



Outpatient Clinics Guide



WHAT PATIENTS AND
FAMILIES NEED TO KNOW

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Welcome to City of Hope

Expanding Hope Through Our Facilities

Please Pardon Our Dust

City of Hope is transforming into the cancer campus of the future. Due to construction, there will be frequent parking and road changes.

Visit expanding-hope.org to learn about the expansion, as well as City of Hope's visitor policy, construction updates and more.

In partnership with our Patient and Family Advisory Council, we created this guide as an easy-to-use resource for you and your family to use while you are receiving treatment at City of Hope.

In the following pages, you will find important telephone numbers, directions on where to check in when you return for your appointments and other practical information, including where to eat and where to find support for you and your family.



Scan with the camera on your mobile device to visit expanding-hope.org.

Innovative Treatments and Compassionate Care

Founded in 1913, City of Hope is a National Cancer Institute-designated comprehensive cancer center and a founding member of the National Comprehensive Cancer Network, making it a national leader in advancing research and treatment protocols.

For over a decade, City of Hope has been ranked among the nation's "Best Hospitals" in cancer by U.S. News & World Report.

Stem Cell Transplant and CAR T Therapy Pioneer

As one of the largest transplant centers in the world, City of Hope has performed over 16,000 bone marrow and stem cell transplant procedures since 1976. For 15 consecutive years, City of Hope has been ranked as an "overperforming" transplant center with better than expected survival outcomes. As a result, every year thousands of former patients who received bone marrow and stem cell transplants and their families join "Celebration of Life," City of Hope's annual Bone Marrow Transplant Reunion.

One of the most promising areas of cancer research and treatment is known as immunotherapy, in which a patient's own immune system is enlisted in the fight against cancer. City of Hope has been a leader of a powerful form of immunotherapy known as chimeric antigen receptor (CAR) T cell therapy. Using this approach, immune cells are taken from a patient's bloodstream, reprogrammed to recognize and attack a specific protein found in cancer cells, then reintroduced into the patient's system, where they get to work destroying targeted tumor cells. We have one of the most comprehensive CAR T cell programs in the world, with more than 45 CAR T clinical trials in process or completed, including trials for HER-2 positive breast cancer that has spread to the brain, and PSCA-positive bone metastatic prostate cancer.

Our Philosophy of Healing

Our mission is to transform the future of health care by turning science into a practical benefit, hope into reality. We accomplish this by providing outstanding patient-and-family-centered care, conducting innovative research and offering vital education programs.

The City of Hope community includes research associates, scientists, doctors, nurses, allied health professionals, graduate students, volunteers and an extensive support staff. We are united by our desire to find cures, save lives and transform the future of health. Every discovery we make and every new treatment we create gives people the chance to live longer, better and more fully.

In 1951, former City of Hope Executive Director Samuel H. Golter wrote City of Hope's "Thirteen Articles of Faith," which stress one common philosophy:

"There is no profit in curing the body if, in the process, we destroy the soul."

— Samuel H. Golter, 1951

Today, our multidisciplinary team of doctors, nurses, researchers and staff still share this philosophy. City of Hope clinicians are committed to using the discoveries made in the laboratory to create new and effective cancer treatments.

Department of Supportive Care Medicine

City of Hope is also home to the innovative Department of Supportive Care Medicine. This team is made of compassionate professionals, including doctors and nurses specializing in clinical supportive care and pain management, psychiatrists, psychologists, clinical social workers, child life specialists, patient navigators, positive image professionals, health education specialists, spiritual care providers and volunteers all working with your primary health care team to care for you and your family as you navigate cancer treatment. You will find more supportive care services and programs under the Sheri & Les Biller Patient and Family Resource Center section of this guide.



Getting to City of Hope

City of Hope | Duarte Campus

1500 E. Duarte Road
Duarte, CA 91010-3000
CityofHope.org

Main Telephone
800-826-HOPE (4673)

Parking
(877) COH-PARK or **(877) 264-7275**

OTHER IMPORTANT TELEPHONE NUMBERS

Appointment Line
800-826-HOPE (4673)

For scheduling, rescheduling or canceling an appointment

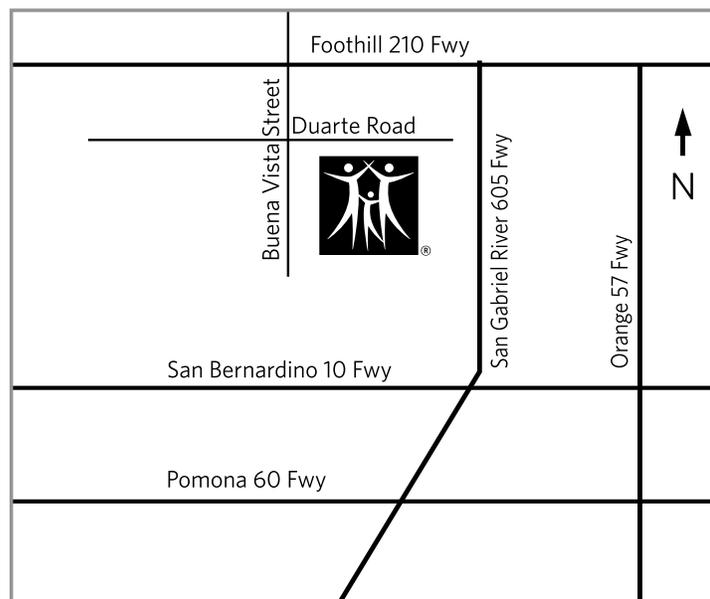
24 Hour Help Line for City of Hope Duarte Patients
626-218-7133

Pharmacy
626-301-8304

To refill prescriptions dispensed at City of Hope

Sheri & Les Biller Patient and Family Resource Center
626-218-CARE (2273)

Find patient and family resources, information about cancer, support groups and healing programs



Visitor Policy: Temporary Restrictions

City of Hope City of Hope has a new visitor policy for the safety of our patients and staff during the COVID-19 pandemic. We understand how difficult this time is for our patients and their families. We thank you for your understanding and patience.

For more up-to-date information on our visitor policy, please visit [CityofHope.org](https://www.cityofhope.org).

When you check in for your appointment, City of Hope staff will ask you a series of questions. If you have special needs, including oxygen tank, wheelchair or interpreter needs, staff can help you with accommodations.

Patient navigators are available to help you with registration, guide you to your appointment location, and assist with other support functions like FaceTime, Skype or calling a family member or caregiver. Learn more about Patient Navigators on page 31 of this guide or by visiting [CityofHope.org/PatientNavigators](https://www.cityofhope.org/PatientNavigators).

Interpreters are Available

City of Hope offers free interpretation for patients and caregivers whose first language is not English. Please call **626-256-HOPE (4673), ext. 62282**, before your appointment to reach the Clinical Social Work office.

Caregiver and Visitor Services

Families and caregivers are important members of your care team.

When you check-in for your appointment, let staff know if your family and caregivers would like to receive a call from the clinic during your appointment.

Waiting Areas for Family and Caregivers

Family and caregivers who drive patients to the City of Hope main campus at Duarte, California, are welcome to wait in designated waiting areas, including the Graff Library, next to Helford Hospital.

Other activities while waiting include:

- Walking in our gardens and public spaces while maintaining COVID-19 social distancing. Some buildings may be temporarily closed.
- Donating blood or platelets at the City of Hope Blood Donor Center. (Blood donations require an appointment.)

- Enjoying a meal to-go outside of the Bistro (Helford Hospital) and City Café (behind the Geri & Richard Brawerman Ambulatory Care Center). Online ordering is available with pick up at the food truck or at City Café. Visit nourishinghopefoodservices.coh.org to place an order from City Café. You may also place your order in person and pick it up at the designated waiting area. Please stay in the waiting area and don't enter the buildings. Dine-in and The Pantry are closed at this time.

If the planned visit is longer in duration and drivers would like to leave and return, the clinic can assist in calling them in advance of your pickup time. Be sure to tell your clinic staff.

Restrooms are located behind Helford Hospital. There is also a restroom outside of the City Café.

For more information on our visitor policy, please visit CityofHope.org.

PARDON OUR DUST

Expanding Hope Through Our Facilities

City of Hope's main campus in Duarte, California, is undergoing a major transformation to better serve you. We are enhancing existing facilities and creating new state-of-the-art facilities to deliver an even better care experience and address some of the challenges you've told us about, including parking.

Once the initial phase of our expansion is complete, City of Hope will have doubled our patient parking capacity, opened an on campus hotel, built a state-of-the-art outpatient center and completed planning for a second inpatient tower to be connected to City of Hope Helford Clinical Research Hospital. We hope you will pardon the construction and occasional inconveniences as we work to build this campus of the future.

Please check expanding-hope.org for updates on parking, construction closures and other important information.



Scan with the camera on your mobile device to visit expanding-hope.org.



Parking and Road Changes

As part of our main campus expansion and to accommodate construction of a new patient and visitor parking structure, City of Hope is directing patients to park in lots D, E, or G and relocating the main entrance to Village Road/Duarte Road.

View City of Hope's interactive map for the latest closures and detours at expanding-hope.org/map.



Where to Enter the Duarte Campus

During constructions, patients and visitors must enter campus via Village Road (off Duarte Road and west of Hope Drive). Once on campus, please follow the signs to parking lots D, E and G. Keep an eye out for our ambassadors dressed in white and khaki who will help you locate a parking spot and get to the Helford Hospital screening location.



Ambassadors

Ambassadors are stationed at parking lots and will be able to help patients and visitors in many ways including:

- tram rides from parking lots to campus buildings
- finding appointment locations and
- providing support with any questions patients and visitors may have.



Where to Park on the Duarte Campus

Self-parking is available free of charge at lots D, E or G. Valet parking (\$4 or \$2 with a disabled placard) is available at Helford Hospital. New patients coming for their first appointment at the main campus can valet for free.

If you're going in for treatment at the Outpatient Imaging Center, please park directly in front of the building in lot D.



If You Need Parking Help

City of Hope's Transportation team is available Monday through Friday from 8 a.m. to 4:30 p.m. Contact them via phone at **(877) 264-7275** or **(877) COH-PARK**, or via email at Transportation@coh.org for your on-campus transportation needs.



Tram and Security Escort Services

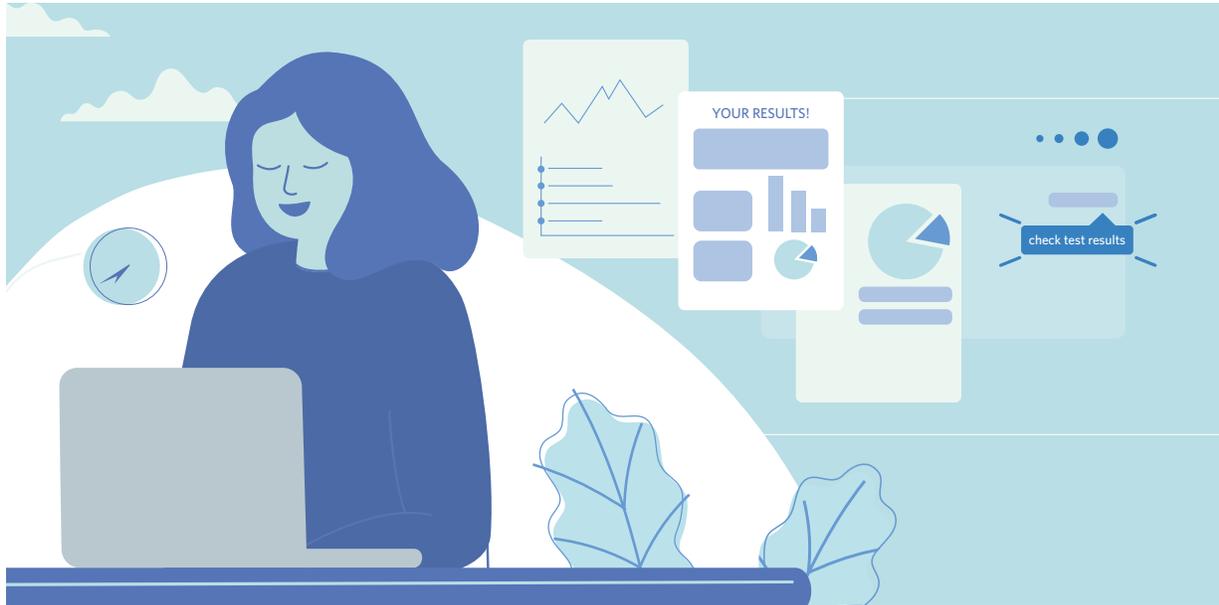
City of Hope provides a tram service to assist patients and visitors to and from their cars and around campus. The services are available Monday through Friday from 6 a.m. to 9 p.m. Go to the nearest stop and wait for the next tram. The average wait is about four to eight minutes. If you require an escort after hours or on weekends, please call Security Operations at **(626) 218-2006** and request a security officer to escort you to your destination.



Preparing for Your Appointments

MyCityofHope

MyCityofHope is a secure online portal that puts your medical information at your fingertips. With MyCityofHope, you can:



Request appointments.

Request your next appointment or view details of your past and future appointments.



Ask for prescription refills.

Send a renewal request for any of your refillable medications.



View after visit summaries.

View your after visit summary and clinician notes.



Access most test results.

No more waiting for a phone call or letter. View your results for most tests online at your convenience.



Communicate with your care team.

Email your care team to get answers to medical questions without multiple telephone calls or unnecessary appointments.



Pay bills online.

Check and pay your bills from home.



Connect to Hope Virtual (televisit) appointments.

Connect with members of your health care team through video on your smartphone, tablet or computer.



Give friends and family access.

Give access to your family and caregivers who help you with your health care needs.



Request, download or send your medical records.

Access information about your visits or send it to someone else.

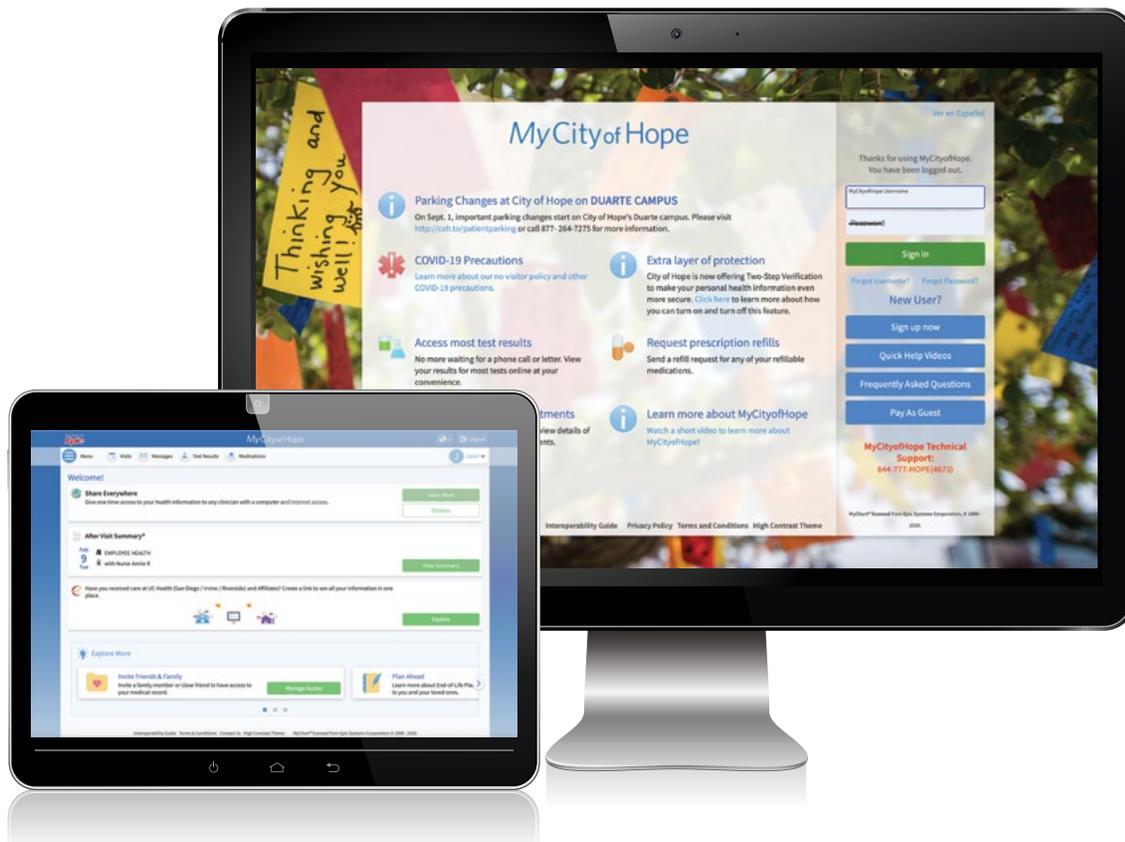
How Do I Sign Up?

To sign up, you will need the activation code found on your after visit summary.

1. Go to MyCityofHope.org.
2. Click the “New User Sign Up” box.
3. Enter your MyCityofHope activation code from your after visit summary.
4. Follow the prompts to complete your registration.

If you have questions or need a new activation code, please call [844-777-4673](tel:844-777-4673). Activation codes expire 45 days after being issued. You may also find the activation code on your City of Hope billing statements.

To learn more about MyCityofHope and to sign up, visit MyCityofHope.org.



Where to Check In

First Appointment Check-in: Guest Services Desk

During City of Hope's Duarte campus expansion, new patients will have City of Hope staff available to assist them from parking lots to check-in.

COVID-19 Screening

All patients must first go through COVID-19 screening to enter Helford Hospital, Briskin Center, Main Medical and Brawerman Ambulatory Care Center.

Consent to Treat

Once you check in, you will sign consent to treat forms. If you signed your consent to treat forms electronically, you will skip this step.

Identification Wristband

You will receive a patient identification wristband. For your safety, it is important to wear the wristband during your outpatient appointments.

Patient Identification Card

You will also be given a patient identification card. Please bring this card with you to every appointment and present the card at the registration desk.

A City of Hope staff member or volunteer will walk with you to your first appointment.

For patients who are visiting the Michael Amini Transfusion Medicine Center Outpatient Surgery Center (Amini), COVID-19 screening is also available in the Medical Office Building Pavillion.



For patients who are visiting the Outpatient Imaging Center, screening is available at the imaging center. If you have appointments only at these locations, you may go directly to those locations.

After your clinic visit, a City of Hope staff member or volunteer will walk you back to the Helford Hospital entrance.

Be sure to check in
and check out of
each appointment.

Regular Clinic Appointment Returning Patient Check-in

The outpatient experience can be different for each patient, but the order of events on your appointment day typically look like this:



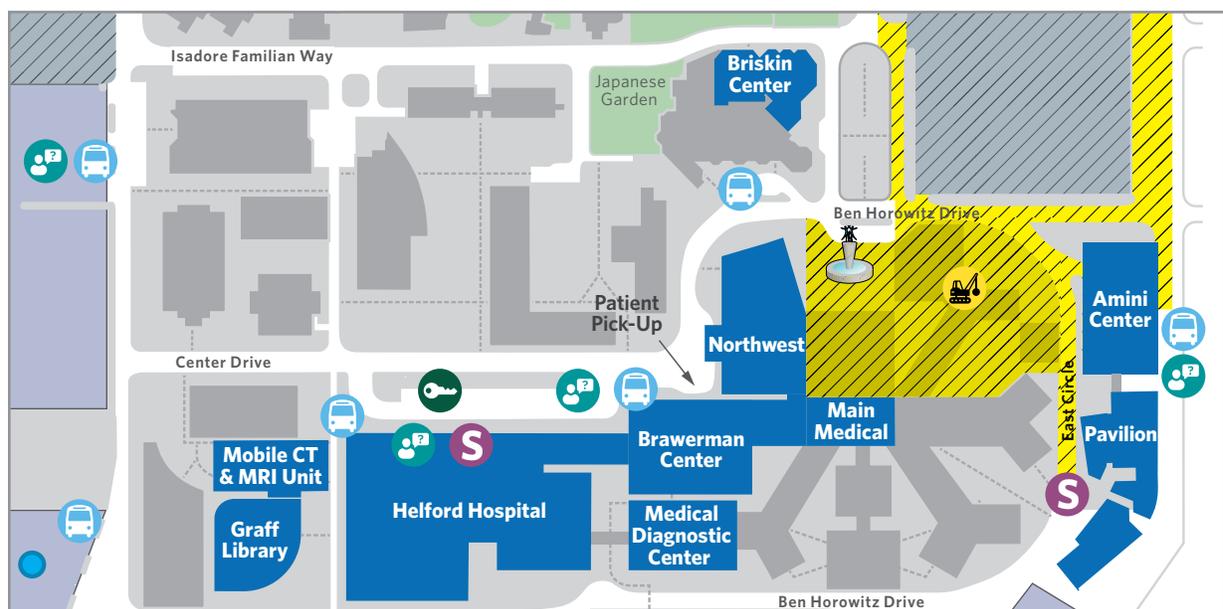
Returning patients check in when you need to have labs or imaging BEFORE your clinic appointment.

Please check in with Guest Services Desk for:

- Lab and VAD (vascular access device)
- Psychology and Psychiatry
- Supportive Medicine
- Anticoagulation Clinic

For clinic visits that don't require prior lab or imaging, check-in is in the clinics.

- For Level 1 Brawerman Center clinics, including Evaluation and Treatment Center (ETC), past Starbucks, past elevator B and check in on the floor.
- For lower levels, as well as levels 2 and 3, take Elevator B (past Starbucks, behind Starbucks) to lower level: Women's Center, DEM (Diabetes, Endocrinology & Metabolism).



1. For clinic appointments:

- a. Once you check in, you will receive a patient identification wristband. For your safety, it is important to wear the wristband during your outpatient appointments.
- b. Prior to seeing your doctor, vital signs will be taken and your current medications will be reviewed.
- c. It is very important to bring a list of your current medications with you to every appointment.

2. For labs and imaging appointments:

After any tests are administered, you will then proceed to your clinic appointment and meet with your doctor.

Please note that you will need to check in separately for your doctor's appointment when you arrive at the clinic.

3. For treatment or chemotherapy/infusion appointments:

- a. Treatment or infusion (chemotherapy, blood products or fluid) appointments usually occur following your doctor appointment.

Please be sure that you have someone that can drive you home after clinic visits or treatment.

VISITORS:

Please ask our staff in front of the Helford Hospital and Amini Center entrances to direct you to the visitor waiting areas.

Tips

HELPFUL PLANNING TIPS FOR YOUR VISITS

You may be spending several hours at City of Hope. Please come prepared:

- Wear comfortable clothes and shoes.
- Bring a book or magazine.
- Bring an iPad.
- Bring snacks and water.

Bring these important items with you:

- Insurance card(s), including Medicare, Medi-Cal, Covered California, etc.
- Insurance copay, if you have one
- List (or bottles) of medications
- Valid photo identification

DO YOU HAVE ANY SPECIAL NEEDS?

Patients with physical, intellectual and/or developmental disabilities may alert our staff to be reasonably accommodated. Please talk to your health care team about special needs accommodations before the day of your appointment.

A patient escort will be assigned as needed, please talk with your care team before your appointment.

Scheduling Future Appointment(s)

Before you leave, please be sure to stop at the scheduling desk to schedule future appointments.

Appointment Line: 800-826-HOPE (4673)

Rescheduling or Canceling Appointments

To reschedule any of your existing appointments, please call the main City of Hope line at **800-826-HOPE (4673)**.

Hope Virtual (Televisits)

Meet with your health care team from the convenience of home.

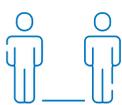
Hope Virtual is a telehealth app that allows you to connect through video with members of your health care team at City of Hope on your smartphone, tablet or computer.

When appropriate, you now have the option to see your provider with Hope Virtual from home, instead of receiving care at one of our facilities.

Benefits of Having a Televisit From Home

Televisits through Hope Virtual offer many of the same benefits as an in-person visit while saving travel time, limiting in-person visits, and making it easier to coordinate your care.

Visit CityofHope.org/patients/hope-virtual to learn more or visit hopevirtual.org to sign up.

 <p>SAFE</p> <p>Staying home and having your televisit there means avoiding germs and keeping safe social distance from others.</p>	 <p>PRIVATE AND SECURE</p> <p>Just like an in-person visit, Hope Virtual is designed to be private, secure and HIPAA-compliant to safely and confidentially connect you with your health care team online.</p>	 <p>CONVENIENT</p> <p>Televisits can be scheduled at a convenient time for you, based on your schedule.</p>
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Outpatient Clinics

Outpatient Clinics

Finding your way to your outpatient appointments may seem overwhelming and confusing at first. We encourage you to ask the Guest Services desks for a City of Hope staff member or volunteer to help you find your way at any time. City of Hope also has helpful signs to direct you to your clinic and other appointments.

Main Medical Building

In Main Medical, patients will find the following services:

- Medical Records
- Laboratory for Blood Tests (phlebotomy)
- VAD (Vascular Access Device) Lab
- Outpatient Pharmacy
- Sheri & Les Biller Patient and Family Resource Center
- Radiation Therapy (lower level)
- Clinical Social Work
- Supportive Care Medicine
- Financial Clearance Services
- Rehabilitation (Physical Therapy, Occupational Therapy etc.)
- Patient Advocate
- Evaluation and Treatment Center (ETC)

Geri & Richard Brawerman Ambulatory Care Center Clinic Directory

At City of Hope, most outpatient care is provided in the Geri & Richard Brawerman Ambulatory Care Center.

Brawerman Center

1st Floor

- **1A** Evaluation and Treatment Center (ETC)
- **1A** First Floor Check-in
- **1B** Hematology, Bone Marrow Transplant
- **1C** Hematology, Bone Marrow Transplant
- **1D** Observation

3rd Floor

- **3A** Pediatrics, Pediatric Infusion, Orthopedic
- **3B** Hematology, Bone Marrow Transplant, Dermatology, Kaiser Regional BMT Program
- **3C** Chemotherapy Infusion
- **3D** Chemotherapy Infusion

2nd Floor

- **2A** Head and Neck, Pulmonary, Thoracic
- **2B** General Oncologic Surgery, Adult Gastrointestinal
- **2C** Adult Melanoma, Sarcoma, Neuro-Oncology, Interventional Pain, Supportive Medicine
- **2D** Urology

Lower Level (LL)

- Women's Center — Breast, Gynecology, Plastics, Survivorship
- DEM (Diabetes, Endocrinology & Metabolism)
- Positive Image CenterSM

Women's Center

The Women's Center serves as a central hub for patients to access a wide range of health care professionals, including physician specialists (breast and gynecologic cancer surgeons and medical oncologists, plastic surgeons, geneticists and supportive care physicians), nurses, genetic counselors, schedulers, social workers, supportive care staff and other health specialists.



The Women's Center is located on the lower level of the Brawerman Care Center. The 16,000-square-foot facility features bright, spacious and welcoming registration and reception areas to enhance comfort for patients and their families.

The Women's Center provides women's cancers services including:

- Diagnostic visits
- Clinic visits and minor procedures
- Genetic counseling
- Mammography and tomosynthesis imaging
- Ultrasound imaging
- Bone density testing
- Stereotactic breast biopsy
- Follow-up and supportive care
- Survivorship care

If you have any questions about the Women's Center, please contact us at [800-826-HOPE \(4673\)](tel:800-826-HOPE).

Positive Image CenterSM — Women's Center

The Women's Center also features our newest Positive Image CenterSM, which offers a wide variety of services and products to address appearance-related concerns tailored to Women's Center patients.

Hours of Operation:

Monday through Friday, 8 a.m. to 4:30 p.m. To make an appointment for a private consultation, please contact [626-218-3842](tel:626-218-3842). Walk-ins are always welcome.



Outpatient Surgery Center

Located on the third floor of the Michael Amini Transfusion Medicine Center, the Outpatient Surgery Center provides surgical/procedural services to patients who have been determined to be appropriate candidates by their physician, surgeon and/or anesthesiologist for an outpatient surgery or procedure.



Michael Amini Transfusion Medicine Center

Hematology and Hematopoietic Cell Transplantation (HEM/HCT) Day Hospital

Located on the third floor of the Amini Center, the primary service offered in the HEM/HCT Day Hospital is outpatient transplant care, including administration of conditioning regimen, stem cell infusion and post-transplant care to patients who meet the criteria for outpatient transplant.

The HEM/HCT Day Hospital is also the primary site for DLI (donor lymphocyte infusions) T cell infusions, and other cellular therapy such as stem cell infusions for engraftment and relapse support. Additional services offered include blood product transfusion, chemotherapy, and other therapeutic and protocol-related infusions.

Blood Donor Center

The Amini Center is a recognized leader in apheresis, donor matching and marrow transplants, and is one of the largest, hospital-based donor centers of blood and platelets in the country. The Amini Center houses services related to the collection, processing, analysis, delivery and transfusion of blood and blood components. A variety of outpatient services are provided in the Therapeutic Apheresis area such as peripheral blood stem cell collections, photopheresis, blood cell component exchanges, therapeutic phlebotomies, cellular therapy product collection for research protocols and therapeutic cytapheresis.

Patients at City of Hope — most of whom are fighting cancer — rely on more than 37,000 units of blood and platelets each year for their survival. And every one of those units comes from caring individuals, such as your family and friends who want to make a difference.

For more information on making a whole blood or platelet donation, please call **626-471-7171** or go online at iDonateBlood4Hope.org to make an appointment to donate blood or platelets.

Outpatient Imaging Center

Located on the southern part of the Duarte campus, the Outpatient Imaging Center provides our patients with access to state-of-the-art imaging equipment in a convenient and easily accessible venue. This building is yet another example of how City of Hope is expanding our campus to help bring tomorrow's discoveries to patients who need them today.

The building is just under 10,000 square feet and houses a number of imaging systems including one MRI (magnetic resonance imaging), one PET/MR (positron emission tomography/magnetic resonance), two CTs (computed tomography), one PET/CT and two ultrasound machines.

At the Outpatient Imaging Center, City of Hope is excited to introduce new PET/MR imaging technology, the first of its kind on the Duarte campus. This leading-edge system offers high precision imaging enhancing our capacity for cancer diagnoses and continued research.



Outpatient Imaging Center



Your Health Care Team

Your Health Care Team

At City of Hope, we use a multidisciplinary approach with a team of many different kinds of health care providers coming together to care for you. You and your family are the most important part of your health care team. Other members of your health care team include, but may not be limited to:



Doctor/Physician

As the leader of your medical care team, your doctor specializes in diagnosing and treating cancers with chemotherapy, targeted therapies and other treatments. Doctors with different specialties include medical oncologists, surgical oncologists, hematologists and radiation oncologists.

Physician Assistants

Physician assistants, or PA-C, are trained and licensed to evaluate and treat medical conditions under the supervision of a doctor. A physician assistant can also order tests and prescribe some medications.

Nurses

Nurses are the front-line care providers at City of Hope. They are specialists in all areas of patient care and include nurse practitioners, nurse coordinators, outpatient nurses, bedside nurses, case managers and other specialty nurses.

Nurse Practitioners

Nurse practitioners are registered nurses who have advanced special training and certification to evaluate and treat medical conditions. A nurse practitioner is also authorized to write prescriptions and order tests.

Rehabilitation Treatment Team

City of Hope is a STAR Certified institution and has specially trained oncology rehabilitation therapists. Evidence suggests that exercise and activity help people recover more quickly, reduce stress and anxiety, reduce nausea, reduce fatigue, help with sleep and reduce the risk of complications such as blood clots, pneumonia, weakness and depression. The therapists will work with you to develop a plan specific to your needs.

The goals of this plan are to help you maintain your physical, cognitive and leisure/social functioning to help you return to your prior level of engagement in your chosen and required activities as soon as possible. The rehabilitation team is made of up physical therapists, occupational therapists, and speech and language pathologists, each specializing in a particular part of your rehabilitation process.

Clinical Social Workers

Clinical social workers are an important part of your health care team. Every patient at City of Hope is assigned a social worker. Serious or long-term illness can be a major stressor for both patients and their families. Clinical social workers are available to give you and your loved ones the emotional and social support you may need. This can include counseling, financial resource referrals, community resource referrals and support group information. The Division of Clinical Social Work is also able to arrange for interpreter services if you or your family members require them.



Ask your health care team about how to connect with your clinical social worker or contact the office of Clinical Social Work by calling **626-218-2282** or visiting [CityofHope.org/ClinicalSocialWork](https://www.cityofhope.org/ClinicalSocialWork).

Dietitians

Dietitians are available to assess your eating habits and then give you information regarding food and nutrition. Your dietitian can assist with creating nutrition plans during and after treatment to help minimize treatment side effects, discuss important food safety guidelines and more.

Children, Adolescents and Young Adults

Our team of pediatric experts provides innovative and comprehensive care for children, adolescents and young adults (AYA). We offer both medical treatment and psychosocial support to young cancer patients and their family members.

The AYA team includes:

- Pediatric oncologists
- Hematologists
- Surgeons
- Radiation oncologists
- Pathologists
- Other specialists

They all collaborate to create personalized treatment plans for patients.

Professionals in psychology, social work, child life, physical, occupational, recreational and music therapy, and school reintegration provide individual attention and group activities for patients and their families.

With the ever-increasing number of survivors of childhood cancer, we also emphasize long-term survivorship — continued surveillance to monitor and proactively address long-term effects of childhood cancer — through our childhood cancer survivorship program.



Survivor Alex Tung

Visit [CityofHope.org/youngadult](https://www.cityofhope.org/youngadult) for more information, events and resources for AYA.

Visit the AYA Facebook group at [facebook.com/cohayaoncology](https://www.facebook.com/cohayaoncology) or on Instagram at [instagram.com/cityofhopeaya](https://www.instagram.com/cityofhopeaya) for information, resources and community.

Supportive Care Medicine

The Supportive Care Medicine team uses an interdisciplinary approach to improve the quality of life of cancer patients and their families by providing a comprehensive, holistic, innovative approach to the treatment of symptoms associated with cancer and its treatment. The focus is to alleviate disease-related symptoms such as pain, nausea, fatigue, constipation, diarrhea and shortness of breath. Additionally, the Supportive Care Medicine team specializes in communication around your values and goals for care and advanced care planning.



Please speak with your health care team if you would like assistance in any of these areas.

The Department of Supportive Care Medicine integrates many aspects of supportive cancer care under one umbrella, including:

- Supportive Medicine
- Clinical Social Work
- Interventional Pain
- Patient Navigation
- Psychology and Psychiatry
- Sheri & Les Biller Patient and Family Resource Center
- Patient, Family and Community Education
- Spiritual Care Services
- Child Life Services
- Volunteer Services
- Positive Image CenterSM
- Patient Special Services

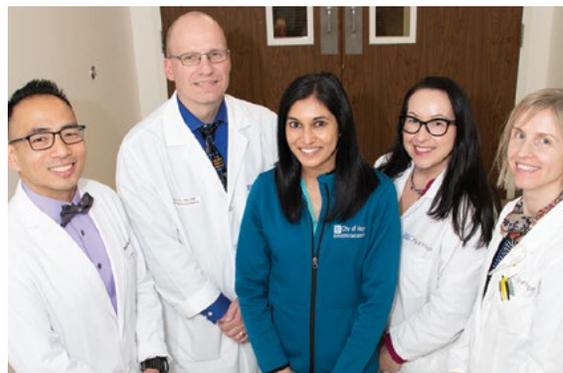
Supportive Medicine

The doctors and nurses in the Division of Supportive Medicine have advanced training to support patients and family members to:

- Address symptoms of the patient's disease and side effects of treatment.
- Manage uncontrolled or complex symptoms, including pain.
- Help clarify hard choices and make values-based medical decisions.

Talk to your main doctor about a referral to Supportive Medicine.

Visit [CityofHope.org/SupportiveMedicine](https://www.cityofhope.org/SupportiveMedicine) to learn more.



Interventional Pain: Procedures for Pain Treatment

Quality of life can be severely affected by cancer- and treatment-related pain. Our Interventional Pain specialists bring unique medical expertise to bear in the development of a comprehensive treatment plan for patients. Nerve blocks, injections, discography, spinal cord stimulation and intravenous therapies are among the services offered. The treatments provided are aimed at improving or restoring quality of life, decreasing reliance on pain medications, and increasing function and productivity. Ask your health care team for a referral to Interventional Pain. Visit CityofHope.org/PainClinic for more information.

Psychiatry

Psychiatric services are available to help maximize quality of life by helping patients deal with the psychiatric challenges that may arise during a cancer diagnosis and treatment. Psychiatrists help with medication management of anxiety, depression and psychiatric symptoms. Please notify your health care team if you would like to speak with one of our psychiatrists.

Psychology

Psychologists play a key role in helping you with the emotional, psychological and behavioral challenges that may arise during cancer diagnosis and treatment. Psychologists help reduce the impact of these challenges on coping and the ability to actively participate in care. Please speak with your health care team if you are struggling with any of these concerns and would like to speak with a psychologist.

Child Life Program

The uncertainty of illness, treatment and procedures may cause fear and distress in children and their families. Child life specialists support children who are preparing to receive procedures and treatment to prepare, understand and feel confident and safe during their care at City of Hope. They do this by:

- Providing age-appropriate education
- Supportive activities and resources
- Building trusting relationships with pediatric patients by using techniques such as therapeutic and medical play



Survivor Hannah Komai

Child life specialists provide services to pediatric patients and children of adult patients. Grandparents can also request child life specialists to help their grandchildren understand their illness and treatment. They also provide support and education on end of life, grief and bereavement.

Children and families who receive child life services are more confident and empowered in coping with their hospital events and a loved one's illness. For more information about the child life program, please call extension **626-218-4513** or visit CityofHope.org/ChildLife.

Patient Navigators

Patient navigators provide personalized support for patients and their families from the first diagnostic test through post-treatment follow-up care at City of Hope. They serve as a single point of contact to answer questions, orient patients and families to City of Hope, connect them to needed resources and navigate the complex health care system. Patient navigators serve as liaisons between patients and their health care team to ensure that concerns are addressed.

A patient navigator can:

- Orient patients and families to the outpatient appointment scheduling process, facilitate communication with your health care team, and serve as a single point of contact for you and your caregivers for nonmedical questions.
- Coordinate multiple medical appointments (physician visits, lab tests, imaging tests, etc.).
- Connect patients and families to resources such as transportation and lodging.
- Provide specialized assistance to patients who are at greatest risk of experiencing socio-economic, cultural and/or language barriers to care.
- Provide emotional support and connect patients with clinical social workers and support groups.
- Help patients and families overcome language barriers by connecting them with an interpreter.
- Act as patient advocates and communicate patients' wishes to the health care team.
- Attend physician visits with patients to ensure they understand the information shared.
- Facilitate access to financial aid and assist with insurance paperwork.
- Help patients and families access health education resources to inform decision-making about treatment options and managing side effects.
- Help patients and families access information about clinical trials.



Contact the Biller Patient and Family Resource Center at **626-218-CARE (2273)** to reach a patient navigator.

Spiritual Care Services

Many patients and their families rely on faith and/or spiritual beliefs to help them through the difficulties of cancer and its treatment. Spiritual care chaplains are trained to provide spiritual support and counseling for patients and families of all religions and beliefs. Please notify your health care team if you would like to speak with one of our chaplains or call extension **626-218-3898** or visit [CityofHope.org/SpiritualCare](https://www.cityofhope.org/SpiritualCare).

Patient Resource Coordinators

Our patient resources coordinators focus on providing patients and families with practical needs such as mental health resources, transportation, public benefits assistance, support groups, co-pay assistance and more, so that you can focus on getting treatment. To reach one of our coordinators, please call **626-218-2004** or **626-218-5461** or email resourcecoordinators@coh.org.

Patient, Family and Community Education

Senior health education specialists partner with your health care team to develop patient-centered educational classes, programs and information on cancer diagnosis, treatment, side effects and symptom management, as well as resources to help patients and families make informed decisions and practice self-management techniques at home. Patients and families can find extensive information at our Patient and Family Education Library at CityofHope.org/PatientEducation.

Volunteer Services

At City of Hope, we're driven by compassion.

City of Hope volunteers are extraordinary individuals with unique backgrounds and skills who have a desire to serve by helping others. Volunteers go the extra mile to ensure that City of Hope's mission of eliminating cancer and diabetes through exquisite care, innovative research and vital education becomes a reality. Many of our volunteers are — or have been — City of Hope patients and caregivers themselves and carry their personal experiences into their service to others.



Volunteer Services collaborates with departments throughout the medical center and select community practice sites to offer support to patients, caregivers and guests both virtually and in person. Volunteers help to alleviate the stress, loneliness and isolation people may feel during their cancer journey. For example, volunteers offer support to new patients by escorting them to appointments in the outpatient clinic and by participating in specialized volunteer programs in the inpatient setting.

Volunteers can be identified by blue smocks or blue polo shirts and their big, genuine smiles. All volunteers are required to complete training and comply with all City of Hope health requirements. Volunteering can be a fulfilling way to expand professional and interpersonal skills, build a sense of purpose and provide the opportunity to give back to City of Hope. If you are interested in volunteering at City of Hope, please call extension **626-218-4049** or visit CityofHope.org/volunteer.

City of Hope Virtual Volunteer Program

Virtual Volunteers are here to support City of Hope patients and caregivers. We are here to connect you with the on-campus support you are used to, all without needing to leave your home! Since the increase in telehealth appointments, we know that our patients are visiting our campuses less often. We are committed to offering the same extra layer of support that City of Hope volunteers have always provided to you on campus.



Connect with a Virtual Volunteer

You can now connect with one of our Virtual Volunteers anytime Monday through Friday from 8 a.m. to 4 p.m. Visit the website [CityofHope.org/VirtualVolunteer](https://www.cityofhope.org/VirtualVolunteer) and select “Request an Appointment” or if you prefer you can contact the Virtual Volunteer Hotline at [626-218-0602](tel:626-218-0602) and let us know what time works best for you.

Virtual Volunteers can assist with the following services:

- Advance Care Education
- MyCityofHope Patient Portal
- EDD/Disability Forms
- Virtual Patient Companion
- Virtual Spiritual Care



Scan with the camera on your mobile device to visit the virtual volunteer page



Sheri & Les Biller Patient and Family Resource Center

Sheri & Les Biller Patient and Family Resource Center



The Sheri & Les Biller Patient and Family Resource Center embodies the heart and soul of City of Hope’s mission to care for the whole person. As part of the Department of Supportive Care Medicine, this hub integrates all support services under one umbrella. Here you will find a warm and welcoming space to obtain essential support, education and resources to strengthen and equip patients and families before, during and after treatment.

This sanctuary is centrally located on the Duarte campus in the Main Medical building. We are also accessible by phone and by visiting us at CityofHope.org/BillerPatientandFamilyCenter.



The Biller Resource Center is operating at limited capacity during the COVID-19 pandemic.

Educational Classes and Support Groups

City of Hope offers several specialized support groups to foster education and networking among patients and caregivers who are going through a similar experience. Classes may vary depending on season. Call the Biller Patient and Family Resource Center at **626-218-CARE (2273)** or visit **[CityofHope.org/BillerPatientandFamilyCenter](https://www.cityofhope.org/BillerPatientandFamilyCenter)** for current class and support group schedules. Our educational classes and support groups include:



Educational classes and support groups are now offered virtually. Please visit **[CityofHope.org/BillerPatientandFamilyCenter](https://www.cityofhope.org/BillerPatientandFamilyCenter)** for up-to-date information.

Patient & Family Welcome and Orientation Class

This class is an essential education for all patients and family members. Learn who to call for answers and assistance, and how to get the most out of your care. Discover the supportive and practical resources available, including educational classes and financial services. This class is also available in Spanish. Reserve your space today by emailing **PatientEducation@coh.org**.

The Power of Healthy Eating

Nutrition and physical activity are the most important modifiable determinants of cancer risk. Learn how to incorporate good nutrition and physical activity in your life. Sample a healthy, easy to prepare dish that meets cancer prevention guidelines. This class is available in Spanish and Chinese.

Caregivers Connect

Caregiver's Connect is a place for caregivers to take time to relax, get support and get to know other caregivers. The group meets virtually. Please register at **[CityofHope.org/caregivers](https://www.cityofhope.org/caregivers)**.

Chinese American Cancer Support Group

In collaboration with the American Cancer Society, City of Hope hosts an education and support group for Chinese American patients and families who are currently battling or have battled cancer.

Chronic Lymphocytic Leukemia Education and Support Group

Sponsored by the Chronic Lymphocytic Leukemia Society, this group provides education and support and offers the opportunity to discuss concerns with others.

Bereavement Support Group

These groups are open to surviving spouses, caregivers, siblings and children from cancer-related deaths. Preregistration is required for this 12-week series.

Coping With Head and Neck Cancer

Join this group to learn from each other's experience, obtain tips and tools to help manage stress, and learn how you can best support your family.

Couples: Essential Skills for Overcoming the Challenges of Cancer Together

Gain knowledge about specific techniques to enhance open and honest communication. Learn practical behaviors that will strengthen your relationship. Practice effective problem solving skills together. Each group will be interactive and focus on a different topic. For more information, visit [CityofHope.org/couplesprogram](https://www.cityofhope.org/couplesprogram).



Empowering Young Adults

This education program is focused on young adults who have cancer. Patients (ages 18 to 29) currently going through active treatment are invited to attend a free six-week educational/peer support program to increase their knowledge of treatment related issues, resources and coping skills. Topics include strategies for symptom management and communication, understanding and managing relationships, independence while undergoing treatment and more.

Leukemia, Lymphoma & Multiple Myeloma Patient Connections

Find strength, support and connect with others. Light refreshments are served.

Prostate Cancer Support Group

This group is a safe space for express concerns, share experiences and relate to others coping with the effects of prostate cancer and its treatment. Spouses/partners are welcome.

Positive Image CenterSM

Cancer and its treatment can be challenging both on the body and the soul. At City of Hope, we believe in treating the whole person as part of our comprehensive cancer treatment. The Positive Image CenterSM is an integral part of that philosophy. As part of the Department of Supportive Care Medicine, the center provides a welcoming and supportive environment on the Duarte campus. Oncology-trained, licensed cosmetologists work 1 on 1 with patients to help minimize the side effects of cancer treatment on the body and the soul.



Services We Offer

- Complimentary haircuts and head shaves for inpatients and outpatients
- Custom wig fittings and cuts
- Pre/Postmastectomy fittings
- Demonstration of eyebrow application
- Head-wrap and scarf tying techniques
- Product consultation

Products Available at the Positive Image Center

Our specialty boutique offers an intimate space to shop for the wigs, head-wraps, scarves, radiation creams, nontoxic cosmetics and skin-care products that are right for you.

- Wigs and hair pieces
- Wig accessories — shampoo, conditioner, combs, wig stands and liners
- Hats for men, women and children
- Scarves
- Sleep caps, beanies, turbans and bandanas
- Post-op mastectomy bras and camisoles
- Breast prostheses
- Lymphedema sleeves
- Miaderm — cream for radiation burns
- Nontoxic nail polish and polish remover
- Eyebrow makeup kits
- Vaginal dilators
- Astroglide and pomegranate oil vaginal moisturizers
- Aluminum-free deodorant

LOCATIONS AND HOURS

The Positive Image Center located at City of Hope's Duarte campus on the lower level of the Geri & Richard Brawerman Ambulatory Care Center.

MAKING AN APPOINTMENT

To make an appointment for a private consultation, please call **626-218-3842**.

Walk-ins are always welcome.

Look Good ... Feel Better

City of Hope and the Look Good Feel Better Foundation sponsor the Look Good ... Feel Better Program. This free national program is available to women undergoing radiation or chemotherapy.

Participants will learn techniques to minimize the appearance-related side effects of cancer and its treatment, get makeup and hair loss tips, and receive free cosmetics.

Classes are available in English and Spanish.

For information on this acclaimed program, or to register for upcoming events, please R.S.V.P. online at Lookgoodfeelbetter.org.

Reservations are required.

Integrative Therapies

At our Duarte campus, we offer a number of classes that promote health and healing. Our programs focus on the mental, physical and spiritual well-being of every individual. We discuss health topics that cover exercise, ways to improve quality of sleep, how to reduce stress and more. Programs schedules may vary depending on season and facilitator availability. Check in at the Biller Patient and Family Resource Center for a class schedule or call **626-218-CARE (2273)** or visit **CityofHope.org/BillerPatientandFamilyCenter**.



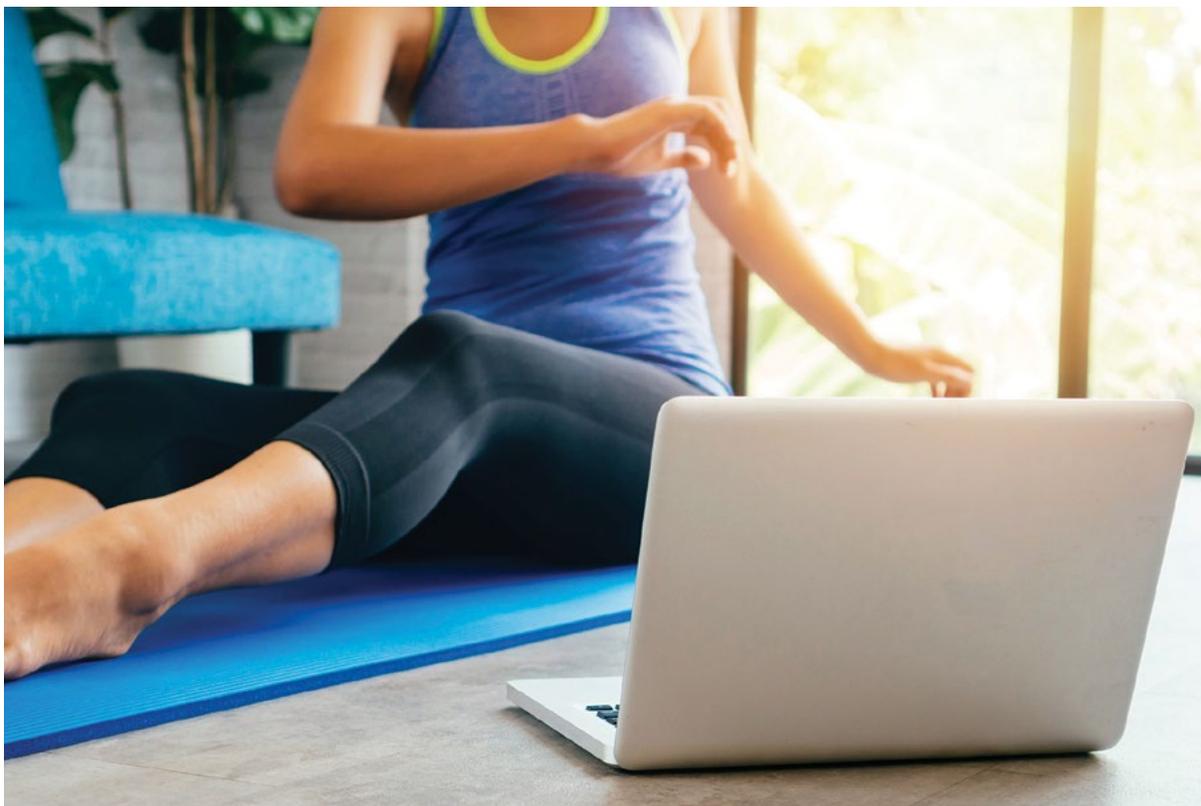
Some integrative therapies are now offered virtually. Please visit **CityofHope.org/BillerPatientandFamilyCenter** for up-to-date information.

Arts Program

Explore drawing, collage, crafts and more in this instructor led art class. A new project is featured during each class. No previous experience is required. All materials are included.

Gentle Yoga

We offer mind, body and meditation classes. Course includes various hatha yoga postures, and development of daily home practice and relaxation techniques, including guided meditation and deep breathing. No previous experience is necessary. Physician consent and preregistration is required. Class is also available in Spanish.



Discover Your Inner Artist

Art therapy can relieve stress and anxiety, enhance relaxation, and improve physical and emotional well-being. Express yourself through the creative process of art.

Massage Therapy

Massage therapy provided by a certified oncology massage therapist. Massage can help relieve stress and anxiety, ease pain and promote sleep. Thirty-minute sessions are provided to patients free of charge. Physician consent and preregistration is required.

Music Therapy

Nourish your mind, body and soul with the healing power of music. Explore instruments, create music or simply come to listen. Music therapy has been shown to improve pain or physical discomfort, relieve stress and anxiety, enhance relaxation, and increase coping and positive thinking. No previous experience required. All instruments are provided.

Hands on Harps Concert Series

This series is led by internationally acclaimed composer, lecturer, author and recording artist Alfredo Rolando Ortiz, who has a multicultural repertoire which covers folk, classical and popular music of many countries. He is well known around the world as the premier harpist of South American music, and shares his talents with City of Hope patients, family members, staff and visitors. All are welcome.

Tai Chi

Relax the mind and strengthen the body with this ancient practice referred to as “moving meditation.” Tai chi can improve flexibility and balance, decrease pain and stiffness, reduce stress and anxiety, and promote a good night’s sleep. All levels are welcome. No previous experience is required.



24 Hour Help Line: Nursing Triage Call Center and Outpatient Pharmacy

Nursing Triage Call Center

24 Hour Help Line for City of Hope Patients

Call 626-218-7133

A registered nurse is available 24 hours a day to answer your questions for non-life-threatening health problems. Please have your medical record number when you call. The nurse will ask to verify this number each time you call.

Call 911 immediately, if you have:

- A life-threatening emergency
- Severe chest pain
- Difficulty breathing
- Poisoning
- Uncontrollable bleeding
- Signs of shock (rapid pulse; cold, pale and clammy skin; confusion; rapid breathing)
- Serious injuries or burns

If seen in a hospital's emergency room:

1. Identify yourself as a City of Hope patient.
2. Call your City of Hope doctor after discharge.

Call the triage nurse if you have:

- High fever (100.4 F or higher)
- Nausea, vomiting or diarrhea that is not controlled by your medications
- Uncontrolled pain
- Problems with your VAD (venous access device) or PICC line
- Need of help with self-care procedures
- Bleeding
- Any other health problem where you were instructed to call City of Hope
- Non-urgent health problems



If you need medical treatment, the triage nurse may tell you to come to our Evaluation and Treatment Center (ETC) located in Brawerman Clinic 1A. ETC is open 24 hours a day, seven days a week.

Please DO NOT call the Nursing Triage Call Center for pharmacy refills, to make appointments or to obtain medical records. Outpatient retail pharmacy services are available to City of Hope patients.

Outpatient Pharmacy Services

Medications may be prescribed for you after a clinic visit that may be picked up at our on-site pharmacy in the Main Medical building.

The outpatient pharmacy provides the investigational drugs to patients enrolled on research protocols at City of Hope and maintains an inventory of specialty medications and supplies that may not be readily available at other community retail pharmacies.

Prescription Refills

626-301-8304

Pharmacy Hours:

Monday through Friday, 8:30 a.m. to 6 p.m.

Saturday, 8:30 a.m. to 3:30 p.m.

Closed on Sundays and major holidays



Advance Care Planning



Making an Advance Directive

If you are not able to speak for yourself, there are a few things your loved ones and health care team need to know: who should speak for you, how you want to live, what quality of life means to you and the type of medical care that you would or would not want.

When Should I Complete My Advance Directive?

All adults, regardless of age or health status, should have an advance directive. Even though it may be unlikely that you will need to use it, completing an advance directive is strongly recommended early in your care.

If you already have an advance directive, work with your health care team to have it added to your medical records at City of Hope. Review it regularly to be sure it reflects your current wishes. You may want to change your advance directive based on any new treatment plans or major life changes.

What Are the Steps to Complete an Advance Directive?

- 1 Choose a health care proxy (medical decision maker). You can learn more about how to choose the right person by watching this video: [CityofHope.org/health-care-proxy](https://www.cityofhope.org/health-care-proxy)
- 2 Think about what matters most to you and share it with your health care proxy. At [gowish.org](https://www.gowish.org), you can use an online deck of cards to help you prioritize what is most important to you.



Scan with the camera on your mobile device to visit the website.

3

Complete your advance directive form. The form and a step by step guide to fill it out can be found at prepareforyourcare.org/welcome.

4

Bring your advance directive to City of Hope and share it with your medical team.



Scan with the camera on your mobile device to visit the website.

If You Have Any Questions or Need Help

If you have any questions or need help to use these tools, please visit City of Hope's Sheri & Les Biller Patient and Family Resource Center (located in Main Medical at City of Hope's Duarte campus) or email advancedirective@coh.org.

We have a team that can:

- Answer your questions about advance directives
- Help you complete your advance directive
- Make an appointment for free notary services at City of Hope (Monday through Friday).
- File a copy of your advance directive in your medical record

Once Your Advance Directive is Complete

1. Make copies and give one each to:

- Your medical decision maker(s)
- Your doctor
- Each family member who would know if you were hospitalized
- Your lawyer, if you have one (remember, your lawyer is not likely to be called if you are in a hospital)

2. Provide a copy to the medical records team, located next to the lobby of the Main Medical building, so it can be scanned into your medical record. Your advance directive stays valid until you revoke or replace it.

3. Keep the original and put it in a safe place where you can get it easily — not in a safe deposit box.

What If I Change My Mind or Want to Add Something?

If you want to change and/or add something, you should complete a new form. Let your medical decision maker(s), your family and your health care team know that you have a new form. Give copies of the new form to all the people who have copies of your original form and discuss the change.



Health Insurance, Billing and Financial Clearance Services

Health Insurance, Billing and Financial Clearance Services

City of Hope is guided by a compassionate, patient-centered philosophy, and supported by a national foundation of humanitarian philanthropy. We believe that the best care occurs when patients, families and health care providers work together. Therefore, we want you to have the information you need to make decisions about your health.

As a valued patient, it is in your best interest to know and understand your financial responsibility during your visit or hospital stay. This includes insurance benefits and your responsibility for any deductibles, co-insurance or co-payment at the time of service.



HEALTH INSURANCE

Will my insurance cover the cost of my care?

City of Hope contracts with some major HMOs (health maintenance organizations) and PPOs (preferred provider organizations) for hospital services. In addition, City of Hope is a participating provider in government programs such as Medicare, MediCal and Tricare/Champus.

City of Hope will make every effort to verify your insurance eligibility and authorization for services. However, it is your legal responsibility to ensure that authorizations are arranged in advance of the services. If your insurance company requires a referral and/or prior authorization, contact your primary care physician prior to seeing a specialist.

In some cases, you may be allowed to schedule services prior to receiving notice of authorization; however, the service may be cancelled or rescheduled if authorization is not approved. You are ultimately responsible for payment.

Based on the information we receive from your insurance company, City of Hope's Financial Clearance team will contact your insurance company to obtain any required authorization for your future visits. Future appointments, such as infusion/chemotherapy, will be scheduled once any required insurance authorizations have been obtained. A representative from our Scheduling Department will contact you to make those arrangements.

If you have any questions or concerns about your authorization status, please feel free to contact a City of Hope financial specialist at **626-218-9201**.

As a patient, you and your primary caregiver also have access to City of Hope financial counselors. City of Hope's financial counselors are available to assist you with arranging payments of any co-pay, deductible or co-insurance due.

Every medical situation — and every insurance plan — is different, and there is no guarantee that coverage can be secured.

For questions related to your specific coverage, please contact your insurance provider directly. You can find that phone number on your insurance card or in your benefits book.

2

FINANCIAL CLEARANCE SERVICES — FOR QUESTIONS BEFORE TREATMENT

Financial counselors serve as a resource for insurance and financial questions *before* a particular treatment or service has been provided. They can assist with payment arrangements, charity screening, explanation of benefits and out of pocket estimates.

If you need assistance, call **844-936-4673** and ask to speak to a financial counselor.

3

BILLING QUESTIONS — FOR QUESTIONS AFTER TREATMENT

Who do I talk to about my bill?

A member of our Patient Business Services team can assist in addressing any questions you may have about your bill. To discuss your bill, please contact:

Patient Business Services

866-268-4673

Hours of Operation

Monday through Friday, 8 a.m. to 5 p.m.

What are acceptable methods of payment?

City of Hope will honor cash, check, money order, VISA, MasterCard and American Express for your payment. A valid government issued form of identification must accompany a check or credit card. You can now pay your City of Hope bill at the secure *MyCityofHope* patient portal. Sign up today at [MyCityofHope.org](https://www.mycityofhope.org).

4

OTHER IMPORTANT QUESTIONS

When is payment due?

City of Hope is contractually obligated to the insurance providers to collect the co-pay, deductible or other amounts considered to be the “Patient Financial Responsibility” at the time of service. We will bill your insurance company for all covered services. You will receive a bill for any services that are not covered by your insurance company. It is your responsibility to pay for these services by the due date indicated on your bill.

You may continue to receive a monthly statement from either City of Hope or one of City of Hope’s billing entities and/or vendors for any remaining balance until your account is paid in full.

What do I do if my insurance changes?

You are responsible for notifying us of any changes to your insurance coverage. Please have your current insurance card with you at all times, as well as a photo ID such as a driver’s license, military ID or other government issued ID.

What if I don’t have insurance?

We are committed to providing accessible, comprehensive health care in a compassionate, culturally competent, ethical and fiscally responsible manner. If you do not have insurance coverage, or your coverage is insufficient, a financial counselor will discuss financial arrangements with you. They can help you determine if you qualify for assistance such as Medi-Cal and/or other programs.



Patient Rights and Responsibilities

Patient Rights and Responsibilities



Patient Rights

As a patient or parent of a minor patient it is important to know the rights that have been given to you under federal and California state law.



Access

You have the right to:

- Have a family member (or other representative of your choosing) and your own community doctor notified promptly of your admission to the hospital.
- Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage or registered domestic partner status, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

- Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are doctors who specialize in the treatment of pain with methods that include the use of opiates.



Respect and Dignity

You have the right to:

- Considerate and respectful care, and to be made comfortable. You have the right to the respect of your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
- Reasonable responses to any reasonable requests made for service.
- City of Hope does not discriminate on the basis of age, race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Any discrimination concern should be referred to City of Hope's office of Patient Advocacy at extension 82285.



Privacy and Confidentiality

You have the right to:

- Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
- Confidential treatment of all communications and records pertaining to your care in the clinic and/or your stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.



Medical Information and Consent

You have the right to:

- Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure, who has primary responsibility for coordinating your care, and the names and professional relationships of other doctors and other health care team members who will see you.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.

- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- Be advised if your hospital/doctor or health care team is acting within the scope of their professional licensure proposes to engage or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.



Provisions of Information

You have the right to:

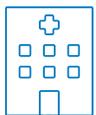
- Know which hospital and/or clinic rules and policies apply to your conduct while a patient.



Medical Treatment Decisions

You have the right to:

- Formulate advance directives. This means designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital, clinic staff and practitioners who provide care in the hospital and/or clinic shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.



Continuity of Care

You have the right to:

- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
- Be informed by the doctor, or a delegate of the doctor, of continuing health care requirements and options following discharge from the hospital and/or clinic. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.



Refusal of Treatment

You have the right to:

- Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital and/or clinic, even against the advice of members of the medical staff, to the extent permitted by law.



Financial Information

You have the right to:

- Examine and receive an explanation of the hospital and/or clinic's bill regardless of the source of payment.



Personal Safety

You have the right to:

- Be free from restraints and seclusion used as a means of coercion, discipline, convenience or retaliation by staff.
- Receive care in a safe setting, free from mental, physical, sexual or verbal abuse, neglect, exploitation or harassment. You have the right to access protective and advocacy services, including notifying government agencies of neglect or abuse.



Complaints or Concerns

You have the right to:

- File a grievance. If you want to file a grievance with this hospital or clinic, you may do so by writing or calling City of Hope, Patient Advocate, 1500 E. Duarte Road, Duarte, CA 91010, [626-218-2285](tel:626-218-2285).
- The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a person to contact at the hospital or clinic, the steps taken to investigate the grievance, the results of the grievance process and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization.
- It is the policy of City of Hope not to discriminate on the basis of age, race, color, national origin, religion, sex, gender identity, sexual orientation or disability. City of Hope handles discrimination complaints and grievances in accordance with the Nondiscrimination Provision Section 1557 of the Affordable Care Act of

2016. Complaints and concerns will be referred to the Office of Patient Advocacy for investigation. The patient always has the option of filing a complaint with the Office of Civil Rights (OCR) by filing in writing by mail, fax, email, or via the OCR complaint portal at ocrportal.hhs.gov/ocr/smartscreen/main.jsf. For questions contact the OCR at **800-368-1019**.

- File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The state Department of Health and Human Services phone number and address is: County of Los Angeles, Department of Health Services, 3400 Aerojet Ave., Suite 323, El Monte, CA 91731, **800-228-1019**. You may also contact The Joint Commission if you have any patient safety or quality concerns at [jointcommission.org](https://www.jointcommission.org) or by calling them at **800-994-6610**.



Patient Responsibilities

- You are responsible for providing complete and correct information about your medical history and current health condition. You are responsible for reporting changes in your condition. You are also responsible for reporting any concerns that you may have about the safety of your care.
- It is important to follow the instructions of your doctor and care team. If you cannot follow your care instructions, you should discuss it with a member of your care team.
- You are responsible for keeping your appointments and letting your doctor know when you are not able to keep them.
- You are responsible for financial costs relating to your care. These costs must be paid in a timely manner.
- You are expected to follow hospital and/or clinic rules about care and conduct. Please respect the rights and property of hospital and/or clinic staff and other patients. You are also expected to follow hospital rules such as those regarding noise, smoking and visitation.
- You or your representative should tell the hospital and/or clinic if you have an advance directive. If you have one, please bring a copy to the Admitting Office. At the time of admission, we will need to know the identity of the person who will make health decisions for you if you cannot (your "agent"), and the general nature of your preferences for your care. A clinical social worker can help you prepare an advance directive if you have not done so. This is an important document for all patients and we encourage you to speak to your social worker for more information and help in this regard.
- You are responsible for asking questions when you do not understand what you have been told about your medical care or what is expected of you. Asking questions will help your care team provide the safest possible care.



Safety and Security

Safety and Security

City of Hope is committed to providing a safe and healthy environment for our patients, employees, doctors and visitors. At the center of our safety plan, patients and families are encouraged to ask questions and make suggestions regarding the safety of the environment.



Emergency Response

For any on campus emergency, 24 hours a day, please call **626-218-2006** and tell the operator the location and nature of the emergency. Whatever the nature of the emergency (medical, fire, chemical spill, earthquake, etc.) professionals are available at all times to provide assistance.



Fire and Safety Exits

Please follow directions from staff in the event of a fire or other emergency. Evacuation maps are posted by stairways and elevators to help you find the nearest exits from the building. For your protection, the fire safety systems, including smoke alarms, sprinkler systems and exit signs, meet all requirements mandated by law.



Campus Operations (Security)

City of Hope's Department of Campus Operations is staffed 24 hours a day to assist patients and visitors. In an emergency, do not hesitate to request assistance from campus operations by calling **626-218-2006**. For child safety, please make sure all staff involved in the care of your child are wearing a City of Hope photo identification badge. For the safety and welfare of patients, visitors and employees, City of Hope has a policy of "zero tolerance" for any threats or acts of physical violence.



Valuables or Lost Items

Patient property can be secured by the Department of Campus Operations. However, it is strongly recommended that cash and valuables be left at home. If you require assistance with a valuable item, or need to report lost or found property, whether it is personal or hospital related, contact the Department of Campus Operations at **626-218-2006**.



Personal Vehicles

Never leave valuables visible in your vehicle, and please be sure to lock your car. Please do not park in the identified red (fire lane) or green (temporary vendor/City of Hope utility vehicles) zones or any other restricted areas.

If you are admitted to the hospital for an extended stay, please notify the Admitting Office of the year, make, model and license number of your vehicle. Admitting will notify campus operations.



Suspicious Persons

Be aware of strangers or other suspicious persons who do not have a need to be in your area. Be sure to report suspicious activity or other security concerns to the Department of Campus Operations at **626-218-2006**.

Requesting Medical Records



Requesting Medical Records

How to Request and Obtain Your Medical Records

City of Hope recognizes your right to access or obtain a copy of your medical record maintained by City of Hope. When you or your authorized representative or a third party (e.g., insurance company) requests medical records, we uphold strict guidelines adhering to state and federal privacy statutes when processing requests.

Requests for medical records are handled by the City of Hope Health Information Management Department Release of Information section at **626-218-2446**.

There are several ways for you or your authorized representatives to request and obtain copies of your medical records for personal use or to request City of Hope to release your medical records to a third party:

- Phone: Requests may be initiated over the phone by calling **626-218-2446**.
- Patient Portal: Patients or their authorized representatives may request their medical records via the patient portal, **MyCityofHope.org***. For information on how to enroll for MyCityofHope portal, refer to the "MyCityofHope" FAQ page on **CityofHope.org**.

**With the patient portal, you or your designated proxy can securely and conveniently request your records and they will be uploaded onto your or your designated proxy's portal account.*

You may mail your request packet to the City of Hope Health Information Management Services, Release of Information at the address noted below:

Attention: Health Information Management Services
City of Hope
1500 East Duarte Road
Duarte, CA 91010

Open Monday through Friday from 8 a.m. to 4:30 p.m.

If you have questions about the status of your request after submission, please call our centralized Health Information Management office at **626-218-2446**. Please allow five working days to pass before requesting status.



Duarte Campus

Dining Options on Campus

Le Bistro

Temporarily closed — Serving directly outside of the Bistro on the patio through at least summer 2021

Located on the first floor of City of Hope Helford Clinical Research Hospital, Le Bistro offers an assortment of gourmet salads, sandwiches, beverages, coffee, snacks and desserts. Open weekdays from 7 a.m. to 3 p.m.



City Café

Formerly Crossroads Cafeteria, the renovated eatery features healthy, farm-to-table seasonal meals. Open Monday through Friday from 7 a.m. to 8 p.m.

Nourishing Hope Food Truck

The Nourishing Hope Food Truck is available to visitors and can be found in various locations on campus. Online ordering is available with pick up at the food truck or at City Café. Visit nourishinghopefoodsolutions.coh.org to place an order from City Café.

Starbucks

Open to screened employees and patients during COVID-19.

Conveniently located on the first floor of the Geri & Richard Brawerman Ambulatory Care Center, Starbucks offers specialty drinks, a variety of salads, sandwiches and snacks. Open Monday through Friday from 6 a.m. to 4 p.m.

Vending Machines

Vending machines with snacks and beverages are available at the following locations:

- Second floor in the Brawerman Center, near the bridge
- Hope Village

Open 24 hours a day, seven days a week.

Gift Shop

The Gift Shop is located on the first floor of Helford Hospital and offers a variety of products, including snacks, magazines, greeting cards, holiday gifts and decorations, bath and body products, and jewelry. Open Monday through Friday from 8 a.m. to 7 p.m., Saturday and Sunday from 10 a.m. to 5 p.m.

Healing and Meditation Spaces at City of Hope

Hours of operation may be different and change without notice during COVID-19 closures on campus. Please call campus operations **626-218-2006**.

Each location can be found on our campus map which is available at the Guest Services desks in Main Medical and City of Hope Helford Clinical Research Hospital and at the Sheri & Les Biller Patient and Family Resource Center.



Japanese Garden

Located west of the Familian Science Building and south of the Visitor Center, the Japanese Garden was built in honor of the late Kaoru “Kay” Murakami, former president of the Lions Club International. This garden showcases a wooden bridge symbolizing the friendships one makes in life, a waterfall to signify turbulence, and a pond of tranquility that is filled with koi and turtles that represent strength.



International Garden of Meditation (Rose Garden)

The Ruth and Allen Ziegler International Garden of Meditation is located in Pioneer Park, along the northern boundary of the City of Hope grounds. In the garden is the wrought-iron Golter Gate inscribed with City of Hope’s credo, “There is no profit in curing the body if, in the process, we destroy the soul.” Nearby are statues of Our Lady of Guadalupe and Pope John Paul II that offer a peaceful comfort to those who pass by.



La Kretz House of Hope

Temporarily closed during COVID-19

The La Kretz House of Hope is set amid picturesque grounds and is located directly west of the Rose Garden. It offers solace and strength to patients and their families. The La Kretz House of Hope is open daily 8:30 a.m. to 4 p.m.



Arthur and Stephanie Blank Interfaith and Meditation Center

If you are looking for a quiet space on campus for peaceful reflection, the Arthur and Stephanie Blank Interfaith and Meditation Center is available to you. The meditation center is located on the first floor of Helford Hospital just west of the Gift Shop.



Garden of Hope

The Garden of Hope provides a bonding experience that is most basic and natural. Finding a plot of land that can be cultivated, sewn and harvested creates a space where people can work together toward a common goal, get to know each other better and develop a healthy hobby literally from the ground up.

If you are interested in volunteering, you can show up to the Garden Club and get started.

Garden hours vary. Please visit CityofHope.org/garden-of-hope for up-to-date hours.

The Garden of Hope was created through generous funding by the Conrad N. Hilton Foundation.



Patient, Family and Community Education
Department of Supportive Care Medicine
In partnership with the Patient and Family Advisory
Council, Patient Access and New Patient Services
2021

CityofHope.org

