

A Handbook
about **Your Care**

DANA-FARBER/BRIGHAM AND WOMEN'S



CANCER CENTER



at

Milford Regional Medical Center

www.dfbwcc.org/milford



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Welcome

Welcome to Dana-Farber/Brigham and Women's Cancer Center 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.

If you speak a language other than English, language assistance services are available free of charge.

Se fala português, encontram-se disponíveis serviços linguísticos, grátis.

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

如果您说粤语或普通话,
您可以免费获得语言支援服务。



Clinical Services

Hematology/Oncology,
Infusion, Pharmacy

DFCI, second floor

Our hematology/oncology and infusion unit is where you will have checkups and confer with your hematologist/oncologist (doctor who specializes in cancer and blood disorders) as well as oncology nurses, nurse practitioners, and physician assistants. If you need infusion, you will receive it on this unit.

Infusion is generally used to deliver chemotherapy, a treatment to help eliminate cancer cells or keep them from multiplying in your body. You will receive your treatment in 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 may be able to take oral chemotherapy at home in tablet, liquid, or pill form. To learn more, 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 pharmacists prepare and dispense chemotherapy and other medications. While your pharmacist can answer questions related to chemotherapy and other cancer medications, this pharmacy cannot fill personal prescriptions.

Dana-Farber/Brigham
and Women’s Cancer
Center at Milford
Regional Medical
Center is a QOPI®
Certified Practice.



QOPI Certification Program

Quality Cancer Care: Recognizing Excellence



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

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 is across the street from the cancer center. It offers comprehensive care for a variety of breast diseases and refers cancer patients to the DF/BWCC team. To learn more, visit 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.



Laboratory

MRMC, second floor

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

Palliative Care

Palliative care can be helpful throughout treatment. For example, a palliative care specialist can help you address side effects such as nausea, loss of appetite, fatigue, or weight loss. He or she can also help with strategies that help you plan future medical treatments and reduce anxiety and stress often associated with a serious illness. Ask your doctor or nurse if you are interested in learning more about palliative care.

Research and Clinical Trials

You may have the 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, 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.

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, your care will take place at MRMC, BWH in Boston, or another hospital of your choice.

Support Services

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.



Nutrition

Nutrition is an important part of your cancer treatment. If you would like to speak with a registered dietitian who is experienced in the care of patients with cancer, ask your doctor or nurse. A dietitian can help you manage side effects and recommend foods to enhance your health and quality of life.

To find recipes and learn more about eating well during treatment, visit www.dana-farber.org/nutrition. Or download Dana-Farber’s “Ask the Nutritionist” smartphone app at www.dana-farber.org/nutritionapp.

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 support groups to help you and your family cope with cancer. To learn more, please talk with your care team or call 508-488-3783. You can also visit Dana-Farber support groups in Boston’s Longwood Medical Area. For information, call 617-632-4235 or visit www.dana-farber.org/supportgroups.



Integrative Therapies

If you are interested in integrative therapies such as reflexology, mindfulness, or hand massage, you can receive them on site. Our mindfulness program provides activities and resources designed to reduce stress and invoke healing through meditation activities. Other therapies are available by referral to a provider in your community.

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/onetoone.

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 Dana-Farber's 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 about other 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.

Internet Access

Free wireless Internet access is available in all patient areas. To connect, bring your laptop or other Internet-enabled device to your appointments.

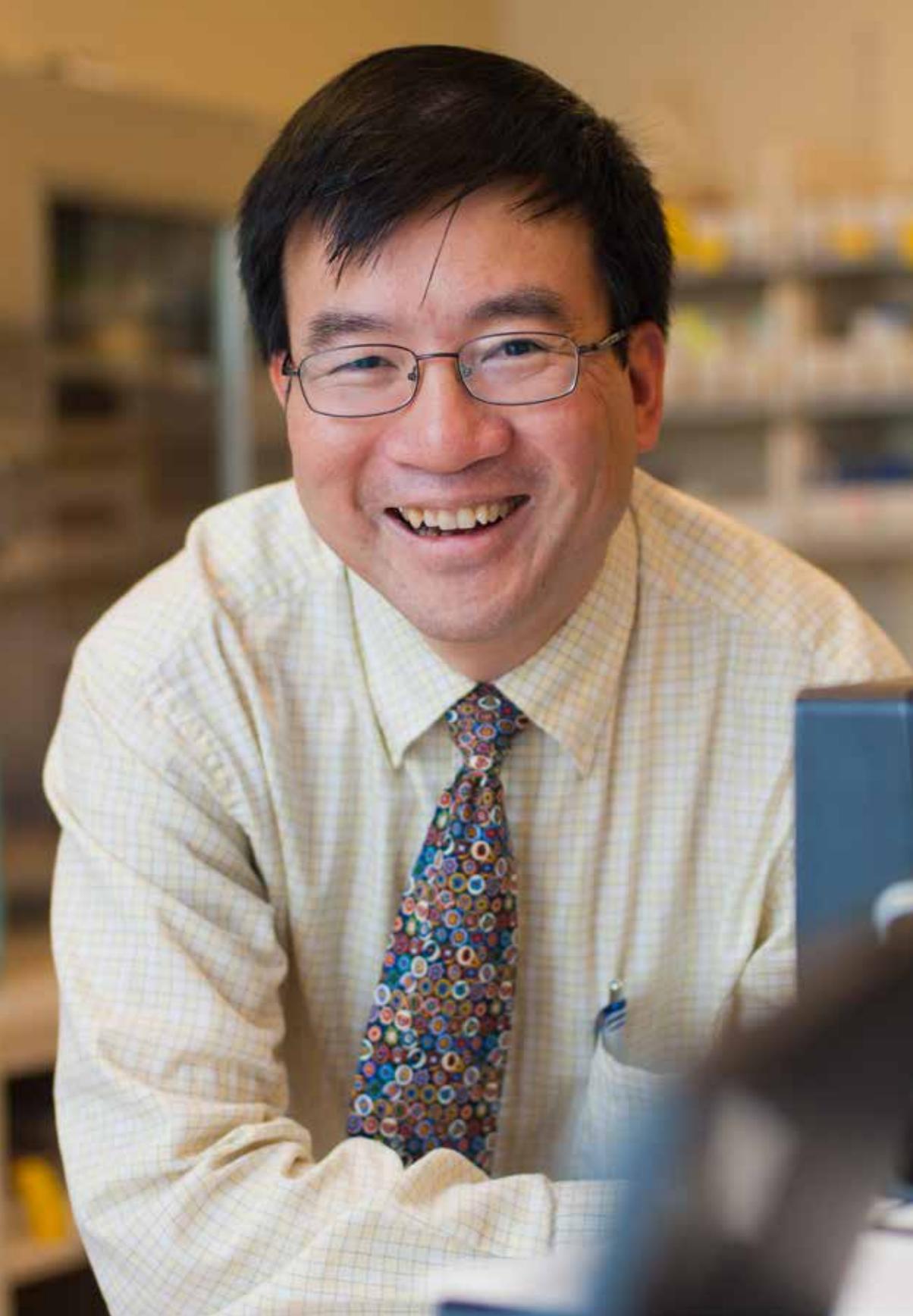
Health Information and Privacy

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.

Opportunities in Boston

You can take advantage of many patient offerings in Boston's Longwood Medical Area, including clinical services, education, support, and integrative therapies. To learn more about services offered at Dana-Farber's main campus, visit www.dana-farber.org/supportgroups.





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Phone Numbers



- DFCI:** Dana-Farber Cancer Institute
MRMC: Milford Regional Medical Center
BWPO: Brigham and Women's Physician Organization
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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 Dana-Farber in Boston

 Family Connections: 617-632-2605
 One-to-One: 617-632-4020
 Adult Survivorship: 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 (Boston): 617-632-3417
 MRMC: 508-422-2648

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