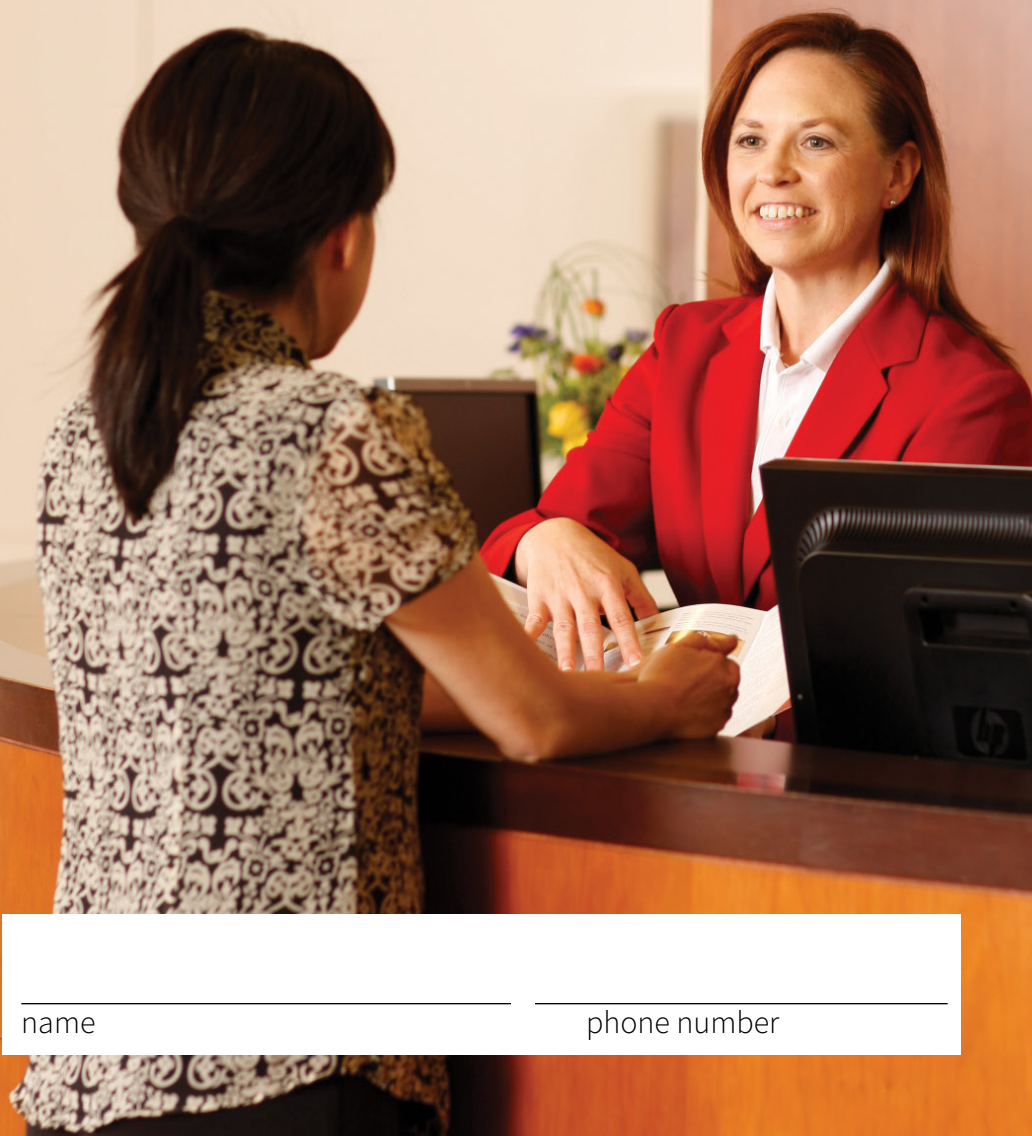


WELCOME

CANCER SERVICES

# Patient & Family Resource Guide



name

phone number



**Stanford**  
HEALTH CARE  
STANFORD MEDICINE

# First Appointment Checklist

Complete this checklist

## 1. Fill out your paperwork

- Go through papers in this pocket
- On the next page, fill out the patient intake questionnaire
- Allergy and medication form

## 2. Bring what you need with you

- Insurance card(s) including Medicare, Medi-Cal, Covered California, etc.
- Insurance copay
- Valid photo identification
- Bring this guide to help you organize information

## 3. Prepare for your conversation with your doctor

- Call us if you would like free interpretation in your preferred language for your first visit or any future appointments.
- Read this guide for information about who you'll meet at Stanford during your visit, our approach to treatment and what to expect, the services available to you and your family, and more.
- Write down and bring your list of questions to remember to ask your doctor during your visit.

## 4. Arrange for a friend or family member to join you

## 5. Make a plan to get here on time for your appointment:

Date & Time	Location
-------------	----------

- Plan for travel, parking, and walking to your appointment
- Make time to sign up for MyHealth
- Visit the Health Library

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Click on the section or section number to take you to the above locations in this resource guide.



# 1 Your First Appointment

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# Thank you for choosing Stanford Health Care.

We hope this guide helps you prepare for your first appointment with Stanford's cancer services.

Much of this information is for patients and families living with cancer, but many services here are available to any Stanford Health Care patient or family member.

**Call us** or ask your care team if you have questions about the information, resources, or services you read about in this guide.

We are here to help you in any way we can and to partner with you before, during, and after your treatment.

- Ask us if you have any questions.
- Educate yourself so you fully understand your diagnosis and treatment.
- Participate in all decisions about your treatment plan.



Stanford Cancer Centers:

Palo Alto 650-498-6000

South Bay 408-426-4900

Women's Cancer Center 650-498-6004

# Patient Intake Questionnaire

Please bring this to your appointment.



**Stanford**  
**HEALTH CARE**  
STANFORD MEDICINE

## Patient

YOUR NAME

TODAY'S DATE

PATIENT MEDICAL RECORD NUMBER

DATE OF BIRTH

NAME OF YOUR FAMILY MEMBER OR CAREGIVER

PHONE NUMBER

## Family Physician

NAME

SPECIALTY

ADDRESS

CITY

STATE

ZIP

TELEPHONE

FAX

## Referring Physician

NAME

SPECIALTY

ADDRESS

CITY

STATE

ZIP

TELEPHONE

FAX

Specialty physician (e.g., surgeon, oncologist, other)

---

NAME		SPECIALTY	
ADDRESS		CITY	
STATE	ZIP	TELEPHONE	FAX

---

Pharmacy

---

NAME		SPECIALTY	
ADDRESS		CITY	
STATE	ZIP	TELEPHONE	FAX

---

If you would like us to send information about your Stanford visits to your other doctors, please list their names below. You can have your records sent to doctors outside of Stanford at any time by asking the front desk.

---

---



Ask for business cards from your care team



# Allergy and Medication Form

Please bring this to your appointment.



**Stanford**  
**HEALTH CARE**  
STANFORD MEDICINE

\_\_\_\_\_  
PATIENT'S NAME

\_\_\_\_\_  
PATIENT'S DATE OF BIRTH

\_\_\_\_\_  
PATIENT MEDICAL RECORD NUMBER

\_\_\_\_\_  
TODAY'S DATE

---

## Allergies and sensitivities

Are you allergic to or have you had a bad reaction to any medication or other element?

\_\_\_\_\_  
YES

\_\_\_\_\_  
NO

If YES, please complete the section below.

Allergic to

Type of reaction

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

# Medications

Medication name	Instructions	Frequency
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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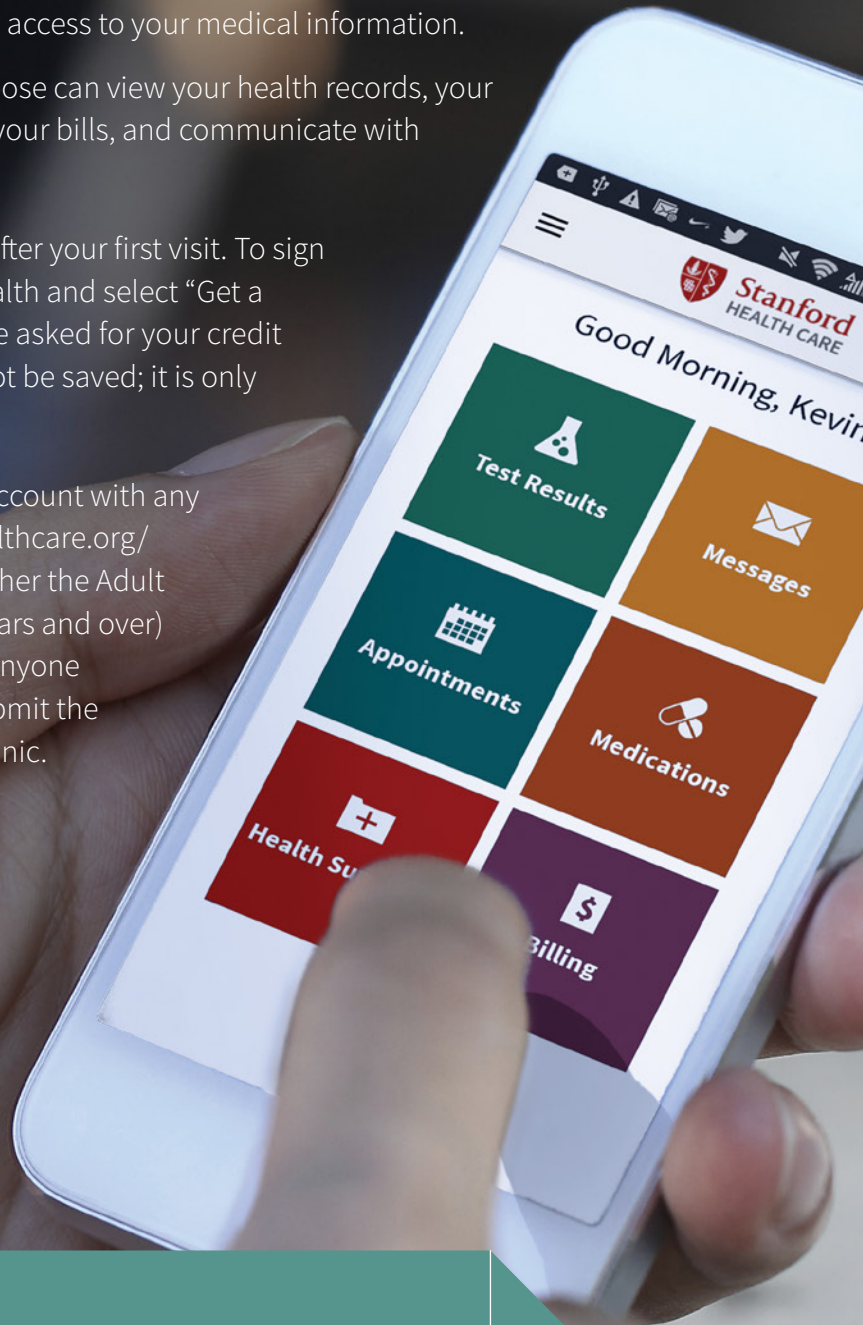
# MyHealth

MyHealth is an online tool that gives you easy access to your medical information.

You and any friend or family member you choose can view your health records, your past and future appointments, view and pay your bills, and communicate with your care team.

Make time to sign up for MyHealth before or after your first visit. To sign up online, visit [stanfordhealthcare.org/myhealth](https://stanfordhealthcare.org/myhealth) and select “Get a MyHealth Account” to get started. You may be asked for your credit card information, but your information will not be saved; it is only used to verify your identity.

You can also share access to your MyHealth account with any family member or caregiver. Visit [stanfordhealthcare.org/shareaccess](https://stanfordhealthcare.org/shareaccess), and download and complete either the Adult Share Access Request Form (for anyone 18 years and over) or the Child Share Access Request Form (for anyone younger than 18 years old). You’ll need to submit the form in person at any Stanford Health Care clinic.



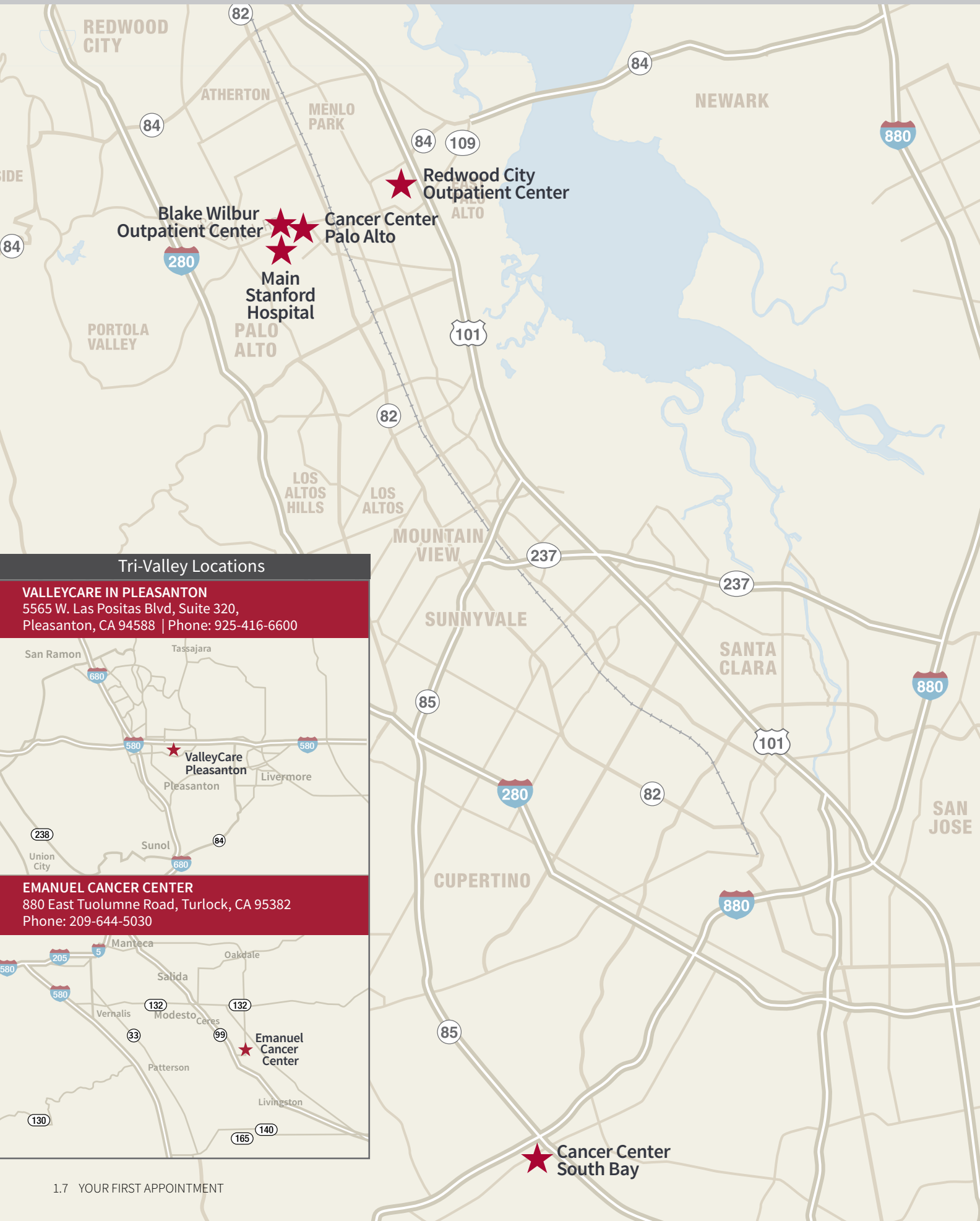
MyHealth  
Call us: 866-367-0758



Find us Online  
<https://myhealth.stanfordhealthcare.org>



# Stanford Comprehensive Cancer Center Locations

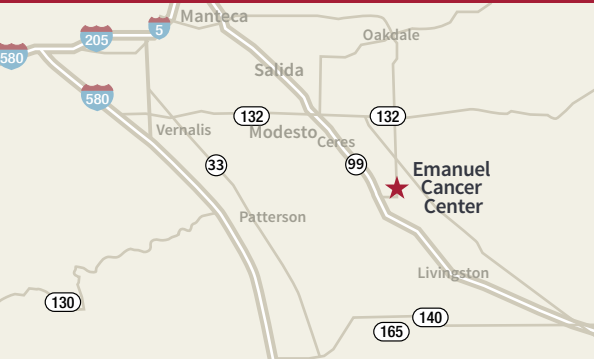


## Tri-Valley Locations

**VALLEYCARE IN PLEASANTON**  
 5565 W. Las Positas Blvd, Suite 320,  
 Pleasanton, CA 94588 | Phone: 925-416-6600



**EMANUEL CANCER CENTER**  
 880 East Tuolumne Road, Turlock, CA 95382  
 Phone: 209-644-5030



**Cancer Center South Bay**



**CANCER CENTER PALO ALTO**

875 Blake Wilbur Drive  
Palo Alto, CA 94305  
Open 8:00 AM to 5:00 PM



**CANCER CENTER SOUTH BAY**

2589 Samaritan Drive  
San Jose, CA 95124  
Open 7:00 AM to 7:00 PM



**BLAKE WILBUR  
OUTPATIENT CENTER**

900 Blake Wilbur Drive  
Palo Alto, CA 94305  
Open 8:00 AM to 5:00 PM



**OUTPATIENT CENTER  
REDWOOD CITY**

450 Broadway Street  
Redwood City, CA 94063  
Open 8:00 AM to 9:00 PM



# Parking and driving

## **At the Cancer Center, Palo Alto**

- Parking is free for the first hour, \$2 for the second hour, and graduates in hourly increments to a daily maximum of \$12 in the Pasteur Visitor Garage, located on Pasteur Drive. The Pasteur Visitor Garage provides free shuttle service to the Cancer Center.
- You can purchase discounted parking passes (7 days of parking for \$35) in the Stanford Hospital Gift Shop.
- Valet parking is directly in front of the Cancer Center. It's free for the first hour, \$12 for 1-8 hours, and \$15 thereafter. Cash and credit cards are accepted.

## **At the Cancer Center, South Bay**

- Parking is available in the parking garage next to the Cancer Center on Samaritan Drive.
- Level 1 and level 2 parking spots are reserved for patients.

## **At the Outpatient Center, Redwood City**

- Self-parking and valet parking are available.

# Public transportation

## **Medical center bus and Marguerite**

The Medical Center bus and the Marguerite Shuttle are Stanford's free transportation service with stops throughout the Palo Alto campus, including the hospital and clinics. Routes are also available to the Veterans Administration buildings. The buses operate Monday through Friday all year, except holidays.

<https://transportation.stanford.edu/marguerite/mc>

## **Caltrain**

Caltrain provides rail service between San Francisco and San Jose. Stanford's free Marguerite shuttle connects with Caltrain at the downtown Palo Alto station.

[www.caltrain.com/schedules.html](http://www.caltrain.com/schedules.html)

## **Santa Clara Valley Transportation**

### **Authority (VTA)**

Provides light rail and bus service throughout San Jose and Santa Clara County, with 4 local routes (27, 49, 61, & 62) serving the Cancer Center South Bay. Routes operate 7 days a week year-round.

[www.vta.org](http://www.vta.org)

## **Sam Trans**

San Mateo County's public bus service provides public transportation from San Francisco to Palo Alto.

[www.samtrans.com](http://www.samtrans.com)

## **BART**

The Bay Area Rapid Transit service provides public transportation from the East Bay throughout the Bay Area.

[www.bart.gov/](http://www.bart.gov/)



# Make a plan to get here

Traffic congestion, parking, and construction projects commonly add significant, unexpected delays to your visits on the Stanford Health Care campus. This tool will help you ensure you check in with plenty of time to complete necessary paperwork or lab work.

If you discover you have minutes to spare after your arrival, we have welcoming cafes and health libraries where our staff is pleased to help you learn more about your condition and the treatment options your care team recommends.

## Getting to the Cancer Center Palo Alto

\_\_\_\_\_ **Your appointment time**

- 30 minutes for new patient paperwork or pre-appointment lab work

- 30 minutes to walk or take our free shuttle to your destination

- 30 minutes to move through our busy Pasteur Visitors Parking Garage to your parking space

\_\_\_\_\_ minutes to travel to our location from your home

\_\_\_\_\_ **Your departure time from home**

## Getting to the Cancer Center South Bay

\_\_\_\_\_ **Your appointment time**

- 30 minutes for new patient paperwork or pre-appointment lab work

- 15 minutes to park in our busy garage and walk to your destination

\_\_\_\_\_ minutes to travel to our location from your home

\_\_\_\_\_ **Your departure time from home**

## Getting to the Redwood City Outpatient Center

\_\_\_\_\_ **Your appointment time**

- 30 minutes for new patient paperwork or pre-appointment lab work

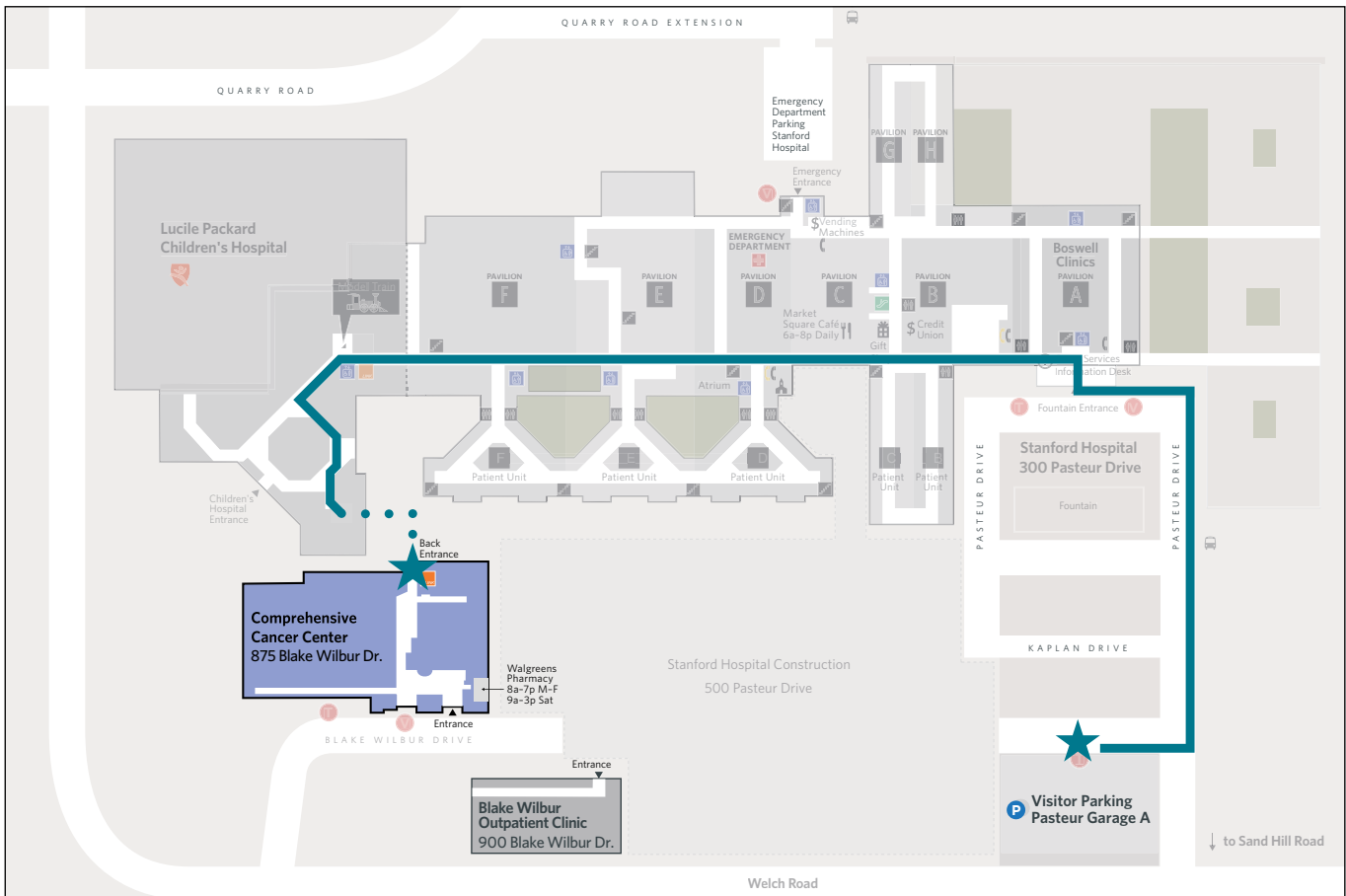
- 15 minutes to park in our busy garage and walk to your destination

\_\_\_\_\_ minutes to travel to our location from your home

\_\_\_\_\_ **Your departure time from home**

If you have an appointment at 8:00 AM, please arrive at 7:30 AM when the clinic opens.

# Cancer Center Palo Alto walking directions



## 875 Blake Wilbur Dr.

- CyberKnife (Ground Floor)
- Café (1st Floor)
- Diagnostic Imaging Center (1st Floor)
- Health Library (1st Floor)
- Lab Tests (1st Floor)
- Infusion Area (2nd Floor)
- Cancer Genetics Program (3rd Floor)
- Gastrointestinal Cancer Care Program (Clinic B)
- Reconstructive Cancer Care Program (Clinic B)
- Thoracic Cancer Care Program (Clinic C)
- Cutaneous Lymphoma (Clinic C)
- Psych-Oncology (Clinic C)
- Nutrition Clinic (Clinic C)
- Lymphoma Cancer Care Program (Clinic C)
- Neuroendocrine Cancer Care Program (Clinic D)
- Sarcoma Cancer Care Program (Clinic D)
- Radiation Therapy (Clinic D)
- Phase 1 Clinical Trials Cancer Care Program (Clinic E)
- Urologic Cancer Care Program (Clinic E)
- Blood and Marrow Transplant Cancer Care Program (Clinic F)
- Hematology Cancer Care Program (Clinic F)
- Survivorship Program (Clinic F)
- Palliative Medicine (Clinic F)

## 900 Blake Wilbur Dr.

- Breast Cancer Care Program (1st Floor)
- Breast Reconstructive Cancer Care Program (1st Floor)
- Lab Tests (1st Floor)
- Diagnostic Imaging Clinic (1st Floor)
- Women's Cancer Center (1st Floor)
- Cancer Care Program (3rd Floor)
- Cutaneous Cancer Care Program (3rd Floor)
- Genetics and Genomics Cancer Care Program (3rd Floor)
- Head and Neck Cancer Program (3rd Floor)

## Free Tram Service

Trams arrive approximately every 5 to 7 minutes.  
Catch the Tram near the Pasteur Garage entrance.

## Tram Hours

Monday–Friday: 6:00am–8:45pm  
Weekend: 9:00am–5:30pm




# 2 What to Expect

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Each person's cancer experience is different. This overview includes an introduction to Stanford Health Care, the diagnosis and treatment process, and supportive services available to you and your family.

Getting Started	2.2
Diagnosis	2.5
Treatment	2.7
After Treatment	2.11





“I wanted to get the best feel for things that I could without having experienced it. Knowing what to expect makes such a difference.”

–Norma



## Getting started

Cancer care starts with your first visit and orientation to Stanford Health Care. This guide is here to give you and your family the information you need to get started. We hope you and your family use the services we provide before, during, and after your treatment.

## Diagnosis

Each person's cancer experience is different. Your care at Stanford begins with getting the right diagnosis, one of the most important steps of ensuring that you receive the best care. Stanford offers advanced methods of diagnosis to precisely determine the type and the stage of a cancer. If your diagnosis has already been made by another doctor, we will review your doctor's diagnosis. The diagnosis phase of your care is critical for planning effective treatment.

## Treatment

Once your diagnosis is confirmed or determined, your care team will work with you to create your treatment plan. We have many approaches to treatment, and your plan will be personalized to your cancer site, size, and stage. Each cancer is unique. Our doctors, nurses, technicians, and staff are here to support you throughout your journey with treatment plans tailored to fit your individual needs.

## After treatment

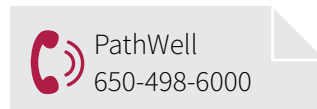
Our cancer care experts understand that transitioning to life after treatment can be difficult. We're here to help you cope and to plan your care as you move forward.



## Getting started

We know it's not easy to manage cancer treatment along with your job, relationships, and other life priorities. We're here to help you take on the challenges of cancer in a more manageable way. This guide is an overview of what to expect to help you and your family get started. As you and your family prepare for your first visit, we encourage you to get to know the services available to you at Stanford that can support you before, during, and after your treatment.

One of the easiest places to start is with a phone call to PathWell, where a team member will speak with you one-on-one about any concerns you have and guide you to services that give you the support you need. We encourage patients living with cancer to access PathWell early and often. Call us so we can help you identify the services that are right for you.



Many of our patients and families tell us how overwhelming it is to find trustworthy information about cancer. With so much information available on the internet, it's not easy to know what information is right for you and your family. We're here to help you get to the best information available. Make a visit to the Stanford Health Library, where our health librarians who specialize in finding quality health information can help you find answers to your questions.







More information about the Stanford Health Library can be found by referring to the link below:



<https://stanfordhealthcare.org/for-patients-visitors/health-library.html>





## Diagnosis

Understanding your diagnosis, treatment options, and what to expect before treatment begins can sometimes be confusing and overwhelming. It is important to have an accurate diagnosis before forming a treatment plan, so you may undergo tests to determine what type of cancer you have and how developed it is.

If your diagnosis has already been confirmed at a facility or doctor outside of Stanford, we will have your results sent to our pathologists who specialize in cancer diagnoses. They will review test results and confirm or correct your outside diagnosis.

The diagnostic phase of cancer care is tailored to each individual patient based on your medical condition. Not all tests are required of every patient. Your doctor will work with you to determine which tests you need to complete your diagnosis.

“Waiting for my labs to come back was a scary time for me, until I learned that while I was waiting, my doctor was working with other experts to look at my lab results and get a correct diagnosis for me.”

–Cheryl

## Imaging (radiology)

You may be scheduled for tests with scanning machines that produce images of your tumor. Imaging may include a CT (computed tomography) or bone scan, an MRI (magnetic resonance image), an x-ray or an ultrasound. A radiologist will interpret these images to understand the precise location and size of a tumor.

## Biopsies (pathology)

A biopsy is a minor procedure during which a small sample of cells is taken from your body. This sample is examined under a microscope by a pathologist, who specializes in determining whether cells are normal or cancerous.

## Genetic tests

For certain types of cancer and for certain patients, a cancer genetics counselor will help coordinate genetic testing if your cancer is related to hereditary factors.

## Lab tests (blood draws)

You may have your blood drawn so we can determine information about your disease from assessing our bloodwork.

Getting back results from these tests can take time because your oncology team is working hard to determine an accurate diagnosis for you. Many health care professionals contribute to the process with expert analysis behind the scenes, so it may take several days or weeks to accurately diagnose cancer. This is an important step in your care and does not impact the outcome or spread of your disease.

After your tests are complete and the results are received, your cancer doctor (oncologist) will work with the radiologist and pathologist to understand your reports and determine a diagnosis. If your cancer can be staged, this team will also determine the stage of your cancer. “Staging” describes the extent or severity of a cancer.

Using their expert knowledge of the disease process, your team will discuss this information with you and then prepare an appropriate treatment plan tailored to you.



# Treatment

Your treatment plan may involve one or many types of treatment. After diagnosis, we present your options and develop a treatment plan with you designed for your particular circumstances and needs. Our goal is maximizing treatment success while minimizing the impact that diagnosis and treatment can have on your life.

The 3 main types of treatment are surgery, systemic therapy, and radiation therapy. In some cases, your doctors will prescribe a treatment plan combining these types of treatment, or they may recommend a plan with these treatment types given in various orders to best treat your specific condition. You may also choose alternative therapies, depending on your diagnosis.

Every cancer is different, even in the early stages. The best treatment for one person might not be the best treatment for you. Your doctor will help you make an informed decision about which options may be right for you.

## Surgery

Surgery can be used in cancer care to diagnose, stage, and treat cancer. Surgery for cancer is different for every patient. If your cancer can be treated with surgery, your surgical oncologist will work with you to determine the least invasive but most effective surgical treatment for your type of cancer.

To diagnose cancer, your doctor may recommend that you have surgery to obtain tissue samples from your cancer and determine a more precise diagnosis.

If surgery is a treatment option for you, you will meet with a surgical oncologist who will form a treatment plan with you. For some people, surgery is a major medical procedure with life-changing side effects. For others, surgery is quick and has few side effects. If you are a candidate for reconstruction surgery, your surgical oncologist will discuss additional surgical options with you, such as having reconstructive surgery at the time of cancer surgery.

To provide the best possible outcome for your treatment, surgery may be combined with other types of treatment like radiation therapy or chemotherapy. “Neoadjuvant” therapy is a term you may hear to describe a second type of therapy used prior to surgery; often, radiation therapy is used to shrink the size of a tumor so that your surgical oncologist can operate on it and remove it more easily. “Adjuvant” therapy describes a treatment used after surgery, for example, when chemotherapy follows surgery to ensure that all cancer cells are eliminated from the body.

Does your treatment involve Chemotherapy? Visit our class to learn what to expect during treatment, “Managing and Understanding Your Cancer Treatment,” by calling:

**South Bay** 408-426-4900

**Palo Alto** 650-725-9456

**Redwood City** 650-724-6140

## Systemic therapy

Systemic therapy is treatment that works across the body system to fight cancer. Chemotherapy, biotherapy, immunotherapy, targeted therapy, and hormonal therapy are all considered types of systemic therapy.

These anticancer therapies use drugs designed to slow down or destroy the growth of cancer cells. Some are given as an infusion intravenously, that is, directly into the blood vessels. Others are given as a pill or an injection.

Side effects from systemic therapies vary depending on the type of medication you receive. Fatigue is the most common side effect. Chemotherapy may affect parts of your body like your hair and nails because it slows their usual speed of growth while it also slows the growth of cancerous cells. Ask your care team about symptoms and side effects that may affect your everyday life. Many symptoms can be managed and even prevented through planning with your care team.

If your treatment plan involves systemic therapy, you will have routine visits for lab work, to see your doctor, and to receive your treatment. These visits may be scheduled for 1 or 2 days per week. Your medication is given to you during your visit to one of Stanford’s infusion treatment centers by a nurse who specializes in cancer care.



## Radiation therapy

Radiation therapy is treatment that uses high-energy x-rays to kill cancer cells. For cancer treatment, radiation is used in a safe and targeted way. The type of radiation that is best for you will depend on your cancer.

There are two main types of radiation therapy: external and internal.

- External radiation therapy uses a machine called a linear accelerator (LINAC) with various brand names like TrueBeam or CyberKnife. These move around your body, but never touch you. You won't feel anything.

A special form of external beam radiation therapy uses very focused, intense radiation doses given through one or a few treatments for small tumors. This is called stereotactic radiosurgery (SRS) or stereotactic ablative radiotherapy (SABR). Because we have a broad range of technologies, each with its own special features, we can choose the best one for your particular case.

- Internal radiation, called brachytherapy, is a type of therapy in which radioactive material is placed for a few minutes inside your body near the tumor.
- Sometimes, we also deliver radiation during your surgery. This is called intraoperative radiation therapy, or I-O-R-T.

Radiation is painless while receiving it, so you won't feel anything during your sessions. Radiation does not make you radioactive, and you are safe to be around other people, including children.

Typically, you will be treated once a day, Monday through Friday, over the course of several weeks. The exact number of treatments will depend on your type of cancer. Most treatment sessions take 15 to 30 minutes but may take up to 1 hour. Treatment sessions can be done any time of the day between 7:30 a.m. to 5 p.m., and you can receive your radiation treatment at Stanford's Cancer Center in Palo Alto or in the South Bay.



Radiation therapy may cause short term side effects during treatment or long term side effects after treatment ends. At least once a week, your radiation oncology team will meet with you to discuss your progress and any side effects you may have. The side effects of radiation depend on the type of radiation being used, the dose of radiation, the area of the body that's being targeted, and the state of your health.

Every person reacts to treatment differently, but no matter what your experience is, your team is here to help ease the side effects of your treatment.

Does your treatment involve radiation therapy? Come to our class, "Radiation Therapy Experience".

**South Bay** 408-426-4900

## Clinical trials

Stanford conducts research studies—called clinical trials—to evaluate new approaches to cancer treatment. Today's standard of care (that is, our current approach to treatment) is the result of past clinical trials in which an innovative approach to treatment helped many people with cancer live longer. As a Stanford Health Care patient, you may be eligible to participate in open clinical trials. Ask your doctor if a cancer clinical trial is right for you.



Clinical Trials  
650-498-7061



For more information please visit:  
<http://cancer.stanford.edu/trials>



## After treatment

We realize the cancer experience continues when treatment ends. Your care team will work with you to plan follow-up appointments to monitor your progress and to support you as you make the transition.

Through PathWell, you can use specialized services to help you manage physical, spiritual, emotional, or social challenges. Our team is here to assist you in many different ways in order to manage the effect of cancer on your life and on the lives of your loved ones.

Palliative medicine can provide expert help and decrease the burden of cancer symptoms and treatment side effects. Palliative care clinicians also help you, your family, and caregivers make decisions about treatment that best meet your needs and goals. They can support you and your family throughout all the phases of illness and work with your cancer care team.

Stanford also offers a Survivorship Program that focuses on your care after active treatment ends. The Survivorship Program works with your cancer care team by developing a personal plan for you, based on your needs. The Survivorship Program can also help coordinate care with your family doctor and can help you stay healthy after cancer treatment ends.

A woman with curly hair, wearing blue medical scrubs, is smiling slightly. She has a name tag on her chest that says "VERSUS" and "RN". The background is a blurred hospital setting.

# 3 Your Health Care Team

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Your Health Care Team 3.1

Doctors 3.2

Care Team and Supportive Services 3.3

Comprehensive Care 3.5

# Your Stanford Health Care team

Your care team will work with you and your family to provide your treatment and coordinate your care throughout your experience. The central members of your care team are:

## Oncologist (MD)

A doctor who specializes in the diagnosis and treatment of cancer (“oncology” is the study and treatment of cancer). Stanford oncologists specialize in different types of treatments, including surgery, radiation therapy, and medical therapy (chemotherapy, endocrine therapy, and other systemic therapies). You will have a care team for each type of treatment you have.

## Advanced practice provider (APP)

An oncology-certified health care provider who will provide your treatment along with your doctor. An APP is a title given to a nurse practitioner (NP), physician’s assistant (PA), or clinical nurse specialist (CNS).

## Nurse coordinator or multidisciplinary care coordinator (RN)

A registered nurse who assists in coordinating your visits, answers your medical questions, and serves as your point of contact to help manage your care throughout treatment.

## Clinical administrative assistant (CAA)

A team member who helps answer nonmedical questions like scheduling appointments, managing your paperwork, and requesting your medical records.

# Doctors

The type of oncologist on your care team will depend on the type of cancer and treatment you have.

Stanford has a team-based approach to cancer care, so your oncologist will work with other types of doctors during the process of diagnosing and treatment your disease.

Stanford is also an academic medical center, which is a type of hospital setting where doctors teach medical students as they progress through medical school and training. Since Stanford is a teaching hospital, you may meet many doctors (also called physicians) and doctors in training at the Stanford University School of Medicine.

## Attending physician

A general term for a doctor who supervises doctors in training or in medical school (this may be your surgeon, medical oncologist, or radiation oncologist).

## Medical oncologist

A doctor who specializes in the diagnosis and treatment of cancer using medical therapy, also called systemic therapy, to treat cancer in the body's entire system.

## Surgical oncologist

A surgeon who specializes in cancer diagnosis and treatment. If cancer can be diagnosed or treated with surgery, your surgical oncologist will perform surgery to diagnose and/or treat your cancer.

## Radiation oncologist

Your radiation oncologist will treat your cancer with radiation therapy, which is a form of high-energy beams that destroy cancer cells.

## Reconstructive surgeon

If you have cancer surgery and choose to undergo reconstruction, a reconstruction surgeon will reconstruct parts of your body affected by surgery.

## Radiologist

Your radiologist will perform and read imaging tests, such as x-rays or ultrasound tests, to help diagnose cancer. You may not meet your radiologist, as they work behind the scenes to determine your diagnosis.

## Pathologist

Your pathologist will read and perform laboratory tests to determine your cancer diagnosis and stage.

## Fellow

A doctor who has graduated from medical school, finished general medical training and is now doing postgraduate level work, specializing in care of patients with cancer.

## Resident

A doctor who has graduated from medical school and is in training (also called "residency") here at Stanford. A resident in his or her first year is also called an intern.

## Medical student

A student enrolled in the medical school studying to become a doctor.



# Care Team and Supportive Services

Depending on your treatment, you may have additional members on your care team who work with you during treatment. You may see or hear these titles and acronyms during your visits.

## New patient coordinator (NPC)

Calls you before your first appointment at Stanford and helps prepare you with information you need to know and bring, such as this guide, and helps gather your medical records for your appointment.

## Social worker (SW)

Works directly with you and your family to provide emotional support, counseling, information, and assistance with places to stay and other community services.

## Clinical nurse

Will take care of you if you are hospitalized after surgery or who will give you your chemotherapy.

## Genetic counselor

Works with you to assess your hereditary cancer risk, and, when recommended, coordinate genetic testing.

## ITA scheduler

If you have apheresis or chemotherapy, your ITA scheduler will schedule your appointments.

## Surgery scheduler

If you are meeting a surgical oncologist, reconstructive surgeon, or having surgery, a Surgery Scheduler will call you to schedule your surgery and related appointments.

## Medical assistant (MA)

A team member who will bring you to your exam room after you check in at your appointments, provide you with any clothes you need for your physical exam, and take your vital signs before your doctor sees you.

## Registered dietitian (RD)

Helps create a nutritious diet specific to you so that you can stay healthy before, during, and after treatment.

## Physical therapist (PT)

Works with you and your family to safely achieve the best possible physical function after treatment, such as improving strength, sensation, range of motion, balance, and movement control.

## Occupational therapist (OT)

Works with you to perform your daily activities like bathing, dressing, using the restroom, feeding yourself, managing your medications, and driving.

## Speech pathologist

Works with you on improving communication and mental skills like speech and language as well as identifying and treating any swallowing difficulties.

## Patient access representative (PAS)

Greets you at the front desk and registers you for your appointments.

## Health librarian

Helps you find personalized information on health topics of interest to you at the Stanford Health Library.



c+care UNIVERSITY HEALTHCARE ALLIANCE  
NURSING MANAGER  
MARTA ROEDER, RN, OCN

c+care UNIVERSITY HEALTHCARE ALLIANCE  
Maria Austin, M.A.

# Comprehensive care

While there are many team members to keep track of during your treatment here at Stanford, our team-based approach to treatment brings you the knowledge and experience you can trust.

Our team members hold subspecialty training in cancer diagnosis and treatment, and we are devoted to developing innovative treatments and new approaches to offer you the most effective care that cancer research has to offer.

In 2016, the Stanford Cancer Center received one of the highest honors in cancer care when it was named a Comprehensive Cancer Center by the National Cancer Institute (NCI). We are one of 47 NCI-designated Comprehensive Cancer Centers, which use the knowledge they gain from research in their approach to treating cancer.

Stanford Health Care is also designated a Magnet hospital. Magnet status is awarded by the American Nursing Credentialing Center for excellence in nursing practice and quality patient care.



# 4 MyPath

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MyPath Tracker	4.1
Appointment and Care Team Information	4.2
Appointment Schedule	4.4
Your Symptoms	4.5
Medical History	4.6
Questions to Ask During Your First Appointment	4.7



# MyPath tracker

Before your appointment, we encourage you to use the following pages to prepare for your conversation with your health care team. At your appointment, you may receive a large amount of information that can quickly become hard to manage, so keep this guide on hand to help organize your notes and paperwork. Use this tab to keep track of your questions, your team's contact information, and important information you receive.

- First appointment date, time, location
- Care team information
- Daytime clinic phone number and hours
- After-hours contact number
- Your appointment schedule and the doctor(s) you will see
- Symptoms you experience
- Preferred pharmacy, location, and phone number

## Your first appointment

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DATE

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TIME

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LOCATION

## Your care team

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YOUR STANFORD ONCOLOGIST

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SPECIALTY

MYHEALTH MESSAGING?  YES  NO

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EMAIL

---

PHONE NUMBER

---

ADVANCED PRACTICE PROVIDER

---

SPECIALTY

MYHEALTH MESSAGING?  YES  NO

---

EMAIL

---

PHONE NUMBER

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NURSE COORDINATOR (NC OR MCC)

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SPECIALTY

MYHEALTH MESSAGING?  YES  NO

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EMAIL

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PHONE NUMBER

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CLINICAL ADMINISTRATIVE ASSISTANT

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SPECIALTY

MYHEALTH MESSAGING?  YES  NO

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EMAIL

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PHONE NUMBER

## Your caregiver or family member

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NAME

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PHONE NUMBER

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ADDRESS

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EMAIL

## Your primary care or family doctor

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NAME

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PHONE NUMBER

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ADDRESS

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EMAIL

## Current medications

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## Your preferred pharmacy

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NAME AND LOCATION

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PHONE NUMBER

## Stanford clinic location

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NAME AND LOCATION

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AFTER HOURS NUMBER

# Your appointment schedule

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DATE

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TIME

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LOCATION

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DOCTOR

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DATE

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TIME

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LOCATION

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DOCTOR

# Your symptoms

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DESCRIBE YOUR SYMPTOM

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WHEN DID IT START?

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HOW LONG DID IT LAST?

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DESCRIBE YOUR SYMPTOM

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WHEN DID IT START?

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HOW LONG DID IT LAST?

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DESCRIBE YOUR SYMPTOM

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WHEN DID IT START?

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HOW LONG DID IT LAST?

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DESCRIBE YOUR SYMPTOM

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WHEN DID IT START?

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HOW LONG DID IT LAST?



## Your medical history

As your family's medical history changes, please let your doctor know.

YOUR DIAGNOSIS

DATE OF DIAGNOSIS

### Recent treatments:

TYPE OF TREATMENT

DATE

TYPE OF TREATMENT

DATE

### PAST ILLNESSES OR HOSPITALIZATIONS:

ILLNESS OR REASON FOR HOSPITAL VISIT:

DATE

ILLNESS OR REASON FOR HOSPITAL VISIT:

DATE

## Family history of cancer

	LIVING? CURRENT AGE:	DECEASED? AGE OF DEATH:	CAUSE OF DEATH?	ILLNESSES?
FATHER:				
MOTHER:				
BROTHER(S):				
SISTER(S):				

## Your family medical history

FAMILY HISTORY OF CANCER	TYPE OF CANCER	AGE OF DIAGNOSIS	AGE OF DEATH
YOU			
BROTHER			
SISTER			
SON			
DAUGHTER			
<b>MOTHER'S FAMILY</b>			
MOTHER			
GRANDMOTHER			
GRANDFATHER			
AUNT(S)			
UNCLE(S)			
<b>FATHER'S FAMILY</b>			
FATHER			
GRANDMOTHER			
GRANDFATHER			
AUNT(S)			
UNCLE(S)			

Has anyone in your family had genetic testing for cancer?

# Questions for your first appointment

Here is a list of questions many patients have found useful to ask at their first appointment. Write down questions you have for your care team before your appointment, and bring your list of questions with you.

## Before treatment

1. When will my diagnosis be determined?
2. What kind of treatment do you think would be best for me and why?
3. What is “watchful waiting?” Is it an option for me?
4. Are there any possible complications I should know about before starting my treatment?

## During treatment

1. How will this treatment affect my daily life?
2. Will I have any pain or side effects?
3. If I experience side effects, whom should I call?
4. When should I go to the emergency room?
5. Will I be able to work, exercise, and perform my usual activities? Is there anything I should start or stop doing?
6. How can I stay as healthy as possible during treatment?

7. Should I change my diet?
  
8. How often will tests be performed? When should I expect results, and how will results be explained to me?
  
9. What medication will I be taking, and why?
  
10. What support services are available to me? To my family?
  
11. What guidance do you have for me in managing my life with cancer?

## After treatment

1. What happens after my treatment ends?
  
2. What types of tests or monitoring will continue?
  
3. Who will continue to see me?
  
4. Where can I get more information? Will my care continue, and how?

## Other questions

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# 5 PathWell

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PathWell Referral Services 5.2

PathWell Services Available Without Referral 5.8







# PathWell

PathWell is your connection to personalized, supportive services before, during, and after your treatment.

Our team of doctors, nurses, social workers, spiritual care providers, nutrition experts, financial counselors, and others work with your oncology team to provide comprehensive and specialized care. We provide symptom management, therapeutic counseling, and more to help you and your family during your cancer experience. With just one call to PathWell, you and your loved ones can speak with a nurse to access services that are right for you.

We encourage you to read through this list early and often. Some of the services in PathWell can be accessed directly (phone numbers are included below) while other services require a referral from your care team. Call us to learn more.

## Stanford Cancer Center

650-498-6000—ask for the PathWell team

## Call PathWell or ask your care team for a referral to these services:

Name and description of service	Do any of the following apply to you? Check the box and call us at PathWell 650-498-6000.
<h3 data-bbox="134 1167 874 1218">Adolescent Young Adult (AYA) Program</h3> <p data-bbox="134 1256 995 1490">This program is designed specifically for young adults ages 15-29 diagnosed with cancer. The program brings together Stanford experts to deliver personalized care in an environment catering to the needs of adolescents and young adults. The program provides care coordination and innovative treatments to care for your overall physical, mental, and emotional well-being.</p>	<ul data-bbox="1059 1167 1465 1535" style="list-style-type: none"><li><input type="checkbox"/> I have or have had cancer between the ages of 15-29</li><li><input type="checkbox"/> I want to speak to someone about the specific needs I have based on my age</li><li><input type="checkbox"/> I want to be connected with other young adults dealing with cancer</li></ul>
<h3 data-bbox="134 1676 772 1727">Clinical Cancer Genetics Program</h3> <p data-bbox="134 1765 995 1920">A genetic counselor is a health care professional who assesses hereditary—that is, inherited—risk of cancer. Our genetic counselors will give you information about current genetic testing options as well as the ways in which genetics contribute to cancer.</p>	<ul data-bbox="1059 1676 1490 1942" style="list-style-type: none"><li><input type="checkbox"/> I am worried that my family members may be at risk of developing cancer</li><li><input type="checkbox"/> I am concerned that I may be at risk for other cancers in the future</li></ul>

Name and description of service	Do any of the following apply to you? Check the box and call us at PathWell 650-498-6000.
<h3 data-bbox="86 389 480 440">Integrative medicine</h3> <p data-bbox="86 475 946 754">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 provide 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.</p>	<ul style="list-style-type: none"> <li data-bbox="1003 393 1291 433"><input type="checkbox"/> I need help coping</li> <li data-bbox="1003 455 1422 533"><input type="checkbox"/> I am interested in alternative modes of healing</li> <li data-bbox="1003 555 1342 632"><input type="checkbox"/> I am experiencing pain or stress</li> </ul>
<h3 data-bbox="86 898 539 948">Neuropsychology clinic</h3> <p data-bbox="86 984 906 1185">Our neuropsychology clinic helps you understand the effects of your treatment and disease on your mind and behavior. Our neuropsychologists are doctors who specialize in managing the effects of conditions like cancer on your memory, attention, problem-solving ability, vision, mood, and personality.</p>	<ul style="list-style-type: none"> <li data-bbox="1003 902 1358 979"><input type="checkbox"/> I feel like my memory is getting worse</li> <li data-bbox="1003 1002 1350 1079"><input type="checkbox"/> I've been having mood swings</li> <li data-bbox="1003 1101 1382 1178"><input type="checkbox"/> It takes me a long time to figure things out</li> </ul>
<h3 data-bbox="86 1329 260 1380">Nutrition</h3> <p data-bbox="86 1415 959 1694">Our registered dietitians are here to help you decide which kind of diet is best for you. This is based on your cancer and your current relationship with food (if you can eat or swallow, if you're losing weight, if you are having trouble digesting food, or other food-related challenges). Our dietitians will create a diet specific to you so that you can stay healthy before, during, and after treatment.</p>	<ul style="list-style-type: none"> <li data-bbox="1003 1333 1323 1411"><input type="checkbox"/> I have been losing or gaining weight</li> <li data-bbox="1003 1433 1286 1473"><input type="checkbox"/> I have no appetite</li> <li data-bbox="1003 1495 1227 1535"><input type="checkbox"/> It hurts to eat</li> <li data-bbox="1003 1557 1243 1597"><input type="checkbox"/> I can't swallow</li> <li data-bbox="1003 1619 1246 1659"><input type="checkbox"/> I have diarrhea</li> <li data-bbox="1003 1681 1299 1720"><input type="checkbox"/> I have constipation</li> </ul>

Name and description of service

Do any of the following apply to you? Check the box and call us at PathWell 650-498-6000.

## Occupational therapy

Occupational therapy helps you regain some of the everyday skills or strength that you may have lost over the course of the treatment. Our occupational therapists provide evaluations and treatments to improve function in your daily life activities. Therapy usually takes place after treatment. Some of the activities therapy can focus on are:

- Activities of daily living
- Driving
- Conserving Energy
- Simplifying your work

- I have trouble completing everyday activities because of pain
- I don't feel strong enough to do simple things (eating, cleaning, driving, cooking, etc.)
- I don't have the energy to do the things I used to do

## Pain management

Our pain management center can help relieve you of pain, whether acute or chronic. Our specialists offer advanced treatment options in a supportive and compassionate environment that will help restore your quality of life.

- I feel pain in my body that stops me from doing what I want to do
- I don't know how to relieve my pain
- I want to talk to someone about relieving my pain

## Palliative medicine

Palliative medicine is a team-based approach to managing symptoms of cancer, to providing family support (including caregivers and children), and to making decisions about your cancer care. Our goal is to enhance your quality of life before, during, and after treatment.

- I want a better way to manage my symptoms
- I want to learn about palliative care

Name and description of service	Do any of the following apply to you? Check the box and call us at PathWell 650-498-6000.
<p><b>Physical therapy</b></p> <p>Physical therapy helps you regain some of the physical skills and strength that you may have lost during treatment. Physical therapists provide evaluations and treatments to improve strength, flexibility, coordination, balance, and mobility skills. Therapy usually takes place after your treatment.</p>	<p><input type="checkbox"/> I lose my balance often</p> <p><input type="checkbox"/> I can't move the same way that I used to</p> <p><input type="checkbox"/> I want to be stronger</p> <p><input type="checkbox"/> I sometimes feel like I am going to fall</p>
<p><b>Psych-oncology program</b></p> <p>Receiving a cancer diagnosis can trigger a variety of emotions, which complicate your healing. Our team of psychiatrists, nurse practitioners, therapists, and social workers are specially trained to evaluate and manage the unique psychological symptoms of patients with cancer. Our psych-oncology program works with you and your doctor to offer added support during and after your treatment.</p>	<p><input type="checkbox"/> I have been feeling depressed or unusually sad lately</p> <p><input type="checkbox"/> I don't feel like waking up in the morning</p> <p><input type="checkbox"/> I feel worried often</p> <p><input type="checkbox"/> I feel overwhelmed</p>
<p><b>Sleep clinic</b></p> <p>Our sleep clinic is available to patients having trouble getting a proper night's sleep. Our clinicians at the Stanford Sleep Medicine Center work closely with you to help you achieve a better quality of life through sleep. If you are experiencing difficulty sleeping, we recommend you call us for an appointment.</p>	<p><input type="checkbox"/> I can't sleep at night</p> <p><input type="checkbox"/> I'm more tired than usual</p> <p><input type="checkbox"/> I don't feel rested when I wake up</p> <p><input type="checkbox"/> I keep my partner awake at night from snoring</p>



Name and description of service

Do any of the following apply to you? Check the box and call us at PathWell 650-498-6000.

## Smoking cessation

To help you quit using tobacco, we offer group skills coaching, support, nicotine replacement therapy, and medications. Research shows that continued tobacco use after a cancer diagnosis can make radiation treatment less effective and complicate surgery. Getting treatment for tobacco use improves your odds of recovery from cancer. Ask your care team about the smoking cessation program as soon as you can.

- I have used tobacco in the past month
- I have thought about quitting smoking but have not been able to quit on my own
- I feel irritable and anxious if I do not smoke

## Social work

Social work provides a broad range of services to help with the many psychological, social, cultural, financial, and continuing care needs of patients undergoing treatment for cancer. Social workers help patients and families adjust to life changes that result from their illness, treatment, and hospitalization. They provide emotional support, counseling, and referrals. Start working with a social worker whenever you feel like you could use some support, information, or other services before, during, or after your treatment.

- I need financial assistance
- My family needs support
- I need housing assistance
- I need help with my job and disability paperwork

## Supportive dermatology

Supportive dermatology is available to assist you with new skin conditions that arise during your treatment. Our team determines if your skin condition is a side effect of your treatment, and assists you in treating the skin condition. Our team can help you with concerns like rashes, painfully itchy skin, blisters, peeling skin, or lesions.

- Since starting my chemotherapy or radiation treatments, I have a rash
- My skin has been itchy and painful since starting treatment
- I've had bad acne since starting my treatment

Name and description of service

Do any of the following apply to you? Check the box and call us at PathWell 650-498-6000.

## Voice and swallowing center

If you find yourself having difficulty speaking, breathing, or swallowing, our specialists at the voice and swallowing center can evaluate and possibly treat your condition.

- It hurts to swallow
- I can't swallow
- It hurts to speak
- My voice is weak
- I can't eat foods I usually can enjoy
- I'm having trouble communicating

## Wound and ostomy care

The wound and ostomy care team provides information to new ostomy patients before and after surgery to help you care for your surgical wounds so you can heal. We provide assistance with special needs such as skin integrity and managing pouches, measuring for stoma appliances, and teaching on stoma care and where to purchase supplies.

- I will be getting an ileostomy and to understand more about what to expect
- I need assistance with caring for my stoma and/or purchasing supplies
- I have a leaking pouch, and my skin is breaking down around the site
- I have a wound that isn't healing well

## Call these services directly (without a referral) for more information:

Name and description of service	Do any of the following apply to you? Check the box and call us at PathWell to speak with a nurse.
<h3>Managing and understanding your cancer treatment class</h3> <p>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.</p> <p>This class is offered at the Cancer Center Palo Alto, the Cancer Center South Bay, and the Outpatient Center in Redwood City.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>Redwood City</b> 650-724-6140</p> <p><b>South Bay</b> 408-426-4900</p>	<input type="checkbox"/> I have questions about what to expect of chemotherapy
<h3>Contraceptive counseling and fertility preservation</h3> <p>Our clinic helps you and your partner with your goals for having children, using contraception or birth control, and maintaining your reproductive health as part of your cancer care.</p> <p>650-498-7911</p>	<input type="checkbox"/> I'm worried I won't be able to have children <input type="checkbox"/> I want to speak to someone about my options for having children <input type="checkbox"/> I have questions about using birth control during cancer treatment

Name and description of service	Do any of the following apply to you? Check the box and call us at PathWell to speak with a nurse.
<p><b>Dance, exercise, fitness, Pilates and yoga</b></p> <p>You can feel stronger, empowered, and more balanced through regular exercise. We host a number of exercise, fitness, and yoga classes on-site and at off-campus locations.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>South Bay</b> 408-426-4900</p>	<p><input type="checkbox"/> I want to stay active and exercise during the course of treatment</p> <p><input type="checkbox"/> I want to regain strength and activity level after treatment</p>
<p><b>Guest services</b></p> <p>You, your family, and caregivers can get assistance from guest services, before, during and after your appointments. Guest services, in all locations, can help you find your way around the facility, find personal services in the local area that you may need, including places to eat and stay while you're at Stanford.</p> <p>650-498-3333</p>	<p><input type="checkbox"/> I need help finding my appointment</p> <p><input type="checkbox"/> I have a question about where to eat or stay at Stanford</p> <p><input type="checkbox"/> I have a general question about finding my way around</p>
<p><b>Healing touch</b></p> <p>This gentle, noninvasive form of energy work promotes deep relaxation and reduces stress. Other benefits include managing the side effects of chemotherapy and radiation treatment such as fatigue, nausea, loss of appetite, pain, muscle stiffness, and lymphedema.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>South Bay</b> 408-426-4900</p>	<p><input type="checkbox"/> I want to learn ways to manage my stress</p> <p><input type="checkbox"/> I want to learn ways to reduce side effects of treatment and improve the success of my treatments</p>

Name and description of service

Do any of the following apply to you? Check the box and call us at PathWell to speak with a nurse.

## Health library

Find answers to your health care questions at the Stanford Health Library with help from professional medical librarians and trained volunteers. Stanford Health Library offers free science-based information to help you answer your medical questions. Access journal articles, books, e-books, databases, and videos to learn more about medical conditions, treatment options, and related issues, such as coping, caregiving, pain management, and eating. Request a comprehensive literature search on the latest research to answer your specific questions. Stop in, call, or email your questions.

### South Bay Cancer Center

3rd floor lobby, 408-353-0197

### Palo Alto Blake Wilbur Cancer Center

1st floor, near the café, 650-736-1960

### Email Us Your Questions

healthlibrary@stanfordhealthcare.org

- I have a health-related question
- I need help finding trustworthy information
- I would like more information about a health-related topic

## Hope, Empowerment, Renewal and Support (HERS) Breast Cancer Foundation

This service provides products for women healing from breast cancer, including bras, prostheses and lymphedema garments.

Bras for Body & Soul® provides a private, compassionate environment for breast cancer survivors to be properly fitted for postsurgical garments, specialty mastectomy bras and prostheses.

The Lymphedema Project provides garments for prevention and support of treatment of lymphedema that occurs as a result of breast cancer treatments.

650-497-6046

- I'm healing from breast cancer, and I need a bra that fits me
- I had breast surgery, and I'm interested in trying on special bras



Name and description of service	Do any of the following apply to you? Check the box and call us at PathWell to speak with a nurse.
<p><b>Knitting with friends</b></p> <p>Knitting uses repetitive movements to relax the mind and body, relieve stress, empower the knitter, and create beautiful works. Learn how to make scarves, hats, and more. All beginning supplies will be provided. No experience is necessary. If you are an experienced knitter, bring your projects and knit with friends.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>South Bay</b> 408-426-4900</p>	<p><input type="checkbox"/> I want to do activities with other patients or caregivers</p> <p><input type="checkbox"/> I want to learn ways to manage my stress</p>
<p><b>Look Good...Feel Better</b></p> <p>Patients with cancer learn beauty techniques to help combat the appearance-related side effects of cancer treatment.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>South Bay</b> 408-426-4900</p>	<p><input type="checkbox"/> I would like help managing my appearance during cancer treatment</p>
<p><b>Mindfulness Meditation class</b></p> <p>This ongoing class teaches patients and family members how to use proven stress-reduction techniques to cope with stress and anxiety.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>South Bay</b> 408-426-4900</p>	<p><input type="checkbox"/> I want to learn ways to manage my stress</p>

Name and description of service

Do any of the following apply to you? Check the box and call us at PathWell to speak with a nurse.

## Radiation therapy experience class

This class is recommended for patients, families, and caregivers before undergoing radiation therapy treatment. Learn about what to expect of radiation therapy, how to prepare, and how to manage symptoms and side effects during treatment. This class is currently offered in the Cancer Center South Bay.

### South Bay

408-426-4900

- I will receive radiation therapy treatment and want to know what to expect

## Spiritual care

Spiritual care services are available to provide spiritual support visits and religious assistance to patients, family members, and friends. We have chaplains available for you to talk to at any time, whether before, during, or after your treatment.

650-723-5101

### After Hours

650-723-8222 and enter: 15683

- I'm struggling with my faith
- I want to talk to someone about spirituality, religion, or faith
- I want to talk to someone about prayer
- I just want someone to talk to

Name and description of service	Do any of the following apply to you? Check the box and call us at PathWell to speak with a nurse.
<p><b>Support groups</b></p> <p>If you, your family members, or your caregivers would like to meet with others in similar situations, call us to learn about the support groups available specific to a disease. Groups offer encouragement, hope, education, and emotional support.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>South Bay</b> 408-426-4900</p>	<p><input type="checkbox"/> I want to talk to other patients or caregivers going through similar experiences</p>
<p><b>Wig bank</b></p> <p>The monthly wig bank is designed to support patients with cancer who are experiencing hair loss. A selection of new and donated wigs is on display and available at no charge. Volunteer wig specialists provide personal assistance in wig selection, fitting, and wearing.</p> <p>650-725-9456</p>	<p><input type="checkbox"/> I have lost my hair and am interested in a wig</p> <p><input type="checkbox"/> I may lose my hair during treatment, and I'd like to prepare by finding a wig that matches my look</p>
<p><b>Writing Your Cancer Journey: An expressive writing workshop</b></p> <p>Join in this safe, supportive community to create and share your writing during your cancer journey. Writers at all levels are welcome. Between sessions, the facilitator provides optional writing prompts and supportive feedback to those who wish to participate.</p> <p><b>Palo Alto</b> 650-725-9456</p> <p><b>South Bay</b> 408-426-4900</p>	<p><input type="checkbox"/> I want to do activities with other patients or caregivers</p> <p><input type="checkbox"/> I'm having trouble sorting out my thoughts</p>



# 6 Finances

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Financial Assistance Application Information 6.2

Financial Assistance Application 6.4

# Finances

Meet with one of our financial counselors to find the best approach to paying for your health care. Our financial counselors will work with you to:

- Understand your insurance coverage and benefits,
- Estimate your out-of-pocket costs for your care at Stanford,
- Find places to stay near Stanford,
- Connect with as many resources as possible to help pay for your care, and
- Answer any questions about billing and financial assistance, including helping you complete financial applications.

Financial counselors are available Monday through Friday from 7:00 a.m.–6:00 p.m.



Financial counseling  
650-498-2900



# Financial Assistance Application

Please bring this to your appointment



Stanford Hospital & Clinics have a variety of options available for uninsured or underinsured patients. Our financial assistance options include:

## No Application Necessary

- **Uninsured discounts**—Some services may be excluded.
- **No-interest payment plans**—Balances to be paid generally within 6 months.

## Application Required

- **Financial need discounts**—Discount at a rate comparable to our government payers. Some services may be excluded.
- **Full financial assistance**—100% of patient portion due. Some services may be excluded.
- **Extended no-interest payment plans**—Available to patients who qualify for financial need discounts.

A completed financial assistance application and proof of income must be submitted in order for us to consider a financial need discount and/or full financial assistance. Once we receive your completed application we may assess whether or not you qualify for state or county programs. If this assessment determines you do not qualify for these programs we will evaluate your financial assistance application to determine if you qualify for a financial need discount or full financial assistance. Those who qualify may receive assistance with their hospital bills for services provided at Stanford Hospital and physician bills for physicians employed by Stanford University.

Financial need discounting and full financial assistance is not available for all services. Consideration for future services will be based on medical necessity and catastrophic costs.

In considering financial assistance, our first priority is to assist those who have had emergency services. Next priority is to assist those who have had or will have medically necessary non-emergency services falling within either of the following two categories:

- A. **Category 1:** Stanford Hospital & Clinics is the closest hospital to the patient's home or place of work; or
- B. **Category 2:** Stanford Hospital & Clinics is not the closest hospital to the patient's home or place of work but one or more of the following factors apply:
  - (a) The patient has a unique or unusual condition which requires treatment at Stanford Hospital & Clinics as determined by the chief quality and medical information officer of SHC.
  - (b) The patient's care would further the institutions teaching mission as determined by the chief quality and chief medical officer of SHC.

## Important income information required with application

**Proof of income (POI):** Kindly provide the following information. If this isn't available, please provide an explanation as to why. Missing documentation may delay the processing of your application and could result in a denial for assistance.

Below is a listing of the POI documentation that is required for consideration of SHC financial assistance.

Type of Income	Required Documentation
<b>Employment income</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li><li>• Copy of two most recent pay stubs</li></ul>
<b>Self-employment</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li></ul>
<b>Social Security/retirement</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (form 1040) for current tax year</li><li>• Copy of award letter from Social Security Administration stating monthly payment</li><li>• Copy of monthly payment notification from Social Security Administration</li></ul>
<b>Disability</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li><li>• Copy of award letter from disability stating monthly disability payment</li><li>• Copy of monthly payment notification from disability</li></ul>
<b>Unemployment</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li><li>• Copy of award letter from unemployment stating weekly or monthly benefit amount</li><li>• Copy of monthly payment notification from unemployment</li></ul>
<b>Spousal/child support</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li><li>• Copy of letter stating monthly award amount</li></ul>
<b>Rental property</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li></ul>
<b>Investment income</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li></ul>
<b>Proof of dependents</b>	<ul style="list-style-type: none"><li>• Copy of individual tax return (Form 1040) for current tax year</li></ul>

Every reasonable effort will be made to process your application promptly and once your application has been reviewed you will receive a letter confirming the outcome. Completed applications may be mailed with the required supporting documentation to the address listed below:

### **Stanford Hospital & Clinics**

Attention: Patient Financial Assistance, 2465 Faber Place, Palo Alto, CA 94303

Applications may also be faxed to (650) 493-8623



# Stanford

## HEALTH CARE

STANFORD MEDICINE

### FINANCIAL ASSISTANCE APPLICATION

DATE OF APPLICATION: \_\_\_\_\_

1. FAMILY INFORMATION (PLEASE PROVIDE NAMES OF ALL PEOPLE TO BE CONSIDERED FOR FINANCIAL ASSISTANCE) - PLEASE PRINT ALL INFORMATION-			
Last Name	First Name	Middle Initial	Medical Record Number
Last Name	First Name	Middle Initial	Medical Record Number
Last Name	First Name	Middle Initial	Medical Record Number

If the patient is a minor, please list parent(s)/guardian(s) as applicant and co-applicant.

2. APPLICANT (GUARANTOR) INFORMATION			
<u>RELATIONSHIP TO PATIENT</u>		<u>MARITAL STATUS</u>	
<input type="checkbox"/> Self <input type="checkbox"/> Spouse/Domestic Partner <input type="checkbox"/> Parent <input type="checkbox"/> Other		<input type="checkbox"/> Single <input type="checkbox"/> Married/Domestic Partner <input type="checkbox"/> Divorced <input type="checkbox"/> Separated	
IF YOU MARKED YES TO MARRIED OR DOMESTIC PARTNER: PLEASE COMPLETE SECTION 3			
Last Name	First Name	Middle Initial	U.S. Citizen <input type="checkbox"/> Yes <input type="checkbox"/> No
Date of Birth	No. of Dependents (other than self & co-applicant)	Ages of Dependents	Home Phone (   )
Street Address (Do Not List PO Box)		City	State
		County	Zip
Current Employer	Street Address, City, State		Position
* If you are not working, how long have you been unemployed?			

3. CO-APPLICANT (GUARANTOR) INFORMATION			
<u>RELATIONSHIP TO PATIENT</u>		<input type="checkbox"/> Spouse/Domestic Partner <input type="checkbox"/> Parent <input type="checkbox"/> Other _____	
Last Name	First Name	Middle Initial	U.S. Citizen <input type="checkbox"/> Yes <input type="checkbox"/> No
Date of Birth	No. of Dependents (don't include those claimed by co-applicant)	Ages of Dependents	Home Phone (   )
Street Address (Do Not List PO Box)		City	State
		County	Zip
Current Employer	Street Address, City, State		Position
* If you are not working, how long have you been unemployed?			

<b>4. OTHER COVERAGE QUESTIONS: -- (All answers pertain to the patient)</b>		<u>Check appropriate answer</u>
1.	Does the patient have health insurance? If yes, please provide the following information: Health insurance name: _____ Subscriber's name: _____ Members/Patients identification number: _____ Group number: _____ Group/Employer name: _____ Effective date: _____ Health insurance telephone number: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	Is the patient eligible for a state medical assistance program? If yes, please provide the following information: Name of program: _____ County: _____ Patient identification number: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	Is the patient being treated for injuries covered by Workers Compensation? If yes, please provide the following information: Name of Work Comp Carrier: _____ Adjuster's name: _____ Adjuster's phone number: _____ Injury date: _____ Claim/Case number: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	Is the patient being treated for injuries covered by third party liability such as an auto insurance company? If yes, please provide the following information: Name of auto insurance or attorney: _____ Auto insurance or attorney phone number: _____ Injury date: _____ Claim/Case number: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.	Is the patient a victim of crime? If yes, please provide the following information: Date of injury? _____ Name of case worker: _____ Case workers phone number: _____ Case number: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No

**5. INCOME INFORMATION**

<u>Monthly Income Sources</u>	<u>Applicant</u>	<u>Co-Applicant</u>	<u>Combined Monthly Income (Applicant + Co-Applicant)</u>
Employment Income	\$	\$	\$
Social Security	\$	\$	\$
Disability	\$	\$	\$
Unemployment	\$	\$	\$
Spousal/Child Support	\$	\$	\$
Rental Property	\$	\$	\$
Investment Income	\$	\$	\$
Other income	\$	\$	\$
	\$	\$	\$
<b>Total Combined Monthly Income</b>			\$

**6. IF YOU DO NOT HAVE MONTHLY INCOME, PLEASE EXPLAIN HOW YOU TAKE CARE OF YOUR MONTHLY EXPENSES. USE ADDITIONAL PAGES IF NECESSARY**

\_\_\_\_\_

**7. SIGNATURE**

I certify that all information is valid and complete and hereby authorize Stanford Hospital & Clinics to request and/or verify any of the above information as deemed necessary.

<b>Applicant</b>	<b>Date</b>	<b>Co-Applicant</b>	<b>Date</b>
_____	_____	_____	_____

**Return completed application to:** SHC Patient Financial Assistance  
Patient Financial Services  
2465 Faber Place, Palo Alto, CA 94303





# 7 Questions from Patients, Family Members, and Caregivers

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Questions Asked By Patients 7.1

Questions Asked By Family Members and Caregivers 7.5



# Questions asked by patients

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

Call PathWell to speak with a nurse who will help you identify professional therapists, services, and resources that we offer to support you and your family. Many of these services are free for Stanford patients and families.

## Can my family member or friend attend my appointment?



PathWell  
650-498-6000

Always feel free to bring someone with you to your appointments. A family member or friend can help ask questions, remember the information your care team gives you, and provide support.

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

By California state law, you must let your care team know that you would like to record your conversation if you would like help remembering your discussion with your care team.

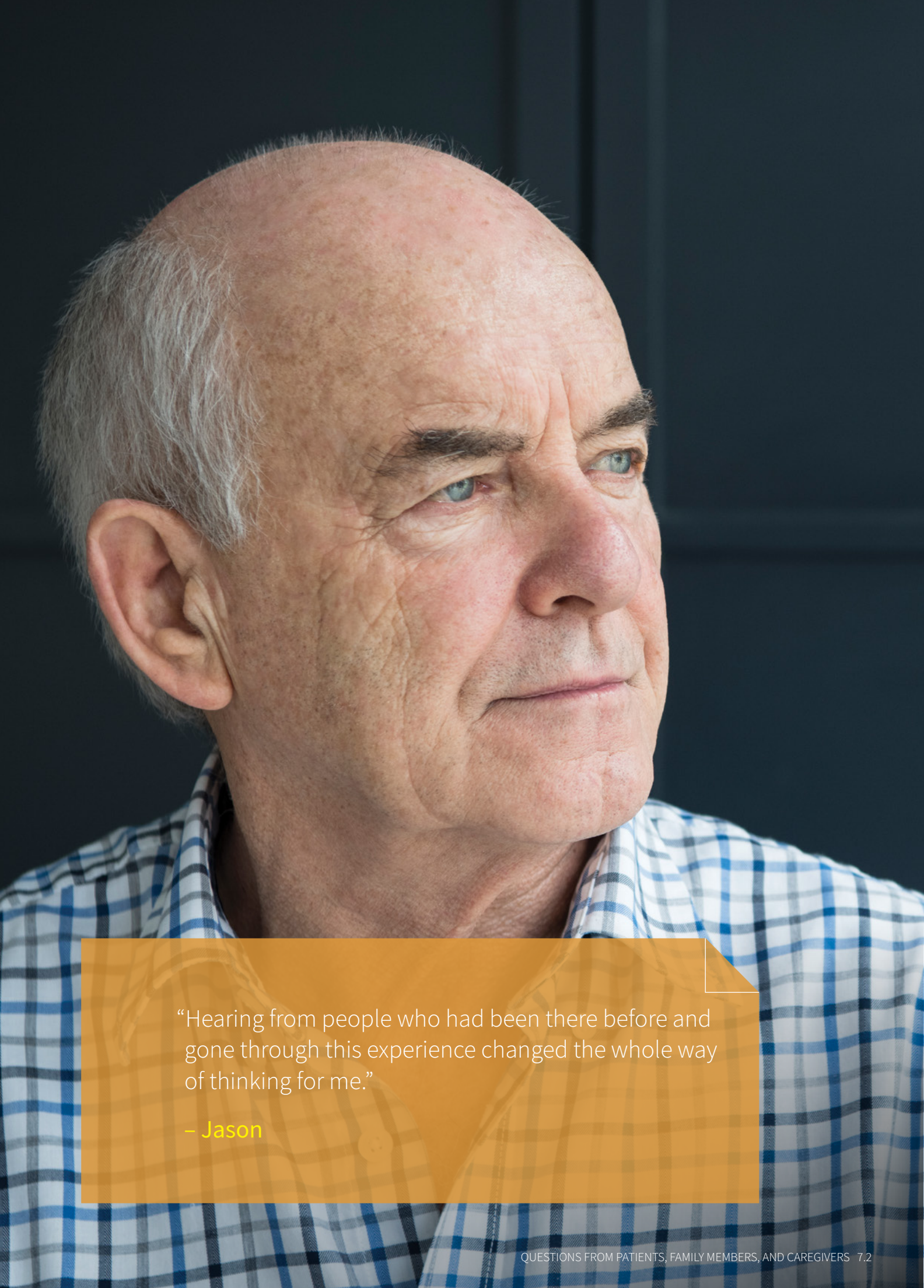
## My children are having a hard time coping with my diagnosis. How can I help them?

The decision to include children in your journey is personal and different for every patient. Call PathWell to learn about the support available for your family members or to speak with one of our team members about an approach to involving your family that is right for you. In addition to our services at Stanford, some of our patients and families have recommended:

[www.cancerreallysucks.org](http://www.cancerreallysucks.org)

[www.kidskonnected.org](http://www.kidskonnected.org)

[www.cancer.gov/cancertopics/when-your-parent-has-cancer-guide-for-teens](http://www.cancer.gov/cancertopics/when-your-parent-has-cancer-guide-for-teens)



“Hearing from people who had been there before and gone through this experience changed the whole way of thinking for me.”

– Jason





## What is an advance health care directive? Where do I get one?

An advance health care directive is a form you can complete to identify who you want to speak for you and what kind of treatments you would want or not want should you become seriously ill. It is called “advance” because you prepare one before health care decisions need to be made. It is called “directive” because it states who will speak on your behalf and what you would want done or not done. In California, the Advance Health Care Directive includes the appointment of an agent (someone you appoint to make decisions on your behalf) and your health care instructions. You can ask your doctor, nurse, social worker, or other health care provider for more information. At Stanford, advance directive forms are available in the hospital units and at the clinics. You can also call our spiritual care service to obtain a form or to discuss an advance health care directive with one of our spiritual care counselors.

## What should I expect after treatment?

Our cancer survivorship program will help you adjust and cope with your new lifestyle after treatment. You’ll speak with professionals who specialize in working with patients and families to make the transition from treatment to life after treatment.

## Who can I talk to about my work and job during treatment?



PathWell  
650-498-6000

Our social workers can help you plan how to manage your job during cancer care. Call PathWell to speak with a social worker at any time about your work-related concerns such as disability paperwork, financial assistance, and taking a leave of absence from your job during treatment.



Spiritual Care  
650-723-5101

# Questions asked by family members and caregivers

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



PathWell  
650-498-6000

There are many ways to provide support to a patient, from helping with day-to-day activities such as hospital visits or preparing food, to coordinating care and services by phone or email. Support can take the form of helping your loved one cope, work through feelings by talking and listening, or just being present. While your natural response can be to put your own feelings and needs aside, it's important to take care of yourself. Call us to speak with someone about seeking support for your loved one and for you.

## 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. As much as possible, continue to do some of the things that you did before the patient was diagnosed. Call upon family members, friends, neighbors, and community members who can help.

## I'm exhausted. Who can I talk to about my feelings?

Seek support from other personal caregivers—you are not alone. We host support groups that meet regularly for individuals who have similar diagnoses, along with their families and friends. Many patients find support in online support groups, also. Talk to your health care team or call PathWell if you would like emotional or spiritual support.





“While I focused on my husband and his illness, I stopped taking care of myself. Now I need to figure out what I need.”

– Jackie

## 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 tell family and friends about the cancer diagnosis. Family and friends may have a wide range of reactions, from wanting to know more details to giving advice to not knowing how to react at all. Some of our patients recommend:

**CaringBridge** allows people to share updates, photos, videos, words of encouragement, and even help with everyday life like meals, carpools, errands and appointments.

<http://www.caringbridge.org>

**MyLifeLine** designed to help people affected by cancer write updates, schedule help and collect donations.

<http://www.mylifeline.org>

## 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, but the patient's specific side effects depend on the treatment and the medication. Ask the health care team to prepare you to identify and to help manage side effects.

Keep track of:

- Date and time the symptom or side effect started, a description of the side effect or symptom, and how long it lasted
- Which symptoms or side effects worsen or become difficult to manage
- Which side effects should be reported right away and how to report them
- Which side effects require a visit to the emergency room

## What hotels are located near Stanford if I need to stay overnight?



Your social worker can provide you the most current information on housing and hotels near Stanford's clinics and hospitals. Call PathWell to speak with a social worker, or for more information, visit [stanfordhealthcare.org](http://stanfordhealthcare.org) and search "Where to Stay."





# 8 More Information

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Recommended Web sites 8.2

Stanford Web sites 8.5

Important Phone Numbers 8.8





Stanford Health Care

Doctors Clinics & Locations Conditions & Treatments Patients & Visitors MyHealth Login

What can we help you find?

**myHEALTH**

**FIND A PRIMARY CARE CLINIC**


**Stanford Primary Care**  
Stanford Health Care offers primary care at convenient locations near your work or home. Gain access to exceptional primary care doctors, as well as adult and pediatric specialists within Stanford Health Care's network of affiliated doctors across the Bay Area.  
[Find a location near you »](#)

**MAKE AN APPOINTMENT**

Request an appointment directly with your clinic, your doctor, or call 650-498-3333 and we can connect you to the appropriate clinic.

**STANFORD HEALTH NOW**

**FEATURES**

 **Stanford Health Care Achieves Highest National Honor for Nursing Excellence**  
Stanford Health Care has again been awarded Magnet Recognition for nursing excellence by the American Nurses Credentialing Center (ANCC), the highest national honor given for nursing in the United States.

**FEATURES**

**"The Opioid-Free Pain Relief Kit: 10 Simple Steps to Ease Your Pain" Offers an Effective Alternative to**

# For answers to your health questions

Many of our patients and families tell us how difficult it is to find trustworthy information about cancer. With so much information available on the internet, it's not easy to know what information is right for you and your family. We're here to help you get the best information available.

We encourage you to make a free visit to the Stanford Health Library, where our health librarians—who specialize in finding quality health information—can help you find answers to your questions and to learn how to identify quality sources of information.

As you start to search for information and support, we suggest using the Web sites below.

## Recommended Web sites

### Bay Area Cancer Connections

An organization that provides support to people touched by breast and ovarian cancer. Their services include support groups, informational sessions on your diagnosis and treatment options, health and wellness classes, and more.

650-326-6686 or 888-222-4401

[bcconnections.org](http://bcconnections.org)

### Cancer CAREpoint

An organization that offers a convenient, welcoming environment for patients and their families and personal caregivers. Educational programs and support groups are available. You can request a one-on-one private consultation, free of charge.

408-402-6611

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

### American Cancer Society (ACS)

Learn about making treatment decisions, coping with side effects, handling financial matters, caregiving, and living well after cancer.

800-227-2345

<http://www.cancer.org>



## American Society of Clinical Oncology

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.

<http://www.cancer.net>

## Cancer.net–Navigating Cancer Care

This resource has a list of questions that might be a useful guide when you are preparing questions for your health care team.

<http://www.cancer.net/navigating-cancer-care/diagnosing-cancer/questions-ask-doctor>

## Cancer Support Community

Provides support, education and hope to people affected by cancer.

888-793-9355

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

## Cancer Survivors Network (American Cancer Society)

A free online program created by and for people with cancer and their families.

800-227-2345

<http://csn.cancer.org>

## I Can Cope (American Cancer Society)

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.

800-227-2345

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

## Medline Plus

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.

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

## National Cancer Institute

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.

800-4CANCER

<http://www.cancer.gov>

## National Center for Complementary and Integrative Health

Provides information about complementary health products and practices.

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

## National Comprehensive Cancer Network

This website is a patient-friendly source for information about cancer and its treatment, from diagnosis to survivorship.

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



# Stanford Web sites

Blood and Bone Marrow Transplant Program

<https://stanfordhealthcare.org/medical-clinics/blood-bone-marrow-transplant-program.html>

Cancer Supportive Care Program:

<https://stanfordhealthcare.org/for-patients-visitors/cancer-supportive-care-program.html>

Cancer Survivorship Program:

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

Clinical Trials:

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

CyberKnife Services:

<http://stanfordhealthcare.org/medical-treatments/c/cyberknife.html>

Exercise, Fitness, Yoga:

<https://stanfordhealthcare.org/for-patients-visitors/cancer-supportive-care-program.html>

Fertility Conservation Options:

<https://stanfordhealthcare.org/medical-treatments/f/fertility-preservation-for-cancer.html>

Genetic Counseling:

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

Gift Shops:

<http://stanfordhealthcare.org/for-patients-visitors/gift-shop.html>

Healing Partners:

<https://stanfordhealthcare.org/for-patients-visitors/cancer-supportive-care-program.html>

HERS Breast Cancer Foundation:

<http://hersbreastcancerfoundation.org/programs-services/>

Infusion Therapy Services (Palo Alto):

<https://stanfordhealthcare.org/medical-clinics/infusion-center-stanford-cancer-center-ita.html>



Infusion Therapy Services (Redwood City):  
<https://stanfordhealthcare.org/medical-clinics/infusion-center-stanford-medicine-outpatient-center.html>

Infusion Therapy Services (South Bay):  
<https://stanfordhealthcare.org/medical-clinics/south-bay-cancer-center.html>

Integrative Medicine:  
<http://stanfordhealthcare.org/medical-clinics/integrative-medicine-center/conditions.html>

Knitting with Friends:  
<https://stanfordhealthcare.org/events/knitting-with-friends.html>

Laboratory Testing:  
<https://stanfordhealthcare.org/programs-services/blood-draw-sites/locations.html>

Language Interpretation Services:  
<http://healthlibrary.stanford.edu/resources/foreign/>

Look Good...Feel Better:  
<https://stanfordhealthcare.org/events/look-good-feel-better.html>

Managing and Understanding Your Chemotherapy:  
<https://stanfordhealthcare.org/events/managing-understanding-your-chemotherapy.html>

Mindfulness Meditation Class:  
<https://stanfordhealthcare.org/for-patients-visitors/cancer-supportive-care-program.html>

MyHealth:  
<http://stanfordhealthcare.org/for-patients-visitors/myhealth.html>

Nutrition Services:  
<https://stanfordhealthcare.org/medical-clinics/cancer-nutrition-services.html>



# Stanford Web sites continued

Palliative Medicine:

<https://stanfordhealthcare.org/medical-clinics/palliative-medicine-stanford-cancer-center.html>

Pharmacy:

<https://stanfordhealthcare.org/for-patients-visitors/cancer-patient-services/cancer-center-pharmacy.html>

Radiation Therapy Services:

<https://stanfordhealthcare.org/medical-clinics/radiation-oncology.html>

Social Work:

<https://stanfordhealthcare.org/for-patients-visitors/social-work-case-management/cancer-social-workers.html>

Sperm Banking:

<https://stanfordhealthcare.org/medical-treatments/s/sperm-cryopreservation.html>

Stanford Health Library:

<http://healthlibrary.stanford.edu>

Support Groups:

<https://stanfordhealthcare.org/for-patients-visitors/cancer-supportive-care-program.html>

Wig Bank:

<http://stanfordhealthcare.org/events/wig-bank.html>

Writing Your Cancer Journey: An Expressive Writing Workshop:

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





# Phone Numbers

**For any emergencies, please call 911.**

650-498-6000 [CANCER CENTER PALO ALTO](#)

408-426-4900 [CANCER CENTER SOUTH BAY](#)

650-725-9456 [CAREGIVERS WORKSHOP \(PALO ALTO\)](#)

650-498-6004 [CANCER CENTER, WOMEN'S \(GYNECOLOGIC ONCOLOGY, BREAST ONCOLOGY, AND BREAST RECONSTRUCTION\)](#)

669-233-2807 [CAREGIVERS WORKSHOP \(SOUTH BAY\)](#)

650-498-7061 [CLINICAL TRIALS RECRUITMENT SPECIALISTS](#)

650-725-9456 [EXERCISE AND FITNESS \(PALO ALTO\)](#)

669-233-2807 [EXERCISE AND FITNESS \(SOUTH BAY\)](#)

800-549-3720 [FINANCIAL ASSISTANCE](#)

650-498-6000 [GENETIC COUNSELING](#)

650-723-4268 [GUEST SERVICES \(PALO ALTO\)](#)

408-426-4900 [GUEST SERVICES \(SOUTH BAY\)](#)

650-723-5161 [GIFT SHOP](#)

650-725-9461 [HEALING PARTNERS](#)

650-725-9456 [HEALING TOUCH](#)

650-736-1960 [HEALTH LIBRARY \(PALO ALTO\)](#)

408-353-0197 [HEALTH LIBRARY \(SOUTH BAY\)](#)

650-497-6046 [HERS BREAST CANCER FOUNDATION BOUTIQUE](#)

650-723-6940 [INTERPRETER SERVICES](#)

650-498-5566 [INTEGRATIVE MEDICINE](#)

650-725-9456 [KNITTING WITH FRIENDS](#)



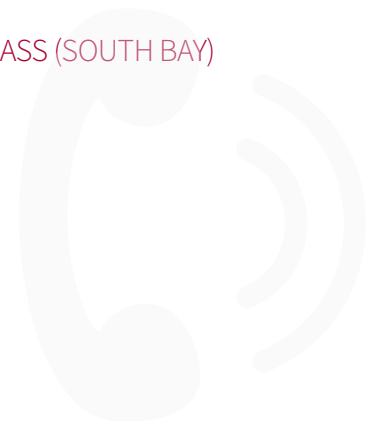
# Phone Numbers continued

## **INFUSION TREATMENT SERVICES:**

- 650-725-4656 APHERESIS (PALO ALTO)
- 650-724-7530 INFUSION TREATMENT, BONE MARROW TRANSPLANT AND/OR HEMATOLOGY ONCOLOGY (PALO ALTO)
- 650-724-7530 INFUSION TREATMENT, MEDICAL ONCOLOGY (PALO ALTO)
- 650-724-6140 INFUSION TREATMENT (REDWOOD CITY)
- 669-233-2432 INFUSION TREATMENT (SOUTH BAY)

## **LABORATORY TESTING**

- 650-725-8612 BLAKE WILBUR BUILDING
- 650-724-1413 BOSWELL CLINIC LABORATORY
- 650-497-0086 HOOVER PAVILION
- 650-498-6516 MENLO MEDICAL CLINIC (CRANE ST.)
- 650-498-3514 MENLO MEDICAL CLINIC (MIDDLEFIELD RD.)
- 650-723-7564 CANCER CENTER (PALO ALTO)
- 408-426-4900 CANCER CENTER (SOUTH BAY)
- 650-723-6111 STANFORD CLINICAL LABORATORY
- 650-721-7324 OUTPATIENT CENTER (REDWOOD CITY)
- 650-725-9456 LOOK GOOD...FEEL BETTER
- 669-233-2807 MANAGING AND UNDERSTANDING YOUR CANCER TREATMENT CLASS (SOUTH BAY)
- 650-725-9456 MINDFULNESS MEDITATION
- 866-367-0758 MYHEALTH
- 650-498-6000 NEW PATIENT COORDINATOR (PALO ALTO)



408-426-4900 NEW PATIENT COORDINATOR (SOUTH BAY)

650-498-6000 NUTRITION SERVICES

650-498-6000 PAIN MANAGEMENT

650-724-0385 PALLIATIVE MEDICINE (PALO ALTO)

408-426-4900 PALLIATIVE MEDICINE (SOUTH BAY)

650-498-6000 PATHWELL SERVICE CENTER

650-723-4268 PATIENT RELATIONS (PALO ALTO)

408-426-4900 PATIENT RELATIONS (SOUTH BAY)

**RADIATION THERAPY SERVICES:**

650-725-0084 CYBERKNIFE

650-498-6339 RADIATION THERAPY (PALO ALTO)

408-426-4900 RADIATION THERAPY (SOUTH BAY)

650-723-7222 SECURITY (PALO ALTO)

650-723-5091 SOCIAL WORK

650-714-7242 SOCIAL WORK (AFTER HOURS)

650-723-5101 SPIRITUAL CARE

650-723-8222, ENTER 15683 SPIRITUAL CARE (AFTER HOURS)

650-725-9456 SUPPORT GROUPS (PALO ALTO)

669-233-2807 SUPPORT GROUPS (SOUTH BAY)

669-233-2807 SUPPORTIVE CARE PROGRAM (SOUTH BAY)

650-498-6000 SURVIVORSHIP PROGRAM

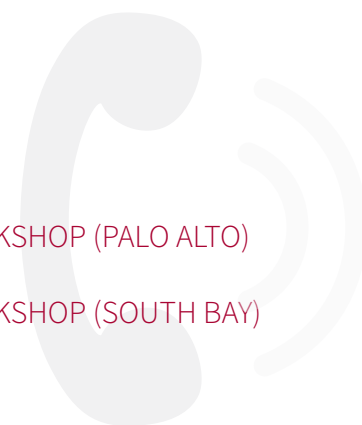
650-725-9456 WIG BANK

650-725-9456 WRITING YOUR CANCER JOURNEY: EXPRESSIVE WRITING WORKSHOP (PALO ALTO)

669-233-2807 WRITING YOUR CANCER JOURNEY: EXPRESSIVE WRITING WORKSHOP (SOUTH BAY)

650-725-9456 YOGA (PALO ALTO)

669-233-2807: YOGA (SOUTH BAY)





If you are not an English speaker, please go to the front desk and ask for a guide in Spanish, Russian, Chinese or Vietnamese

Si usted no habla inglés, por favor diríjase al mostrador y pida la guía en español, ruso, chino o vietnamita

Nếu quý vị là người không phải người nói tiếng Anh , xin đến quầy dịch vụ và hỏi sách hướng dẫn bằng tiếng Tây ban nha, tiếng Nga , tiếng Trung quốc hay tiếng Việt nam

**如果您不能用英語交流，請到前台索要一份中文指南。**

Если Вы не читаете по-английски, пожалуйста, попросите сотрудника регистратуры выдать Вам «Обзор услуг» на испанском, русском, китайском или вьетнамском языке.