



UNC CANCER CARE

Patient Guide

PRACTICAL ANSWERS *for* UNC CANCER CARE PATIENTS *and* FAMILIES

UNC CANCER CARE PATIENT GUIDE

We created this binder to help you get the most out of your visits with UNC Cancer Care. It has the answers to some of our most asked questions.

This binder includes space that is just for you. At each of your visits, you will get a lot of information. Bring this binder with you to every visit. This will help you keep track of the information that you and your team talk about together.



Practical Answers for UNC Cancer Care Patients and Families

UNC CANCER CARE

- ✕ Patient Care & Research at UNC Lineberger
- ✕ About Your Cancer Center

MY SUPPORT & CONTACTS

- ✕ Important Phone Numbers
- ✕ Support for UNC Patients and Caregivers

MY CARE TEAM & QUESTIONS

- ✕ Team Member Roles
- ✕ Other Support Team Members

MY PLAN

- ✕ My Care Plan
- ✕ My Education Materials

MY RESULTS

- ✕ Organize Lab Results
- ✕ Other Tests and Procedures

WHAT IS UNC CANCER CARE?

THE 2 SIDES OF UNC CANCER CARE

UNC Cancer Care is the name of your health care team. It is made up of 2 equal parts: the **Patient Care** side and the **Research** side.

The Patient Care Side of UNC Cancer Care

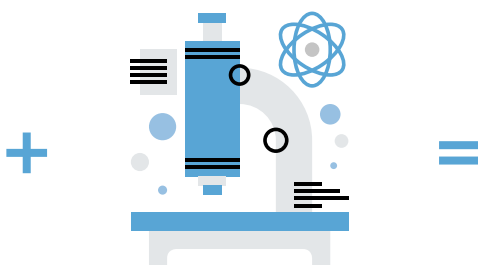
- ✕ Team members who work in patient care are hands-on. They are the people that you see at your clinic appointments, during infusion or radiation treatments, in your hospital room and in the pharmacy.
- ✕ UNC Cancer Care team members take care of patients throughout the UNC Medical Campus in Chapel Hill. Most patient care takes place at the N.C. Cancer Hospital.
- ✕ UNC Cancer Care also has patient care sites across North Carolina. We are always looking for new ways to provide the highest quality care to our patients.

The Research and Outreach Side of UNC Cancer Care

- ✕ Team members on the research side are usually behind the scenes. They work to understand the cause of cancer and to improve cancer prevention and treatment. Researchers provide the tools and knowledge needed for the best patient care.
- ✕ Most of the research for UNC Cancer Care is directed through the UNC Lineberger Comprehensive Cancer Center in Chapel Hill.
- ✕ A clinical trial is another name for a research project that aims at improving patient care. The outcomes of these clinical trials lead to better cancer treatment today and in the future. For more information about clinical trials supported by Lineberger, call (919) 966-4432 or toll free 1 (877) 668-0683.
- ✕ Lineberger team members have also formed the UNC Cancer Network. This Network partners with many communities across North Carolina to enhance care, support and education for all North Carolinians. For more information about the network, visit the web at: www.unccn.org.



PART 1: PATIENT CARE



PART 2: RESEARCH



UNC LINEBERGER FACTS AND FIGURES

Established in 1975, UNC Lineberger Comprehensive Cancer Center is in the top tier of nationally-recognized comprehensive cancer centers, one of only 49 designated by the National Cancer Institute. We are the only public comprehensive cancer center serving the state and people of North Carolina.

With research that spans the spectrum from the laboratory to the bedside to the community, UNC Lineberger members work to understand the causes of cancer at the genetic and environmental levels, to conduct groundbreaking laboratory research, and to translate findings into pioneering and innovative clinical trials.

Fast Facts

- ✕ Conducts interdisciplinary cancer research through nine programs: cancer cell biology, immunology, molecular therapeutics, virology, cancer genetics, clinical research, breast cancer, cancer prevention and control, and cancer epidemiology.
- ✕ Largest research entity at the University of North Carolina at Chapel Hill, drawing more than \$71 million in National Cancer Institute funding and more than \$280 million in overall extramural funding between 2007 and 2015.
- ✕ More than 300 researchers from more than 40 departments across campus.
- ✕ Physicians at the N.C. Cancer Hospital, the clinical home of UNC Lineberger, treat patients from across North Carolina, with more than 170,000 patient visits each year at all locations.
- ✕ Treats all types of cancer, providing multidisciplinary programs for most, giving adult and pediatric patients the benefit of many medical specialists in one place, often in one visit.
- ✕ Offers nearly 200 clinical trials of the latest treatments developed at UNC or available through affiliation with national clinical trials groups.

Points of Pride

- ✕ Home to internationally-recognized research programs, including a SPOR program for breast cancer.
- ✕ Bringing groundbreaking T-cell immunotherapy to the state of North Carolina.
- ✕ Driving force of The Cancer Genome Atlas (TCGA), a multi-institutional, NCI-funded effort to molecularly characterize several thousand human cancer samples.
- ✕ UNC Lineberger has one of nine NCI Centers of Cancer Nanotechnology Excellence and is the only center to have two Tobacco Centers of Regulatory Science.
- ✕ Home of the Cancer Information and Population Health Research, CIPHR, a system linking metrics of cancer incidence, mortality, and burden in North Carolina to describe health care, economic, medical claims, social, behavioral, and environmental patterns.
- ✕ Provide compassionate and effective support programs for all N.C. Cancer Hospital patients and their families through the UNC Comprehensive Cancer Support Program.
- ✕ In U.S. News & World Report's 2017-18 Best Hospitals guide, named the top-ranked cancer center in North Carolina and 24th nationally among nearly 900 hospitals.

YOUR UNC CANCER CARE VISIT


Your UNC Cancer Care visits may include many appointments with different team members. In addition to your appointments, you may also be scheduled for some tests and blood draws.

Having many appointments in one visit can be stressful and confusing. All that you need to know is when to get here, where to go and what to bring—your UNC Cancer Care team will take care of the rest.

When to Get Here and Where to Go

You will get an Appointment Reminder for every visit. At the beginning of every visit, you have a Registration Appointment. Your Registration Appointment is just as important as your other appointments. Plan extra time for parking.

UNC Health Care - APPOINTMENT REMINDER
101 Manning Drive
Chapel Hill, NC 27514-4620
www.unchealthcare.org



BARCODE

JOHN Q. PUBLIC
123 MAIN ST
ANYTOWN, NC 27601-0001

Medical Record No. 123456789

APPOINTMENT REMINDER

Dear JOHN Q. PUBLIC,

This is an appointment reminder from UNC Health Care. Your appointment information is below:

You have an appointment with:

SCHED PROVIDER
SCHED DEPARTMENT
REPORT TO LOCATION
DATE
TIME

Please pay special attention to the location where your appointment is scheduled. A map to your appointment is on the back of this page. If your appointment is not at one of our on-campus locations (UNC Hospitals, Ambulatory Care Center, or Atrium Family Medicine), you may call us for directions at PHONE NUMBER.

Please arrive before your appointment time and remember that parking near UNC Hospitals may take extra time.

If you cannot keep this appointment, please call us as soon as possible at PHONE NUMBER. Please have your medical record number ready when you call.

Si usted no puede cumplir con esta cita, necesita asistencia en español, por favor llame al PHONE NUMBER. Por favor tenga su número de la tarjeta del UNC listo.

Our Mission is to serve your health care needs. At your visit, please help us by bringing:

- Your insurance card
- Your UNC Medical Record Card
- All medicines you are currently taking, in original containers;
- Any authorization required by your insurance company.

Please be prepared to pay any applicable co-payments, co-insurance, prior balances and parking fees. Financial Counseling is available if you have any concerns about your ability to pay amounts due at your appointment or prior UNC Health Care balances.

UNC Health Care is proud to announce that we are a Tobacco-Free Campus.

Check for bad weather. Please call (919) 845-1414 in case of clinic delays or closures.
En caso haya mal tiempo, llámenos o corra de la Clínica, por favor llame al teléfono: (919) 845-1414.

- ✕ Your Registration Appointment is 30 minutes before the appointment time that is listed on your Appointment Reminder. For example, if your Appointment Time is 9:30, your Registration Appointment is at 9:00.
- ✕ Your Appointment Reminder will list the Appointment Time. This is the time that your team is planning to visit with you.
- ✕ If you have more than one appointment in one day, you will always register before the first appointment. You only need to register one time per day.
- ✕ Before every visit, please stop at the Registration Center in the Tony Williams Lobby, Ground Level of the N.C. Cancer Hospital unless told otherwise.
- ✕ If you have an appointment in Radiation Oncology, Pediatric Hematology/Oncology (Children) or Gynecology/Oncology, please go directly to the clinic.

What to Bring

For every visit, you need to bring:

- ✕ Valid photo ID
- ✕ Your health insurance information and UNC Medical Card, if you have one
- ✕ A pharmacy card, if you have one
- ✕ Any medicines you are taking, including vitamins, herbs and supplements
- ✕ A friend or family member, if you can

As your team addresses all of your needs, your visits can be long. You may also want to bring something to do (book, laptop, magazine, etc.), a jacket or sweater to keep you comfortable, a snack and drink, or money for snacks and drinks.

THE UNC MEDICAL CENTER CAMPUS

We want you to be comfortable while you are here with us. From food and drinks to medical supplies, everything you need can be found right here at the UNC Medical Center.

UNC Medical Center is made up of the 5 specialty hospitals. They are located on 101 Manning Drive in Chapel Hill, North Carolina. Dogwood Deck, the parking garage for patients and visitors, is across the street. You can walk or ride a golf cart shuttle to the hospitals. A Disability Lot and Valet parking are also available. All 5 hospitals are connected on the Ground Level.

Food and Drink

There are many dining options at the UNC Medical Center.

- ✕ The Terrace Café is on Level 1 of the N.C. Children's Hospital. Hours are 6:30 AM to 9 PM. Pizza, salads, sushi and traditional hot meals are served.
- ✕ The Overlook Café is on Level 2 in the hallway between the N.C. Neurosciences Hospital and the N.C. Cancer Hospital. Hours are Monday—Friday from 11 AM to 6 PM. Choices include pizza, flatbread, soups, fresh salads, sushi, sandwiches, snacks and more.
- ✕ The Corner Café is on the Ground Level of the N.C. Memorial Hospital, in the Anderson Pavilion. Hours are Monday—Friday from 7 AM to 2 PM. Choices include burritos, sandwiches and more.
- ✕ Starbucks is on the Ground Level in the hallway between the N.C. Neurosciences Hospital and the N.C. Cancer Hospital. It is open 24 hours a day.
- ✕ Vending machines can also be found throughout the UNC Medical Center Campus.
- ✕ Lactation rooms are available. For assistance, please visit the Women's Hospital Information Desk.

ATM and Banking

ATMs are available throughout the UNC Medical Center:

- ✕ Cash Points (State Employees' Credit Union) is in the N.C. Memorial Hospital Main Lobby, in the N.C. Women's Hospital lobby near the escalator and in the N.C. Cancer Hospital in the Starbucks entry.
- ✕ Sun Trust is in the N.C. Memorial Hospital Main Lobby.
- ✕ Bank of America is on the Ground Level of the N.C. Memorial Hospital, near the Corner Café.
- ✕ Wells Fargo is in the N.C. Memorial Hospital Main Lobby, across from the cashier's desk.

Medical Supplies

- ✕ Carolina Care at Home is on the Ground Level Lobby of the N.C. Memorial Hospital.
- ✕ This service coordinates the support and supplies that you may need at home, including medical equipment, home care and hospice service.
- ✕ Carolina Care at Home is open Monday - Friday from 10 AM to 7 PM and Saturday from 10 AM to 2 PM.

Call 984-974-0454 to learn more about [Carolina Care at Home](#).

Pharmacy

- ✕ The Central Outpatient Pharmacy is on the Ground Level Lobby of the N.C. Cancer Hospital.
- ✕ The pharmacy is open Monday – Friday from 7 AM to 8 PM.
- ✕ For patients discharged from UNC Medical Center or the Emergency Room with a new prescription, the pharmacy is also open on Saturdays, Sundays and holidays from 8 AM to 3 PM.

Call 984-974-2374 if you have any [questions for the pharmacy](#).

Guest Services

- ✕ Guest Services desks can be found in each hospital lobby on the Ground Level.
- ✕ Staff members can give directions, answer questions and help you with most needs you may have.
- ✕ Guest Services in the N.C. Cancer Hospital Lobby are available 8 AM to 9 PM, Monday - Friday.

Call Guest Services at 984-974-0709 with [questions](#).

Gift Shops

- ✕ Butterfly Boutique is on the Ground Level of the N.C. Cancer Hospital. Hours are Monday – Friday from 9 AM to 4 PM.
- ✕ Cranberry Corner is on the Ground Level of the N.C. Memorial Hospital. Hours are Monday – Friday from 8 AM to 8 PM, and Saturdays – Sundays from 1 PM to 5 PM.
- ✕ Find snacks, cards, balloons, magazines and more at the gift shops.

Call the Gift Shops at 984-974-8138 with [questions](#).

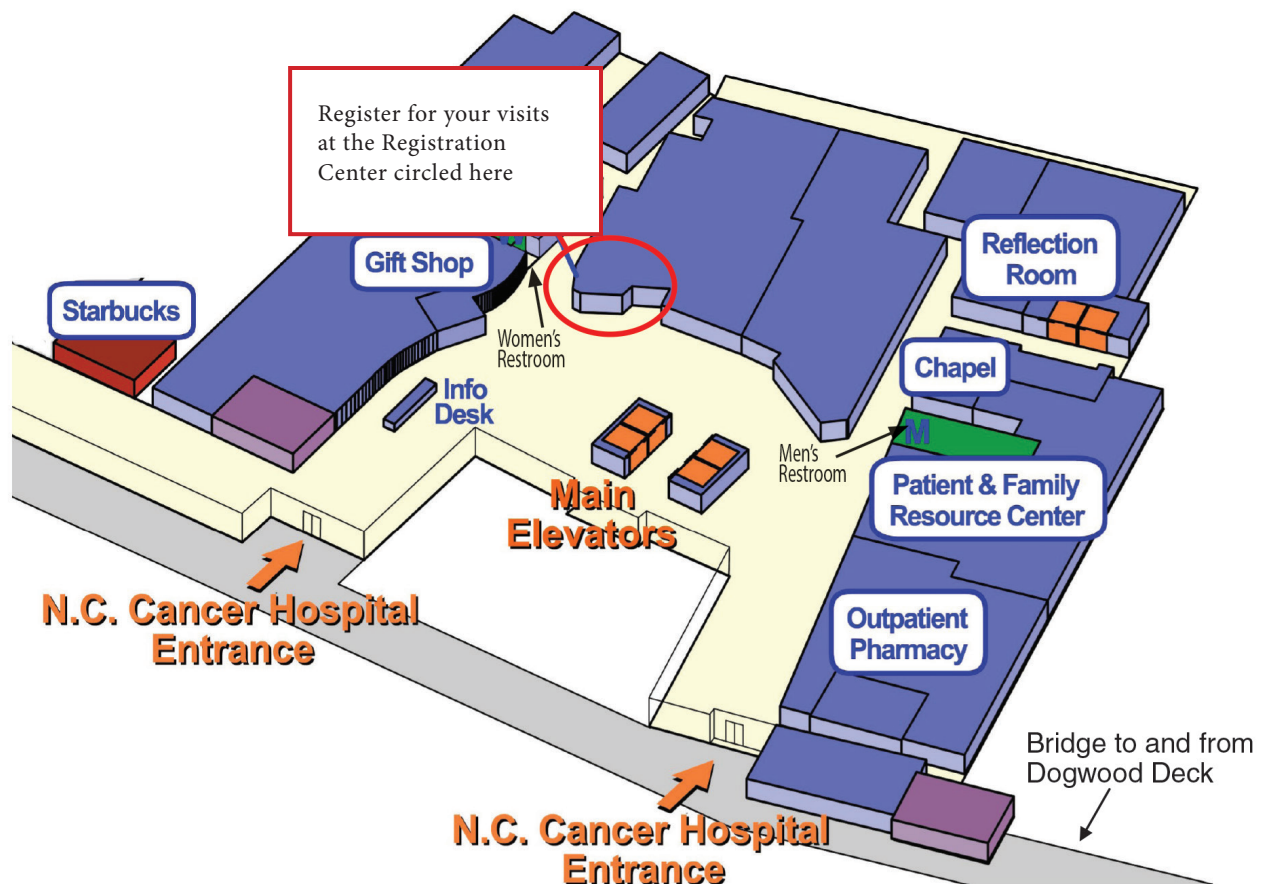
WALKING MAPS

The UNC Medical Center Campus is very big. It can be confusing the first few times you visit. Always ask a staff member or volunteer for directions if you have trouble finding your way.

The N.C. Cancer Hospital has 7 levels. The Tony Williams Lobby on the Ground Level (**LEVEL G**) connects the N.C. Cancer Hospital to the other 4 specialty hospitals. If you park in the Dogwood Deck and walk across the bridge to get to the N.C. Cancer Hospital, you will be on the Ground Level. Registration and Guest Services are also on the Ground Level.

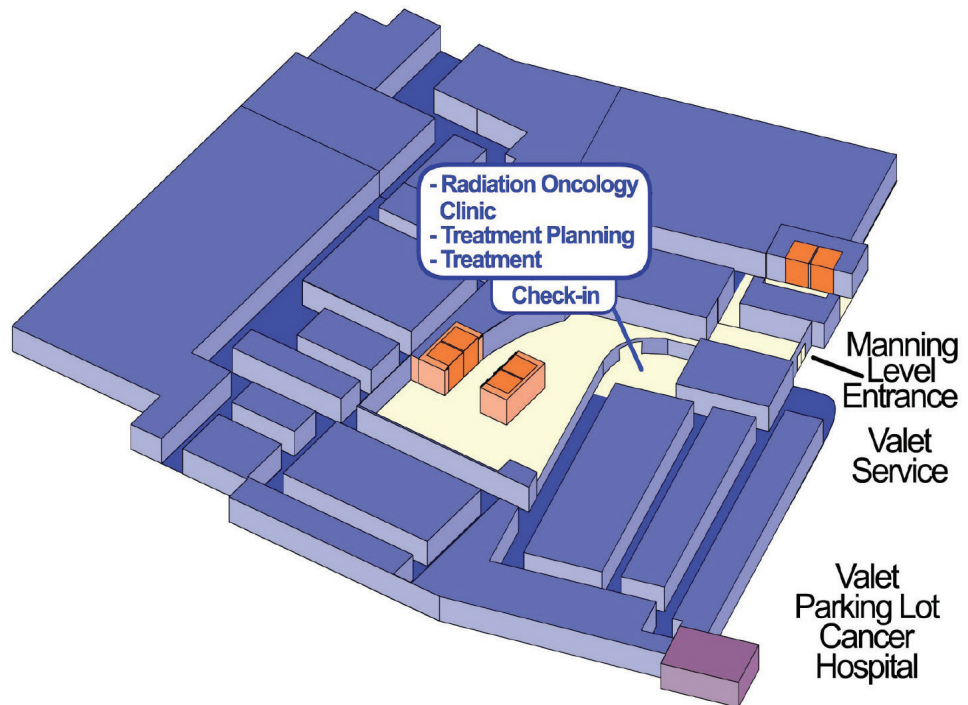


Ground Floor Level (Level G) of the N.C. Cancer Hospital



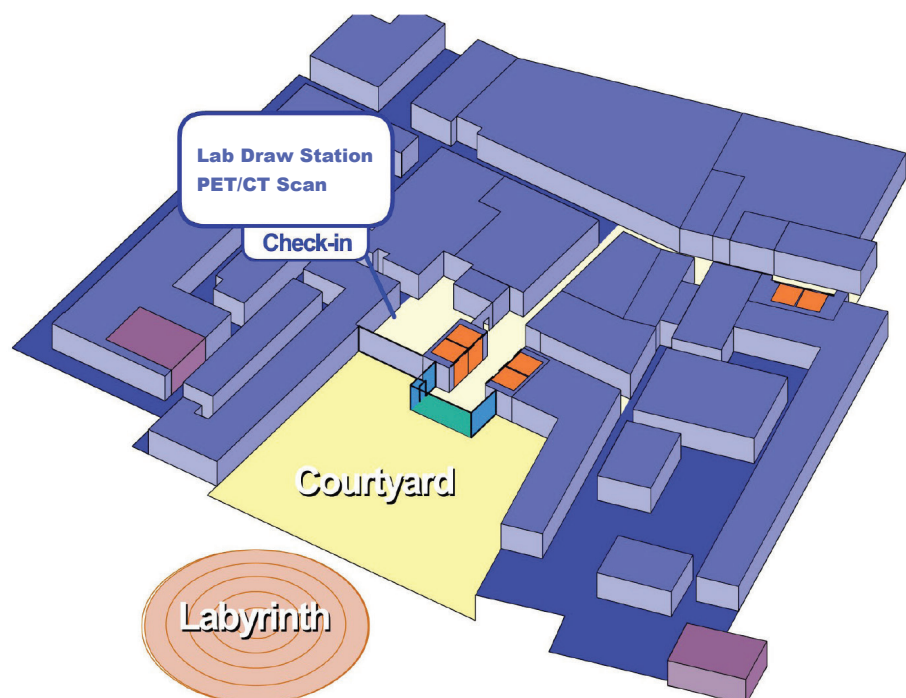
Manning Level (Level M) of the N.C. Cancer Hospital

- ✕ The lowest level of the N.C. Cancer Hospital is called **LEVEL M**.
- ✕ The Valet Parking Lot for the N.C. Cancer Hospital is on this level.
- ✕ The Manning Level contains all the radiation oncology clinics and treatment rooms.



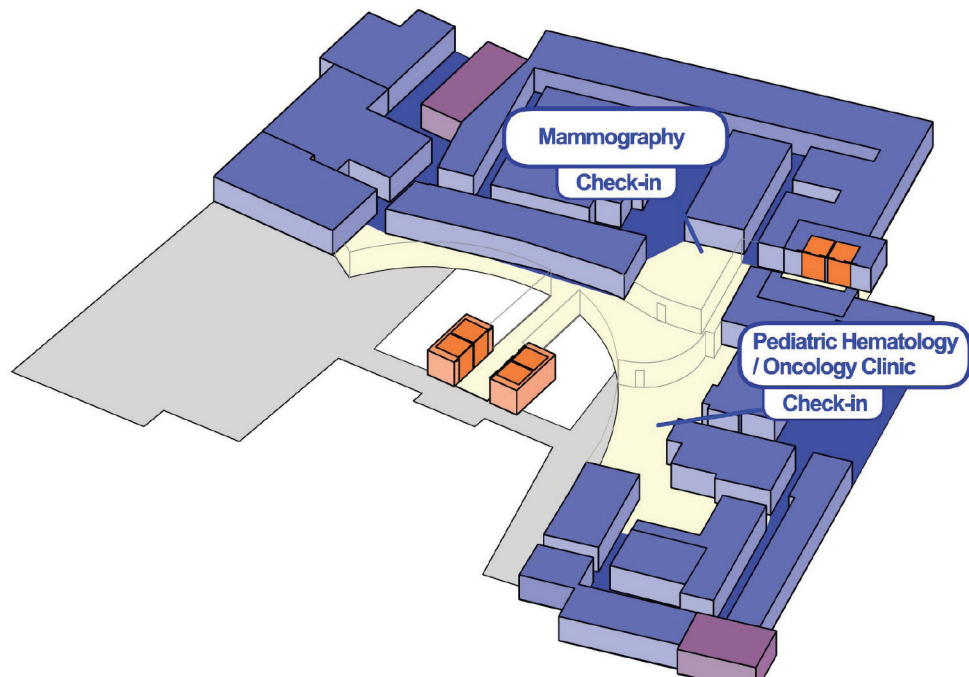
Basement Level (Level B) of the N.C. Cancer Hospital

- ✕ **LEVEL B** of the N.C. Cancer Hospital is between the Manning Level and the Ground Level.
- ✕ Level B connects to an outdoor courtyard and labyrinth for meditation.
- ✕ The Lab Draw Station for bloodwork, Radiology and x-ray services are on Level B.



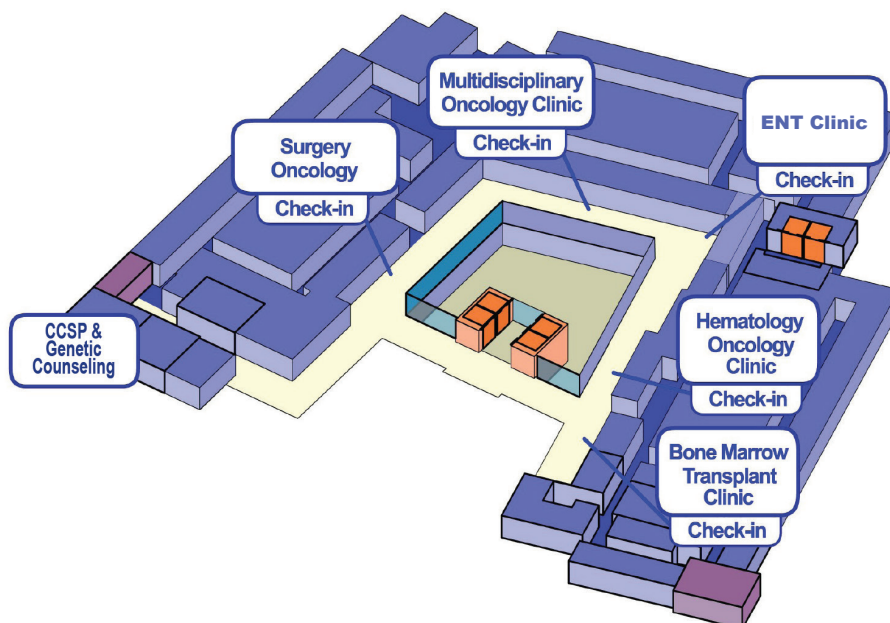
Level 1 of the N.C. Cancer Hospital

- ✕ The Mammography **LEVEL 1** Center and the Pediatric Hematology/ Oncology Clinic are both on Level 1 of the N.C. Cancer Hospital.
- ✕ All pediatric inpatient rooms are located in the N.C. Children's Hospital.



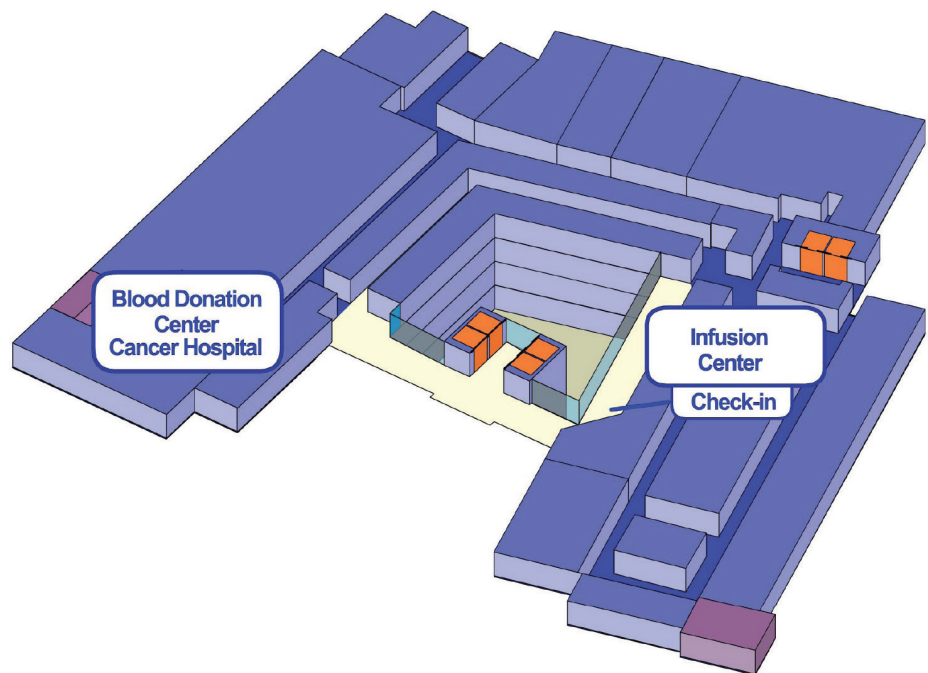
Level 2 of the N.C. Cancer Hospital

- ✕ The following Adult Oncology Clinics are on **LEVEL 2**:
 - Surgical Oncology,
 - Multidisciplinary Oncology
 - Hematology/Oncology
 - Bone Marrow Transplant.
- ✕ Comprehensive Cancer Support Program Counseling and Genetic Counseling are also on this level.



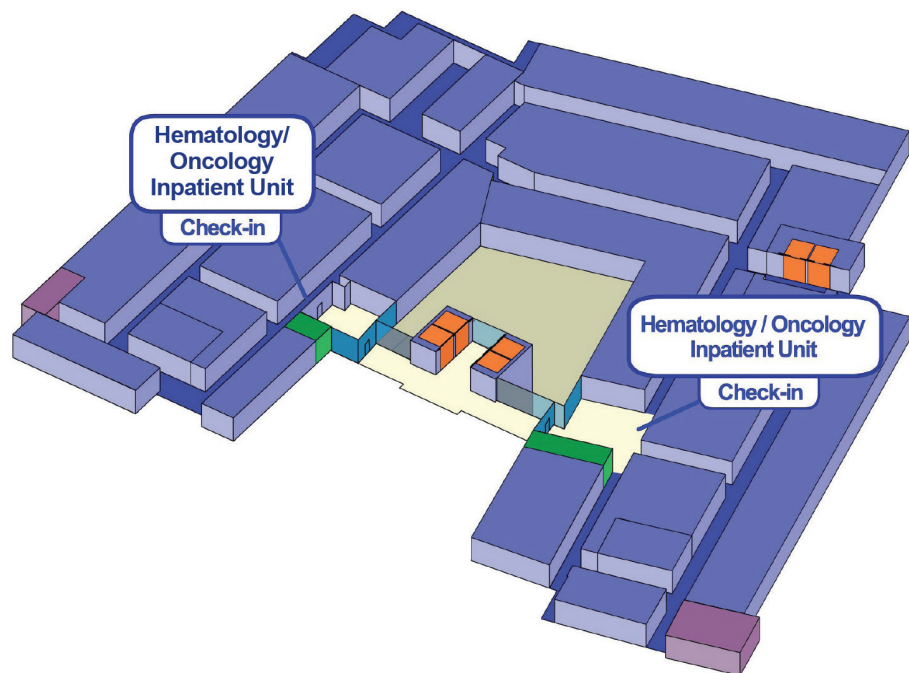
Level 3 of the N.C. Cancer Hospital

- ✕ The Infusion Center, including the Clinical Trials Unit, is on **LEVEL 3** of the N.C. Cancer Hospital.
- ✕ The Blood Donation Center is also on this level.



Level 4 of the N.C. Cancer Hospital

- ✕ The inpatient Hematology/Oncology unit, also called 4 Oncology, is on **LEVEL 4** of the N.C. Cancer Hospital.



MY SUPPORT & CONTACTS

There are many ways to get the support that you and your family need.

In this section, you will find:

- ✕ Where to find support
- ✕ Information about housing support
- ✕ Space to track extra fliers and brochures

HOW DO I CONTACT MY UNC CANCER CARE TEAM?

Important Phone Numbers

If you do not see the number of a department or area that you are looking for, call the main hospital information number. They can direct your call.

N.C. CANCER HOSPITAL
(984) 974-0000 or toll free (866) 869-1856 www.unccancercare.org

UNC HEALTH CARE
(984) 974-1000 www.unchealthcare.org

ADMITTING	(984) 974-0200
BILLING FOR HOSPITAL AND PHYSICIAN ACCOUNTS	(984) 974-2222 or toll free (800) 594-8624
COMPREHENSIVE CANCER SUPPORT PROGRAM	(984) 974-8100
FINANCIAL COUNSELOR	(984) 974-8143
FINANCIAL SERVICES	(984) 974-3425
GUEST SERVICES	(984) 974-0709
HEALTH LINK	(919) 966-7890
HOSPITAL PHARMACY	(984) 974-2374
HOSPITAL POLICE	(984) 974-3686
LOST AND FOUND	(984) 974-1241
MEDICAL INFORMATION MANAGEMENT	(984) 974-3226
PARKING OFFICE	(984) 974-1031
PATIENT AND FAMILY RESOURCE CENTER	(984) 974-8100
PATIENT RELATIONS	(984) 974-5006
UNC CENTER FOR REHABILITATION CARE	(984) 974-9700
VALET PARKING	(984) 974-7596

OTHER IMPORTANT NUMBERS: _____

WHEN TO CALL YOUR TEAM

Your UNC Cancer Care team wants to know when you are not feeling like yourself. Each type of cancer and treatment can cause different side effects that your team needs to know about.

Ask your team the following questions:

✕ For what reasons should I call during my treatment? What number should I use?

✕ What phone number should I use on nights, weekends and holidays? When can I expect a return call?

MONDAY-FRIDAY, 8 AM-5 PM

Call (984) 974-0000
or toll free (866) 869-1856

NIGHTS, WEEKENDS & HOLIDAYS

Call (984) 974-1000 and ask the operator
to page the "Oncology Fellow On Call".

CALL 911 IN AN EMERGENCY, or go to the Emergency Room near your home.

What is My UNC Chart?

Our electronic medical record, EPIC@UNC, makes it easy for you to access your medical information and stay in touch with your UNC Cancer Care Team. My UNC Chart is an online service that helps you stay connected with your care through one secure, easy-to-use online portal. It is available as a [mobile app](#) on iOS and Android devices. To sign up, ask a staff member to help or go to myunchart.org. Once you are signed up, you can:

- ✕ Manage your appointments
- ✕ Pay bills online
- ✕ Get the MyChart MOBILE app
- ✕ Request prescription refills
- ✕ Track your health
- ✕ Connect with your UNC Cancer Care Team

*my*UNC
Chart™

WHERE CAN I GET MY SUPPORT?

Many patients describe diagnosis, treatment, and survivorship as a journey. At times, this journey can be confusing and overwhelming. With UNC Cancer Care, you are not alone.

- ✕ View and download this **Patient Guide** at www.unclineberger.org/patient-guide-latest.pdf.

Your care team may give you other flyers and brochures. Below is a list of some of the many services that offer support.

Support at UNC

- ✕ **BEACON CHILD AND FAMILY PROGRAM** provides care to patients and families who live with fear, physical danger, threats, abuse or other family violence. Call 984-974-0470 for more information.
- ✕ The **CANCER SUPPORT CALENDAR** is a list of local support groups, events, and learning opportunities for cancer patients, caregivers, and family members. The calendar is updated every season. The most recent version of the calendar can be found at www.unclineberger.org/ccsp.
- ✕ The **COMPREHENSIVE CANCER SUPPORT PROGRAM (CCSP)** is a team of experts within UNC Cancer Care who give extra support to cancer patients and families. Call 984-974-8100 or see the included flyer to learn about the many programs offered by CCSP.
- ✕ The **FERTILITY PRESERVATION PROGRAM** offers counseling, support and treatment options for patients whose treatment may affect their ability to have a baby. Call 877-338-4693 or talk to your team.
- ✕ **FINANCIAL ASSISTANCE PROGRAMS** can help patients who do not have insurance, are worried about paying their medical bills, or cannot afford their medicines. Call 984-974-3425 Monday through Thursday 8:00 AM to 4:30 PM and Friday 8:00 AM to 1:00 PM.
- ✕ The **GENETICS COUNSELING PROGRAM** offers consults for those who may be at increased risk of having cancer. A referral and an appointment are needed. Call 919-843-8724 for more information.
- ✕ The **HOSPITAL ETHICS COMMITTEE** offers support for patients or family members who need help making hard decisions about health care. Call 919-843-1470 for a consult.
- ✕ UNC's **TOBACCO TREATMENT PROGRAM** assists patients and family members who are interested in quitting smoking or other tobacco. Visit ttp.unc.edu or call 984-215-2671
- ✕ As part of CCSP, the **MARY ANNE LONG PATIENT AND FAMILY RESOURCE CENTER (PFRC)** is in the lobby on the Ground Level of the N.C. Cancer Hospital. It includes the **MARY ANNE LONG BRIGHTER IMAGE BOUTIQUE**, the **WILLIAM G. CLARK III EDUCATION CENTER**, the **KATHERINE CRAIG WILSON CONFERENCE ROOM** and the **C. ALAN BELL RELAXATION THERAPY ROOM**. Go over the flyer in this section to learn about everything that the PFRC has to offer.

COMPREHENSIVE CANCER SUPPORT PROGRAM

The Comprehensive Cancer Support Program or CCSP, has a wide range of services for cancer patients and their families. The CCSP will work with you and your family to help you find what you need during your cancer journey. The CCSP includes the following support programs.

✕ PATIENT AND FAMILY RESOURCE CENTER

984-974-8100

This is located on the Ground Level of the N.C. Cancer Hospital. It offers education, support and comfort services. You will find a library, computer access, head coverings, recliners for resting, massage chairs and helpful staff. Some services are available only by appointment. Learn more about caregiver programs at caregivers.web.unc.edu.

✕ COUNSELING AND MENTAL HEALTH SERVICES

919-966-3494

This program offers individual, couples, family and/or group therapy. Staff can help you manage depression, anxiety, mental changes and other symptoms caused by cancer and its treatment. The **ADOLESCENT AND YOUNG ADULT (AYA)** program supports the unique needs of patients ages 13-30 with one-to-one support and peer support.

✕ EXERCISE PROGRAMS

919-962-1222

Learn ways to exercise and be physically active, including group classes and individual consultations. **GET REAL & HEEL** is a free exercise and wellness program designed to help cancer patients who have recently completed treatment. To learn more about this program, visit www.getrealandheel.unc.edu.

✕ SURVIVORSHIP PROGRAMS

984-974-0000

The UNC Survivorship program has both clinical services and education for patients living with cancer during and after active treatment. At the end of your treatment, you may have questions about what happens next. Our survivorship program can help you answer these questions.

✕ NUTRITION

984-974-8100

Registered dietitians provide nutrition education, assessment and counseling to patients before, during and after treatment. Our dietitians specialize in nutrition and cancer care. Dietitians help patients and their caregivers develop a plan for good nutrition that can keep patients healthier and better equipped to combat treatment side effects and illness all the way through survivorship.

✕ OUTPATIENT ONCOLOGY PALLIATIVE CARE

BY REFERRAL

Outpatient Oncology Palliative Care helps patients manage the side effects of cancer treatment and cancer-related problems such as pain, nausea and fatigue. If you think palliative care may be helpful, ask your UNC Cancer Care team about a referral.

✕ LYMPHEDEMA CARE

BY REFERRAL

Lymphedema Care manages lymph fluid that can build up during and after cancer treatment. If you think lymphedema care may be helpful, ask your UNC Cancer Care team about a referral.

✕ INTEGRATIVE MEDICINE

919-966-3494

Acupuncture, massage therapy, yoga and scheduled visits with an integrative medicine physician can relieve symptoms or side effects. The Integrative Medicine program works together with your standard cancer care.

For more information: visit www.unclineberger.org/ccsp or call 984-974-8100

THE MARY ANNE LONG BRIGHTER IMAGE BOUTIQUE IN THE PATIENT AND FAMILY RESOURCE CENTER

The Mary Anne Long Brighter Image Boutique is inside the Patient and Family Resource Center located on the Ground Level of the N.C. Cancer Hospital. Staff can help you with many of your concerns about how cancer or cancer treatment has changed how you look and feel.

How can the Staff help me?

THE STAFF CAN:

- ✕ Fit you with a new wig on loan.
- ✕ Teach you how to take care of your wig.
- ✕ Offer head coverings for men and women.
- ✕ Refer you to other resources online and in the area.
- ✕ Offer support and comfort.



We are happy to serve N.C. Cancer Hospital patients receiving chemotherapy or radiation treatments that cause hair loss.

Boutique hours are Monday-Friday 9:00 AM-4:00 PM. Call 984-974-8100 for eligibility.

What other services can help me feel better?

The Patient and Family Resource Center has other ways that can help you feel better about yourself:

- ✕ **MASSAGE** can help you feel more relaxed and less stressed. The C. Alan Bell Relaxation Therapy Room has two massage chairs in a quiet space tucked in the back of the Resource Center. Relax and enjoy the view, listen to music or just close your eyes and rest. Stop by the Resource Center or call 984-974-8100 to reserve an appointment time.

UNC SOCIAL WORK

We understand that a new cancer diagnosis be a confusing and stressful time for patients and their families. Social Workers at the N.C. Cancer Hospital can give you, your family and your caregivers support throughout your cancer journey.

Social Workers can help you:

- ✕ Understand and cope with your diagnosis
- ✕ Think through treatment decisions
- ✕ Find transportation to appointments
- ✕ Cope with a personal or family crisis
- ✕ Address concerns about the cost of your medical care
- ✕ Discuss grief and loss issues
- ✕ Find resources and care in your home town
- ✕ Talk with your UNC Cancer Care Team
- ✕ Reduce your stress
- ✕ Talk with your kids, family or co-workers about your cancer

How do I contact a Social Worker?

For adults: (984) 974-5194

For children: (984) 974-5153

For bone marrow transplant patients

adults: (984) 974-5264

children: (984) 974-9190

* If you are currently a patient in the hospital, your nurse can help you contact your social worker.

Financial Help at UNC:

FINANCIAL ASSISTANCE

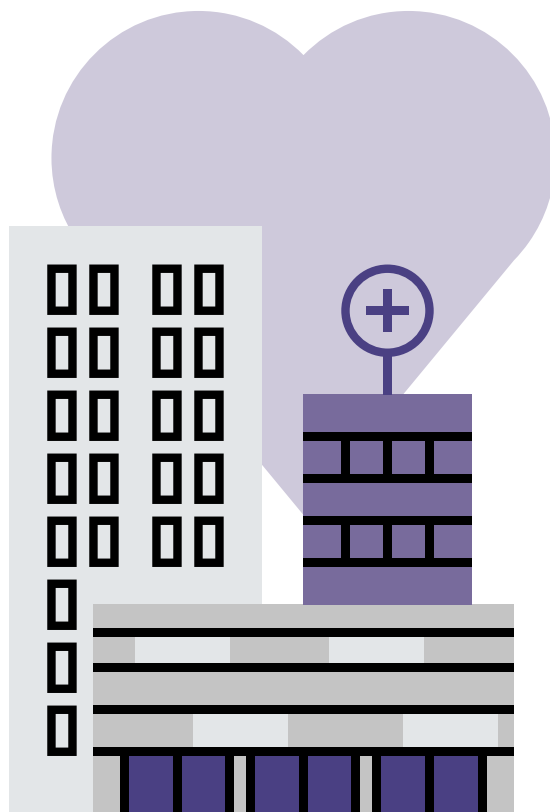
(984) 974-3425 or www.unchealthcare.org/site/healthpatientcare/patient/other/financial.htm

PHARMACY

(984) 974-2374 or visit the pharmacy on the ground floor of the Cancer Hospital

HOSPITAL BILLS

(984) 974-2222 or toll free at 866-595-3175



MY CARE TEAM & QUESTIONS

You will have many different people on your UNC Cancer Care Team. It helps to understand the roles of each team member.

In this section, you will find:

- ✕ Doctors and Nurses
- ✕ Pharmacists
- ✕ Therapists
- ✕ Other Support Staff
- ✕ Questions to Ask

WHO IS MY UNC CANCER CARE TEAM?

The Roles of Each Team Member

UNC Cancer Care uses a team or multidisciplinary approach to cancer care. YOU are the most important member of the team. You have the right to make decisions about your health care. We are here to make sure that you have all the information you need to make these decisions.

Expect your team members to tell you who they are and what they do. Your team will keep in close contact with your regular health care provider. You will still need to call your regular provider for problems not related to your cancer. If you do not have a regular provider, your care team can help you find one. If you change your regular provider, please let us know.

The roles of some of your team members are described over the next few pages. **You may or may not have all of these listed at your UNC Health Care treatment facility.**

Doctors

- ✕ Cancer doctors are called **ONCOLOGISTS**. You may have many oncologists with different specialties on your team. You may have a surgical oncologist, who specializes in removing tumors; a medical oncologist, who specializes in cancer drugs; and a radiation oncologist, who specializes in radiation therapy.
- ✕ The lead doctor is called the **ATTENDING**. She or he is responsible for teaching the interns, residents and fellows. She or he is also responsible for your medical care.
- ✕ **FELLOWS** are doctors who have finished their training as a resident. They are getting more training to become experts in their field.
- ✕ **RESIDENTS** are doctors who have finished medical school. First year Residents are called “Interns”.
- ✕ You may also see doctors who are trained in other body systems, like kidney or brain doctors.
- ✕ The doctors on your team take turns seeing patients on the inpatient units. If you have to stay on an inpatient unit for a long time, you will have a new team of doctors every few weeks. Your clinic doctor may not be your inpatient doctor, but he or she will be in close contact with the inpatient team.

Other Independent Providers

Some patients will also have other independent providers on their team.

- ✕ **PHYSICIAN ASSISTANTS (PAs)** and **NURSE PRACTITIONERS (NPs)** are certified providers who work with doctors.
- ✕ They are trained to diagnose illnesses, prescribe medicines, order tests and manage any problems that you may have.

Nursing Care Team

Registered Nurses (RNs) are responsible for your care and comfort at your visit, whether for an outpatient appointment or an inpatient stay.

- ✕ **OUTPATIENT NURSES** are RNs who work in the clinic. They may give medicine, answer your questions, talk to you about your plan of care and help you take care of any wounds, central lines or drains. Outpatient nurses in the infusion areas can also give chemotherapy and blood products, monitor vital signs and support your needs. Outpatient nurses wear light blue uniforms.
- ✕ **INPATIENT NURSES** are RNs who work in the hospital. They usually work 12-hour shifts. They try to take care of the same patients for each of their shifts. Inpatient nurses can give chemotherapy and blood products, give medicines, monitor vital signs, change dressings and support your needs. Each inpatient nurse takes care of 2-5 patients on their shift. Inpatient nurses wear light blue uniforms.
- ✕ **NURSE NAVIGATORS** are RNs with many years of training and experience in cancer care. They can help you understand your medicines and treatment plan, keep track of your appointments and solve any problems that may come up during your cancer care. Nurse Navigators do not usually wear uniforms.
- ✕ **CERTIFIED NURSING ASSISTANTS (CNAs)** are staff members who are trained to take blood pressures and vital signs, check blood sugar levels and support your needs. For overnight hospital stays, CNAs also help patients stay safe, bathe or get dressed. CNAs work with the RN and Provider and wear maroon uniforms.
- ✕ **CERTIFIED MEDICAL ASSISTANTS (CMAs)** are staff members who are trained to draw blood, take blood pressures and vital signs, review your medicines and check on health issues like pain. CMAs work with the RN and Provider in the clinic and wear olive green uniforms.

Case Managers and Social Workers

- ✕ **CASE MANAGERS** and **SOCIAL WORKERS** can find programs to help you pay for your care and find support groups near your home. They can help you get to and from your visits and plan for the future with Advanced Directives. Case Managers and Social Workers can also help you cope with personal or family problems.

Chaplains

- ✕ **CHAPLAINS** provide emotional and spiritual support to patients and their families. They offer support to people of all faith traditions and are available to explore spiritual questions and concerns that may arise during an illness.
- ✕ All patients have a chaplain on their team. If you would like to speak with the chaplain, let a member of your team know.

Dietitians

- ✕ A **DIETITIAN** is a nutrition expert. They can work with you to pick the right foods to improve your health.

Interpreters

- ✕ UNC Health Care has a large interpreter services program to make sure that all patients and families can talk with their health care team. Interpreter services are free.
- ✕ You can also ask your nurse for a TTY telephone (phone for hard-of-hearing patients or visitors) if needed.

Pharmacists

- ✕ **PHARMACISTS** are the medicine experts on your team. Your pharmacist makes sure that your medicines are being used in the safest and best way. They work in both the clinics and the inpatient units. Pharmacists can answer questions and help you manage your medicines.

Students

- ✕ UNC Health Care supports the education of future professionals. It is possible that students from many health-related fields will be active in your care.
- ✕ Students work closely with our staff and are held to the same standards regarding patient confidentiality and practice as staff.
- ✕ Students are carefully supervised by other team members when they are providing care.

Support Staff

Behind the scenes of each clinic and inpatient unit are the administrative staff.

- ✕ **NURSE MANAGERS** are responsible for the overall leadership and operations of the clinic and unit. They also supervise staff. Nurse managers can be a resource for patients, families and the health care team.
- ✕ **PATIENT CARE COORDINATORS** are responsible for organizing your first visit with UNC Cancer Care. Your Coordinator will get everything that your UNC Cancer Care team needs organized and ready for your first visit, including lab tests and x-rays from your other providers.
- ✕ **SCHEDULERS** are responsible for making your return appointments. Clinic patients will see a scheduler after each clinic visit. Schedulers will work with you to plan your next visit.
- ✕ **HEALTH UNIT COORDINATORS (HUCs)** provide support for each inpatient unit. They also communicate patient and family requests to other team members. They are often the ones who answer the call bell. They help with patient admissions, transfers and discharges. HUCs can also answer your questions about hospital services.
- ✕ **REGISTRATION CENTER STAFF** will help you register for your visit, including filing your insurance. They will also give you the paperwork needed for your visit and your identification (ID) bracelet or card. They will guide you to your first appointment or the inpatient unit.

Therapists

Therapists often become team members when they are needed. There are many different kinds of therapists.

- ✕ **OCCUPATIONAL THERAPISTS** work with you to improve your ability to do everyday things, like brushing your teeth or remembering things. They can help you regain skills that you lost due to your illness.
- ✕ **PHYSICAL THERAPISTS** can help you prevent injuries or regain strength that you lost during your illness or treatment. They can help you with walking, going up or down stairs and getting in or out of bed.
- ✕ **SPEECH THERAPISTS** work with people who have trouble speaking, chewing or swallowing.
- ✕ **RADIATION THERAPISTS** give radiation based on prescribed doses from the doctor. They make sure that you and the radiation machines are set up in the right way. They will also stay nearby during your treatment.
- ✕ **RECREATIONAL THERAPISTS** teach skills to improve the health and well-being of patients. The pediatric oncology clinics and the inpatient oncology units at UNC have full-time recreational therapists on staff.
- ✕ **RESPIRATORY THERAPISTS** help treat patients with breathing problems. They give oxygen and other breathing treatments. Respiratory therapists also teach patients about their equipment and how to manage their breathing problems.

Volunteers

- ✕ You and your family members may meet a **VOLUNTEER** in the waiting room or on your inpatient unit. Many volunteers have been UNC Health Care patients in the past.
- ✕ Volunteers serve many roles. They bring coffee and newspapers to waiting areas, serve on the Patient and Family Advisory Council and work as Patient Guides. Volunteers also help in Flower and Mail Delivery, at the Information Desk or in the Gift Shop.
- ✕ Volunteer opportunities are available for adults, college students and high school students (ages 14-18). If you are interested in volunteering, please let a member of your care team know.



JOIN THE PATIENT AND FAMILY ADVISORY COUNCIL AT UNC HEALTH CARE



Since 2009, the voices of our patients and caregivers play a leading role in enhancing patient and family-centered care. You, too, can have an impact by becoming a member of the Patient and Family Advisory Council. Our goal is to reflect our patient population, who enrich the work that we do.

We invite you to:

- ✕ **Actively partner** with our health care teams
- ✕ **Develop new programs** benefiting our patients, staff and caregivers
- ✕ **Teach, advocate and participate** in our committees and share your perspective

YOU CAN PARTICIPATE IN PERSON OR ONLINE

Interested? Please contact Loretta Muss at 983-974-8107 or loretta_muss@med.unc.edu

Or stop by the Patient and Family Resource Center, Ground Floor, Cancer Hospital

WHAT ARE MY QUESTIONS?

A new diagnosis of cancer can be overwhelming and confusing. It is natural to have questions and to feel uncertain. Our team of medical experts is here to assist and support you. Your care team includes your doctor, other providers, nurse navigator, pharmacist and support staff. The questions listed below are common to many newly diagnosed with cancer and provide a place to begin the conversation. There may be others unique to you. Please use the space below to record key points as well as to write down other questions you have.

Questions to Ask Your Team About Diagnosis

- ✕ What type of cancer do I have?
- ✕ Will I need more tests before treatment begins? Which ones?
- ✕ Where exactly is it located? Has it spread to other areas of my body?
- ✕ Where can I find more information about my cancer?
- ✕ Can you explain my pathology report and lab test results to me?
- ✕ Are other members of my family at risk?

NOTES: _____

Questions to Ask Your Team About Support

- ✕ What support services are available for my family and me?
- ✕ What can I do to stay as healthy as possible before, during and after treatment?
- ✕ How can I get help with my physical, emotional and spiritual needs?
- ✕ How can I get help with financial and legal issues (for example, paying for services or preparing a will or an advance directive)?

NOTES: _____

Questions to Ask Your Team About Treatment

- ✕ What are my treatment options?
- ✕ Which treatments or combination of treatments do you recommend? Why?
- ✕ What is a clinical trial? Would a clinical trial be right for me?
- ✕ Where will I go for treatment? An outpatient clinic or overnight stay at the hospital?
- ✕ How is the treatment given?
- ✕ Will these treatments interact with medicines that I'm already taking?
- ✕ How will the treatment affect my daily life?
Can I still work? Can I still exercise? Can I still drive?
- ✕ Are there any side effects that I should call you about right away?
- ✕ How can I prevent or treat side effects?
- ✕ If I have pain, how will it be controlled?
- ✕ Will this treatment affect my ability to have children?

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Questions to Ask Your Team About Care after Treatment

- ✖ What kind of care should I expect after my treatment?
- ✖ What long-term health issues can I expect as a result of my cancer and its treatment?
- ✖ What tests do I need after treatment is over? How often will I have these tests?
- ✖ Which doctor(s) should I see for my follow-up care? How often?

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WHAT IS MY CARE PLAN?

Your care plan includes your diagnosis, written treatment plan, side effect management and home care. At the end of your treatment, you will receive a written treatment summary and care plan called a Survivorship Care Plan. Your team will work with you to help you understand your care plan.

During your time with UNC Cancer Care, your team will teach you about your care plan. They may give you booklets, fliers and other materials.

- ✕ Use this section to keep those materials in one place.
- ✕ Write down the names of each new material that they review with you in the section below. Writing down the names of the materials will help both you and your team keep track of what you have talked about in the past and what needs to be talked about in the future.
- ✕ If you ever have a question about your care plan, ask a member of your team.

About My Diagnosis:

1. _____
2. _____
3. _____
4. _____
5. _____

About My Treatment:

1. _____
2. _____
3. _____
4. _____
5. _____

About Side Effect Management:

1. _____
2. _____
3. _____
4. _____
5. _____

About My Tests and Procedures:

1. _____
2. _____
3. _____
4. _____
5. _____

About Home Care:

1. _____
2. _____
3. _____
4. _____
5. _____

Other Materials:

1. _____
2. _____
3. _____

WHAT IS MY SCHEDULE?

Your time with UNC Cancer Care may include many visits. You may have visits with your UNC Cancer Care team; chemotherapy, radiation or surgery visits; or visits for labs or scans, such as X-rays or MRIs.

It can be hard to keep track of all of your visits with us. Use the following pages to keep a calendar of important dates in your care plan. You can write down the dates of your visits, when to watch for certain side effects and even how you are feeling each day.

Here are some items that you may want to write down on your calendar. Your UNC Cancer Care Team can help you write down important dates if you need help.

Calendar Items

- ✕ Clinic visits
- ✕ Scans, such as MRI or CT
- ✕ Lab appointments
- ✕ When to take your medicines
- ✕ Your chemotherapy schedule
- ✕ Your surgery schedule
- ✕ Your radiation treatment schedule
- ✕ Side effects to watch for on certain days
- ✕ Support groups or programs you want to attend
- ✕ Transition Clinic Visits

NOTES:

Month:

Year:

[illegible]

NOTES: _____

Month:

Year:

[illegible]

NOTES:

Month:

Year:

[illegible]

NOTES: _____

Month:

Year:

[illegible]

NOTES:

Month:

Year:

[illegible]

NOTES: _____

WHAT ARE MY TEST RESULTS?

You may have many tests during your time with UNC Cancer Care. Some patients like to keep important results to have at home.

Our electronic medical record, EPIC@UNC, makes it easy for you to access your medical information and view test results. Sign up at myunchart.org or ask a staff member to help. You can also get a copy of your results by contacting UNC Health Information Management. Visit their website for details: www.unchealthcare.org/site/healthpatientcare/medinfomgmt.

You may want to keep the results of tests like the ones below in this section.

Possible Tests and Procedures

- ✗ Blood tests
 - ✗ MRI
 - ✗ CT
 - ✗ X-ray
 - ✗ PET scan
 - ✗ Pathology report from surgery
 - ✗ Mammogram report
 - ✗ Biopsy results
 - ✗ MUGA or ECHO
 - ✗ Pulmonary Function Tests
 - ✗ Ultrasound
 - ✗ Lumbar puncture results

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