



Stanford Cancer Center

PALO ALTO ▪ SOUTH BAY

New Patient Information Packet

Helping you get ready for your first appointment.



Stanford
HEALTH CARE
STANFORD MEDICINE



Welcome to Stanford Cancer Center

Thank you for choosing Stanford Health Care.

We recognize this might be a stressful time and we are here to help you and your family every step of the way. In this brochure you will find information to help you prepare for your first appointment at the Stanford Cancer Center. 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 has a checklist of everything you need to bring for your first appointment. We encourage you to bring your caregiver or family member(s) and to come prepared with a list of questions for our health care team. You will also find contact information for your New Patient Coordinator who will answer your questions and make your first appointment as stress-free as possible.

**WHAT TO EXPECT
AT YOUR FIRST
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 patient portal: <https://myhealth.stanfordhealthcare.org/>.

Canceling 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.

Appointment Locations

There are two Stanford Cancer Center locations:

- **PALO ALTO** This location includes the Cancer Center at 875 Blake Wilbur Drive and the Blake Wilbur Building at 900 Blake Wilbur Drive, Palo Alto. For detailed information, please see page 5.
- **SOUTH BAY** 2589 Samaritan Drive, San Jose. For detailed information, please see page 11.

Your New Patient Appointment Information Letter includes more information about your appointment location. If you need assistance when you arrive, please stop at the Reception Desk located in the lobby of each building. Our Navigators will be pleased to escort you to your clinic.

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 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.

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

Website | cancer.stanford.edu/newpatient

The Stanford Cancer Center website is your web portal to all the latest resources available to patients and family members.

Stanford Social Workers | 650.723.5091

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 | 650.498.5566

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.

Stanford Guest Services **Palo Alto | 650.498.3333**
South Bay | 408.353.0191

Provides 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.
- **Ageing Adult Services** meets 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 by visiting: **<https://stanfordhealthcare.org/for-patients-visitors.html>**



Stanford Cancer Survivorship Program | 650.498.6000

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.

<https://stanfordhealthcare.org/medical-clinics/cancer-survivorship-program.html>

Stanford Health Library **Palo Alto | 650.736.1713**
South Bay | 408.353.0197

Provides free scientifically-based medical information to help you make informed decisions about your health and health care. 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. healthlibrary.stanford.edu

QUESTIONS **New Patient Coordinator** **Palo Alto | 650.498.6000**
South Bay | 408.426.4900

Call if you have any questions or concerns. If you would like to discuss your experience or need additional assistance, please call Cancer Care Programs to speak with a New Patient Coordinator.



Palo Alto

Stanford Cancer Center Palo Alto

Stanford Cancer Center Palo Alto offers the latest advancements in patient-focused treatment in a warm and supportive environment. Consolidating the medical center's resources for diagnosing and treating cancer, the Cancer Center enhances Stanford's team approach to care while enabling patients and their families to stay in one location for procedures and tests and focus on healing.

Patients can go from the clinics on the first floor to the infusion treatment area on the second floor to radiation oncology on the ground floor. Prescriptions can be filled at the onsite pharmacy, while a café offers a convenient place to grab a bite between appointments.

LOCATION **Cancer Center**

875 Blake Wilbur Drive, Palo Alto

Blake Wilbur Building

900 Blake Wilbur Drive, Palo Alto

- Stanford Women’s Cancer Center (Breast Oncology, Gynecologic Oncology)
- Head & Neck Oncology
- Cutaneous Oncology

**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

Cancer Center

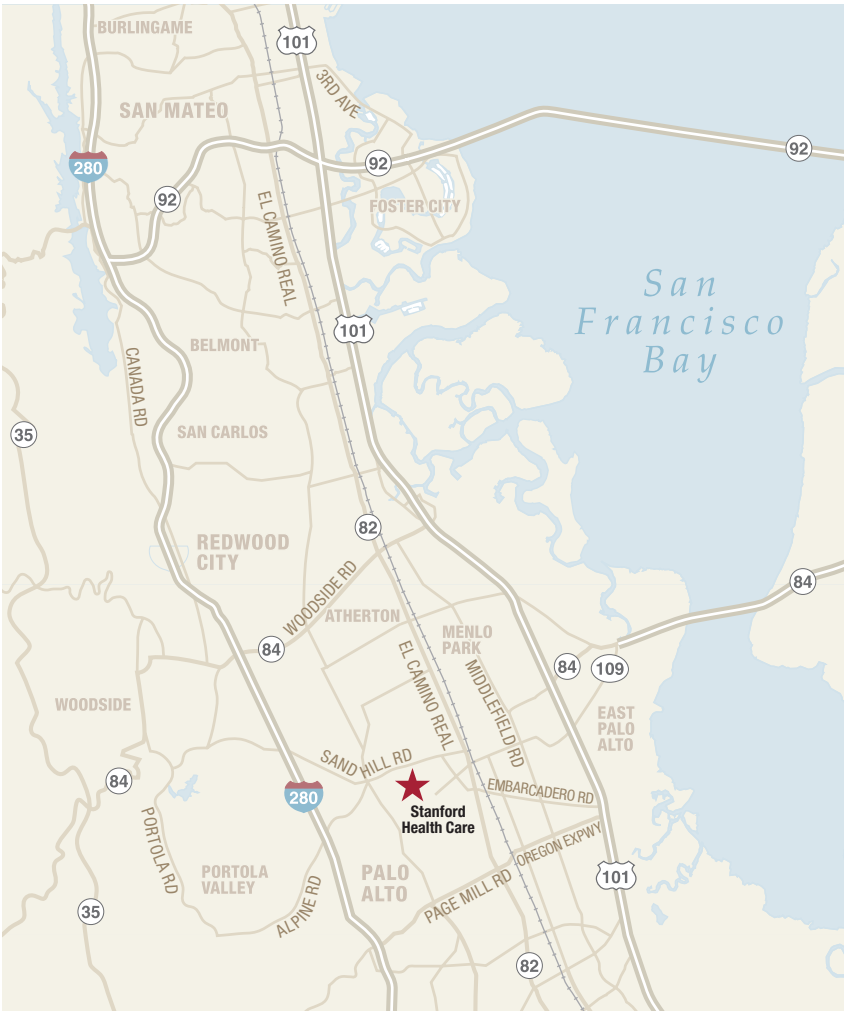
650.723.4268

Blake Wilbur Building

650.498.6900

**PARKING &
TRANSPORTATION**

For questions or to arrange additional assistance with parking and transport, please call our Guest Services at **650.498.3333**.



DIRECTIONS

From Highway 101 North or South

- Exit Embarcadero Road West
- Follow Embarcadero Road, 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

From Interstate 280 North or South

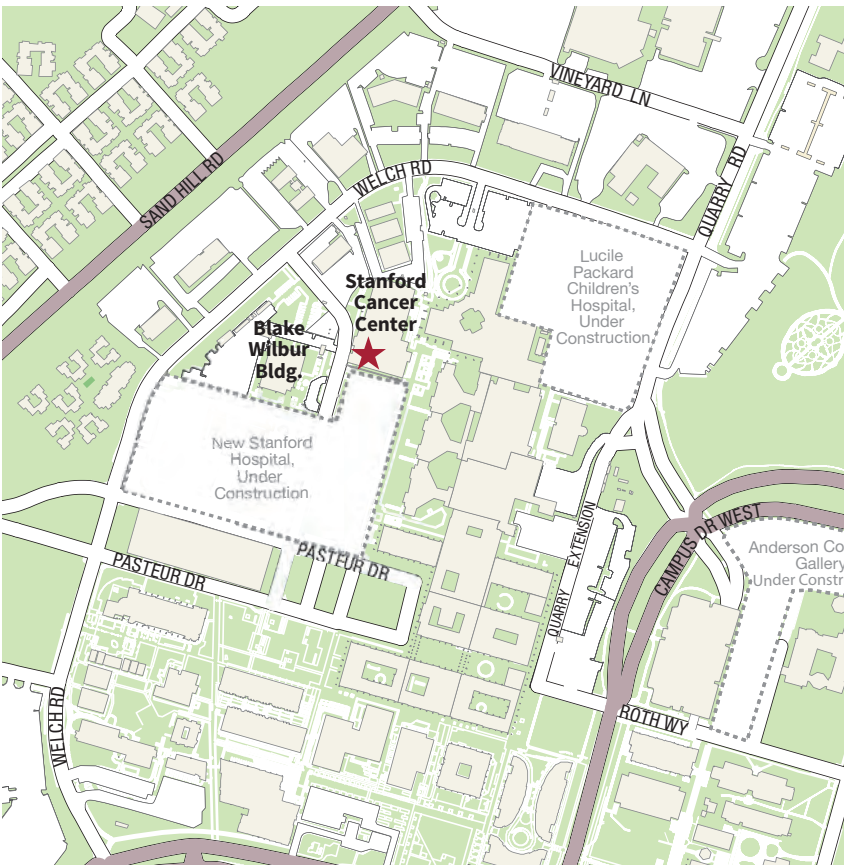
- Exit Sand Hill Road East
- Follow Sand Hill Road for about 2.5 miles
- Turn right on Pasteur Drive

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

- Turn on Sand Hill Road
- Turn left on Welch Road
- Turn left on Pasteur Drive

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

↑ For self parking, continue straight then turn left on Pasteur Drive. The underground Pasteur Visitor Garage is the first driveway on your left.



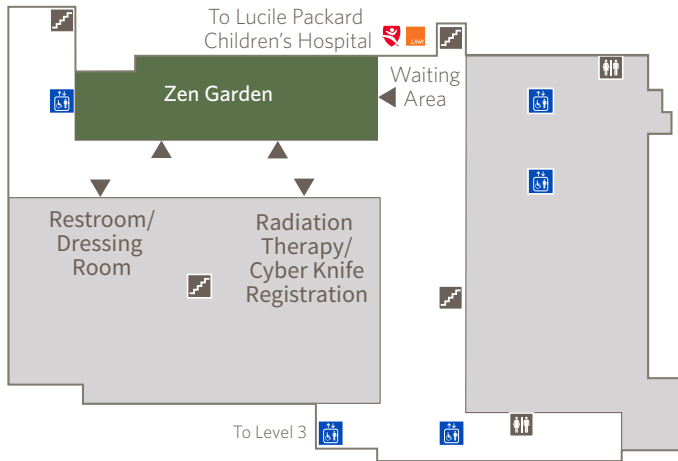
FLOOR PLANS

Welcome Desk & Guest Services

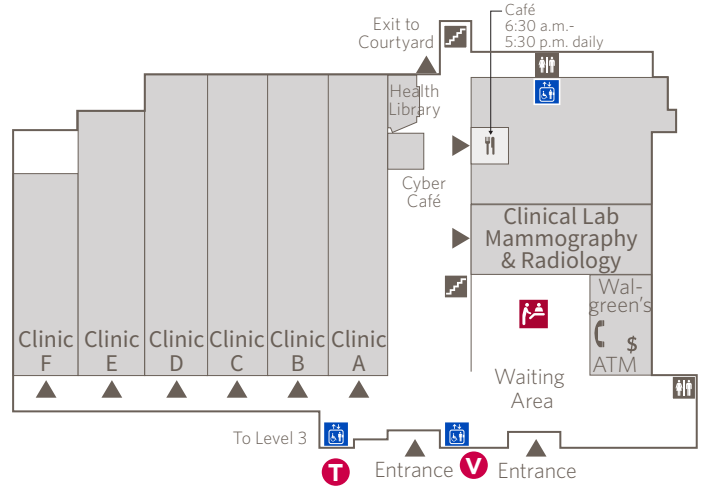
Cancer Center

875 Blake Wilbur Drive, Palo Alto
650.723.4268

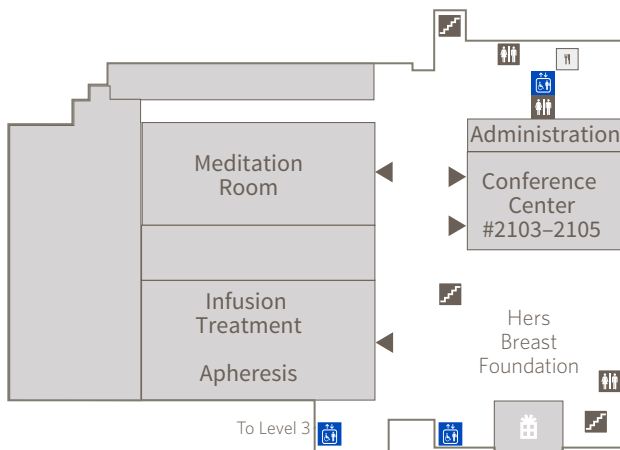
Ground Level



Level 1



Level 2



Level 3



	ELEVATOR		VALET PARKING		RESTROOMS
	REGISTRATION		TRAM SERVICE		STAIRS

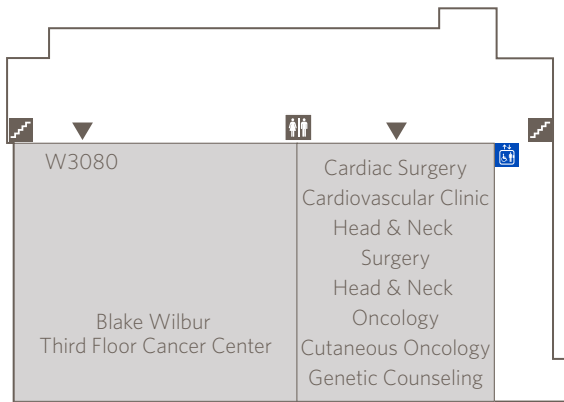
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Welcome Desk & Guest Services

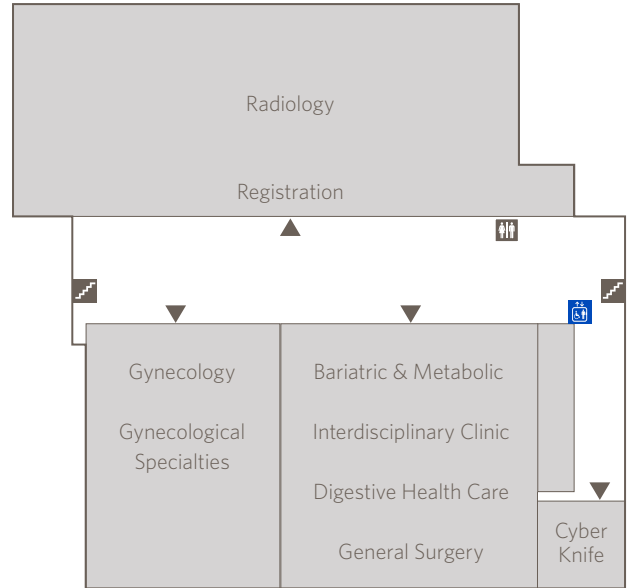
Blake Wilbur Building

900 Blake Wilbur Drive, Palo Alto
650.498.6900

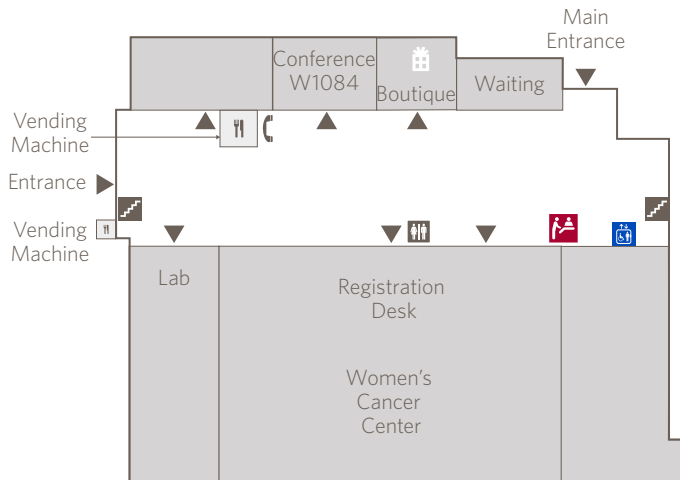
Ground Level



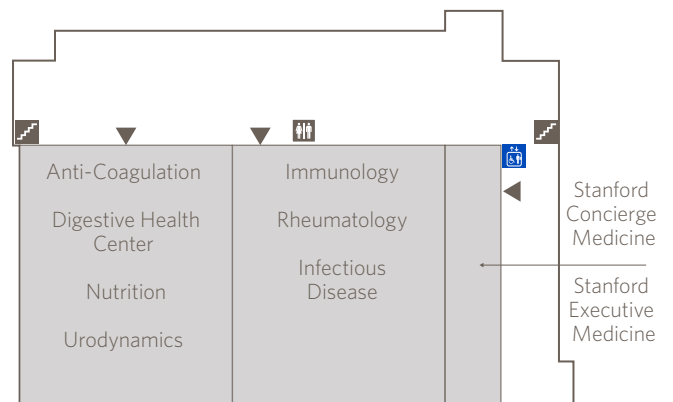
Level 1



Level 2



Level 3



AMENITIES **Walgreens Pharmacy | 650.838.0429**

Located in the lobby of the Cancer Center in Palo Alto, it offers services that include insurance assistance, one-on-one patient medication counseling and specialized products, including hard-to-find drugs. <https://www.walgreens.com>

Dining

Café Saluté, located on the first level of the Cancer Center, is open Monday – Friday, from 6:30am – 5:00pm, 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.

Wireless Internet

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 provide computers for our guests on the first floor of the Cancer Center.

ATM

An ATM is available next to the Walgreens pharmacy in the Cancer Center.

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. www.caltrain.com

Marguerite Shuttle Information | 650.723.9362

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

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

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 entrance to the Cancer Center.



South Bay

Stanford Cancer Center South Bay

Stanford Health Care’s Cancer Center South Bay provides convenient access to the latest in cancer care and other complementary services. Operated in partnership with the local medical community, SHC’s newest location offers access to Stanford’s National Cancer Institute-designated cancer program, including clinical trials and other services not traditionally available in a community setting.

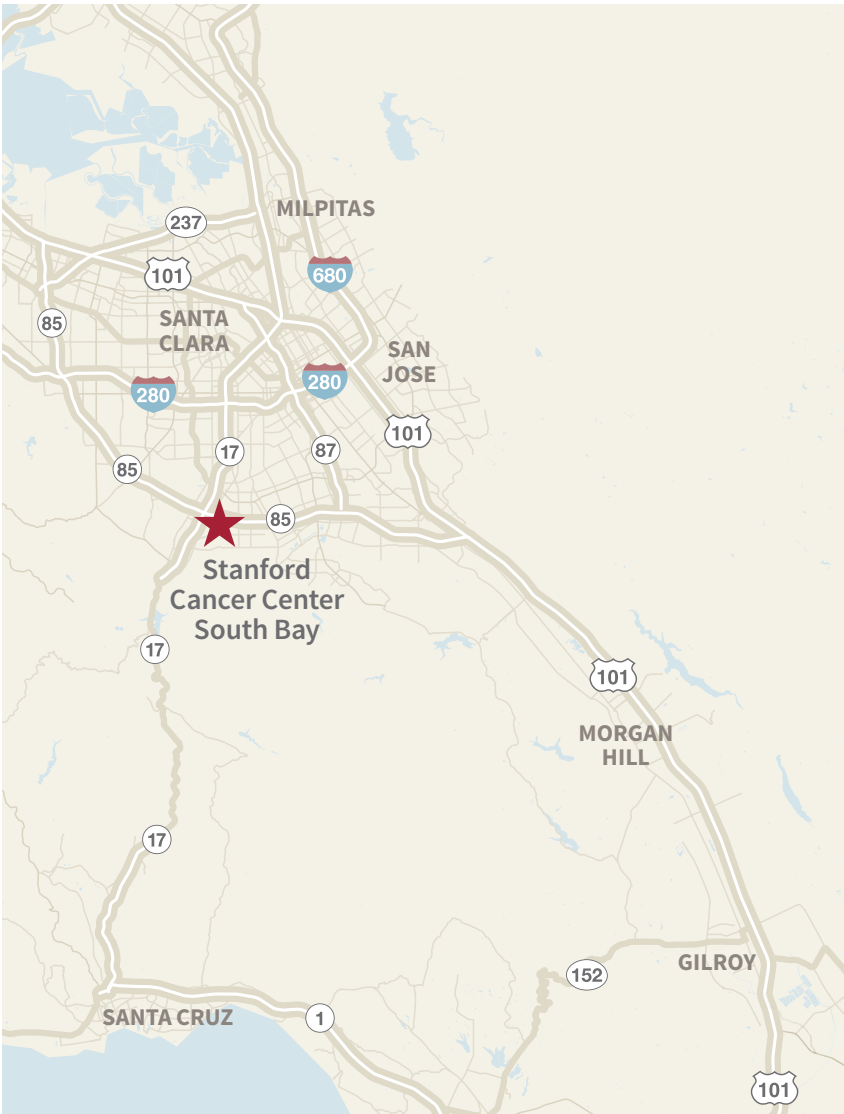
LOCATION **Cancer Center South Bay**

2589 Samaritan Drive, San Jose

PHONE **408.426.4900**

GUEST SERVICES For questions, or for Navigational Assistance, Cancer Supportive Care, Spiritual Care, Patient Relations, Interpreter Services or the Health Library, please call our Guest Services at 650.498.3333.

PARKING & TRANSPORTATION For directions or assistance with parking and transportation, call 650.736.8000 during business hours (Monday-Friday, 8:00 a.m.–5:00 p.m.). For all other times, call 408.353.0190 or email parking@stanfordhealthcare.org.



DIRECTIONS

From Highway 17

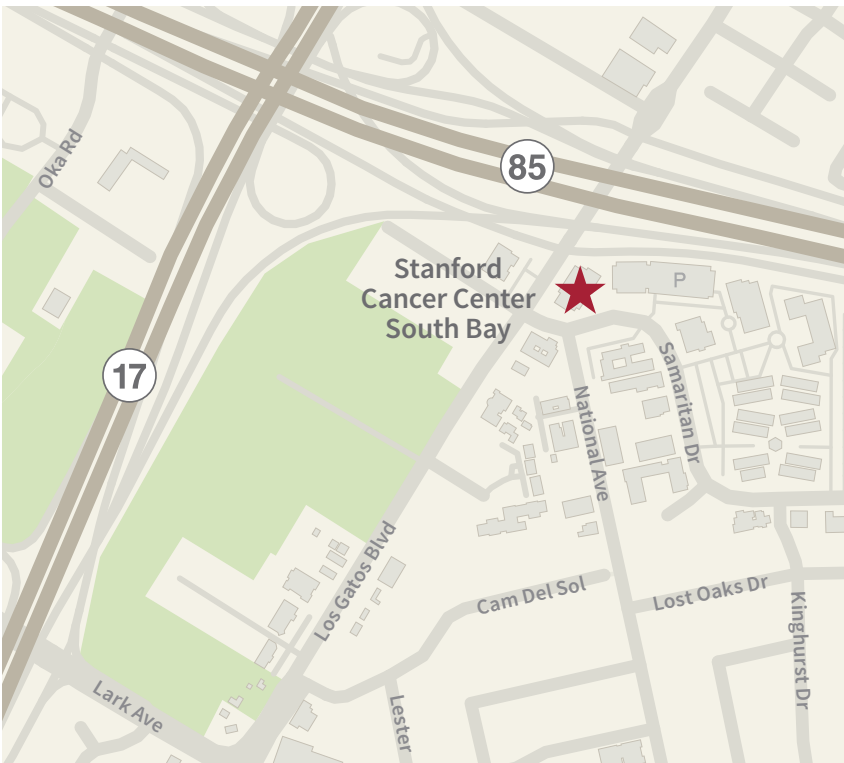
- Take Highway 17 towards Lark Avenue
- Exit Lark Avenue
- Turn right onto Lark Avenue towards Los Gatos Boulevard
- Turn left onto Los Gatos Boulevard
- Turn right onto Samaritan Drive
- Stanford Cancer Center South Bay will be on your left

From Highway 101 North or South

- Take US-101 towards Highway CA-85
- Take CA-85 towards Cupertino / Mountain View
- Exit Bascom Avenue / Los Gatos Boulevard
- Turn left onto Bascom Avenue
- Turn right onto Los Gatos Boulevard
- Immediate left onto Samaritan Drive
- Stanford Cancer South Bay will be on your left

From Interstate 280 North or South

- Take I-280 towards Highway CA-85
- Take CA-85 towards Cupertino/Mountain View
- Exit Bascom Avenue/Los Gatos Boulevard
- Turn right onto Los Gatos Boulevard
- Turn left onto Samaritan Drive
- Stanford Cancer Center South Bay will be on your left



← For Patient Drop-off, continue straight past the Cancer Center and enter in front of the parking garage, before entering the garage make an immediate left and proceed around the roundabout.

↑ For self-parking, continue straight past the Cancer Center and turn left into the parking garage.

FLOOR PLANS

Welcome Desk & Guest Services

Stanford Cancer Center South Bay

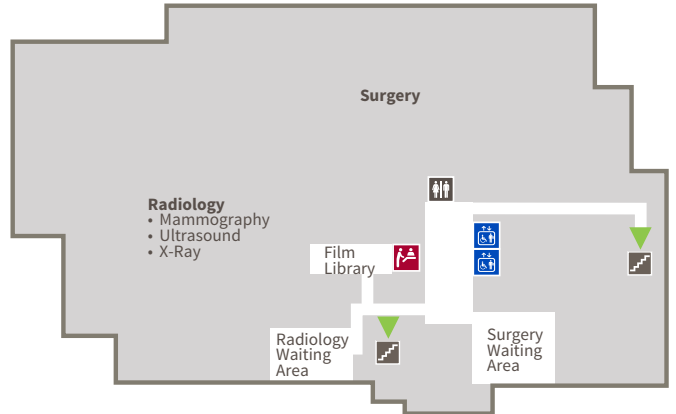
2589 Samaritan Drive, San Jose

408.426.4900

First Floor



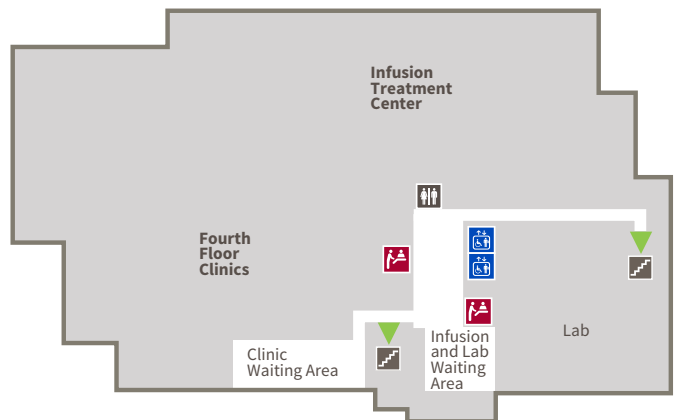
Second Floor



Third Floor



Fourth Floor



	ELEVATOR		RESTROOM-MEN		RESTROOMS
	REGISTRATION		RESTROOM-WOMEN		STAIRS



AMENITIES Dining

Cafe Vie, located on the first floor of the Cancer Center South Bay, is open Monday – Friday from 6:30am – 5:00pm, for breakfast, lunch and snacks.

Wireless Internet

Wireless Internet access (Wi-Fi) is available throughout the Cancer Center. Ask our staff for access information. For your convenience, we provide computers for our guests in the Health Library and waiting rooms.

PUBLIC TRANSPORTATION

Santa Clara Valley Transportation Authority (VTA)

VTA provides light rail and bus service throughout San Jose and Santa Clara County, with four local routes (27, 49, 61 & 62) serving the Cancer Center South Bay. Routes operate seven days a week all year. For route information, please visit: vta.org/routes.

PARKING INFORMATION

Parking Options

Self-Parking in the parking garage directly adjacent to the Cancer Center on Samaritan Drive. Free parking is offered on all levels. Preferred parking on Level 1 and Level 2 is reserved for patients.

Transport Services

Wheelchairs and assistance in and out of your vehicle is available at the entrance to the Cancer Center.



cancer.stanford.edu/newpatient



Stanford
HEALTH CARE

STANFORD MEDICINE