edu. www.dana-farber.org/pfac

Make Your Voice Heard – Join the Legislative Action Network to push for legislation and policies that improve the lives of patients. www.dana-farber.org/legislative-action-network

Volunteer – Contact Volunteer Services to learn about the wide range of volunteer opportunities at Dana-Farber. 617-632-3307 or www.dana-farber.org/volunteer

If you need an interpreter, call	617-632-3673
Si necesita un intérprete, llame al	617-632-3673
Se precisar de um intérprete, ligue ao	617-632-3673
Если Вам требуется помощь переводчика, звоните	617-632-3673

Have A Handbook?

Find a helpful overview of your care in your adult patient handbook. You should have received a copy when you visited Central Registration at your first appointment, but you can also download a PDF version from www.dana-farber.org.

