



Stanford
HEALTH CARE
STANFORD MEDICINE

Cancer Services

PATIENT AND FAMILY RESOURCE GUIDE

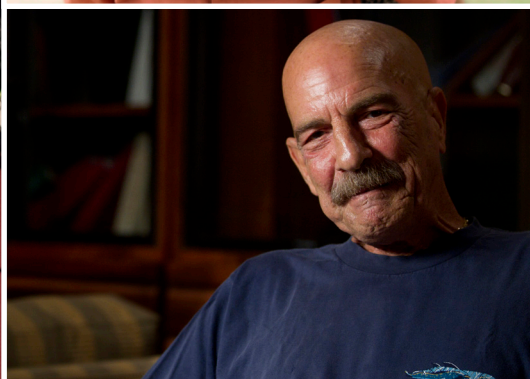



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A photograph of a woman with short brown hair, wearing a blue and red plaid shirt, smiling warmly. She is holding a white mug with both hands. In the foreground, the back of a person with blonde hair wearing a white top is visible, suggesting a conversation. The background is a blurred indoor setting with a railing.

This Patient and Family Resource Guide can help you and your family navigate the emotional and logistical aspects of your care.

SERVICES AND TOOLS

Our patients and their families have found the following Stanford Health Care services particularly helpful.

Guest Services

You and your family and friends can get personal assistance from Guest Services staff, who will answer questions, help guide you to appointments, page members of your health care team, help you access WiFi, and provide newspapers.

The Guest Services Desk in the Cancer Center is located on the first floor at **875 Blake Wilbur Drive, Palo Alto**, and can be reached at **650-723-4268**.

The Guest Services Desk in the Blake Wilbur Building is located on the first floor at **900 Blake Wilbur Drive, Palo Alto** and can be reached at **650-725-9268**.

The Guest Services Desk in the hospital is located near the main fountain entrance at **300 Pasteur Drive, Palo Alto**, and can be reached at **650-498-3333**.

Stanford Health Library

Stanford Health Library medical librarians and specially trained volunteers at the Stanford Health Library (<http://healthlibrary.stanford.edu/>) can help you find answers to your healthcare and lifestyle related questions, and help you find and check out a book or e-book about a specific diagnosis, condition or related issue such as coping, caregiving, pain management and nutrition. We have access to many resources, such as medical journals, that are not available to the general

public. We can conduct a comprehensive literature search related to your specific questions. The medical librarians and volunteers can deliver the results of your search to you during a clinic appointment, in the hospital, or send them to you by mail or email. There is no charge for using the Health Library.

Stop by, call, or email your questions:

Stanford Health Library

Stanford Cancer Center

875 Blake Wilbur Drive, Palo Alto

1st floor near the café

650-736-1960

Email: healthlibrary@stanfordhealthcare.org

Website: <http://healthlibrary.stanford.edu>

For other Stanford Health Library locations and hours, refer to the website (<http://healthlibrary.stanford.edu/about/locations-hours.html>).

Glossary

The National Cancer Institute's (NCI) Dictionary of Cancer Terms (<http://www.cancer.gov/dictionary>) is an online resource with explanations of thousands of terms related to cancer and medicine.

MyHealth

Access your health information anytime and anywhere, at home or on the go, with MyHealth. MyHealth enables you to message your health care team, keep track of your office visits, view or

SERVICES AND TOOLS

update your health record, see and keep track of your laboratory results, and pay your bills.

You can sign up for MyHealth during your next clinic visit or online any time through the MyHealth website (<https://stanfordhealthcare.org/for-patients-visitors/myhealth.html>) by selecting Request an Account. If you experience a problem with MyHealth, please call the MyHealth Service Desk at **866-367-0758**.

Language Interpretation Services

If you would like to have an interpreter present at any of your appointments, please tell the staff scheduling your appointment and tell them your preferred language. American Sign Language is also available. The Stanford Health Library (<http://healthlibrary.stanford.edu/resources/foreign/>) can do medical information searches for you in many languages.

WiFi and Computers

Complimentary WiFi and public access computers are available in the Cancer Center and in the main hospital. Please ask staff for the password.

Pharmacy

A Walgreens Pharmacy (<https://stanfordhealthcare.org/for-patients-visitors/cancer-patient-services/cancer-center-pharmacy.html>) is located on the first floor of the Cancer Center.

Walgreens Pharmacy

875 Blake Wilbur Drive, Palo Alto

650-838-0429

Mon – Fri: 8:00 am – 7:00 pm

Sat: 9:00 am – 3:00 pm, Sun: closed

There are other local pharmacies available near Stanford.



SERVICES AND TOOLS

Security Escort To Parking Lots

If you need assistance walking to the parking lot, call Security at **650-723-7222** and they will escort you to your car.

After Hours Retrieval of Valet Parked Cars

If you are leaving the hospital or the Cancer Center when the valet is off-duty, call Security at **650-723-7222** and they will retrieve your car for you.

Discount Parking Passes

You can purchase discounted parking passes in the Stanford Hospital Gift Shop at **300 Pasteur Drive, Palo Alto**.

Gift Shops

There are two gift shops within the medical center. The Helen Salzman Boutique is located on the first floor of **900 Blake Wilbur Drive, Palo Alto**, and offers a wide variety of gifts. For more information, call **650-723-5161** or check the website at <https://stanfordhealthcare.org/for-patients-visitors/cancer-patient-services/helen-salzman-boutique-gift-shop.html>.

The Stanford Hospital Gift Shop is located on the first floor of the hospital at **300 Pasteur Drive, Palo Alto**. The Stanford Hospital Gift Shop sells massage certificates for patients and discounted parking passes

for all guests. It also sells a wide variety of items, such as flowers, magazines, books, gifts and toiletries. Many of the items can be delivered to patients staying in the hospital and can be ordered by calling **650-723-5089**. To view floral selections available for purchase, visit www.bloomingvase.com. For more information, check the website at <https://stanfordhealthcare.org/for-patients-visitors/gift-shop.html>.

HERS Breast Cancer Foundation

This boutique (<http://hersbreastcancerfoundation.org/programs-services/>) provides products especially for women healing from breast cancer, including bras, prosthesis and lymphedema garments.

Stanford Cancer Center
875 Blake Wilbur Drive, Palo Alto
2nd Floor, CC2102
650-497-6046 for more information

Wig Bank

The wig bank (<http://stanfordhealthcare.org/events/wig-bank.html>) is designed to support patients with cancer who are experiencing hair loss. A selection of new and donated wigs are on display and available at no charge. Volunteer wig specialists provide personal assistance in wig selection, fitting and wearing.

Stanford Cancer Center
875 Blake Wilbur Drive, Palo Alto
2nd Floor, CC2105
650-725-9456 for more information
Registration is not required



The Cancer Supportive Care Program provides over fifty programs that support and empower patients and family members during treatment and as they move to life beyond cancer.

MEDICAL SERVICES

The following are descriptions of medical services that are often used by our patients with cancer. Many patients and their families have found it useful to know about some of these services before starting their treatment.

Cancer Survivorship Program

The Cancer Survivorship Program helps you, along with your family and friends, transition from cancer diagnosis to wellness. Our team of cancer care experts provides support services, education and resources, along with comprehensive medical care. Our expertise focuses on the specific issues you might face immediately after or even years following treatment. We offer guidance on how to maintain and promote health during the transition from cancer treatment to wellness and work to provide the best possible care after treatment.

For more information, ask your doctor or refer to <https://stanfordhealthcare.org/medical-clinics/cancer-survivorship-program.html>.

Appointments can be made for the Cancer Survivorship Program by calling **650-498-6000**.

Clinical Trials

Clinical trials are research studies that evaluate a new medical approach, device, drug, or other treatment. Many people with cancer are living longer as a result of the progress made through clinical trials.

At Stanford, you have access to the latest, most advanced clinical trials. Before beginning treatment, ask

your doctor if there are any clinical trials you should consider. You can learn more about clinical trials for patients with cancer by contacting the Cancer Clinical Trials Recruitment Specialist at **650-498-7061**, emailing ccto-office@stanford.edu or visiting the website (<http://cancer.stanford.edu/trials/patients>).

Fertility Conservation Options

Fertility conservation is an important consideration for many patients. Speak with your doctor about your options early on, before treatment begins.

We offer a range of potential options for fertility conservation for both women and men. For women undergoing treatment for cancer, services include the freezing of oocytes (eggs), embryos (fertilized eggs), and ovarian tissue. For more information, refer to <https://stanfordhealthcare.org/medical-treatments/f/fertility-preservation-for-cancer.html>.

For more information on fertility options for men, refer to <https://stanfordhealthcare.org/medical-conditions/mens-health/male-infertility.html>.

For information on sperm banking, refer to <https://stanfordhealthcare.org/medical-treatments/s/sperm-cryopreservation.html>.

Genetic Counseling

We offer genetic counseling and genetic testing for individuals concerned about inherited cancer risks. Our services include individualized cancer risk assessments based on medical and family history,

detailed discussion of options for genetic testing, and recommendations for preventive screening and treatments.

For more information, refer to the following website: <https://stanfordhealthcare.org/programs-services/genetic-counseling.html>.

The clinic is located at **875 Blake Wilbur Drive, Palo Alto**. Appointments for Genetic Counseling can be made by calling **650-498-6000**.

Infusion Therapy Services

at the Stanford Cancer Center and at the Stanford Medicine Outpatient Center in Redwood City

The Infusion Treatment Area (ITA) at the Stanford Cancer Center offers infusion therapy services and apheresis (<https://stanfordhealthcare.org/programs-services/infusion-center/ita.html>). Infusion therapy services include chemotherapy, blood transfusions and other supportive medications for your cancer treatment. We operate in the evening, on weekends and holidays, in addition to normal business hours.

Apheresis is a general term which indicates the removal of plasma or other blood components. We offer scheduled appointments 7 days per week.

The ITA is located on the 2nd floor at **875 Blake Wilbur Drive, Palo Alto**. To reach Infusion Services, call **650-725-1860**. To reach Apheresis Services, call **650-725-4656**.

The Stanford Redwood City Infusion Therapy Center is an additional location option for returning patients receiving infusion therapy services (<https://stanfordhealthcare.org/programs-services/infusion-center/redwood-city-infusion-center.html>). We operate six days per week.



MEDICAL SERVICES

If you are interested in receiving treatment at the Redwood City Infusion Therapy Center, please speak to your doctor. Please note that this site does not provide apheresis services.

The Stanford Redwood City Infusion Therapy Center is located at the Stanford Medicine Outpatient Center, **450 Broadway Street, Redwood City** on the 3rd Floor of Pavilion B35. For appointments and to confirm hours, call **650-724-6140**.

Integrative Medicine (Complementary and Alternative Treatment)

Integrative Medicine combines the best of complementary and alternative treatments with traditional western medicine and psychology to provide care for the whole person: mind and body. We are committed to providing treatments and workshops to help you cope with pain, illness and stress, as well as to promote wellness and healing. We are here to help you live more fully, cope with your illness, control symptoms, and participate more actively in your medical care.

For more information about the Stanford Center for Integrative Medicine, refer to the following website: <https://stanfordhealthcare.org/medical-clinics/integrative-medicine-center/conditions.html>.

The Stanford Center for Integrative Medicine is located at **211 Quarry Road, Palo Alto**. For appointments and information, please call **650-498-5566**.

Your Laboratory Testing

Before your clinic visit, you may need to have blood tests. The tests you need will be ordered electronically by your doctor. Some tests require special preparation. Be certain to follow the instructions that you were given, particularly those that require no eating before the test.

There are a number of laboratory locations where you can have your blood drawn (<http://stanfordhealthcare.org/programs-services/blood-draw-sites/locations.html>). If you go to a laboratory location at Stanford Hospital, the Stanford Cancer Center or the Stanford Medicine Outpatient Center in Redwood City, your blood needs to be drawn at least one hour in advance of your clinic visit. If it is more convenient to go to a laboratory location at the Hoover Pavilion or at the Menlo Clinic, your blood needs to be drawn 24 - 48 hours before your clinic visit. This timing will help to make sure that your laboratory results will be ready for your upcoming clinic visit.

Some laboratory results will be available for you to access in MyHealth (<https://myhealth.stanfordhealthcare.org/myhealth/>) on the same day as your test(s). Others may take longer and will require a visit with your doctor for further discussion. As always, speak with a member of your health care team if you have any questions about the tests and when and how you will receive your results.

Laboratory Locations for Patients:

Please confirm hours before you go by calling or checking the website (<https://stanfordhealthcare.org/programs-services/blood-draw-sites/locations.html>).

MEDICAL SERVICES

Stanford Cancer Center

875 Blake Wilbur Drive, Palo Alto
1st Floor, Room CC-1104
650-723-7564

Blake Wilbur Building

900 Blake Wilbur Drive, Palo Alto
1st Floor, Room W1083
650-725-8612

Stanford Clinical Laboratory

300 Pasteur Drive, Palo Alto
Pavilion E, Level 1, E16
650-723-6111

Boswell Clinic Laboratory

300 Pasteur Drive, Palo Alto
Pavilion A, Level 1, A12
650-724-1215

Stanford Medicine Outpatient Center

450 Broadway Street, Redwood City
650-721-7324

Hoover Pavilion

211 Quarry Road, Palo Alto
Suite 101
650-497-0086

(requires blood draw 24 – 48 hours in advance
of medical appointment)



MEDICAL SERVICES



Menlo Medical Clinic on Crane Street

1300 Crane Street, Menlo Park

650-498-6516

(requires blood draw 24 – 48 hours in advance of medical appointment)

Menlo Medical Clinic on Middlefield Road

321 Middlefield Road, Menlo Park

650-498-3514

(requires blood draw 24 – 48 hours in advance of medical appointment)

Nutrition Services

Nutrition is an important part of cancer treatment. Our dietitians are here to help patients with the following: general guidelines for balanced nutrition; nutrition guidelines for specific cancers; supplements; and dietary management of symptoms of treatment issues such as nausea, loss of appetite, difficulty swallowing or eating, diarrhea, constipation, and weight loss. Nutrition consultations are available at the Cancer Center with our registered dietitians on a referral basis and by appointment.

There is information available on the website (<https://stanfordhealthcare.org/programs-services/cancer-nutrition-services/resources.html>) about managing treatment side effects; diet during treatment; recipes, and a list of other resources, including websites, newsletters and cookbooks.

Appointments for Nutrition Services can be made by calling **650-498-6000**.



Pain Management

Our pain specialists offer the most advanced treatment options available for patients with cancer symptoms and pain, in a supportive, compassionate environment. Our goal is to decrease your level of pain and suffering, return you to your maximum level of functioning and independence, and help you restore your quality of life.

For more information, ask your physician or refer to <https://stanfordhealthcare.org/medical-clinics/palliative-medicine-stanford-cancer-center.html>.

Appointments for pain management services can be made by calling **650-498-6000**.

Palliative Medicine

The Palliative Medicine team provides you with relief from the symptoms, pain, and stress of cancer. Our team approach allows us to address your physical, social, psychological and spiritual needs. We work with your doctor to provide you compassionate, coordinated care that we tailor to you and your family's life goals.

For more information, ask your physician or refer to <https://stanfordhealthcare.org/medical-clinics/palliative-medicine-stanford-cancer-center.html>.

Appointments can be made by calling **650-498-6000**.



MEDICAL SERVICES

Psycho-Oncology Program

Receiving a diagnosis of cancer can create overwhelming emotional distress, including anxiety, depression and worry. Our team of psychiatrists, psychologists and nurse practitioners have received specialty training in the field of Psycho-Oncology, and offer psychiatric consultation, brief therapy and emotional support to patients with cancer. If you have an existing mental health condition, we can work with you, your doctor and your mental health provider to coordinate medications and to provide extra support and care.

Please speak with your doctor about a referral to the Psycho-Oncology program.

Radiation Therapy Services

We offer you a wide variety of innovative radiation therapy treatments, using the most advanced radiology techniques available in the world. For a list of therapies and conditions treated, refer to the website (<https://stanfordhealthcare.org/medical-clinics/radiation-oncology.html>).

Radiation Therapy is located at **875 Blake Wilbur Drive, Palo Alto**. For an appointment, call **650-498-6000**.

Social Work Services

Social Workers provide a broad range of services to help with the many psychological, social, cultural, financial and continuing care needs of patients undergoing treatment for cancer. We help patients and families adjust to life changes that result from their illness, treatment and hospitalization. We provide discharge planning, assistance and referrals to lodging resources, supportive adjustment counseling, and crisis intervention.

For more information, ask your health care team or refer to <https://stanfordhealthcare.org/for-patients-visitors/social-work-case-management/cancer-social-workers.html>.

Social Work can be reached at **650-723-5091**. Urgent and emergency social work services can be reached at all times by calling **650-725-7629**.



Support groups provide an opportunity to discuss a variety of topics, including treatment, side effects, coping skills, caregiving responsibilities, managing stress and enjoying life after treatment.



SUPPORT FOR YOU AND YOUR FAMILY

Cancer Supportive Care

We have many resources available to help you and your family understand and cope with your diagnosis and treatment.

The Cancer Supportive Care Program provides over fifty programs that support and empower patients and family members during treatment and as they move to life beyond cancer. Services include classes and workshops; survivorship lectures; videos; exercise and fitness classes, yoga and mind/body work to ease stress and anxiety; and support groups. One-on-one personalized service is available.

For more information, you can pick up a brochure at the Cancer Supportive Care Program desk on the first floor of the Cancer Center at **875 Blake Wilbur Drive, Palo Alto**, review the website (<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>) or call **650-725-9481**. You can also download a calendar of programs from the website.

Classes and Workshops

Managing and Understanding Your Chemotherapy Class

<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>

This class will help you understand the potential side effects of the drugs you are receiving and learn techniques to help ensure an effective and manageable chemotherapy experience. Our doctors recommend that you take this class before you start chemotherapy. This class is offered both at the Stanford Cancer Center and at the Stanford Medicine Outpatient Center in Redwood City.

Stanford Cancer Center
875 Blake Wilbur Drive, Palo Alto
2nd Floor, Room CC2104

Stanford Medicine Outpatient Center
450 Broadway Street, Redwood City
3rd Floor, Pavilion B, Room B35
650-725-9456 for more information or to register

Caregivers Workshops

<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>

This workshop provides support, education and resource materials to family/personal caregivers.

Stanford Cancer Center
875 Blake Wilbur Drive, Palo Alto
2nd Floor, Room CC2105
(A boxed dinner is provided at no cost)
650-725-9456 for more information or to register

Look Good... Feel Better

<http://stanfordhealthcare.org/events/look-good-feel-better.html>

In this free program, patients with cancer learn beauty techniques to help combat the appearance-related side effects of cancer treatment.

Stanford Cancer Center
875 Blake Wilbur Drive, Palo Alto
2nd Floor, CC2105
650-725-9456 for more information or to register

Writing Your Cancer Journey: An Expressive Writing Workshop

<http://stanfordhealthcare.org/events/writing-your-cancer-journey.html>

Join in this safe, supportive community to create and share your writing during your cancer journey. Writers at all levels are welcome. Between monthly sessions,

SUPPORT FOR YOU AND YOUR FAMILY

the facilitator provides optional writing prompts and supportive feedback to those who wish to participate. Registration is not necessary.

Hoover Pavilion

211 Quarry Road, Palo Alto

2nd Floor, Room 208

650-725-9456 for questions or more information

Mindfulness Meditation, Massage, Yoga and Exercise

Mindfulness Meditation Class

<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>

This ongoing class teaches patients and family members how to use proven stress-reduction techniques to cope with stress and anxiety.

Hoover Pavilion

211 Quarry Road, Palo Alto

2nd Floor, Room 208

No appointment necessary

650-725-9456 for information

Healing Touch/Healing Partners

<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>

This gentle, non-invasive form of energy work helps patients to manage the side effects of chemotherapy and radiation treatment such as fatigue, nausea, loss of appetite, pain, muscle stiffness and lymphedema.

Hoover Pavilion

211 Quarry Road, Palo Alto

2nd Floor

650-725-9456 to make an appointment or for information



SUPPORT FOR YOU AND YOUR FAMILY



Massage

<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>

While waiting for appointments and treatments, patients and their family and friends can enjoy a free 15-minute chair massage to relieve stress and reduce pain.

Stanford Cancer Center

875 Blake Wilbur Drive, Palo Alto

Stanford Womens Cancer Center

900 Blake Wilbur Drive, Palo Alto

Provided on a first come, first-served basis

650-725-9456 for more information

Exercise and Fitness Classes

<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>

Patients can feel stronger, empowered and more balanced through regular exercise. We host a number of exercise classes on-site and at off campus locations. Call **650-725-9456** for more information.

Yoga Classes

<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>

Regular yoga practice assists those recovering from cancer to feel stronger, more balanced, able, and confident. There are a number of free yoga classes offered at locations in Palo Alto and other parts of the Bay Area, including Gentle Yoga for Recovery, Restorative Yoga, and Yoga for Cancer Survivors. Call **650-725-9456** for more information.

Support Groups

Support groups include individuals who have similar diagnoses, experiences and concerns. These groups

SUPPORT FOR YOU AND YOUR FAMILY

provide an opportunity to discuss a variety of topics, including treatment, side effects, coping skills, caregiving responsibilities, managing stress and enjoying life after treatment. We host a variety of support groups, often organized by type of cancer. A list of support groups is available through the Cancer Supportive Care Program website (<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>). For more information, please call **650-725-9456**.

Additional information about support groups is also available through the Stanford Health Library (<http://healthlibrary.stanford.edu>).

Support Websites and Programs

Some of our patients and families have found the sites below helpful. We offer these as a starting point in searching for support services. This is not an exhaustive list but may be helpful in your search for information.

The Cancer Survivors Network (The American Cancer Society)

<http://csn.cancer.org>

A free online program created by and for people with cancer and their families. Live chat can be reached at **800-227-2345**.

I Can Cope (The American Cancer Society)

<http://www.cancer.org/treatment/supportprogramsservices/onlinecommunities/participateinacancereducationclass/icancopeonline/index>

A free online educational program of self-paced

classes for people facing cancer and for their families and friends. These classes can be taken at any time. Topics include managing treatments and side effects; healthy eating during and after treatment; communicating with family and friends; finding resources and more. Live chat can be reached at **800-227-2345**.

Cancer Support Community

<http://www.cancersupportcommunity.org/mainmenu/cancer-support>

Provides support, education and hope to people affected by cancer. Featured programs include a cancer support helpline, live chat, distress screening, and online cancer support groups. For more information, visit the website or call **888-793-9355**.

Cancer CAREpoint

<http://www.cancercarepoint.org/services.html>

Offers a convenient, welcoming environment for patients and their families and personal caregivers. Information about cancer, treatments, side effects, prevention and support groups is available. You can request a one-on-one private consultation, free of charge. Cancer CAREpoint can be reached online or by calling **408-402-6611**.

Spiritual Care

<http://stanfordhealthcare.org/for-patients-visitors/spiritual-care.html>

Spiritual Care Services are available to provide compassionate spiritual support visits and religious assistance to patients, family members and friends. The Interfaith Chapel, located on the first floor of the

SUPPORT FOR YOU AND YOUR FAMILY

hospital near the entrance to the D1 unit, is a peaceful place to reflect and pray. If you would like to schedule time during the day with a chaplain, call **650-723-5101**. An on-call chaplain is accessible 24 hours a day and may be contacted by calling **650-723-8222**, and then entering the page number: **15683**.

Music

Concerts in the Cancer Center

Talented pianists and musicians play soothing and inspiring music from classical, popular, jazz, and other musical genres in a casual environment.

Stanford Cancer Center lobby

875 Blake Wilbur Drive, Palo Alto

Wed: 12:30 – 3:30 pm

Thurs: 12:00 – 3:00 pm

Fri: 3:00 – 4:00 pm

Concerts in the Hospital Atrium: Bing Music Series

Public concerts are performed every week by professional-quality musicians.

Stanford Hospital Atrium

(Ground Floor between Units D and E)

300 Pasteur Drive, Palo Alto

Wed and Fri: 12:30 - 1:30 pm



You may want to bring someone with you to your appointment to help you ask questions, understand answers or provide emotional support.

FINANCIAL SERVICES

Financial Counseling/ Assistance

Our Financial Counselors are dedicated to working with you and your family to determine the best strategy and approach to paying for your care by:

- Explaining your insurance coverage and benefits
- Estimating your financial responsibility for services not covered by insurance
- Assisting in identifying and obtaining coverage for government programs, where available
- Serving as a resource to address any questions and concerns about billing, insurance coverage, and financial assistance
- Identifying possible ways to pay for your care if you do not have adequate funds or health insurance.

We will assist you in filling out those applications. Contact Financial Assistance at **800-549-3720** for more information (<https://stanfordhealthcare.org/for-patients-visitors/billing/financial-assistance.html>).

To reach one of our Financial Counselors, speak with a member of your health care team or call **650-498-2900**. The Financial Counselors are available Monday through Friday from 7:00am – 6:00pm. For more information about Financial Counselors, refer to <https://stanfordhealthcare.org/for-patients-visitors/billing/financial-counseling.html>.

Health Insurance Plans

Stanford contracts with various Health Maintenance Organizations (HMO) and Preferred Provider Organizations (PPO), and participates in government programs such as Medicare, Medi-Cal, and Medi-Gap plans. For a current list of contracted health plans, refer to <https://stanfordhealthcare.org/for-patients-visitors/billing/health-insurance-plans.html>.

Stanford is also contracted and in-network with a number of Individual and Covered California



FINANCIAL SERVICES

plans available for purchase directly from health plans or through the Covered California Exchange. For enrollment questions about Covered California, please visit their website at <http://www.coveredca.com/> or call **800-300-1506**. For Frequently Asked Questions about Stanford Health Care's participation with Covered California, refer to <https://stanfordhealthcare.org/content/dam/SHC/patientsandvisitors/billing/docs/2015-covered-california-faqs-for-shc.pdf>.

Please contact your health plan directly to confirm their participation as a contracted provider with Stanford and to confirm your insurance coverage.

If you have any questions, contact the Managed Care Department at managedcare@stanfordhealthcare.org.

Billing

If you have questions about your bill, please:

- Contact customer service as follows:

Stanford Hospital Billing
800-794-8978 or **650-498-7200**

Physician Billing at Stanford
800-549-3720 or **650-498-5850**

- Refer to <https://stanfordhealthcare.org/for-patients-visitors/billing/faqs.html> for a list of Frequently Asked Questions about Billing.

If you prefer to discuss your bill in person, you are welcome to meet with our customer service staff from 8:00am – 4:00pm, Monday through Friday. Patient Financial Services is located at **2465 Faber Place, Palo Alto**.



QUESTIONS PATIENTS FREQUENTLY ASK

How can I learn more about my diagnosis and treatment?

Understanding the kind of cancer you have, the treatment options that might be available, and what to expect when treatment begins can sometimes be confusing. It is important to have reliable information to help you make decisions that are right for you. We encourage you to write down your questions and discuss them with your health care team.

Stanford Health Library medical librarians and specially trained volunteers at the Stanford Health Library (<http://healthlibrary.stanford.edu/>) can help you find answers to your healthcare and lifestyle related questions, and help you find and check out a book or e-book about a specific diagnosis, condition or related issue such as coping, caregiving, pain management and nutrition. We have access to many resources, such as medical journals, that are not available to the general public. We can conduct a comprehensive literature search related to your specific questions. The medical librarians and volunteers can deliver the results of your search to you during a clinic appointment, in the hospital, or send them to you by mail or email. There is no charge for using the Health Library.

Stop by, call, or email your questions:

Stanford Health Library
Stanford Cancer Center
875 Blake Wilbur Drive, Palo Alto
1st floor near the café
650-736-1960
Email: healthlibrary@stanfordhealthcare.org
Website: <http://healthlibrary.stanford.edu>

For other Stanford Health Library locations and hours, refer to the website (<http://healthlibrary.stanford.edu/about/locations-hours.html>).

A wide range of information is available on the internet. Below is a list of some websites that patients and their families have found especially useful. This is not an exhaustive list but may be helpful in your search for information.

Stanford Health Care

<http://stanfordhealthcare.org/medical-conditions/cancer/cancer.html>

A primer on cancer, including information about the broad range of services available within the Stanford Cancer Center and at Stanford Health Care.

American Cancer Society (ACS)

<http://www.cancer.org>

Learn about making treatment decisions, coping with side effects, handling financial matters, caregiving, and living well after cancer. ACS operates a Cancer Information Helpline – **800-227-2345**.

American Society of Clinical Oncology

<http://www.cancer.net>

Provides timely, comprehensive, medically-approved information from the American Society of Clinical Oncology (ASCO), with support from the Conquer Cancer Foundation. This site provides expertise and resources to help patients and loved ones make informed health care decisions.

QUESTIONS PATIENTS FREQUENTLY ASK

MedlinePlus

<http://www.nlm.nih.gov/medlineplus>

The National Institute of Health's website for information about diseases, conditions, and wellness issues. It includes a medical dictionary, videos and illustrations. There are links to the most recent medical research, and information about clinical trials.

National Cancer Institute

<http://www.cancer.gov>

Provides a wide range of information about cancer, treatment, coping, and causes as well as complementary and alternative medicines. It is sponsored by the National Cancer Institute, part of the National Institutes of Health. Information is also available at **800-4CANCER**.

The National Center for Complementary and Integrative Health

<http://nccih.nih.gov/>

Conducts research and provides information about herbs, supplements, complementary health products and practices.

National Comprehensive Cancer Network

<http://www.nccn.org/patients/>

Offers state-of-the-art cancer treatment protocols used by the world's top doctors, translated into easy-to-understand guidelines. This website is a patient-friendly source for information about cancer and its treatment, from diagnosis to survivorship, and all the stages in between.



QUESTIONS PATIENTS FREQUENTLY ASK

Can my family member or friend attend my appointment?

You may want to bring someone with you to your appointment to help you ask questions, understand answers or provide emotional support. We encourage you to bring a family member or friend with you.

You will be given a lot of information during the appointment, and your family member or friend may be able to help you remember what your health care team says.

Can I record my discussion with my doctor during my appointment?

If you think it might be hard to remember everything the doctor tells you during your appointments, consider bringing a family member or friend with you to your appointments to help you understand what your doctor or nurse says.

If you want to record the discussion, tell this to your doctor. Be sure to bring a recording device like a tape recorder or a cell phone that you know how to use. The doctor will let you know the best time to start recording.

Many patients and families find it is extremely useful to bring a list of questions to appointments. The website <http://www.cancer.net/navigating-cancer-care/diagnosing-cancer/questions-ask-doctor> has a list of questions that might be a useful guide when you are preparing questions for your health care team. Rank your questions in order of importance and, when you meet with your doctor, begin with the most important ones. If there isn't enough time to have all of your questions answered during the appointment, ask your doctor who you can speak with to get your other questions answered.



QUESTIONS PATIENTS FREQUENTLY ASK

English is not my primary language. Who can help me understand what the doctor says?

Stanford provides professional interpreters who can assist you in understanding your cancer diagnosis and treatment plan and help you ask your health care team questions.

Patients often have questions about other medicines they take, if they will interfere with the cancer treatment, and side effects of treatment. Medical terms are sometimes more easily explained if a professional interpreter works with you, your family and your doctor.

If you would like to have an interpreter at your appointment, please let the staff who schedules your

appointment know, and tell them your preferred language. American Sign Language is also available.

For more information about Interpreter Services, call **650-723-6940** or visit the website (<http://stanfordhealthcare.org/for-patients-visitors/interpreter-services.html>).

The Stanford Health Library can do medical information searches for you in many languages. This is a link to the Stanford Health Library's multilingual collection: <http://healthlibrary.stanford.edu/resources/foreign/>.

What if I want to change doctors?

Our doctors and health care team members are committed to providing high quality and personalized care. Please share your health and treatment concerns with your doctor and, when necessary, request that adjustments be made to better meet your needs.

Your opinions and reactions are always welcomed and respected as an essential part of your care. Expressing your concerns about the management of your treatment will not adversely affect your care at

Stanford. Transferring your care to another doctor can be arranged, although in some treatment areas, doctors work as a team, so excluding or including a particular doctor may be challenging.

If you prefer to discuss these issues with someone other than your doctor, you can meet with your Cancer Care Program (CCP) Manager. A member of your health care team or someone at your clinic's front desk can provide their contact information.

QUESTIONS PATIENTS FREQUENTLY ASK

What is “staging”?

“Staging” describes the extent or severity of a person’s cancer. Physical exams, imaging procedures, laboratory tests, pathology reports, and surgical reports provide information to determine the stage of a cancer. Staging is important because it helps the

doctor plan appropriate treatment.

More information about staging can be found at <http://www.cancer.gov/cancertopics/factsheet/detection/staging>.

Why would I be asked to see a dentist?

Cancer treatment may change your appetite and the way that food tastes to you. It can also change the chemistry in your mouth – more or less saliva, sore gums, dry mouth, and tooth health/decay. It may make your gums sensitive, altering your ability to eat and to get the nutrition that you need.

For more information about why it may be important that you have your teeth checked by a dentist before, during and after your cancer treatment, visit <http://www.nidcr.nih.gov/oralhealth/topics/cancertreatment/threegoodreasons.htm>.



QUESTIONS PATIENTS FREQUENTLY ASK

How can I deal with my anxiety and fear? How can I cope with my diagnosis?

If you have been diagnosed with cancer, it is helpful to know what to expect and what can be done to reduce your fear, stress and anxiety. Many resources at Stanford, in the community and on the internet, are available to help you and your family to understand and cope.

Ask your health care team or the Stanford Health Library to help you identify resources that may be most useful to you and your family. They may be able to recommend a variety of services, including a support group, a professional therapist, an exercise or stress-reducing class, and online resources.

Support groups include individuals who have similar diagnoses, experiences and concerns. These groups provide an opportunity to discuss a variety of topics, including treatment, side effects, coping

skills, caregiving responsibilities, managing stress and enjoying life after treatment. We host a variety of support groups, often organized by type of cancer. A list of support groups is available through the Cancer Supportive Care Program website (<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>). For more information, please call **650-725-9456**.

Additional information about support groups is also available through the Stanford Health Library (<http://healthlibrary.stanford.edu>).

Websites that some of our patients and families have found helpful are listed under *Support Websites and Programs* in the **Support For You and Your Family** section in this guide.

What is “MyHealth”?

Access your health information anytime and anywhere, at home or on the go, with MyHealth. MyHealth enables you to message your health care team, keep track of your office visits, view or update your health record, see and keep track of your laboratory results, and pay your bills.

You can sign up for MyHealth during your next clinic visit or online any time through the MyHealth website (<https://stanfordhealthcare.org/for-patients-visitors/myhealth.html>) by selecting Request an Account. If you experience a problem with MyHealth, please call the MyHealth Service Desk at **866-367-0758**.

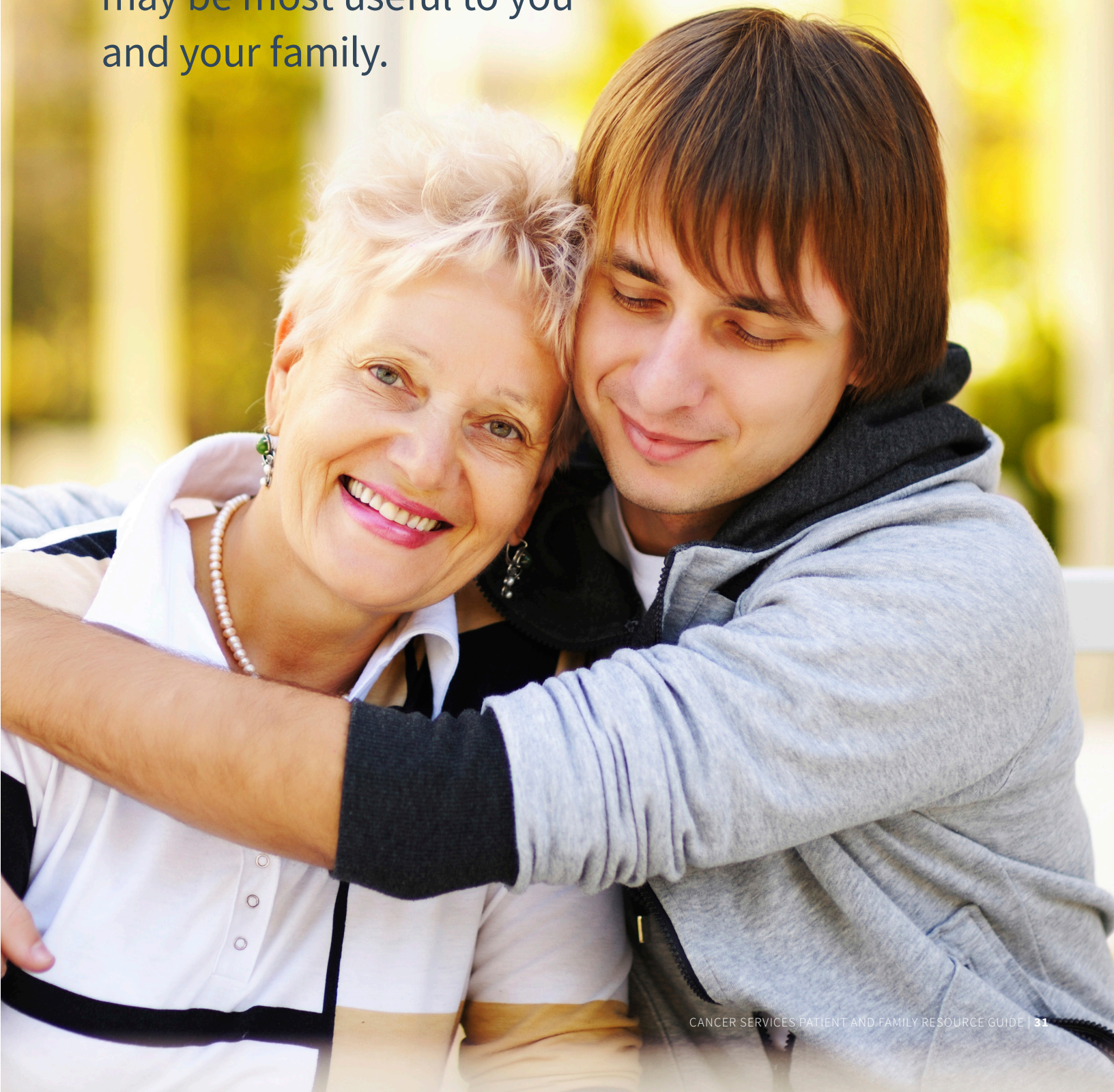
QUESTIONS PATIENTS FREQUENTLY ASK



What is an Advance Health Care Directive? Where do I get one?

An Advance Health Care Directive (AHCD) is an important written legal document in which you designate another person (your “agent”) to make health care decisions for you if you cannot make them yourself. The AHCD allows you to give instructions to your agent about your wishes for your health care. If you haven’t already completed an AHCD, you may be asked to complete one, or you can request one from your doctor, social worker or other health care team member. Printed copies in English and Spanish are available in the Stanford Health Library at the Cancer Center, and you can find a copy in a number of languages at <https://www.iha4health.org/our-services/advance-directive/>.

Ask your health care team or the Stanford Health Library to help you identify resources that may be most useful to you and your family.



QUESTIONS FAMILIES AND FRIENDS FREQUENTLY ASK

How can I offer support during the patient's medical appointments or treatment?

Many patients appreciate having a family member or friend with them during a medical appointment or treatment. You can help by keeping the list of questions the patient would like the doctor or other members of their health care team to answer during the appointment or treatment. Talk to the patient before the appointment and ask them how they might like to be reminded of their questions during the visit. It can be helpful if you write down the most important information discussed during the appointment so the patient can review it later.

The best support you can provide to a patient during treatment is just showing up and being present. You can bring snacks, water or just provide company during lengthy appointments. You can bring a deck of cards or magazines to help the patient and you pass the time while waiting. If the patient wants to talk, don't hesitate to discuss topics other than cancer - patients often appreciate the distraction.

How do I cope with the patient's diagnosis?

A cancer diagnosis and the plan of treatment impacts the patient and their family and friends. The diagnosis may bring up doubts, uncertainty, anger, sadness and possibly other uncomfortable feelings, which are all normal reactions. It can take time to sort out your feelings and adjust to the news.

Many resources at Stanford, in the community and on the internet are available to help you understand and cope. Ask a member of your patient's health care team or the Stanford Health Library to help you find the resources that can be most useful to you. They can usually recommend a variety of services, including online resources, support groups, and exercise and stress-reducing classes. It can also help to talk about your feelings with someone close to you, like another family member, a friend, a therapist, a social worker or a clergy member.

Our medical librarians and specially trained volunteers at the Stanford Health Library (<http://healthlibrary.stanford.edu>) and located at **875 Blake Wilbur Drive, Palo Alto**) can help you find materials about a specific diagnosis, condition, or related issues such as coping and caregiving. They can conduct a comprehensive literature search related to your specific questions, accessing many resources that are not available to the general public. For hours and other locations, refer to the Stanford Health Library website (<http://healthlibrary.stanford.edu/about/locations-hours.html>).

Websites that some of our patients and families have found helpful are listed under *Support Websites and Programs* in the **Support For You and Your Family** section in this guide.

Consider participating in one of the cancer-specific

QUESTIONS FAMILIES AND FRIENDS FREQUENTLY ASK

support groups or classes. The support groups meet regularly for individuals who have similar diagnoses, along with their families and friends, to share experiences and concerns, to gather information and receive emotional support and advice. The Caregivers Workshop focuses on how to manage stress and maintain emotional balance.

A list of our support groups and classes is available on

the Cancer Supportive Care Program website (<http://stanfordhealthcare.org/programs-services/cancer-supportive-care-program.html>).

We encourage you to practice self-care. Eat healthfully, exercise and rest. Try to maintain your hobbies, interests and social activities. These will help you manage your feelings so that you will be able to best support the patient.

Who can I talk with about my feelings?

As a family member of someone diagnosed with cancer, you might be feeling emotionally strained. If so, it is vital to have access to support that will help to relieve you by providing a safe environment for you to explore your new feelings and concerns.

For some people, dealing with the emotional strain can be helped by speaking with the patient's doctors, other members of the health care team, other family

members, close friends, clergy and/or other community members. If you are having a hard time handling your emotions, tell the patient's health care team and ask to meet with the team's social worker. Social workers can often refer you to other mental health professionals and additional support services. They can also help you find support groups where you can meet other patients and family members who are learning to cope with many of the same difficulties you are experiencing.



FREQUENTLY ASKED QUESTIONS FOR FAMILIES

How do I balance the needs of the patient with my own needs?

Finding a balance between your needs and the needs of the patient can be challenging. Remember that while the patient might be going through a crisis, you are, too. Taking good care of yourself is essential. Make a to-do list and put the most important tasks on top of the list. Create a schedule for these tasks and include time for yourself in the schedule. If possible, take even a few minutes each day to do something for yourself - something that helps you stay connected with life outside of cancer.

Develop a “back up” team of family members, friends, neighbors and community members who you can trust to help when needed. Write their names and contact information on a list that is easy to find – for example, put a copy on the refrigerator, on your desk or dresser, by a telephone, and in your car. If there is a conflict between the patients’ needs and yours, or if you need a break, call your “back up” team so you can get the rest, care, and support you need.

What can I do if I don’t agree with what the patient is doing or not doing? What if the patient is not following medical orders?

Some patients are at a greater risk for not following the doctor’s orders than others. Patients might not always do things the way you think they should. Your relationship with the patient can be a delicate balance between being supportive and adding stress for the patient by insisting they follow their doctor’s orders.

It is important to keep the health care team involved in all aspects of the patient’s care. If you are concerned that the patient is not following medical orders, contact the patient’s health care team. They may be able to suggest ways for you to approach the patient about specific issues, or they may be able to provide direct help.

How do I talk with the patient about important things he or she doesn’t want to talk about?

Patients and family members often have different priorities and varying degrees of willingness to discuss the challenges of diagnosis and treatment. Several strategies might help the patient feel more prepared and less pressured when talking about things they don’t seem to want to discuss. Let the patient know, in advance, that there are particular topics or issues that you need to talk about with them, and

set aside a specific time to have the discussion.

You can ask the patient’s health care team to help you choose the best approach for you and the patient. The health care team can participate if you and the patient feel it would facilitate a more productive and supportive discussion.

FREQUENTLY ASKED QUESTIONS FOR FAMILIES

What do I need to keep track of?

There are many appointments, medications, doctors and other details to manage when helping someone diagnosed with cancer. While each person may have different standards for record keeping, you can use this list as a starting point:

- Doctors' names and contact information (clinic name, phone number)
- Nurses' names who are involved in the patient's care (clinic name, phone number)
- Day-time clinic and after-hours contact numbers
- A list of the patient's current medications and preferred pharmacy, location and phone number. (Update this list when medications change.)
- Appointment schedule and doctor who will be seeing the patient.
- Questions to ask the doctor. Revise and prioritize the list of questions before each appointment.
- Treatment schedule and medication names, where appropriate.
- Symptoms the patient is experiencing. (Keep the list updated.)
- Names and phone numbers of your "back up" team – people you can call for help (e.g., to pick up children, bring you and the patient a meal, give the patient a ride).

Choose whatever system works best for you. Some people find it helpful to use a traditional day planner or a notebook to keep track of this information. Others find that an electronic note-taking system or application is most useful.

What are the side effects of the patient's treatment? How do I help the patient manage these side effects?

Common side effects include fatigue, constipation, loss of appetite, and nausea. Other side effects depend upon the type of medication or treatment. The health care team can prepare you to help the patient look out for and manage side effects.

We encourage you to keep a written log of treatment side effects and symptoms. Include the date, time,

side effect or symptom, and how long each side effect or symptom lasts. Ask the health care team which symptoms or side effects should be reported right away, and be sure to contact them if the patient experiences those symptoms or side effects. It is also important for you or the patient to alert the patient's doctor if the symptoms or side effects get worse or become difficult to manage.

FREQUENTLY ASKED QUESTIONS FOR FAMILIES

How do I tell my family and friends about the diagnosis? How do I answer all the questions people ask me?

Only you and the patient can decide the right time and the right words to use to tell family and friends about the cancer diagnosis. Who you tell and when you tell them is a personal decision. There's no set time when you feel comfortable enough to discuss the patient's cancer with others.

Before you speak with others about the patient's cancer, think about what the patient is feeling, what you are feeling, why you want to share the diagnosis, and what you need from family and friends. As you disclose information, your family and friends will have many different feelings too. Don't be surprised if you receive a wide range of reactions. Talking about cancer can be uncomfortable for many people. Some friends may not know what to say or how to act. Some may have a lot of questions, while others may keep their distance. It may take some time for everyone to adjust to the diagnosis and get more comfortable talking about it. Giving your family and friends information can help them support you and the patient.

Some people find it useful to keep their friends and families updated online. These are some of the

websites that some patients and family members have found useful for keeping friends and families updated:

Caringbridge

<http://www.caringbridge.org>

A protected website that allows people to share updates, photos and videos; connect with family and friends who would like to support you and leave words of encouragement. Your friends and other family members can sign up to help with everyday life (e.g., meals, carpools, errands and appointments).

MyLifeLine

<http://www.mylifeline.org>

This private patient website designed for people affected by cancer, allows you to write updates, schedule help and collect donations.

Liviam

<http://www.liviam.com>

This personal sharing site offers you an easy way to bring together your team of supporters when you need them. It allows you to share information, blog, post a calendar and post requests for help.



FREQUENTLY ASKED QUESTIONS FOR FAMILIES

I'm exhausted. How do I balance the patient's needs with the rest of my responsibilities?

Taking care of patient who has cancer is a big job, and it can be exhausting. When you begin to feel overwhelmed, ask for help. Your family, friends and community probably will want to help, but they need your guidance about what to do. Make a list, and allow them to help when they offer.

Caregiver "burnout" is an important issue, and particularly challenging for family members living with patients. Identifying a back-up personal caregiver who can support you and the patient can be very helpful in reducing the physical and emotional challenges of treatment.

Make sure that you take even a little time every day to do things that you enjoy doing. Be kind and gentle with yourself.



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