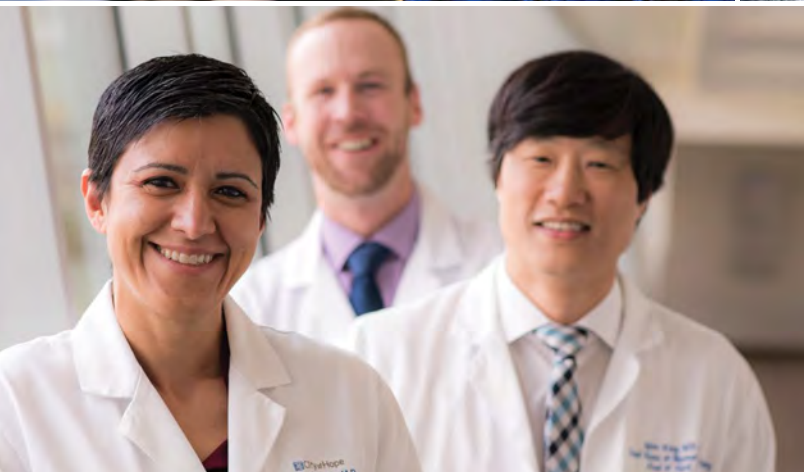


Inpatient Services Guide



**WHAT PATIENTS AND FAMILIES
NEED TO KNOW**

In partnership with our Patient and Family Advisory Council, we developed this guide to serve as an easy-to-use resource for the duration of your treatment at City of Hope. Within these pages, you will find important telephone numbers, directions on where to check in when you return for your appointments and other practical information. Patient, friends and family are encouraged to attend the Patient and Family Orientation Class at the Sheri & Les Biller Patient and Family Resource Center.

Inside This Book

Welcome to City of Hope.....	1
About City of Hope.....	2
Getting to City of Hope.....	4
Patient Rights and Responsibilities	9
New Patient and Family Orientation	15
MyCityofHope: Patient Portal.....	17
During Your Stay	19
Important Telephone Numbers.....	21
Patient Meal Services and Meal Trays for Family Members.....	23
Internet Access.....	24
Visitor Information for Family and Friends.....	25
Visiting Patients in the Intensive Care Unit	29
Amenities and Services	31
Inpatient Rooms and Locations	35
City of Hope Helford Clinical Research Hospital.....	36
Main Medical Units A, B and C	36
Blood Donor Center.....	38
Your Health Care Team	39
Supportive Care Medicine	45
Patient and Family Support Services.....	52
Sheri & Les Biller Patient & Family Resource Center.....	52
Educational Classes and Support Groups.....	53
Integrative Therapies	55
Pharmacy Services.....	57
Advance Care Planning.....	59
Insurance, Billing and Financial Support Services	61
Safety and Security.....	65
Duarte Campus	69
Dining Options.....	70
Healing Environments.....	72
Requesting Medical Records.....	73

Welcome to City of Hope

Our Philosophy of Healing

City of Hope is dedicated to making a difference in the lives of people with cancer, diabetes and other serious illnesses. Our mission is to transform the future of health care by turning science into a practical benefit, hope into reality.

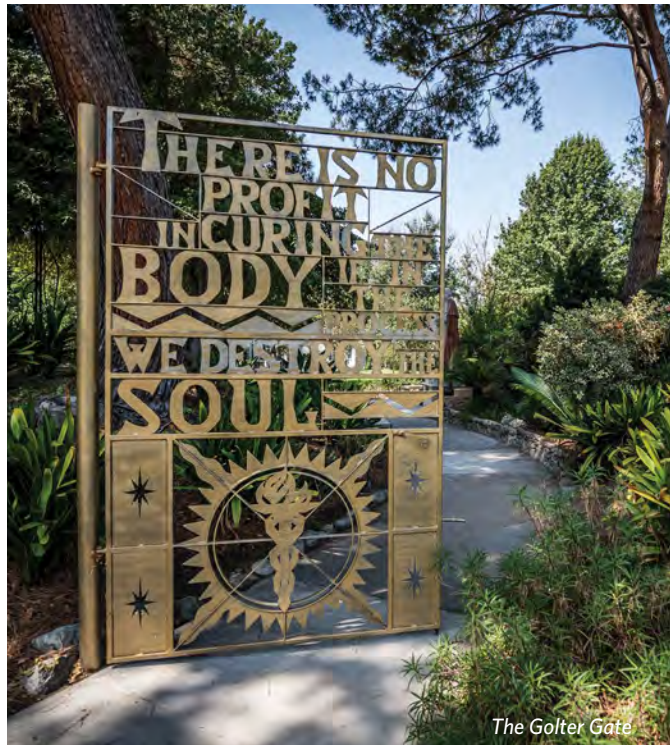
Founded in 1913, City of Hope is one of only 49 comprehensive cancer centers in the nation, as designated by the National Cancer Institute. Our community includes doctors, nurses, allied health professionals, research associates, scientists, graduate students, fundraising specialists, marketing professionals, volunteers and an extensive support staff. We are united by our desire to find cures, save lives and transform the future of health. Every discovery we make and every new treatment we create gives people the chance to live longer, better and more fully.

City of Hope takes a comprehensive, multidisciplinary approach to cancer therapy and patient care where the health care team members not only create treatment plans that promote the extension of life, but also customize supportive care plans that improve the quality of life for our patients.

In 1951, former City of Hope Executive Director Samuel H. Golter wrote City of Hope's "Thirteen Articles of Faith," which stress one common philosophy:

"There is no profit in curing the body if, in the process, we destroy the soul."

— Samuel H. Golter, 1951



About City of Hope

We Combine Science with Soul to Create Miracles

National Cancer Institute Designation

City of Hope has established itself as a leader in cancer research and treatment through a combination of research, promising new treatment plans, compassion and quality patient care based on a belief in the dignity of the individual.

Founded in 1913, originally as a tuberculosis sanatorium, City of Hope has had continuous governmental financial support for its cancer center activities since 1976. In 1998, City of Hope was designated a comprehensive cancer center by the National Cancer Institute (NCI). NCI-designated cancer centers are a select group of leaders in the fight against cancer. They create new cancer treatments, perform the latest diagnostic and treatment procedures, work with other NCI-designated cancer centers, and combine the expertise of doctors and transplant team members who are among the finest in their fields.

National Comprehensive Cancer Network

Formed in 1995, the National Comprehensive Cancer Network (NCCN) was created to fight cancer more effectively. Representing the finest in cancer care and research across the United States, multiple prestigious institutions are a part of this distinguished network.

City of Hope was one of the founding cancer centers within the NCCN. Through research, measurement and management, the NCCN has made great strides in improving the effectiveness and efficiency of cancer care in this country.

The NCCN Oncology Practice Guidelines, which now assist in the care of more than 90 percent of all cancer patients, have become the standard for treatment. Patient versions of some of the NCCN guidelines have been developed to offer patients and their families reliable, specific and understandable information about treatment options. NCCN member institutions provide unmatched expertise in all areas of cancer treatment, are committed to management through measurement of outcomes and are dedicated to the best care possible for all cancer patients.

Stem Cell Transplant and CAR T Therapy Pioneer

As one of the largest transplant centers in the world, City of Hope has performed over 15,000 bone marrow and stem cell transplant procedures since 1976. For 14 consecutive years, City of Hope has been ranked as an “overperforming” transplant center with better than expected survival outcomes.

As a result, every year thousands of former patients who received bone marrow and stem cell transplant and their families join “Celebration of Life,” City of Hope’s annual Bone Marrow Transplant Reunion.

One of the most promising areas of cancer research and treatment is known as immunotherapy, in which a patient's own immune system is enlisted in the fight against cancer. City of Hope has been a leader of a powerful form of immunotherapy known as chimeric antigen receptor (CAR) T cell therapy. Using this approach, immune cells are taken from a patient's bloodstream, reprogrammed to recognize and attack a specific protein found in cancer cells, then reintroduced into the patient's system, where they get to work destroying targeted tumor cells.

We have one of the most comprehensive CAR T cell programs in the world, with 16 CAR T clinical trials ongoing and plans to open numerous additional trials, including for patients with multiple myeloma, prostate cancer, liver cancer and breast cancer.

Supportive Care Medicine

City of Hope is also home to the innovative Department of Supportive Care Medicine.

This team is made of compassionate professionals, including doctors and nurses specializing in clinical supportive and palliative care and pain management, psychiatrists, psychologists, clinical social workers, Child Life specialists, patient navigators, positive image professionals, health education specialists, spiritual care providers and volunteers all working with your primary health care team to care for you and your family as you go through cancer treatment and beyond.

You will find more supportive care services and programs under the Sheri & Les Biller Patient and Family Resource Center section of this guide.

Getting to City of Hope

City of Hope | Duarte Campus

1500 E. Duarte Road
Duarte, CA 91010-3000
CityofHope.org

Main Telephone
800-826-HOPE (4673)

OTHER IMPORTANT TELEPHONE NUMBERS

Appointment Line
800-826-HOPE (4673)

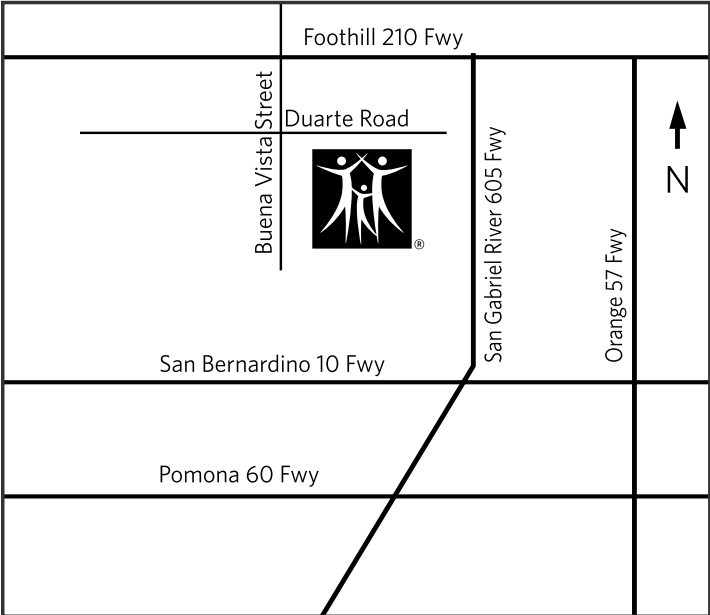
For scheduling, rescheduling or canceling an appointment

Pharmacy
626-301-8304

To refill prescriptions dispensed at City of Hope

Sheri & Les Biller Patient and Family Resource Center
626-218-CARE (2273)

Find patient and family resources, information about cancer, support groups and healing programs



Directions to the Duarte Campus

The City of Hope campus is located on more than 120 acres in the city of Duarte at the base of the San Gabriel Valley foothills, 24 miles from downtown Los Angeles. The campus is easily accessible from both the 210 and 605 freeways.

To reach the campus (from either direction):

- Exit the 210 Freeway at Buena Vista Street.
- Turn south onto Buena Vista Street.
- Turn east (left) at Duarte Road.
- Drive past the first City of Hope driveway (Village Road).
- Enter through second driveway on the right, Hope Drive (main entrance, across from the Metro Gold Line station).

Public Transportation

The Los Angeles County's Metro Gold Line is a light rail system with a conveniently located stop across from the entrance to City of Hope on Duarte Road. Visit metrolinktrains.com for train schedules and fees.

Parking

- Self-park is available free of charge at City of Hope in Parking Lot A.
- Coming soon, Parking Lot G will be available for patients. Parking Lot G is closer to City of Hope Helford Clinical Research Hospital.
- Be sure to arrive early to allow yourself enough time to find parking and walk to the medical center.

Valet Parking

Valet parking is available for \$4 (\$2 for those with a disabled placard). Valet stands are located at:

- *Spirit of Life*® fountain, Main Medical Building
Monday through Friday, 6 a.m. to 7 p.m.
Closed on Saturday and Sunday
- City of Hope Helford Clinical Research Hospital
Monday through Friday, 5 a.m. to 7 p.m.
Closed on Saturday and Sunday

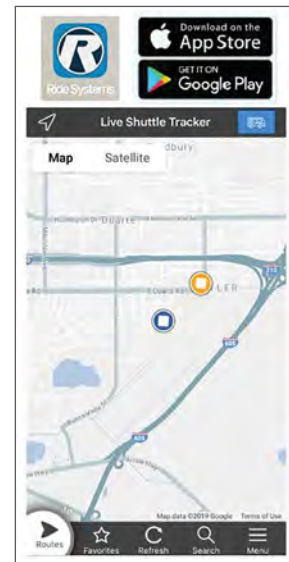
Our valet attendants will assist you with wheelchairs, walkers, luggage and oxygenated equipment, and also provide directions.

After-hours valet keys can be retrieved at the Helford Hospital Guest Services desk.

Shuttle and Security Escort Services

City of Hope provides a shuttle service to assist patients, visitors and employees to and from their cars and around campus. The services are available Monday through Friday from 6:30 a.m. to 7 p.m. Go to the nearest shuttle stop and wait for the next shuttle. The average wait is about 10-20 minutes. If you require an escort after hours or on weekends, please call Security Operations at **626-218-2006** and request a security officer to escort you to your destination.

City of Hope's Ride Systems App can help you live track where the shuttle is and when it will reach your location. Download the app at **CityofHope.ridesystems.net** or visit the App Store on your iPhone or the Play Store on your Android device. Type "ride systems" in the search box. Download the app.



Smoking and Marijuana Policy

City of Hope is a smoke-free campus and smoking is prohibited inside buildings and outdoors. Please note: The possession of marijuana in any form is prohibited at City of Hope's Duarte main campus and at all City of Hope satellite locations. Although the state of California has legalized possession of limited amounts of marijuana for recreational use, it remains illegal to possess marijuana under federal law. City of Hope is obligated to comply with federal law. Your cooperation in helping us remain compliant with federal law is appreciated.

Culturally Sensitive Care

At City of Hope we offer culturally sensitive care. Culturally sensitive care respects the cultural needs and preferences (ethnic and religious beliefs, values and practices) of diverse patients. Where possible, our patient information handouts and resources are translated into various languages by bilingual, bicultural translators.

For Your Privacy

You will be provided with a Notice of Privacy Practices. This notice outlines how we maintain and respect your privacy. Please let us know if you require additional privacy controls or information.

Interpreter Services

City of Hope is committed to meeting the communication needs of our patients. If you feel more comfortable receiving medical information in a language other than English, please let your health care team know. Interpreter services and written materials in other languages are available to you. If you need an interpreter, your health care team will arrange interpretation services and access materials for you. For interpreter services, please call extension **88024**.

Patient Advocate

We encourage you to report any concerns that you may have about your care, treatment, safety or services. If you have shared your concern with your doctor, nurse or social worker and it has not been addressed to your satisfaction, contact a patient advocate at extension **82285**.

One-on-One Observers

As a patient at City of Hope, your care will always be monitored and supervised, 24 hours a day, by compassionate, highly skilled staff. Nurses, doctors, patients or families may suggest that a patient receive one-on-one observation (also known as “sitters”). This recommendation is sometimes made if the patient is confused, due to a pre-existing condition, medications or treatments, or because the patient is recovering from anesthesia.



While a nurse will always be supervising your care, City of Hope cannot guarantee that a care provider will be available to stay in your room 24 hours a day. If such care is recommended, City of Hope asks that you help us meet this need by planning ahead with your family or friends to fulfill this role. If a family member or friend is not available, City of Hope’s Division of Clinical Social Work will provide you and your family with contact information and hourly rates for several agencies that offer one-on-one companion care.

If you have any questions about how City of Hope can assist you, please speak to your social worker or call extension **82282**.



Patient Rights and Responsibilities

Patient Rights and Responsibilities



Patient Rights

As a patient or parent of a minor patient it is important to know the rights that have been given to you, under federal and California state law.



Access

You have the right to:

- Have a family member (or other representative of your choosing) and your own community doctor notified promptly of your admission to the hospital.
- Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage or registered domestic partner status, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

- Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are doctors who specialize in the treatment of pain with methods that include the use of opiates.





Respect and Dignity

You have the right to:

- Considerate and respectful care, and to be made comfortable. You have the right to respect your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
- Reasonable responses to any reasonable requests made for service.
- City of Hope does not discriminate on the basis of age, race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Any discrimination concern should be referred to City of Hope's office of Patient Advocacy at extension 82285.



Privacy and Confidentiality

You have the right to:

- Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right or have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
- Confidential treatment of all communications and records pertaining to your care in the clinic and/or your stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.



Medical Information and Consent

You have the right to:

- Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure, who has primary responsibility for coordinating your care, and the names and professional relationships of other doctors and other health care team members who will see you.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.

-
- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
 - Be advised if your hospital/doctor or health care team acting within the scope of his or her professional licensure proposes to engage or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.



Provisions of Information

You have the right to:

- Know which hospital and/or clinic rules and policies apply to your conduct while a patient.



Medical Treatment Decisions

You have the right to:

- Formulate advance directives. This means designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital, clinic staff and practitioners who provide care in the hospital and/or clinic shall comply with these directives. All patients' rights apply to the person has legal responsibility to make decisions regarding medical care on your behalf.



Continuity of Care

You have the right to:

- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
- Be informed by the doctor, or a delegate of the doctor, of continuing health care requirements and options following discharge from the hospital and/or clinic. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.



Refusal of Treatment

You have the right to:

- Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital and/or clinic even against the advice of members of the medical staff, to the extent permitted by law.



Financial Information

You have the right to:

- Examine and receive an explanation of the hospital and/or clinic's bill regardless of the source of payment.



Personal Safety

You have the right to:

- Be free from restraints and seclusion used as a means of coercion, discipline, convenience or retaliation by staff.
- Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.



Complaints or Concerns

You have the right to:

- File a grievance. If you want to file a grievance with this hospital or clinic, you may do so by writing or calling City of Hope, Patient Advocate, 1500 E. Duarte Road, Duarte, CA 91010, **626-218-2285**.
- The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital or clinic, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization.
- It is the policy of City of Hope not to discriminate on the basis of age, race, color, national origin, religion, sex, gender identity, sexual orientation or disability. City of Hope handles discrimination complaints and grievances in accordance with the Nondiscrimination Provision Section 1557 of the

Affordable Care Act of 2016. Complaints and concerns will be referred to the Office of Patient Advocacy for investigation. The patient always has the option of filing a complaint with the Office of Civil Rights (OCR) by filing in writing by mail, fax, email, or via the OCR complaint portal at ocrportal.hhs.gov/ocr/smartscreen/main.jsf. For questions contact the OCR at **800-368-1019**.

- File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The state Department of Health and Human Services phone number and address is: County of Los Angeles, Department of Health Services, 3400 Aerojet Ave., Suite 323, El Monte, CA 91731, **800-228-1019**. You may also contact The Joint Commission if you have any patient safety or quality concerns at [jointcommission.org](https://www.jointcommission.org) or by calling them at **800-994-6610**.



Patient Responsibilities

- You are responsible for providing complete and correct information about your medical history and current health condition. You are responsible for reporting changes in your condition. You are also responsible for reporting any concerns that you may have about the safety of your care.
- It is important to follow the instructions of your doctor and care team. If you cannot follow your care instructions, you should discuss it with a member of your care team.
- You are responsible for keeping your appointments and letting your doctor know when you are not able to keep them.
- You are responsible for financial costs relating to your care. These costs must be paid in a timely manner.
- You are expected to follow hospital and/or clinic rules about care and conduct. Please respect the rights and property of hospital and/or clinic staff and other patients. You are also expected to follow hospital rules such as those regarding noise, smoking and visitation.
- You or your representative should tell the hospital and/or clinic if you have an advance directive. If you have one, please bring a copy to the Admitting Office. At the time of admission, we will need to know the identity of the person who will make health decisions for you if you cannot (your "agent"), and the general nature of your preferences for your care. A clinical social worker can help you prepare an advance directive if you have not done so. This is an important document for all patients and we encourage you to speak to your social worker for more information and help in this regard.
- You are responsible for asking questions when you do not understand what you have been told about your medical care or what is expected of you. Asking questions will help your care team provide the safest possible care.

New Patient and Family Orientation



Now That I'm a Patient, What Do I Need to Know?

Partnership in Your Care Begins Here!

In this 60-minute orientation class, you will learn how to become a partner in your care:

- How to navigate your treatment plan
- Key campus and appointment locations
- Who to call for answers and assistance
- The many resources available for you and your family, including informational classes on cancer, treatment, nutrition, support groups, and integrative and healing therapies such as yoga, art classes, tai chi and much more

A program for all patients, families and caregivers. Call the Sheri & Les Biller Patient and Family Resource Center for date and time of this class.

To register, call **626-218-CARE (2273)**.



MyCityofHope: Patient Portal

MyCityofHope: Patient Portal

The all-new **MyCityofHope** is a secure online portal that lets you communicate with your care team and view your medical information. With MyCityofHope, you can:

- 1 Request appointments.**
Request your next appointment or view details of your past and future appointments.
- 2 Check most test results.**
No more waiting for a phone call or letter. View your results for most tests online at your convenience.
- 3 Communicate with your care team.**
Get answers to medical questions without multiple telephone calls or unnecessary appointments.
- 4 Pay bills online.**
Check and pay your bills from home.
- 5 Ask for prescription refill and renewals.**
Send a renewal or refill request for any of your refillable medications.

How do I sign up?

To sign up, you will need the activation code found on your after visit summary.

1. Go to MyCityofHope.org.
2. Click the "New User Sign Up" box.
3. Enter your MyCityofHope activation code from your after visit summary.
4. Follow the prompts to complete your registration.

If you have questions or need a new activation code, please call **844-777-4673**. Activation codes expire 45 days after being issued.

To learn more about MyCityofHope and to sign up, visit **MyCityofHope.org**.



During Your Stay

During Your Stay



COMMUNICATING WITH YOUR HEALTH CARE TEAM

You, as a patient, are the customer and have the right to ask questions about your care and receive answers. Here are some tips for communicating with your health care team.

1. What if I have questions about my care while I am in the hospital?

We encourage you to ask questions of your health care team, including the doctors, nurses, clinical social workers and other specialists that interact with you on a daily basis.

2. Is there any information I can read about my diagnosis or treatment?

City of Hope offers extensive information for patients and families. Please visit the Patient and Family Education Library CityofHope.org/patienteducation. You can also speak with your nurse about getting more information.

3. How do I request services during my inpatient stay, including physical therapy, dietary restrictions, someone to talk to about my emotions, pain and other services?

Talk with your doctor or nurse about getting a referral order for any additional services that you may need.



How do I make telephone calls from my hospital room?

All patient rooms at City of Hope have private telephones with a speaker feature. Toll and long-distance calls must be placed as collect calls or with a calling card, or they may be billed to your home number.

- To place a local or toll call within the "626" area code, press "9" and the phone number.
- To place a long distance call outside the "626" area code, press "9" + "1" + area code + phone number.
- If you have any problems placing a call, our City of Hope operators will be happy to help you. Please press "0" and ask for assistance.



To call the hospital from outside City of Hope:

To reach a patient in the hospital, call **800-826-HOPE (4673)**. When the automated attendant answers, press "1", then the patient's room number.

Important Telephone Numbers

- In an emergency, call extension 55 from any internal City of Hope telephone, including your in-room telephone.
- To reach the nursing supervisor after hours, ask the operator to page the supervisor.
- To call within the hospital, it is only necessary to dial the five-digit extension.
- City of Hope’s main number — **800-856-HOPE (4673)**

Sheri & Les Biller Patient and Family Resource Center.....	3CARE (32273)
24 Hour Nursing Triage Call Center.....	626-218-7133
Patient Financial Services.....	800-270-HOPE (4673)
Health Insurance Questions.....	80258
Blood Donor/Apheresis Center.....	62286
Security Operations.....	82006
Case Management.....	83726
Child Life Services.....	84513
Clinic Appointments.....	800-934-5555
Clinical Social Work.....	82282
Emergency Response.....	dial 55
Guest Services Desk, City of Hope Helford Clinical Research Hospital.....	81143
Guest Services Desk, Main Medical.....	82234
Hope Village and Parsons Village.....	82380
Meal Service (“At Your Request” Room Service).....	63257
Medical Records.....	82446
Patient Advocate.....	82285
Pharmacy.....	88305
Positive Image Center SM	83842
Spiritual Care.....	83898
Shuttle Service.....	82006

Intensive Care Unit (ICU)

All phone calls for patients in the ICU are directed to the nursing station at extension 82641.

Hope Village

Press “849” plus the room number.

Parsons Village

Press “848” plus the last two digits of the room number.

Hearing Impaired

City of Hope has a telecommunication device for the deaf (TDD) located at the switchboard, that is available 24 hours a day. When a call is received from the TDD, the operator will contact the appropriate person or department. After normal business hours, emergency calls are referred to the nursing supervisor on duty. Should you need a TDD device, please let your nurse know and one will be supplied for you.

Patient Meal Services and Meal Trays for Family Members

City of Hope is proud to offer the “At Your Request” (AYR) Room Service Meal Program. With AYR Room Service, you are invited to place your meal and snack orders at **any time** between 6 a.m. and 6:45 p.m. Meals may be ordered in advance.

Order what you want, when you want it. We will prepare it especially for you — and deliver it to your bedside in 45 minutes or less!

Friendly room service operators will assist you in selecting menu items that are appropriate for your dietary needs. All patients will receive their own AYR Room Service menu for convenient use throughout the day. To order meals, simply call “MEALS” (63257) on your City of Hope telephone. Starting in Spring 2019, bedside ordering will also be an available option for patients and families to give their order to the individual delivering their food.

Family members and visitors are encouraged to have meals with patients. Visitors may order meals from the AYR Room Service Menus. Guest meal tray vouchers may be purchased at the Bistro located on first floor lobby of City of Hope Helford Clinical Research Hospital and are refundable. Visitor meals may be paid with guest meal vouchers or cash.

In-room Housekeeping Services

Housekeeping staff make every effort to keep your room as clean as possible to provide a healing environment while you’re with us. A member of our Housekeeping Services team will make a morning visit to your room to ensure things are in order, and then return later to perform a full room clean. Please call Housekeeping Services at extension **83255** if you need any additional cleaning services.

In-room Television Services

Color television sets are provided in every patient room. Our television system features entertainment channels and educational programming that provides access to health information.

Internet Access

Wireless Internet

City of Hope offers wireless internet access from the privacy of your room. You can connect with your laptop or any smartphone device (e.g., iPhone, Android or Windows phone).



Connecting to City of Hope Guest Wi-Fi

Please follow these steps to connect to the City of Hope Guest Wi-Fi:

1. Make sure the wireless card/chipset is turned on in your laptop, tablet or cell phone.
2. Select "COHGUEST" from the list of available wireless networks.
3. Open a browser and you should be redirected to the Guest Registration portal page.
4. Enter your name and email address and accept the terms of use, then select "Register."
5. You should now be connected to the internet. If a webpage does not display, refresh or close and reopen your browser.

A screenshot of a smartphone displaying the City of Hope Guest Wi-Fi registration form. The form is titled "Log In" and "Cancel" buttons are visible. It features the City of Hope logo and "100 YEARS OF CARE AND DISCOVERY". The form asks for "Your Name" and "Email Address" with input fields. Below the input fields, there is a checkbox for "I accept the terms of use" and a "Register" button. The footer of the form includes the copyright information: "© 2017 City of Hope, 1500 East Duarte Road".

These instructions are provided as a general guideline and may differ depending on the platform.

If you have a problem connecting to your laptop, City of Hope technicians are available to assist you. Ask your nurse to contact the Help Desk at extension **84357**.



Mail and Deliveries

The Guest Services desks will handle delivery of all correspondence to your room, including mail, packages and gifts. All correspondence should be addressed as follows:

Patient's name
c/o City of Hope
1500 E. Duarte Road
Duarte, CA 91010-3000

Outgoing mail for patients and families can be dropped off at either of the Guest Services desks. Mail usually leaves campus before 4 p.m. Please mark all letters and correspondence with the word "patient" on the mail sent to City of Hope for patients.



Visitor Information

Visitor Information for Family and Friends



Welcoming Visitors

General visiting hours are 8 a.m. to 8 p.m. daily.

Guest Services Desks

The staff at our two Guest Services desks are here to assist you. Whether you need directions, a phone number for a particular area on campus, an ATM machine or information about available services, our staff can help. They can provide information on transportation, nearby restaurants, lodging and local attractions.

City of Hope Helford Clinical Research Hospital

The Helford Hospital Guest Services desk is located in the lobby of Helford Hospital.

- Monday through Friday, 6 a.m. to 9 p.m.
- Weekends and Holidays, 8 a.m. to 4:30 p.m.

You can reach the Guest Services desk in Helford Hospital at extension **81143**.

Main Medical Building

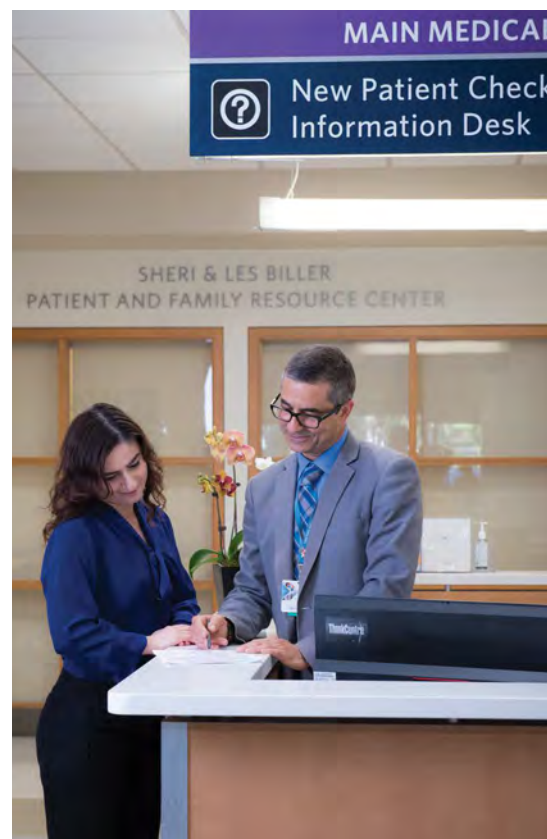
The Main Medical Guest Services desk is located in the lobby of Main Medical.

- Monday through Friday, 7 a.m. to 8 p.m.
- Weekends and Holidays, 8 a.m. to 4:30 p.m.

You can reach the Main Medical Guest Services desk by calling extension **82234**.

Sign in

- Visitors can sign in at either Guest Services desk. Visitors to Units A, B and C should sign in at the Main Medical Guest Desk.



-
- To protect our patients, the Guest Services desk will ask you some questions to screen for infectious disease before you are permitted to visit.
 - Patients or their doctors may restrict visitation if it is in the best interest of the patient.

Visiting with Children

- With the exception of the pediatric unit, children less than 5 years old cannot visit patients or enter patient care areas. They are permitted in the lobby areas on floors 2 through 6 accompanied by an adult.
- Children under 5 may not visit the pediatric unit during flu season, which typically runs October 1 through April 1.
- An adult must accompany children under the age of 14 at all times.

Respect Patients' Privacy and Their Need to Rest

- Keep voices low and do not disturb other patients.
- Limit the number of visitors. Only two visitors in a room at any one time.
- For the welfare of patients, staff may request you to leave the patient room at any time if needed.
- Visitation in the ICU is not allowed during the change of shift 7 a.m. to 8 a.m. and 7 p.m. to 8 p.m. daily.

Preventing Infections Is Important

- Do not visit patients if you have a cold or flu, or if you have a fever, cough, diarrhea or vomiting.
- Do not visit patients if you have been exposed to someone with measles or chickenpox in the past three weeks or have received a live vaccine such as measles, mumps, rubella (MMR), varicella (chickenpox), oral polio or the intranasal flu vaccine (Flumist).
- Wash your hands before and after visiting the patient. You can wash using either soap and water for 15 seconds or the alcohol rub found inside each room. If your hands are dirty or sticky, use soap and water.
- Do not use bathrooms, bed or telephones in the patient's room. Public restrooms and pay telephones are located in public areas of the hospital for the convenience of visitors.

Visiting Patients Who Are in Isolation

- Ask the nurse if you need to wear a gown, gloves or mask when you enter the patient's room. These items protect both the patient and visitors from getting an infection.
- Wash your hands before putting on gloves. Wearing gloves does not eliminate the need for you to wash your hands.
- Wash your hands again after removing the gown, gloves or mask.

Flowers, Live Plants and Balloons

Fresh-cut flowers, dried flowers and live plants or any floral/plant arrangements with sphagnum moss are not permitted in any patient care areas. Please leave any of these items at the front desk where a family member may pick them up and take them home.

- Check with the nurse before bringing any items into the patient's room such as food, hats, stuffed animals or electronic devices.
- No latex or rubber balloons are allowed in Helford Hospital or on Units A, B and C. Metallic (Mylar) balloons are not permitted in the Intensive Care Unit (ICU).
- Additional visitation rules may apply. Please speak with a Guest Services representative if you have questions.

Visiting Patients in the Intensive Care Unit

Visiting Patients in the Intensive Care Unit

Family members and visitors are important to the healing process. Visitation is allowed any time during the day or night in the Intensive Care Unit (ICU), but please limit the number of visitors to two visitors at a time, especially when the patient requires rest and privacy.



To decrease hallway congestion and traffic, as well as protect the privacy of other patients, please confine your visit to the patient's room.

We strive to involve you in the care and comfort of your family member and will make every attempt to meet your needs at this stressful time. However, to protect the safety and privacy of our patients and attend to the many tasks at hand, at times we may ask you to wait in the visitor's lounge.

Guidelines for Visitors

Below are general guidelines for visiting patients in the ICU. Additional visitation rules may apply. More information is available at the Guest Services desk or you may ask any staff member.

- Eating or drinking is not permitted in or around the patient's room.
- Smoking is not permitted anywhere on the City of Hope campus.
- Children under 5 years of age are not allowed in ICU without a physician's permission.
- Fresh flowers and live plants are not permitted in the hospital.
- Latex and Mylar balloons are not allowed in ICU.
- Do not use cell phones inside the ICU. Cell phones can interfere with sensitive medical equipment, so please limit cell phone usage to areas outside the ICU.
- Please limit the number of personal belongings brought into the patient's room due to lack of space.

Nursing Change of Shift Reports

Change of shift reports are done between 7 to 8 a.m. and 7 to 8 p.m. During this time, the nurses are transferring care to the next shift nurses.

Entering the ICU

The ICU is located on the 3rd floor of City of Hope Helford Clinical Research Hospital at City of Hope. There is a phone located at the entrance to the ICU. Please pick up the phone and tell the staff whom you are visiting. He/she will let you know if the patient is ready to receive visitors.

ICU Visitor's Lounge

Our 3rd floor ICU visitor's lounge is available to all family members of patients currently in ICU. Please help us keep it clean and comfortable for everyone. Food is not allowed. A small room located near the waiting room is available for private family and staff consultation. Pay phones and restrooms are located next to the public elevators.

Family Spokesperson

We are aware of the need for frequent communication regarding patient condition.

Please select a spokesperson that can represent the family and relay information to the other family members and friends. Let us know if we can arrange a group meeting for you.

Telephone Communication to the ICU

All phone calls to patients in the ICU will be directed to the nurse's station. If the patient can accept phone calls, the calls will be transferred to the room. The hospital telephone number is **800-856-HOPE (4673)**, extension **82641**.

ICU Rounds

The multidisciplinary health care team makes rounds Monday through Friday at 8:30 am. Each team member brings his or her particular expertise to the team discussion of each patient in the unit. The group meets outside of each patient room.

For privacy, glass doors will be closed.



Amenities and Services

Amenities and Services

Gift Shop

The Gift Shop is located on the first floor of City of Hope Helford Clinical Research Hospital and offers a variety of products including, snacks, magazines, greeting cards, holiday gifts and decorations, bath and body products, and jewelry.

Gift Shop hours of operation are:

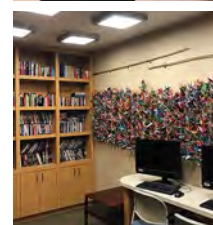
- Monday through Friday from 8 a.m. to 8 p.m.
- Saturday and Sunday from 9 a.m. to 8 p.m.

For more information, call extension **62258**.

Laundry and Shower Facilities

Amenities are available to inpatients and their families at the Hope Village, including:

- **Laundry:** The laundry room is located behind the Hope Village office. Soap, dryer sheets, bleach and fabric softener are available through a vending machine located inside the laundry facility. Cost is \$1 (in quarters) each. There is no cost for using the laundry machines. Laundry room facilities are available Monday through Friday from 8 a.m. to 6:30 p.m. and on weekends from 8 a.m. to 3:30 p.m.
- **Showers:** Showers are located behind the Hope Village office. Towels are provided, patients/families must have their own toiletries. Showers are available Monday through Friday from 8 a.m. to 6:30 p.m. and on weekends from 8 a.m. to 3:30 p.m.
- **Full kitchen:** The kitchen has a stove/oven, microwave and full sink. Families can keep their food in the full size refrigerator. Please be sure to leave a label with your name and date on your food containers. The kitchen is open Monday through Friday from 8 a.m. to 6:30 p.m. and on the weekends from 8 a.m. to 3:30 p.m.
- **Computer and TV lounge:** The village features a comfortable television and computer lounge.
- **Outdoor exercise equipment:** Equipment is open to everyone. Please use caution in using equipment. City of Hope is not responsible for injuries sustained in use of the equipment. Consult your doctor before starting a new exercise program.



For directions and additional information, call the Hope Village office at extension **82380**.

Newspapers

City of Hope carries newspapers for purchase at the Guest Services desks located in Helford Hospital and Main Medical.

Public Phones

Public pay phones are located in the first and third floor lobbies of Helford Hospital and in other locations throughout the medical center. Ask the Guest Services desk representative for the location nearest you.

Automated Teller Machines (ATM)

For your convenience, there is an ATM machine located on the first floor of Helford Hospital, next to the Meditation Center and Gift Shop.



Inpatient Rooms and Locations

Inpatient Rooms and Locations

City of Hope Helford Clinical Research Hospital

Centrally located on the Duarte campus, Helford Hospital is the inpatient care center of City of Hope. With its superior technologies, HEPA-filtered patient rooms, soaring atriums and spiritual meditation areas, Helford Hospital integrates the best of science and humanity in one state-of-the-art clinical research facility.



Here, excellent clinical care and lifesaving research join forces as multidisciplinary teams of medical professionals pool their knowledge to bring promising therapies to patients quickly and safely. The latest medical and communications technologies, including robotic laparoscopic instrumentation and modern diagnostic, radiology and imaging tools in a digital,

connected environment allow physicians and nurses to provide the very best medical care. Private patient rooms, recreation areas and hand-painted artwork in our pediatric recovery area all show City of Hope’s commitment to providing a healthy, peaceful care environment.

Patient Rooms’ locations and numbers

Pediatrics 3 West	3101 to 3135
Surgical Oncology 4 West	4101 to 4135
Medical Oncology 4 East	4203 to 4237
Hematology 5 West	5101 to 5135
Hematology 5 East	5203 to 5237
Hematopoietic Cell Transplant (HCT) 6 West	6101 to 6135
Hematopoietic Cell Transplant (HCT) 6 East	6203 to 6237

Main Medical Units A, B and C

Units A, B and C are located in the Main Medical Building with the entrance behind the *Spirit of Life*® fountain.



Patient Rooms' locations and numbers

Unit A	8500 to 8537
Unit B	8600 to 8637
Unit C	8101 to 8136

Integrated Care Service

The Integrated Care Service (ICS) is an interdisciplinary team that specializes in addressing the care and needs of patients with advanced cancer. The ICS is composed of physicians, nurse practitioners, pharmacists, nurses, social workers, child life specialists and chaplains who are experts in addressing the physical, emotional, existential and practical needs of our patients, and their loved ones, who are facing advanced cancer or end-of-life. The ICS can also provide guidance regarding end-of-life care planning and can facilitate transitions with home palliative care or hospice. The ICS delivers such care with compassion, while always respecting the values, goals and preferences of our patients and their loved ones.



Blood Donor Center

The Michael Amini Transfusion Medicine Center is a recognized leader in apheresis, donor matching and marrow transplants, and is one of the largest, hospital-based donor centers of blood and platelets in the country. The Amini Center houses services related to the collection, processing, analysis, delivery and transfusion of blood and blood components. A variety of outpatient services are provided in the Therapeutic Apheresis area such as peripheral blood stem cell collections, photopheresis, blood cell component exchanges, therapeutic phlebotomies, cellular therapy product collection for research protocols and therapeutic cytopheresis. Patients at City of Hope — most of whom are fighting cancer — rely on more than 37,000 units of blood and platelets each year for their survival. And every one of those units comes from caring individuals, such as your family and friends who want to make a difference.

For more information on making a whole blood or platelet donation, please call **626-471-7171** or go online at **iDonateBlood4Hope.org** to make an appointment to donate blood or platelets.



Michael Amini Transfusion Medicine Center



Your Health Care Team

Your Health Care Team

City of Hope's team of multidisciplinary experts includes surgeons, radiation and medical oncologists, pathologists, radiologists and seasoned health professionals.

Doctor/Physician

As the leader of your medical care team, your doctor specializes in diagnosing and treating cancers with chemotherapy, targeted therapies and other treatments. Doctors with different specialties include medical oncologists, surgical oncologists, hematologists and radiation oncologists.



Physician Assistants

Physician assistants (PA-C) are trained and licensed to evaluate and treat medical conditions under the supervision of a doctor. A physician assistant can also order tests and prescribe some medications.



Nurses

Nurses are the front-line care providers at City of Hope. They are specialists in all areas of patient care and include nurse practitioners, nurse coordinators, outpatient nurses, bedside nurses, case managers and other specialty nurses.

Nurse Practitioners

Nurse practitioners (R.N., N.P.) are registered nurses who have advanced special training and certification to evaluate and treat medical conditions. A nurse practitioner is also authorized to write prescriptions and order tests.

Clinical Social Work

Clinical social workers are an important part of your health care team. Every patient at City of Hope is assigned a social worker. Serious or long-term illness can be a major stressor for both patients and their families. Clinical social workers are available to give you and your loved ones the emotional and social support you may need. This can include counseling, financial resource referrals, community resource referrals and support group information. The Division of Clinical Social Work is also able to arrange for interpreter services if you or your family members require them. All communications, of course, are confidential. To reach the office of Clinical Social Work, please call extension **82282** or visit CityofHope.org/ClinicalSocialWork.



Rehabilitation Treatment Team

Many patients with cancer experience changes in their physical, cognitive, functional abilities and endurance. City of Hope Rehabilitation Services has specially trained oncology rehabilitation therapists to help patients regain their strength, function and quality of life.

Our rehabilitation team consists of:

- Occupational therapists
- Physical therapists
- Recreation therapists
- Speech and language pathologists
- Certified orthotists/prosthetists

Each treatment plan is individualized and developed to help patients maintain or regain the maximum degree of function, comfort and quality of life possible at any stage of the cancer journey.

Scientific studies suggest that exercise and activity help people recover more quickly, reduce stress, anxiety, nausea and fatigue, help with sleep, and reduce the risk of complications such as blood clots, pneumonia, weakness and depression.

Our specialists also help patients navigate difficulties that may arise with cognitive impairments, lymphedema, incontinence, sexual dysfunction, osteoporosis, balance, swallowing and pain.

Rehabilitation services are available to both inpatients and outpatients of all ages. Please talk to your health care team to discuss a referral to Rehabilitation Services.

Dietitians

Your diet plays an important part in fighting disease before, during and after your treatment. Eating well can help you feel better and stay stronger. Dietitians are available to assess your eating habits and then give you information regarding food and nutrition and how to manage eating difficulties. Please talk to your doctor or health care team to discuss a referral to our clinical nutrition services.

Pediatrics: Children, Adolescents and Young Adults (AYA)

Our team of pediatric experts provides innovative and comprehensive care for children, adolescents and young adults (AYA). We offer both medical treatment and psychosocial support to young cancer patients and their family members.

The AYA team includes:

- Pediatric oncologists
- Hematologists,
- Surgeons,
- Radiation oncologists
- Pathologists
- Other specialists.

They all collaborate to create personalized treatment plans for patients.

Professionals in psychology, social work, child life, physical, occupational and recreational therapy, music therapy and school reintegration provide individual attention and group activities for patients and their families.

We provide special accommodations for children, adolescents and young adults (AYA). Our rooms feature comfortable sleeper chairs for parents who wish to stay overnight, video game systems and internet access, as well as communal areas — an activity center, AYA room and family room that features a warming kitchen and library — where our patients are encouraged to develop social connections.

With the ever-increasing number of survivors of childhood cancer, we also emphasize long-term survivorship — continued surveillance to monitor and proactively address long-term effects of childhood cancer — through our childhood cancer survivorship program.

Case Managers Help Continue Your Care

It is important that you and your caregivers have the tools you need to continue your care at home or other care settings after being discharged from the hospital.

A case manager is a registered nurse who helps coordinate your care during and after your hospital stay. They work with doctors, nurses, social workers, insurers, pharmacies and other members of your health care team to meet your specific care needs.



They will also assist you in hospital discharge and provide you with resources and referrals, including transportation. A case manager will meet with you prior to your discharge from the hospital.

Questions to ask your case manager

- Will I need to arrange for a ride when I leave the hospital?
- Where will I be going when I leave the hospital?
- Will I need home health services to help me with wound care, physical therapy or other care?
- Which pharmacy is covered by my insurance company or prescription plan?
- Who should I call if I have any problems?
- When do I get the medication(s) that I will need to take at home?
- Who should I notify if my insurance has changed?

Preparing for Discharge from the Hospital

While you are at the hospital, your medical team will keep working on your health care plan with you. Your safety and medical needs are our top priority and advice for your care needs will be made with these in mind. Together, you and your medical team can decide on after hospital support services that fit your health needs and your team will give you formal discharge instructions.



Your nurse will review a few things with you:

- **Schedule:** You will go over what to expect for your last day in the hospital.
- **Discharge Instruction Form:** Your medical team will make sure they shared the information clearly. They will check to see that you know your home care instructions such as drain care, dressing changes or wound care.
- **Medication List:** You will get a list with the names and doses of the medicines you will need at home.

Discharge Lounge

If you are being discharged and your ride is coming later, we invite you to use the discharge lounge. It is open from 10 a.m. to 6 p.m. from Monday through Friday (except for holidays). The discharge lounge is on the 5th floor of City of Hope Helford Clinical Research Hospital. City of Hope staff will help you get to the lounge after you are discharged from your room. When your ride gets here, they can call the lounge and a staff person will help you go down to the lobby.

At the lounge, our staff will make sure you are comfortable while you wait. Please note that anyone who needs medical care or support with medicines cannot be cared for in the discharge lounge.

The lounge has drinks and light snacks, and meals can be ordered to the lounge if you are staying for a longer time.

Contacting Case Managers

Your case manager and other members of your health care team will be available to assist you after you leave the hospital. Case managers are available seven days a week and can also be contacted after hours by calling the City of Hope operator at **626-256-HOPE (4673), extension 0**, and asking for the case manager on-call.



Supportive Care Medicine
Sheri & Les Biller Patient and Family Resource Center

Supportive Care Medicine

The Supportive Care Medicine team uses an interdisciplinary approach to improve the quality of life of cancer patients and their families by providing a comprehensive, holistic, innovative approach to the treatment of symptoms associated with cancer and its treatment. The focus is to alleviate disease-related symptoms such as pain, nausea, fatigue, constipation, diarrhea and shortness of breath. Additionally, the Supportive Care Medicine team specializes in communication around your values and goals for care and advanced care planning.



Please speak with your health care team if you would like assistance in any of these areas.

The Department of Supportive Care Medicine integrates many aspects of supportive cancer care under one umbrella, including:

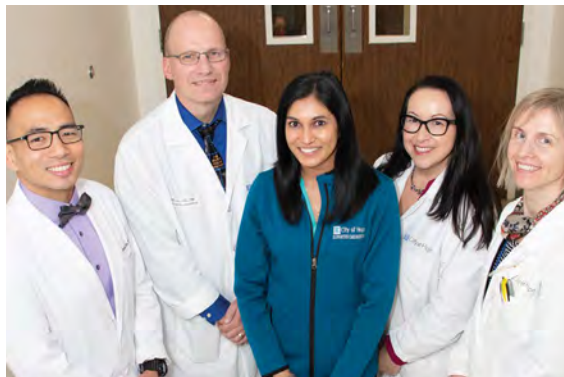
- Supportive Medicine
- Clinical Social Work
- Interventional Pain
- Patient Navigation
- Psychology and Psychiatry
- Sheri & Les Biller Patient and Family Resource Center
- Patient, Family and Community Education
- Spiritual Care Services
- Child Life Services
- Volunteer Services
- Positive Image Center®
- Patient Special Services

The following members of the Supportive Care Medicine team may be of particular help through your treatment at City of Hope:

Supportive Medicine

The doctors and nurses in Supportive Medicine have advanced training to support patients and family members to:

- Address symptoms of the patient's disease and side effects of treatment.
- Manage uncontrolled or complex symptoms, including pain.
- Help clarify hard choices and make values-based medical decisions.



Talk to your main doctor about a referral to Supportive Medicine. Visit [CityofHope.org/SupportiveMedicine](https://www.cityofhope.org/SupportiveMedicine) to learn more.

Interventional Pain: Procedures for Pain Treatment

Quality of life can be severely affected by cancer- and treatment-related pain. Our Interventional Pain specialists bring unique medical expertise to bear in the development of a comprehensive treatment plan for patients. Nerve blocks, injections, discography, spinal cord stimulation and intravenous therapies are among the services offered. The



treatments provided are aimed at improving or restoring quality of life, decreasing reliance on pain medications, and increasing function and productivity. Ask your health care team for a referral to Interventional Pain. Visit [CityofHope.org/PainClinic](https://www.cityofhope.org/PainClinic) for more information.

Patient, Family and Community Education

Senior health education specialists partner with your health care team to develop patient-centered educational classes, programs and information on cancer diagnosis, treatment, side effects and symptom management, as well as resources to help patients and families make informed decisions and practice self-management techniques at home. Patients and families can find extensive information at our Patient and Family Education Library at [CityofHope.org/PatientEducation](https://www.cityofhope.org/PatientEducation).

Psychiatry

Psychiatric services are available to help maximize quality of life by helping patients deal with the psychiatric challenges that may arise during a cancer diagnosis and treatment. Psychiatrists help with medication management of anxiety, depression and psychiatric symptoms. Please notify your health care team if you would like to speak with one of our psychiatrists.

Psychology

Psychologists play a key role in helping you with the emotional, psychological and behavioral challenges that may arise during cancer diagnosis and treatment. Psychologists help reduce the impact of these challenges on coping and the ability to actively participate in care. Please speak with your health care team if you are struggling with any of these concerns and would like to speak with a psychologist.

Patient Navigators

Patient navigators provide personalized support for patients and their families from the first diagnostic test through post-treatment follow-up care at City of Hope. They serve as a single point of contact to answer questions, orient patients and families to City of Hope, connect them to needed resources and navigate the complex health care system. Patient navigators serve as liaisons between patients and their health care team to ensure that concerns are addressed.



A patient navigator can:

- Orient patients and families to the outpatient appointment scheduling process, facilitate communication with your health care team, and serve as a single point of contact for you and your caregivers for nonmedical questions.
- Coordinate multiple medical appointments (physician visits, lab tests, imaging tests, etc.).
- Connect patients and families to resources such as transportation and lodging.
- Provide specialized assistance to patients who are at greatest risk of experiencing socio-economic, cultural, and/or language barriers to care.
- Provide emotional support and connect patients with clinical social workers and support groups.
- Help patients and families overcome language barriers by connecting them with an interpreter.
- Act as patient advocates and communicate patients' wishes to the health care team.
- Attend physician visits with patients to ensure they understand the information shared.
- Facilitate access to financial aid and assist with insurance paperwork.
- Help patients and families access health education resources to inform decision-making about treatment options and managing side effects.
- Help patients and families access information about clinical trials.

Contact the Biller Patient and Family Resource Center at **626-218-CARE (2273)** to reach a patient navigator.

Spiritual Care Services

Many patients and their families rely on faith and/or spiritual beliefs to help them through the difficulties of cancer and its treatment. Spiritual care chaplains are trained to provide spiritual support and counseling for patients and families of all religions and beliefs. Please notify your health care team if you would like to speak with one of our chaplains or call extension **83898**.



Cancer Information Resource Nurse

The cancer information resource nurse is an oncology-certified nurse and offers clinical information tailored to your situation, as well as information and guidance for clinical trials and enrollment into trials. To reach the cancer information resource nurse, please call extension **82076**.

Patient Resources Coordinator

Our patient resources coordinator focuses on providing patients and families with practical resources such as financial assistance, transportation to your appointments, health care referrals, support groups, child care and more, so that you can focus on getting treatment. Call the Division of Clinical Social Work at extension **82282**.

Volunteer Services

Volunteer Services has an extraordinary group of diverse volunteers who offer compassionate care and service to patients, caregivers and guests. Volunteer Services collaborates with departments throughout the medical center, providing services seven days a week. By interacting with patients and caregivers at the City of Hope Duarte campus, our volunteers help to alleviate the stress, loneliness and isolation people may feel during their cancer journey. For example, volunteers offer support to new patients by escorting them to appointments in the outpatient clinic and by participating in specialized volunteer programs in the inpatient setting.



Volunteers can be identified by blue smocks or blue polo shirts. High school volunteers wear green polo shirts. All volunteers have completed training and met City of Hope health requirements. Many of our volunteers have been City of Hope patients and or caregivers. Volunteering can be a fulfilling way to expand professional and interpersonal skills, build a sense of purpose and provide the opportunity to give back to City of Hope. If you are interested in volunteering at City of Hope, please call extension **84049** or visit CityofHope.org/volunteer.

Child Life Program

The uncertainty of illness, treatment and procedures may cause fear and distress in children and their families. Child Life specialists support children who are preparing to receive procedures and treatment to prepare, understand and feel confident and safe during their care at City of Hope. They do this by:

- Providing age-appropriate education
- Supportive activities and resources and
- Building trusting relationships with pediatric patients by using techniques such as



therapeutic and medical play.

Child Life specialists provide services to pediatric patients and children of adult patients. Grandparents can also request Child Life specialists to help their grandchildren understand their illness and treatment. They also provide support and education on end-of-life, grief and bereavement.

Children and families who receive Child Life services are more confident and empowered in coping with their hospital events and a loved ones' illness. For more information about the

Child Life Program, please call extension **84513** or visit **CityofHope.org/ChildLife**.



Positive Image CenterSM

Cancer and its treatment can be challenging both on the body and the soul. At City of Hope, we believe in treating the whole person as part of our comprehensive cancer treatment. The Positive Image CenterSM is an integral part of that philosophy. As part of the Department of Supportive Care Medicine, the center provides a welcoming and supportive environment with two

locations on the Duarte campus. Oncology-trained, licensed cosmetologists work one-on-one with patients to help minimize the side effects of cancer treatment on the body and the soul.

Services we offer

- Complimentary haircuts and head shaves for inpatients and outpatients
- Custom wig fittings and cuts
- Pre/postmastectomy fitting
- Demonstration of eyebrow application
- Head-wrap and scarf tying techniques
- Product consultation

Products available at the Positive Image Center

Our specialty boutique offers an intimate space to shop for the wigs, head-wraps, scarves, radiation creams, nontoxic cosmetics and skin-care products that are right for you.

- Wigs
- Wig accessories - shampoo, conditioner, combs, wig stands and liners
- Hats for men, women and children

-
- Scarves
 - Sleep caps, beanies, turbans and bandanas
 - Post-op mastectomy bras and camisoles
 - Breast prostheses
 - Lymphedema sleeves
 - Miaderm — cream for radiation burns
 - Nontoxic nail polish and polish remover
 - Eyebrow makeup kits
 - Vaginal dilators
 - Astroglide and pomegranate oil vaginal moisturizers
 - Aluminum-free deodorant

Locations and hours

The Positive Image Center is available in two locations at City of Hope's Duarte campus:

- Main Medical Building:Monday through Friday 8 a.m. to 4:30 p.m.
- Women's Center:Monday through Friday 8 a.m. to 4:30 p.m.

The Women's Center is located on the lower level of the Geri & Richard Brawerman Ambulatory Care Center, and its Positive Image Center specializes in products for breast and gynecological cancers.

Making an appointment

To make an appointment for a private consultation, please call **626-218-3842**.

Walk-ins are always welcome.

Look Good ... Feel Better

City of Hope sponsors the American Cancer Society's Look Good ... Feel Better. This free national program is available to women undergoing radiation or chemotherapy.

Participants will learn techniques to minimize the appearance-related side effects of cancer and its treatment, get makeup and hair loss tips, and receive free cosmetics.

Classes are available in English, Spanish and Chinese. For information on this acclaimed program or to register for upcoming events, please call the Positive Image Center at **626-218-3842** or visit **CityofHope.org/PositiveImage**. Reservations are required for these monthly classes.



Patient and Family Support Services



Sheri & Les Biller Patient and Family Resource Center

The Sheri & Les Biller Patient and Family Resource Center embodies the heart and soul of City of Hope's mission to care for the whole person — the Miracle of Science with Soul. A sanctuary for patients and their families, the center's location in the central lobby of the Main Medical building makes it easily accessible to all people at City of Hope.

The warm, empowering space is the tangible hub of the Department of Supportive Care Medicine and provides essential support, education and resources to patients and families.

Numerous programs and services are offered in the center, including:

- Orientation class for new patients and families
- Chemotherapy education and other classes
- Comfortable seating lounges
- An activity room for educational and activity sessions such as art and music therapy, nutrition classes and a variety of support groups
- Private space for patients to meet with patient navigators, physicians, psychologists, social workers, spiritual care providers and other staff
- An extensive library of educational books, brochures, CDs and DVDs on diagnoses, treatment, symptom management, nutrition, coping, caregiving and mind-body topics. Educational booklets and brochures are available free of charge.
- Fiction and nonfiction cancer-related literature
- Computers for viewing educational software, accessing health-related websites, obtaining information on community resources and staying connected with family and friends

-
- Kindle tablets for check out and use while on campus
 - Wireless internet access for those bringing their own laptops
 - Scanner, copier and fax machines for patients and caregivers
 - The Spungin Tranquility Courtyard, a comfortable outdoor space for meditation and reflection.

For more information and to register for our educational classes, healing arts classes and support groups, please contact the Biller Patient and Family Resource Center at **626-218-CARE (2273)**.



CityofHope.org/BillerPatientandFamilyCenter

Educational Classes and Support Groups

City of Hope offers several specialized support groups to foster education, networking and empowerment among patients and caregivers who are going through a similar experience.

Classes may vary depending on season. Call the Biller Patient and Family Resource Center at **626-218-CARE (2273)** or visit **CityofHope.org/BillerPatientandFamilyCenter** for current class and support group schedules. Our educational classes and support groups include:

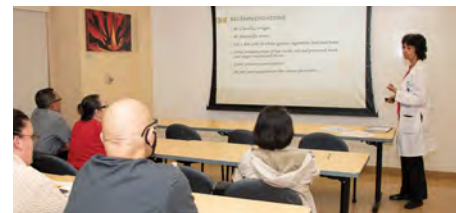
Patient and Family Orientation Class

This class is an essential education for all patients and family members. Learn who to call for answers and assistance, and how to get the most out of your care. Discover the supportive and practical resources available, including educational classes and financial services. Class is also available in Spanish.

The Power of Healthy Eating

Nutrition and physical activity are the most important modifiable determinants of cancer risk.

Learn how to incorporate good nutrition and physical activity in your life. Sample a healthy, easy to prepare dish that meets cancer prevention guidelines.



Caregivers Connect

Caregiver's Connect is a place for caregivers to take time to relax, get support and get to know other caregivers. Light refreshments are served.

Chinese American Cancer Support Group

In collaboration with the American Cancer Society, City of Hope hosts an education and support group for Chinese-American patients and families who are battling or have battled cancer.

Chronic Lymphocytic Leukemia Education and Support Group

Sponsored by the Chronic Lymphocytic Leukemia Society, this group provides education and support and offers the opportunity to discuss concerns with others.

Bereavement Support Group

These groups are open to surviving spouses, caregivers, siblings and children from cancer related deaths. Preregistration is required for this 12-week series.

Coping with Head and Neck Cancer

Join this group to learn from each other's experience, obtain tips and tools to help manage stress, and learn how you can best support your family.

Couples: Essential Skills for Overcoming the Challenges of Cancer Together

Gain knowledge about specific techniques to enhance open and honest communication. Learn practical behaviors that will strengthen your relationship. Practice effective problem solving skills together. Each group will be interactive and focus on a different topic. Visit CityofHope.org/CouplesProgram.

Empowering Young Adults

This education program is focused on young adults who have cancer. Patients (ages 18-29) currently going through active treatment are invited to attend a free six-week educational/peer support program to increase their knowledge of treatment related issues, resources and coping skills. Topics include strategies for symptom management and communication, understanding and managing relationships, independence while undergoing treatment and more.

Laryngectomy Support Group

Find support with others who have also undergone a laryngectomy. Offered quarterly: April, July and October.

Leukemia, Lymphoma & Multiple Myeloma Patient Connections

Find strength, support and connect with others. Light refreshments are served.

Living Well with Diabetes

This class provides opportunity to meet with others who live and cope with diabetes.

Prostate Cancer Support Group

This group is a safe space for men to express their concerns to men, share experiences and relate to others coping with the effects of prostate cancer and its treatment. Spouses/partners are welcome.

Smoking Cessation Support Group

Smoking cessation is an important part of cancer treatment, which can bring you both immediate and long-term health benefits. This group is meeting every Monday afternoon. Fellow quitters and ex-smokers are also invited. Light refreshments are served.

Integrative Therapies

Art, music, literature and meditation are all known to lift the human spirit. At our Duarte campus, we offer a number of classes open to the community and workshops to help restore our patients' and caregivers' spirits and energy. Programs schedules may vary depending on season and facilitator availability. Check in at the Biller Patient and Family Resource Center for a class schedule or call **626-218-CARE (2273)** or visit **CityofHope.org/BillerPatientandFamilyCenter**.

Arts Program

Explore drawing, collage, crafts and more in this instructor led art class. A new project is featured during each class. No previous experience is required. All materials are included.

Gentle Yoga

We offer mind, body and meditation classes. Course includes various hatha yoga postures, development of daily home practice and relaxation techniques, including guided meditation and deep breathing. No previous experience is necessary. Physician consent and preregistration is required. Class is also available in Spanish.

Discover Your Inner Artist

Art therapy can relieve stress and anxiety, enhance relaxation, and improve physical and emotional well-being. Express yourself through the creative process of art.

Massage Therapy

Massage therapy provided by a certified oncology massage therapist. Massage can help relieve stress and anxiety, ease pain and promote sleep. Thirty-minute sessions are provided to patients free of charge. Physician consent and preregistration is required.

Music Therapy

Nourish your mind, body and soul with the healing power of music. Explore instruments, create music or simply come to listen. Music therapy has been shown to improve pain or physical discomfort, relieve stress and anxiety, enhance relaxation, and increase coping and positive thinking. No previous experience required. All instruments are provided.

Hands on Harps Concert Series

This series is led by internationally acclaimed composer, lecturer, author and recording artist Alfredo Rolando Ortiz, who has a multicultural repertoire which covers folk, classical and popular music of many countries. He is well known around the world as the premier harpist of South American music, and shares his talents with City of Hope patients, family members, staff and visitors. All are welcome.



Tai Chi

Relax the mind and strengthen the body with this ancient practice referred to as “moving meditation.”

Tai chi can improve flexibility and balance, decrease pain and stiffness, reduce stress and anxiety, and promote a good night’s sleep. All levels are welcome. No previous experience is required.

Special Programs and Workshops

City of Hope offers special programming, including:

- The Beauty Bus
- Jaclyn Smith and José Eber
- Yoga Nidra
- Lipstick Angels

Please check with the Biller Patient and Family Resource Center for more information.



Pharmacy Services

Pharmacy Services



Pharmacy Services

The clinical pharmacists at City of Hope are integral members of the health care team, providing patient care in a highly collaborative environment with physicians, nurses and other health care staff. They assist in the development of treatment guidelines, and provide drug information, patient counseling services and other clinical services.

Outpatient retail pharmacy services

Outpatient retail pharmacy services are available to City of Hope patients. Medications may be prescribed for you after a clinic visit or discharge from the hospital. Upon discharge from the hospital, the case managers will assist you to obtain the medications that are to be taken at home, including the review of prescription coverage and identification of pharmacies that may provide the discharge medications. In addition to filling prescriptions, the outpatient retail pharmacy staff provides support services, reviews prescription coverage with the case managers, makes recommendations for alternative therapy, if necessary and, when appropriate, identifies patient assistance programs or specialty pharmacies that may be available to our patients.

The outpatient retail pharmacy provides the investigational drugs to patients enrolled on research protocols at City of Hope and maintains an inventory of specialty medications and supplies that may not be readily available at other community retail pharmacies.

Advance Care Planning



Advance Care Planning

What Is an Advance Directive?

An advance directive is a written form that tells your family and health care team what you want if you have a serious injury or illness and are not able to speak for yourself.

- A medical decision maker is someone who can share your wishes and make health care decisions for you if you are unable to make them yourself.
- You can specify the kind of medical treatment that you want or do not want.

Why Is It Important to Have One?

- You will know that your medical decisions will be respected if you cannot speak for yourself.
- Your family and health care team will not have to guess what you want. They will not have to make hard choices without knowing your wishes and values.

When Should I Complete My Advance Directive?

All adults, regardless of age or health status, should have an advance directive. Even though it may be unlikely that you will need to use it, completing an advance directive is strongly recommended early in your care.

If you already have an advance directive, work with your health care team to have it filed with your medical records at City of Hope. Review it regularly to be sure it reflects your current wishes. You may want to change your advance directive based on any new treatment plans or major life changes.

How Can I Get Started?

1. Talk to your doctor or clinical social worker.
2. Ask for the “Making an Advance Directive” booklet (available in your doctor’s office).
3. Stop by the Sheri & Les Biller Patient and Family Resource Center located in Main Medical behind the Guest Services desk, Monday to Friday, 8 a.m. to 5 p.m., or call **626-218-CARE (2273)**.
4. Use “Go Wish” Cards to help guide the conversation with family (available at the Biller Patient and Family Resource Center or online at gowish.org).
5. Get more information on City of Hope’s website at CityofHope.org/advance-directive.



Insurance, Billing and Financial Support Services

Health Insurance, Billing and Financial Support Services

City of Hope is guided by a compassionate, patient-centered philosophy and supported by a national foundation of humanitarian philanthropy. We believe that the best care occurs when patients, families and health care providers work together. Therefore, we want you to have the information you need to make decisions about your health.

As a valued patient, it is in your best interest to know and understand your financial responsibility during your visit or hospital stay. This includes insurance benefits and your responsibility for any deductibles, co-insurance or co-payment at the time of service.

1 HEALTH INSURANCE

Will my insurance cover the cost of my care?

City of Hope contracts with some major HMOs (health maintenance organizations) and PPOs (preferred provider organizations) for hospital services. In addition, City of Hope is a participating provider in government programs such as Medicare, MediCal and Tricare/Champus.

City of Hope will make every effort to verify your insurance eligibility and authorization for services. However, it is your legal responsibility to ensure that authorizations are arranged in advance of the services. If your insurance company requires a referral and/or prior authorization, contact your primary care physician prior to seeing a specialist.

In some cases, you may be allowed to schedule services prior to receiving notice of authorization; however the service may be cancelled or rescheduled if authorization is not approved. You are ultimately responsible for payment.

For insurance questions: **626-218-0258**

2 BILLING QUESTIONS

Who do I talk to about my bill?

A member of our Patient Business Services team can assist in addressing any questions you may have about your bill. To discuss your bill, please contact:

Patient Business Services
800-270-HOPE (4673)

Hours of Operation
Monday through Friday, 8 a.m. to 5 p.m.

What are acceptable methods of payment?

City of Hope will honor cash, check, money order, VISA, MasterCard and American Express for your payment. A valid government issued form of identification must accompany a check or credit card.

3

FINANCIAL SUPPORT SERVICES

Financial support services at the Duarte main campus serves as a problem-solving resource for insurance and financial issues before a particular treatment or service has occurred. Services offered include financial counseling and explanation of benefits eligibility, out of pocket costs, insurance authorization and medical necessity screening.

How do I obtain financial assistance?

A financial counselor can help address any questions you have about eligibility requirements, required documentation and changes in insurance.

Patient Financial Counseling

800-826-HOPE (4673) — Ask to speak to your financial counselor.

OTHER IMPORTANT QUESTIONS

When is payment due?

City of Hope is contractually obligated to the insurance providers to collect the co-pay, deductible or other amounts considered to be the “Patient Financial Responsibility” at the time of service. We will bill your insurance company for all covered services. You will receive a bill for any services that are not covered by your insurance company. It is your responsibility to pay for these services by the due date indicated on your bill.

You may continue to receive a monthly statement from either City of Hope or one of City of Hope’s billing entities and/or vendors for any remaining balance until your account is paid in full.

What do I do if my insurance changes?

You are responsible to notify us of any changes to your insurance coverage. Please have your current insurance card with you at all times, as well as a photo ID such as a driver’s license, military ID or other government issued ID.

What if I don’t have insurance?

We are committed to providing accessible, comprehensive health care in a compassionate, culturally competent, ethical and fiscally responsible manner. If you do not have insurance coverage, or your coverage is insufficient, a financial counselor will discuss financial arrangements with you. They can help you determine if you qualify for assistance such as Medi-Cal and/or other programs.



Safety and Security

For Your Safety and Security

City of Hope is committed to providing a safe and healthy environment for our patients, employees, doctors and visitors. At the center of our safety plan, patients and families are encouraged to ask questions and make suggestions regarding the safety of the environment.



Emergency Response

For any emergency, 24 hours a day, please call extension 55 and tell the operator the location and nature of the emergency. Whatever the nature of the emergency — medical, fire, chemical spill or earthquake — professionals are available at all times to provide assistance.



Fire and Safety Exits

For your protection, the fire safety systems, including smoke alarms, sprinkler systems and exit signs, meet all requirements mandated by law. Evacuation maps are posted by stairways and elevators to help you find the nearest exits from the building. Please follow directions from staff in the event of a fire or other emergency.



Security Operations

City of Hope's Department of Security Operations is staffed 24 hours a day to assist patients and visitors. Do not hesitate to request assistance by calling extension **82006**.

For child safety, please make sure all staff involved in the care of your child are wearing a City of Hope photo identification badge.

For the safety and welfare of patients, visitors and employees, City of Hope has a policy of "zero tolerance" for any threats or acts of physical violence.



Valuables or Lost Items

Patient property can be secured by Security Operations. However, it is strongly recommended that cash and valuables be left at home or taken home. If you require assistance with a valuable item, or need to report lost or found property, whether it is personal or hospital related, contact Security Operations at extension **82006**.



Personal Vehicles

Never leave valuables visible in your vehicle, and please be sure to lock your car. For your convenience, patients and visitors may park in the Patient/Visitor Lot located directly in front of the medical center. However, patients and visitors must observe parking regulations by not parking in the identified red (fire lane) or green (temporary vendor/City of Hope utility vehicles) zones or any other restricted areas.

If you are admitted to the hospital for an extended stay, please notify the Admitting Office of the year, make, model and license number of your vehicle. Admitting will notify Security Operations of this information.



Suspicious Persons

Be aware of strangers or other suspicious persons who do not have a need to be in your area. Be sure to report suspicious activity or other security concerns to Security Operations at extension **82006**.



Duarte Campus

Dining Options



At City of Hope we understand that making healthy eating choices can be challenging when you and your family are away from home. We are committed to the overall well-being of our patients, their families and staff and offer a variety of healthy and mindful eating options to choose from.

Le Bistro

Located on the first floor of City of Hope Helford Clinical Research Hospital and next to the City of Hope Gift Shop, Le Bistro offers an assortment of gourmet salads, sandwiches, pizza by the slice, beverages, coffee, snacks and desserts. Hours: Open daily from 7 a.m. to 8:30 p.m.

Vending machines are accessible 24 hours a day, located by the seating area inside Le Bistro.

Crossroads Café (Cafeteria)

Located southeast of Helford Hospital and south of the Geri & Richard Brawerman Ambulatory Care Center, the cafeteria serves a variety of hot entrees, sandwiches, salads, snacks and beverages. Heart-healthy items are featured daily.

Hours: Open weekdays from 7 a.m. to 2:30 p.m.

Starbucks

Conveniently located on the first floor of Brawerman Center, Starbucks offers specialty drinks, a variety of salads, sandwiches and snacks.

Hours: Monday through Friday,
6 a.m. to 6:30 p.m.



Vending Machines

Vending machines with snacks and beverages are available at the following locations:

- Inside Le Bistro, next to the Gift Shop
- Second floor in the Brawerman Center, near the bridge
- Hope and Parsons Village

Lists of local services, attractions, hotels and motels are available at the Sheri & Les Biller Patient and Family Resource Center or the Clinical Social Work office in the Main Medical building.

Healing Environments



Each location can be found on our campus map which is available at the Guest Services desks in Main Medical and City of Hope Helford Clinical Research Hospital and at the Sheri & Les Biller Patient and Family Resource Center.

Spirit of Life[®] Fountain

Located at the entrance of the medical center, *The Spirit of Life*[®] fountain depicts City of Hope's belief in the sanctity of life and the fundamental role of the family in fostering health and well-being.

Japanese Garden

Located west of the Familian Science Building and south of the Visitor Center, the Japanese Garden was built in honor of the late Kaoru "Kay" Murakami, former president of the Lions Club International. This garden showcases a wooden bridge symbolizing the friendships one makes in life, a waterfall to signify turbulence, and a pond of tranquility that is filled with koi and turtles that represent strength.

International Garden of Meditation (Rose Garden)

The Ruth and Allen Ziegler International Garden of Meditation is located in Pioneer Park, along the northern boundary of the City of Hope grounds. In the garden is the famous wrought iron Golter Gate inscribed with City of Hope's credo, "There is no profit in curing the body if, in the process, we destroy the soul." Nearby are statues of Our Lady of Guadalupe and Pope John Paul II that offer a peaceful comfort to those who pass by.

La Kretz House of Hope

The La Kretz House of Hope is set amid picturesque grounds and is located directly west of the Rose Garden; it offers solace and strength to patients and their families. The La Kretz House of Hope is open daily 8 a.m. to 5 p.m. Special arrangements to open the doors during nonscheduled hours may be made by calling the Security Operations at extension **82006**.

The Arthur and Stephanie Blank Interfaith and Meditation Center

If you are looking for a quiet space on campus for peaceful reflection, the Interfaith and Meditation Center is available to you. The meditation center is located on the first floor of the Helford Hospital just west of the Gift Shop.



Requesting Medical Records

Requesting Medical Records

How to Request and Obtain Your Medical Records

City of Hope recognizes your right to access or obtain a copy of your medical record maintained by City of Hope. When you or your authorized representative or a third party (e.g., insurance company) requests medical records, we uphold strict guidelines adhering to state and federal privacy statutes when processing requests.

Requests for medical records are handled by the City of Hope Health Information Management Services Department Release of Information section at **626-218-2446**.

There are several ways for you or your authorized representatives to request and obtain copies of your medical records for personal use or to request City of Hope to release your medical records to a third party:



- Walk-in requests can be submitted at:
 - City of Hope in Duarte, California, in the Medical Record Correspondence office located near lab registration, Office 6A.
 - Community practice sites (requests will be routed to our centralized office as appropriate).
- Phone: Requests may be initiated over the phone by calling **626-218-2446**.
- Portal: Patients or their authorized representatives may request their medical records via the patient portal, MyCityofHope*. For information on how to enroll for MyCityofHope portal, refer to the "MyCityofHope" FAQ page on **CityofHope.org**.

** With the patient portal, you or your designated proxy can securely and conveniently request your records and they will be uploaded onto your or your designated proxy's portal account.*

You may mail your request packet to the City of Hope Health Information Management Services, Release of Information at the address noted below:

Attn: Health Information Management Services
City of Hope
1500 East Duarte Road
Duarte, CA 91010

Monday through Friday from 8 a.m. to 4:30 p.m.

If you have questions about the status of your request after submission, please call our centralized the Health Information Management Services office at **626-218-2446**. Please allow five working days to pass before requesting status.

Patient, Family and Community Education
Department of Supportive Care Medicine
2019



CityofHope.org