

Services, Resources and Care Team

Hematology/Oncology Clinic



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Health Literacy and Plain Language Translation by
Diversity, Inclusion and Equity Department
11-15-17

Oncology Services

Dietitian Services. Call (773) 834-7125 for an appointment.

Eating right is important for good health. Dietitian nutritionists are experts on good nutrition and the food choices that can make us healthy.

Our registered dietitian can work with you during your cancer treatment to design a nutrition plan for you. Consider working with a dietitian if you have:

- Weight loss
- Diarrhea
- Nausea (where you feel like you want to throw up) or you are throwing up
- Poor appetite (when you do not feel like eating)
- Swallowing problems
- Feeding tubes
- Dry mouth
- Other issues that may affect your eating and drinking

Genetic Counseling and Testing

Genetic counseling and testing are for people who are more likely to get some kinds of cancer related to their family history. **Your doctor will refer you if needed.**

Language and Deaf Interpreters

The University of Chicago Medicine provides free American Sign Language interpreters and Foreign language interpreters for patients. If you need prefer to talk about your health in a language that is not English, let a member of your healthcare team know you need an interpreter when you arrive. To arrange for an interpreter before you arrive call Interpreter Services at 773-702-1807.

Palliative Medicine and Symptom Control

Complex conditions like cancer and its treatment can cause symptoms that are difficult to relieve and may cause many physical problems for patients. Palliative medicine or supportive oncology is special medical care that considers the full effects of cancer and its treatment and helps control symptoms and improve quality of life. **Ask your doctor or nurse about this.**

Oncology Services (continued)

Pain Medicine Clinic

Pain can affect a patient's recovery and their overall quality of life. This makes pain management important for your comfort, recovery and emotional and physical well-being. We have a complete, multi-disciplinary way to treat pain. We treat pain as a complex condition not a symptom. This allows us to give fast, personal care that meets the needs of each patient.

Complete Multi-Disciplinary Care

Our pain medicine doctors have an important role on all our medical teams. They provide pain management for your cancer pain and work closely with your medical team. They serve on many kinds of care teams, such as the spine board and the oncology initiative. This team approach provides us with a deep knowledge of each patient's condition and allows the doctor to make a pain treatment plan that is special for each patient.

Innovative Treatments to Complex Pain

Pain affects each person in different ways. Because each patient is different we use a modern and targeted way to relieve pain and bring back your ability to function in your daily life. We also use a wide treatment plan to lower exposure to opioid therapy and its risks. This gives us the best possible results and lessens any negative impacts.

Pharmacy

Duchossois Center for Advanced Medicine (DCAM) Outpatient Pharmacy has information so you can get the full advantage of your prescription pharmacy benefit.

The pharmacy can fill prescriptions, provide important information and answer your questions about medications. DCAM Pharmacy is located on the first floor.

Outpatient Pharmacy Phone (773) 834-7002 Fax: (773) 834-7005

Psychology and Psychiatry Services

Psychology services and the Psychosocial-Oncology Program help with complex emotional concerns like fear, anxiety, depression, stress and other issues when you have a diagnosis of cancer or its treatment.

Psychiatry service professionals are here to talk with if medication may help with a patient's psychological needs. **These services are for patients who have a referral from a doctor or social worker.**

Oncology Services (continued)

Smoking - Help to Stop

For patients who use tobacco, quitting is hard, but quitting is an important part of cancer treatment. This program uses treatment options that have a positive influence on overall health. **Ask your doctor or nurse about this.**

Social Work Services

Our social workers can help you and your family by offering:

- Counseling and support
 - Dealing with your diagnosis and treatment. Helping to understand a medical condition and how it affects you and your family.
 - Access to needed resources and help in planning for ongoing care needs after you leave the hospital.
 - Dealing with grief, loss and life Changes
 - Managing stress or anxiety
- Help with Advance Directives
- Crisis intervention and assessment of personal safety needs.
- Help with transportation
- Short-term housing (motels, hotels...)
- Help at home
- Financial help programs
- Eligibility for disability or public benefits
- Cancer support groups and programs
- Home Health and Hospice Care



For More Information

Call the Department of Social Work at (773) 702-1278.

Oncology Services (continued)

Social Work Services: Advance Directives

You always have the right to choose what you want done with your healthcare. This includes your right to say no to any treatment offered to you.

You can make what is called an “advance directive,” such as a living will or durable power of attorney for healthcare.



When you make a **durable power of attorney for health care** you name a trusted person to be in charge of your medical care and make health care decisions for you if you are not able to do so. This would tell us what you want done if something happens and you cannot speak for yourself.

A living will is a written statement saying what you would want for medical treatment if you are not able to speak for yourself. If you have an advance directive, bring a copy with you at the time of surgery.

A living will also lets people state their wishes for end-of-life medical care, in case they become unable to communicate their decisions.

A living will has no power after death.

If you do not have an advance directive and want to make one, you can call Social Work at **(773)702-1278** and ask for help.



Local Cancer Support Resources

Education, support, and encouragement for cancer patients and their loved ones. These services are free at many places in the Chicago area.

Chicago

Gilda's Club Chicago

(2 locations)
537 North Wells Street
Chicago, IL. 60610
(312) 464-9900
www.gildasclubchicago.org

Gilda's Club Chicago

4440 West 95th Street
Oak Lawn, IL. 60453
(708) 684-9505
www.gildasclubchicago.org

Northern Suburbs

Cancer Wellness Center

215 Revere Drive
Northbrook, IL. 60062
(847) 509-9595
www.cancerwellness.org

Northwest Indiana

Cancer Resource Center

900 Ridge Road, Suite J
Munster, IN, 46321
(219) 836-3349
www.cancerresourcecentre.com

Northwestern Suburbs

Wellness Place

1619 West Colonial Parkway
Palatine, IL, 60067
(847) 221-2400
www.wellnessplace.org

Western Suburbs

Wellness House

131 North County Line Road
Hinsdale, IL, 60521
(630) 323-5150
www.wellnesshouse.org

Far Western Suburbs

Living Well Cancer Resource Center

1803 West State Street
Geneva, IL, 760134
(630) 262-1111 www.livingwellcrc.org

Southern Suburbs

Jennifer Fallick Cancer Support Center

2028 Elm Road
Homewood, IL, 60430
(708) 798-9171
www.cancersupportcenter.org

Cancer Support Center

19657 South La Grange Road
Mokena, IL 60448
(708) 478-3529
www.cancersupportcenter.org

National Cancer Information and Support Resources

American Cancer Society

1-800-227-2345

www.cancer.org

Cancer Support Community

1-888-793-9355

www.cancersupportcommunity.org

Cancer Care

1-800-813-4673

www.cancercare.org

National Cancer Institute

1-800-422-6237

www.cancer.gov

Chemocare.com www.chemocare.com

This website is a program sponsored by the Scott Hamilton CARES Initiative. It has information and videos in English and Spanish about:

- Chemotherapy and other anti-cancer drugs
- Managing side effects
- Complementary medicine
- Nutrition
- Care before, during and after chemotherapy

TLC Tender Loving Care www.tlcdirect.com

TLC is a not-for-profit of the American Cancer Society to help women during and after cancer treatment. TLC offers:

- Wigs
- Hats
- Hair loss products
- Mastectomy products
- How-to information

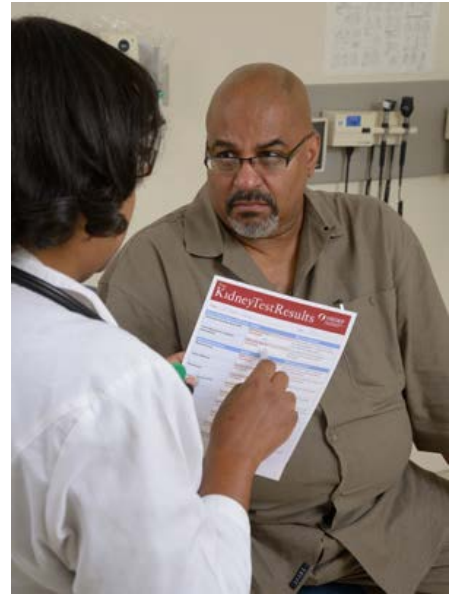
**For Support Resources in Your Own Diagnosis,
Call our Social Worker at (773) 702-1881**

Billing and Insurance Information

At the University of Chicago Medicine we know it can be difficult planning for the cost of a hospital or doctor visit. We have prepared this information to help you plan for any cost you may have.

All insurance plans are different. Contact your insurance company with questions about your coverage. This will help you know what your insurance will pay for and what you may have to pay on your own.

Some insurance plans may want you to get written permission before any treatment. Learn more about this by calling your insurance company's customer service phone number. The number may be on the back of your insurance card.



For Questions Call Patient Financial Services or Visit our Websites

Monday to Friday 8am to 4:30pm call (773) 702-6664

- For University of Chicago Medicine bill questions call (773) 702-6664.
- For University of Chicago Physicians Group bill questions call (733) 702-1150

You can also Visit us Online:

www.uchospitals.edu/visitor/patient-financial.html

www.uchospitals.edu/visitor/managedcare.html

www.uchospitals.edu/billing

www.uchospitals.edu



We are committed to giving quality care to all our patients. Our financial counselors can help you with insurance or financing questions.

Thank you for choosing the University of Chicago Medicine for your health care needs.

My Cancer Care Team

The Cancer Care Team may include many of the following health care professionals. You may or may not see everyone listed here.

Cancer Specialists

Hematologist

A doctor who works in diagnosing and treating cancer and diseases of the blood and blood-forming tissues.

Medical Oncologist

A doctor who works in diagnosing and treating cancer with chemotherapy, biotherapy and targeted therapies.

Surgical Oncologist

A doctor with special training to treat cancer with surgery

Radiation Oncologist

A doctor who uses radiation to treat cancer.

Care Team and Support Services

Doctors

University Chicago Medicine is a Teaching Hospital. This means that some doctors and health professionals are still in training. While at UCM, you will be cared for by a team of doctors.

- **Attending Doctor.** A senior doctor will supervise your treatment. A senior doctor is a faculty member of the University of Chicago who is called the “attending physician” or “physician of record”. An Attending Doctor has completed all the required training and supervises physicians who are in training such as residents and fellows.
- **Residents and Fellows.** These are licensed doctors getting more training in a medical specialty. An Oncology Fellow is getting additional specialization in either Hematology or Medical Oncology.
- **Medical Students.** Medical students at UCM help take care of you as part of their training to become doctors. They can be an important resource for you. Students are always supervised by doctors.

Care Team and Support Services (continued)

Physician Assistants (PA)

Physician Assistant (PA) is a licensed medical professional working under the direction of a doctor and with the healthcare team. They diagnose and treat illnesses, get patient's medical history, do physical exams, order and give test results, make treatment plans, prescribe medicine, assists in surgery and do surgical procedures in the clinic.

Primary Care Provider

A doctor or a nurse practitioner often seen first by patients. They give basic treatment and decide if the patient should see another doctor.

Advanced Practice Nurses (APN)

An APN is a nurse with extra training who works with your doctors and treats many medical problems. They can also provide you with information and help plan your care with other members of the health care team.

Nurses

Nurses are an important link between you and other people caring for you. They help share your needs with your health care team and explain your treatment to you. Nurses give out medications and intravenous fluids, perform treatments and plan your daily care. They also provide teachings about your condition and how to continue treatment after you leave the hospital.

- **Registered Nurse.** A professional nurse who has completed a college program and passed a national exam. Some RNs choose to get certification in oncology (OCN).
- **Licensed Practical (LPN) or Licensed Vocational Nurse.** A nurse who has finished a year or more of health training and passed a licensing test.
- **Nursing Assistant.** Nursing assistants check your "vital signs" including blood pressure, pulse and temperature. They maintain your personal hygiene, help with meals and make sure that you are comfortable during your stay. Nurses oversee nursing assistants

Medical Assistant

Medical assistants do many things to keep the offices of doctors, medical centers, and clinics running smoothly. They may perform clinical, administrative or clerical services.

Care Team and Support Services (continued)

Patient Care Coordinator

A person who guides patients and their families through the University of Chicago Medicine. They help coordinate your care and work closely with your oncology nurse and cancer team.

Patient Service Coordinators

Patient Service Coordinators are the front desk staff who help check you in for your surgery, provide updates to your family during your surgery, and are able to help you and your family with any needs during the course of your stay.

Registered Dietician

An expert in the area of nutrition, food, and diet and how it affects your health.

Speech Pathologist

A trained professional who evaluates and treats children and adults who have difficulty with speech or language.

Palliative Care Specialist

Doctors and nurses who help keep a person comfortable by managing symptoms, such as pain, nausea or fatigue. They help the person have the best quality of life.

Genetic Counselor

A trained health professional who helps people decide whether to have genetic testing.

They help you understand the risk of genetic disorders in a family.

They provide information about the options a patient has and help the patient consider screening and preventive measures that are best based on the test results.

They work closely with the oncology team.

Psychiatrist

A medical doctor who works in the causes, treatment, and prevention of mental, emotional, and behavioral disorders. They provide counseling and prescribe medications or other treatments.

Psychologist

A health professional with a graduate degree in psychology and training in clinical psychology. They assess a person's mental and emotional status and provide testing and counseling services to patients.

Care Team and Support Services (continued)

Social Workers

Social workers help with practical and emotional concerns that are common during cancer treatment. Social workers can help you find financial support, refer you to community resources, give you advice about your illness and arrange for proper care after you leave the hospital.

Medical Physicist

Medical physicists plan radiation treatments for patients. They calculate how much radiation is right for each patient.

Therapists.

There are many kinds of Therapists

- **Radiation Therapists** give radiation treatments to patients.
- **Physical Therapists** help to maintain and restore physical function. They help you learn to use your body through exercise.
- **Occupational Therapists** help you build up and get back the skills needed for daily life. They work to help you be as independent as possible as quickly as possible.
- **Respiratory Therapists** provide care to patients with breathing and heart problems. They help give oxygen and breathing treatments, and perform tests that show how well the lungs are working.
- **Enterostomal Therapists** teach people how to care for their ostomies or wounds. They are also called an ostomy nurse or wound care nurse.

