



STANFORD CANCER CENTER



NEW PATIENT INFORMATION PACKET

Helping you get ready for your appointment

cancer.stanford.edu/newpatient



STANFORD
CANCER CENTER

A NATIONAL CANCER INSTITUTE-DESIGNATED CANCER CENTER



WELCOME to the Stanford Cancer Center. Thank you for choosing Stanford for your care. We recognize this might be a stressful time for you and your family. Please remember that we are here to help you and your family every step of the way. Inside this packet, you will find information to help you prepare for your first appointment at Stanford. Our doctors, nurses, and staff are dedicated to helping you with the most effective treatment in a caring and compassionate manner. Your health care team will partner with you to develop your individual treatment plan.

The New Patient Appointment Information Letter, included in this packet, has a checklist so that you know everything you need to bring for your first appointment. We encourage you to bring your caregiver or family member(s) and come prepared with a list of questions for our health care team. You will also find contact information for your New Patient Coordinator. Your New Patient Coordinator will answer your questions and make your first appointment as stress-free as possible by helping to gather information needed to provide you with a complete evaluation.



WHAT TO EXPECT ON THE DAY OF YOUR NEW PATIENT APPOINTMENT

Your Appointment Time

Please arrive at least 30 minutes before your scheduled appointment time to allow plenty of time to park, locate your clinic, and complete paperwork. You will find your appointment time in the New Patient Appointment Information Letter, or via MyHealth, our online portal.

<https://myhealth.stanfordmedicine.org/myhealth/>

Cancelling or Rescheduling your Appointment

If you need to cancel or change your appointment, please call us as soon as possible, at least 24 hours in advance. Our phone number is found at the top of the New Patient Appointment Information Letter.

Your Clinic Appointment

The Cancer Center clinics are located in three locations.

- Most of the cancer clinics are located on the first floor of the Main Cancer Center, Clinics A-F at 875 Blake Wilbur Drive.
- The Breast and Gynecologic cancer clinics are located at the Stanford Women's Cancer Center at 900 Blake Wilbur Drive, 1st floor.
- The Head and Neck cancer and Skin cancer/ Melanoma clinics are located at the Stanford Cancer Center at Blake Wilbur at 900 Blake Wilbur Drive, 3rd floor.

Your New Patient Appointment Information Letter includes more information about your clinic location. If you need assistance when you arrive, please stop at the Welcome Desk, which is located in the main lobby of both the Main Cancer Center and the Blake Wilbur Building. Our Navigators will be pleased to escort you to your clinic.

Dining

Café Saluté, located on the first floor of the Main Cancer Center, is open Monday – Friday, from 6:30 a.m. to 5:00 p.m., for breakfast, lunch, and snacks. Feel free to ask our staff at the Welcome Desk for local dining options. You are also welcome to bring your own food.

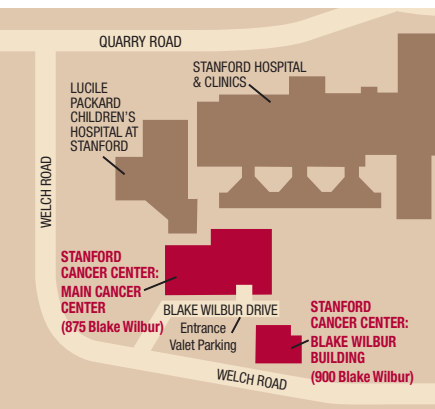
Additional Services

Wireless Internet access (Wi-Fi) is available throughout the Cancer Center. Ask our staff at the Welcome Desk for access information. For your convenience, we also provide two computers for our guests on the first floor of the Main Cancer Center.

An automated teller machine (ATM) is available next to the Walgreens pharmacy in the Main Cancer Center.

Precautions – Flu & Infections

Family, partners, and friends are important to the healing process. Since many patients undergoing treatment have compromised immune systems, we must minimize the risk of



Please see map on back cover for more detail.

exposure to flu and other infections for all of our patients. Therefore, we request that any guests with flu or flu-like symptoms not accompany you to your appointment. We apologize for any inconvenience, but trust that you will understand the reason for this request.

PUBLIC TRANSPORTATION

Caltrain Commuter Rail Service

Caltrain provides rail service between San Francisco and San Jose, with weekday commute-hour service to Gilroy. Stanford's free Marguerite Shuttle connects with Caltrain at the downtown Palo Alto station.

<http://www.caltrain.com/>

Marguerite Shuttle Information

Marguerite is Stanford's free public shuttle bus with stops throughout the campus, including the hospital and clinics. It operates Monday through Friday all year, except University holidays. 650-723-9362

To view schedule information, please visit: <http://transportation.stanford.edu/marguerite/>.

OTHER RESOURCES

Stanford Cancer Center has many other resources that you and your family may find helpful.

Website: <http://cancer.stanford.edu/newpatient> is your web portal to all the latest resources.

Stanford Social Workers are mental health professionals who specialize in disease and treatment issues. They provide emotional and practical support as well as supportive counseling for patients and their families. They can help you find community resources or financial assistance programs. To contact a social worker, please call 650-723-5091, or ask your nurse or doctor during your appointment.

Stanford Center for Integrative Medicine provides care for the whole person, both mind and body. Our team of physicians, psychologists, massage therapists, acupuncturists, and class instructors can help you cope better with your medical condition, control symptoms, and increase your participation in your care. 650-498-5566

The Stanford Health Library provides free scientifically-based medical information to help you make informed decisions about your health and health care. The Cancer Center branch is located by Café Saluté on the first floor of the Main Cancer Center. Visit the library to browse or borrow books and videos, do research yourself, or let us do it for you. You are welcome to use the library's computers. 650-736-1713

<http://healthlibrary.stanford.edu>





Stanford Guest Services provide assistance, support, and resources for patients and guests. Complementing our renowned medical care, Guest Services offers many programs focused on your personal needs.

- *Cancer Supportive Care Program* has a number of free programs to help patients and their families cope with effects of the disease and its treatment to improve their quality of life. Programs offered include support groups, nutrition counseling, massage, yoga, and Pilates.
- *Navigation* provides one-on-one support, helping patients and their families find their way around the Cancer Center and the hospital complex. They also provide assistance and information on many issues, including appointments, treatments, lodging, and other resources.
- *Aging Adult Services* meet the needs of older adults and their families, along with providing support and other resources at Stanford and in the community.

Learn more about these services and other resources available to you and your family at the Welcome Desk, or call 650-498-3333.

<http://stanfordhospital.org/forPatients/patientServices/>

Stanford Survivorship Clinics help patients and their families after intensive treatment ends by managing effects of treatment, setting health goals, and addressing quality of life issues. Trained specifically in issues unique to cancer survivors, survivorship nurse practitioners and physician assistants work with you, your doctor, and your health care team to maintain and promote your ongoing health.

http://cancer.stanford.edu/patient_care/survivorship/

Walgreens Pharmacy in the Stanford Cancer Center offers services that include insurance assistance, one-on-one patient medication counseling, and specialized products including hard-to-find drugs. Walgreens is located in the first floor lobby of the Main Cancer Center. 650-838-0429

<https://www.walgreens.com>

QUESTIONS

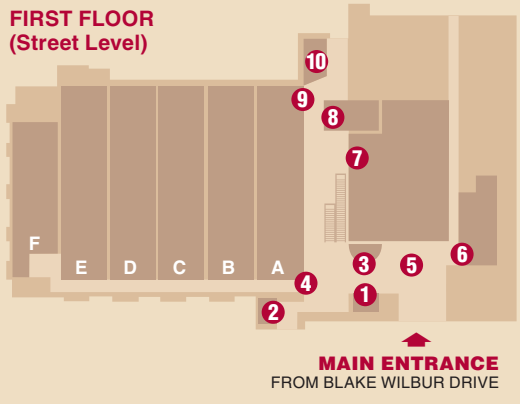
Please feel free to call your New Patient Coordinator if you have any questions or concerns. 650-498-6000

If you would like to discuss your experience or need additional assistance, please call Kathryn Gail Bailey, Administrative Director, Cancer Care Programs. 650-475-6319

*Thank you for choosing Stanford Cancer Center for your care.
It is our privilege and pleasure to assist you.*

**THE STANFORD CANCER CENTER:
CANCER CENTER CLINICS A-F –
MAIN CANCER CENTER BUILDING**

**FIRST FLOOR
(Street Level)**



- 1 Main Elevators
- 2 Elevators to Ambulatory Surgery Center (3rd Floor)
- 3 Welcome Desk
- 4 Entrance to Clinics A-F
- 5 Cancer Supportive Care Program
- 6 Walgreens Pharmacy
- 7 Radiology Breast Imaging Clinical Laboratory
- 8 Café
- 9 Cyber Café
- 10 Health Library

SECOND FLOOR



- 1 Main Elevators
- 2 Elevators to Ambulatory Surgery Center (3rd Floor)
- 3 Entrance to Infusion Treatment Area and Apheresis
- 4 Meditation Room

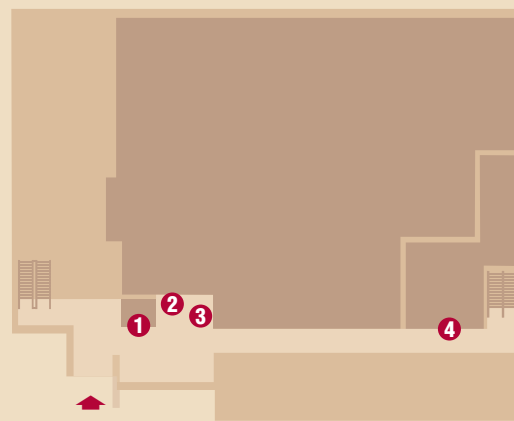
**GROUND FLOOR
(Below Street Level)**



- 1 Main Elevators
- 2 Elevators to Ambulatory Surgery Center (3rd Floor)
- 3 Radiation Therapy Reception

**THE STANFORD CANCER CENTER:
STANFORD WOMEN'S CANCER CENTER –
BLAKE WILBUR BUILDING**

FIRST FLOOR

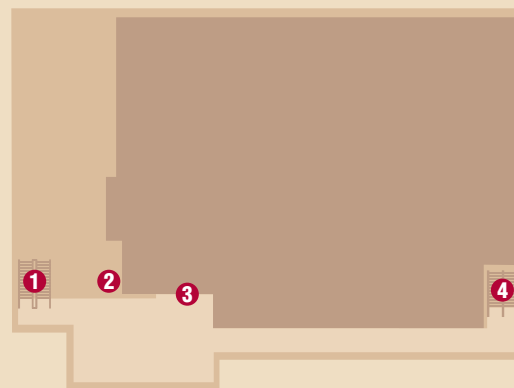


- 1 Welcome Desk
- 2 Entrance to Women's Cancer Center
- 3 Cancer Supportive Care Program
- 4 Blood Draw Laboratory Entrance

MAIN ENTRANCE
FROM BLAKE WILBUR DRIVE

**THE STANFORD CANCER CENTER:
STANFORD CANCER CENTER AT BLAKE WILBUR –
BLAKE WILBUR BUILDING**

THIRD FLOOR

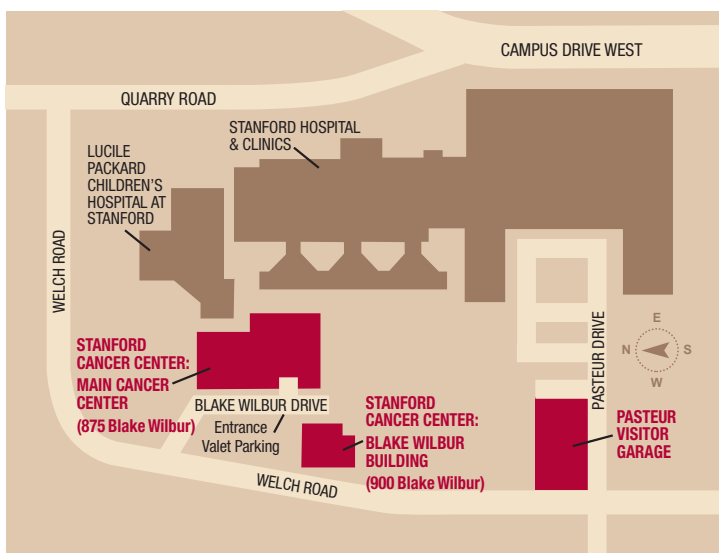
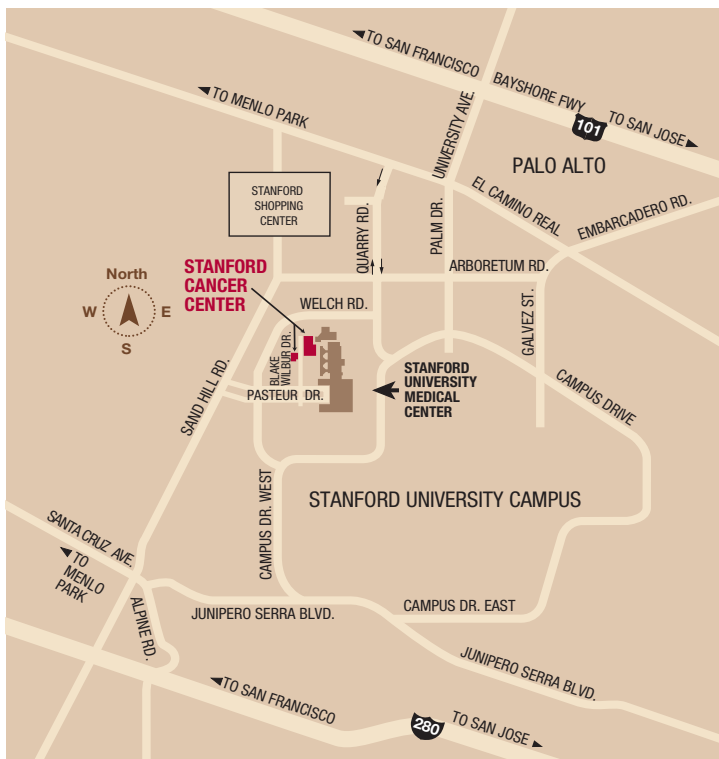


- 1 Stairway Access
- 2 Elevator Access
- 3 Entrance to The Stanford Cancer Center at Blake Wilbur
- 4 Stairway Access

SOME IMPORTANT PHONE NUMBERS:

STANFORD CANCER CENTER	(650) 498-6000
STANFORD WOMEN'S CANCER CENTER	(650) 498-6004
AGING ADULT SERVICES	(650) 723-1303
CANCER SUPPORTIVE CARE CENTER	(650) 725-9481
CENTER FOR INTEGRATED MEDICINE	(650) 498-5566
HEALTH LIBRARY	(650) 736-1713

SOCIAL WORK	(650) 723-5091
WALGREENS	(650) 838-0429
WELCOME DESK & GUEST SERVICES	
Stanford Cancer Center:	
Main Cancer Center Building	(650) 723-4268
Stanford Cancer Center:	
Blake Wilbur Building	(650) 725-9268



STANFORD CANCER CENTER

Main Cancer Center
875 Blake Wilbur Drive
Stanford, CA 94304

Blake Wilbur Building
900 Blake Wilbur Drive
Stanford, CA 94304

DIRECTIONS

The Stanford Cancer Center is located within the Stanford University Medical Center complex and has clinics in two locations: Blake Wilbur Building (breast, gynecologic, head and neck, and melanoma cancer clinics) and Main Cancer Center Building (all other cancer clinics). Floor plans are printed on the inside cover of this packet. If you need detailed directions, please call Guest Services at 650-498-3333.

From Highway 101 North or South:

Exit Embarcadero Road West.
Follow Embarcadero Road for about two miles.
Cross El Camino Real, after which the road becomes Galvez Street.
Turn right at Arboretum Road.
Turn left on Quarry Road.
Turn right on Welch Road.

◀ For Valet Parking and Patient Drop-off, turn left on Blake Wilbur Drive.

▶ For the Pasteur Visitor Garage, continue straight then turn left on Pasteur Drive. The Pasteur Visitor Garage is the first driveway on your left (please note the parking garage is underground).

From Interstate 280 North or South:

Exit Sand Hill Road East.
Follow Sand Hill Road for about 2.5 miles.
Turn right on Pasteur Drive.

▶ For the Pasteur Visitor Garage, continue straight and cross Welch Road. The Pasteur Visitor Garage is the first driveway on your left (please note the parking garage is underground).

◀ For Valet Parking and Patient Drop-off, turn left on Welch Road then right on Blake Wilbur Drive.

From El Camino Real North or South (State Route 82):

Turn on Sand Hill Road.
Turn left on Pasteur Drive.

▶ For the Pasteur Visitor Garage, continue straight and cross Welch Road. The Pasteur Visitor Garage is the first driveway on your left (please note the parking garage is underground).

◀ For Valet Parking and Patient Drop-off, turn left on Welch Road then right on Blake Wilbur Drive.

PARKING INFORMATION

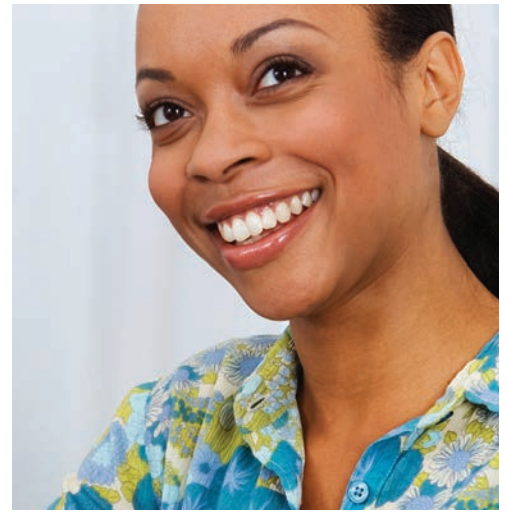
Parking Options

- Self-Parking in the Pasteur Visitor Garage on Pasteur Drive.
Free with validation offered during check-out for your Cancer Center Clinic, Infusion or Radiation Therapy appointment.
- Valet Parking directly in front of the Cancer Center. Free for the first hour, \$12 for 1-8 hours and \$15 thereafter. Cash and Credit Cards accepted.

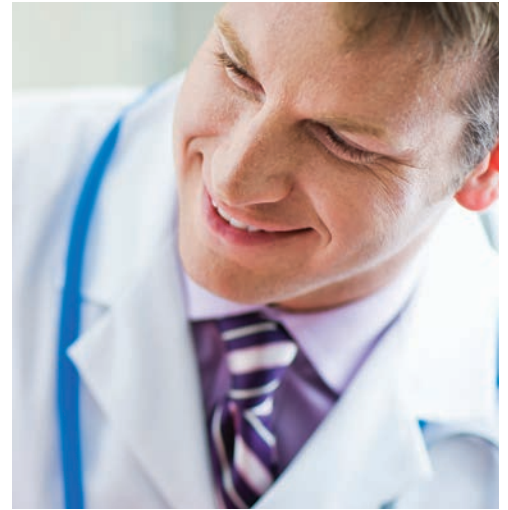
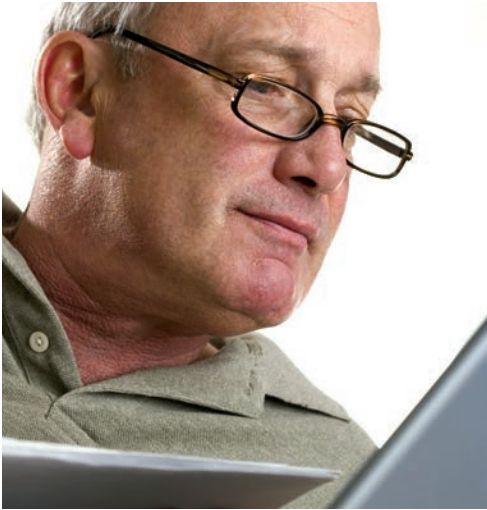
Transport Services

Wheelchairs and assistance in and out of your vehicle is available at the Cancer Center Main Entrance.

For questions about directions or to arrange additional assistance with parking and transport, please call our Guest Services at 650-498-3333.



my **HEALTH** ANYTIME ACCESS TO YOUR HEALTH INFORMATION



Now you can check your health record and appointments privately online at your own convenience.

MyHealth is an Internet tool that allows patients to securely access their health information and contact their Stanford clinic.

With MyHealth You Can:

- Get your test results
- Communicate with your doctor's office
- Access your health information such as current health issues, health history, medications and allergies
- View past and upcoming clinic appointments

MyHealth for iPhone



An online personalized health records service for iPad, iPhone and iPod Touch available through iTunes now.

Check out myhealth.stanfordmedicine.org and sign up today!

Stanford Cancer Clinical Trials

Options for Treatment

Learn more about cancer clinical trials

Attend Monthly Cancer Clinical Trial Talks

Title: Cancer Clinical Trials and the Future of Care: What you should know

Description: Clinical research staff will explain what clinical trials are, their importance for improving care, types of studies available, and what to expect when participating in research. A trial participant will also share experiences about being involved in a cancer study.

When: 2nd Wednesday of Month
2:00 - 3:00 p.m.

Where: Stanford Cancer Center
875 Blake Wilbur Road
Room CC2105
Stanford, CA 94305

Parking passes provided in class for Pasteur Visitor Garage.



Visit Multilingual Interactive, Touch Screen Educational Clinical Trial Kiosk

- Learn basic information about clinical trials through an animated slide show.
- Search our listings of over 250 cancer clinical trials taking place at Stanford right now.
- Hear patients share their personal cancer clinical trial story with you through video.

Where: Stanford Cancer Center lobby.

English • Español • 中文 • Русский

For information on monthly talks contact:

650.725.9481

cancersupportivecare@stanfordmed.org

For information on clinical trials contact:

650.498.7061

ccto-office@stanford.edu

<http://cancer.stanford.edu/trials/patients>

Stanford Cancer Center Offers

- Long history of discovery, innovation, and clinical trials turned into standard treatments
- Wide range of experts in different cancer treatment areas
- Language interpretation services
- Over 250 state-of-the art trials, including many in breast, colon, and prostate cancers
- Recruitment specialist guiding you to studies and resources

Your Rights and Responsibilities as a Patient

Patient Rights

You have the right to:

- **exercise these rights** without regard to age, sex, sexual orientation, marital status, language, race, creed, color, ancestry, national origin, physical/mental disability, veteran status, culture, economic, educational, or religious background, or the source of payment for care.
- **considerate and respectful care** and to be made comfortable. You have the right for your personal values and beliefs to be respected.
- have a family member (or other representative of your choosing) and your own physician **notified promptly of an admission** to the hospital.
- **receive care in a safe setting**, free from verbal or physical abuse, harassment or exploitation. You have the right to access protective services including notifying government agencies of neglect or abuse.
- **knowledge of the name of the physician** who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
- **receive information about your health status**, the course of treatment, prospects for recovery, and outcomes of care (including unanticipated outcomes) in terms that you can understand. You have the right to participate in the development and implementation of your plan of care and you may include or exclude family members from participating in care decisions.
- **receive as much information about any proposed treatment or procedure** as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in each treatment, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- **participate actively in decisions regarding medical care**. To the extent permitted by law, this includes the right to refuse treatment and to be informed of the medical consequences of such refusal. You do not have the right to receive treatment or services deemed medically unnecessary or inappropriate.
- **participate in resolving ethical dilemmas** that arise in the course of care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment. You may consult with a member of the hospital's ethics committee regarding ethical questions and concerns by asking the nurse or physician or by calling 3-5760.
- **have your 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 to have visitors leave prior to an examination and when treatment issues are being discussed, privacy curtains should be used in semi-private rooms.

- **confidential treatment of all communications and records** pertaining to the care and the stay in Stanford Hospital & Clinics. You will receive a separate "Notice of Privacy Practices" that explains patients' privacy rights in detail and how Stanford Hospital & Clinics may use and disclose protected health information.
- **reasonable responses** to any reasonable requests made for service.
- **leave Stanford Hospital & Clinics** even against the advice of physicians to the extent permitted by law.
- **reasonable continuity of care** and to know in advance the time and location of appointments as well as the identity of persons providing your care.
- **be informed of any human experimentation** or other research/educational projects affecting your care or treatment. You are given a description of alternative services that might be advantageous. You have the right to refuse to participate in such research projects, which will not compromise access to services.
- be informed of continuing healthcare **requirements following discharge** from Stanford Hospital & Clinics, and if you request, have this information given to a friend or family member.
- examine and receive an **explanation of the bill** regardless of source of payment.
- know which **Stanford Hospital & Clinics rules** and policies apply to your conduct while a patient.
- have all **patients' rights apply to the person who has legal responsibility** to make decisions regarding medical care on your behalf. This includes the right of the patient's guardian, next of kin or legally authorized representative to exercise, to the extent permitted by law, the rights of the patient if the patient is: adjudicated incompetent in accordance with the law; is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure; is unable to communicate his/her wishes regarding treatment; or is an unemancipated minor.
- **designate visitors** of your choosing if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - a. no visitors are allowed
 - b. Stanford Hospital & Clinics reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, member of the Stanford Hospital & Clinics staff or would significantly disrupt the operation of the facility.
 - c. you have indicated to Stanford Hospital & Clinics staff that you no longer want this person to visit.

However, Stanford Hospital & Clinics may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

- have your wishes considered for purposes of **determining who may visit if you lack decision-making capacity** and to have the method of consideration disclosed in the hospital policy on visitation. At a minimum, Stanford Hospital and Clinics shall consider any person living in the household.
- **be free from restraints** and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- be provided with information about **accessing protective services** (that is, guardianship and advocacy services, conservatorship, and child or adult protective services.)
- **appropriate assessment and management of 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 suffering from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but, if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that may include the use of opiates.
- **formulate advance directives**. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient's rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf. Assistance is provided to patients who would like to formulate an advance directive.
- information, at the time of admission, about the Stanford Hospital & Clinics **patient rights policies** and mechanism for the initiation, review, and when possible, resolution of patient complaints concerning the quality of care.
- **file a grievance/complaint** about care, services or discrimination based on **physical or mental disability** and be informed of the action taken, with the assurance that future access to and quality of care will not be affected. This may be done in writing or by calling the Director of Guest Representation at 650/498-3333, 300 Pasteur Drive, Stanford, CA 94305.
- **file a complaint with the Department of Health Services** whether or not you use the hospital's grievance process. Licensing and Certification, 100 Paseo de San Antonio, Suite 235, San Jose, CA 95113; 408/277-1784; fax 408/277-1032.
- **We actively encourage you to contact Guest Services at (650) 498-3333** if you have any questions or complaints regarding your care or experience here at Stanford Hospital & Clinics. **Our Guest Services is here to answer questions, handle complaints, and offer any assistance you need.**

- **You may also report a complaint to The Joint Commission:**
Mail:
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Email: complaint@jointcommission.org
Or call: (800) 994-6610

Stanford Hospital & Clinics has interpretation available in all languages including sign, free of charge. Please call Guest Services at 650/498-3333.

Стэнфордская больница и клиники предоставляют бесплатные услуги по переводу со всех языков, включая язык жестов для глухонемых. За дополнительной информацией обращайтесь в отдел по работе с пациентами по телефону: 650/498-3333.

史丹福醫院為病人方便起見，特提供各種語言的免費口譯服務，包括手語。欲知詳情，請電「賓客服務部」：650/498-3333。

Patient Responsibilities

You have the responsibility to:

- **make informed decisions**. Gather as much information as you need. You may be asked to consent in writing to certain tests, procedures, or operations. You should ask questions to fully understand each document to be signed.
- **understand**. If the explanation of the medical problem or treatment is not clear, ask such questions as:
 - a. Why is the treatment recommended?
 - b. What risks or side effects are involved?
 - c. What alternatives are available?
 - d. Will the treatment cause discomfort or pain?
- **be honest**. Give an accurate, complete medical history and report changes in your health to your medical practitioner. This includes reporting your degree of pain and the effects or limitations of treatment for pain.
- **respect others**. Be considerate of others by allowing them privacy, limiting visitors, and maintaining a quiet atmosphere. Telephones, televisions, radios, and lights should be used in a manner agreeable to others.
- **follow the treatment plan**. Tell your doctor if you believe you cannot follow through with the treatment plan and why you cannot. Find out about the consequences of refusing treatment or of selecting an alternative treatment not recommended by the medical team. You do not have the right to receive treatment that is considered medically unnecessary or inappropriate.
- recognize, as a **medical teaching institution**, Stanford Hospital & Clinics has a commitment to the education of future healthcare professionals. Patients receiving medical care in Stanford Hospital & Clinics are a part of this process.
- **follow the Stanford Hospital & Clinics rules** and regulations affecting patient care and conduct.
- recognize the **effect of lifestyle** on your personal health.



STANFORD
HOSPITAL & CLINICS

Stanford University Medical Center