

While You're in Our Care



WELCOME

to Memorial Sloan-Kettering Cancer Center, the world's oldest and largest private institution devoted to cancer prevention, treatment, research, and education. Today, most of our patients can receive their treatments, such as chemotherapy and radiation therapy, on an outpatient basis.

We have created this guide to help you become familiar with the many different services that we offer, as well as the locations of our various facilities, both in Manhattan and in the tri-state area.

It is important that you understand all aspects of your care. We also want you to know about the resources that Memorial Sloan-Kettering offers. If you have questions about your treatment or any aspect of your care, we urge you to ask your doctor or nurse.

CONTENTS

| | |
|--|-------------------|
| How to Get Information..... | 3 |
| MSKCC Treatment Locations | 4 |
| What to Expect..... | 7 |
| Outpatient Treatment..... | 8 |
| For Your Protection | 10 |
| Programs and Support Services | 12 |
| Medical Research | 15 |
| Home Care | 16 |
| Billing and Insurance Requirements..... | 17 |
| Hearing from You..... | 18 |
| Patient Representatives..... | 20 |
| Your Rights as a Patient | 20 |
| Pain Management | 21 |
| Patients’ Bill of Rights..... | 21 |
| Patients’ Responsibilities | 23 |
| Victims’ Rights Notice..... | 24 |
| Planning in Advance for Your Treatment | 26 |
| Maps..... | 28 |
| Index..... | 30 |
| Telephone Directory | Inside Back Cover |

Under provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, healthcare providers are required to protect the privacy of patients and their protected health information. MSKCC is committed to being in compliance with these privacy regulations.



HOW TO GET INFORMATION

People differ with regard to the amount of detailed information they want when they have an illness. We encourage you to participate fully in your own care. It may make you feel less anxious if you understand the specifics of your medical condition or know why a test or treatment is prescribed. We try to tailor our approach to match each patient's comfort level, and you can help us by letting your doctors and nurses know how much information you want to receive.

You may ask your nurse for our patient-education booklets and fact cards, which are designed to provide you, your family, and your friends with information on treatments, self-care, and side-effect management.

MSKCC Website

Memorial Sloan-Kettering's website provides facts about specific cancers, as well as information on our programs and expertise in treating these cancers. Information about cancer clinical trials, also called research studies, is accessible from the MSKCC home page. In these research studies, which are reviewed and approved by our Institutional Review Board, patients help in testing new approaches to the diagnosis, treatment, or prevention of cancer. (To learn more about research studies, please see page 15.) For information and an updated list of clinical trials at MSKCC, go to www.mskcc.org and click on "Cancer Care," then "Our Clinical Trials."

Ask Your Physician

The physicians responsible for managing your care are the best sources of information about your medical condition. If you have questions or concerns, it is a good idea to make a list of the things you would like to discuss the next time you see your physician.

There are two good ways to remember the details of what your physician says. One is to have someone else there with you; and the second is to take notes on the conversation. It is always good to have a second set of ears present when you are receiving important information. If you or family members are not sure you understand what you have been told, try repeating to your physician or nurses your understanding of what was said. Remember — we expect you to have a lot of questions, and we encourage you to ask them so we can provide you with the very best care possible.

MSKCC is an academic medical center whose mission is the progressive control and cure of cancer through research, patient care, and education. As part of its educational mission, MSKCC provides a program for physicians who have completed a residency and who want advanced training in caring for cancer patients. These physicians, also known as fellows, work with attending physicians to plan your medical care and are a valuable source of information about your condition and treatment. Please do not hesitate to ask them questions.

Ask Your Nurse

Part of a nurse's role is to help patients learn about their illness and treatment. Your nurses will be an important source of information for you. With the help of patients, our staff has also developed briefing materials, including fact cards on treatments and diagnostic procedures, and guides to surgery, chemotherapy, and radiation therapy. If you are not given these cards, please ask your nurse for them.

MSKCC TREATMENT LOCATIONS

New York City Locations

The main campus of Memorial Sloan-Kettering Cancer Center is located on the Upper East Side of Manhattan, at 1275 York Avenue between 67th and 68th Streets. Street parking in this area is extremely limited; therefore, it may be necessary for you to park in Memorial Sloan-Kettering's garage on 66th Street between First and York Avenues, a commercial garage, or to use public transportation.

If you are visiting our Rockefeller Outpatient Pavilion on East 53rd Street, commercial parking is available at GGMC and Avis Public Parking, both on 54th Street between Second and Third Avenues. If you are visiting the Evelyn H. Lauder Breast Center and MSKCC Imaging Center on East 66th Street, the nearest parking

garages are on East 65th Street: Icon Eastside 65 Parking (between Second and Third Avenues), MPG-Manhattan Parking (between First and Second Avenues), and Quik Park Garage (between York and First Avenues). For driving directions and other parking information, please call the specific outpatient location.

Memorial Hospital

1275 York Avenue
(between 67th and 68th Streets)
New York, NY 10065
212-639-2000

Rockefeller Outpatient Pavilion

160 East 53rd Street
(between Lexington and Third Avenues)
New York, NY 10022
212-610-0100

**Evelyn H. Lauder Breast Center and
MSKCC Imaging Center**
300 East 66th Street
(between First and Second Avenues)
New York, NY 10065
646-888-5200

**Sidney Kimmel Center for Prostate
and Urologic Cancers**
353 East 68th Street
(between First and Second Avenues)
New York, NY 10065
646-422-4300

64th Street Outpatient Center
205 East 64th Street
(between Second and Third Avenues)
New York, NY 10065
646-449-1000

Memorial Sloan-Kettering Counseling Center
641 Lexington Avenue, 7th floor
(entrance is on 54th Street between
Third and Lexington Avenues)
New York, NY 10022
646-888-0100

Memorial Sloan-Kettering Imaging Center
301 East 55th Street
(between First and Second Avenues)
New York, NY 10022
646-888-0450

Bendheim Integrative Medicine Center
1429 First Avenue (at 74th Street)
New York, NY 10021
212-639-4700

Sillerman Center for Rehabilitation
515 Madison Avenue, 4th floor
(entrance is on 53rd Street between
Park and Madison Avenues)
New York, NY 10022
646-888-1900

Shuttle Service

MSKCC provides round-trip service from our main campus to several of our treatment locations. To request shuttle service, speak with someone at the security desk or the concierge inside the entrance of the facility from which you will depart.

Main campus: Shuttles leave from the Enid A. Haupt Pavilion at 425 East 67th Street between First and York Avenues.

Rockefeller Outpatient Pavilion:

Shuttles leave from 160 East 53rd Street. If you have any questions about the Rockefeller outpatient shuttle service, please call 212-610-0100.

Evelyn H. Lauder Breast Center and MSKCC Imaging Center: Transportation is available between 300 East 66th Street and the main campus upon request. If you have questions about this service, please call 646-888-5200.

Brooklyn, New York

Memorial Sloan-Kettering

Brooklyn Infusion Center

557 Atlantic Avenue
(between Third and Fourth Avenues)
Brooklyn, NY 11217
718-752-6200

Regional Care Network

As far back as 1995, Memorial Sloan-Kettering Cancer Center recognized the need for a network of community-based outpatient treatment centers so that its world-renowned services could be delivered to patients closer to their homes. At these sites, patients receive treatment from MSKCC doctors and nurses in local settings that combine the highest standards of cancer care with comfort and convenience.

For driving directions and parking information at MSKCC's regional facilities, please call the number listed for the specific location.

Memorial Sloan-Kettering Commack

650 Commack Road
Commack, NY 11725
631-623-4000
Medical oncology, radiation oncology, breast and gynecologic surgical consultations, comprehensive diagnostic radiology services, follow-up, and diagnostic evaluations

Memorial Sloan-Kettering Rockville Centre

1000 North Village Avenue
Rockville Centre, NY 11570
516-256-3651 (Medical oncology)
516-256-3600 (Radiation oncology)
Medical oncology, radiation oncology

Memorial Sloan-Kettering Hauppauge

800 Veterans Memorial Highway
(2nd floor)
Hauppauge, NY 11788
631-863-5100
Dermatology services, including Mohs' surgery

Memorial Sloan-Kettering Basking Ridge

136 Mountain View Boulevard
Basking Ridge, NJ 07920
908-542-3000
Medical oncology, radiation oncology, and surgical consultations for many types of cancer

Memorial Sloan-Kettering Sleepy Hollow

777 North Broadway
Sleepy Hollow, NY 10591
914-366-0664 (Medical oncology)
914-366-0702 (Radiation oncology)
Medical oncology, radiation oncology

WHAT TO EXPECT

Pre-Registration Interview

Before your first consultation with a Memorial Sloan-Kettering physician, a Patient Financial Services representative may contact you for a pre-registration interview. During this telephone interview, the representative will need personal information, such as your social security number and your insurance information. Depending on your insurance company, you may have to get an authorization from your insurer for receiving services at MSKCC. You may also be advised that you will need to pay a consultation fee to MSKCC at the time of your consultation appointment.

The representative will also confirm the date, time, and location of your appointment and will tell you what you will need to bring with you, such as your driver's license or another form of a photo ID, insurance information, medical records, and test results that you may have from other physicians.

Registration

We ask that you arrive for your first appointment at least a half-hour early in order to complete the registration process. When you arrive, the receptionist will direct you to the registration area. If you have already had your pre-registration interview over the telephone, a Patient Financial Services representative will issue

you a Notice of Privacy Practices (which tells you who will have access to your protected health information and how it will be used) and will make photocopies of your photo ID and your insurance information. You will also receive a Memorial Sloan-Kettering outpatient identification card. If you have not had a pre-registration interview, then, in addition to the steps above, the representative will request other information.

Pre-Consultation Tests

Following registration, session assistants (who wear navy blue lab coats) will collect any medical information, such as medical records or diagnostic materials, that you have brought to the appointment. If routine medical tests, such as taking your temperature, weight, and blood pressure, or a blood sample, are necessary, you will be directed to the appropriate area in the building to get these tests.

The Consultation

Before you meet with your doctor, a fellow will take your medical history and perform a physical exam. During the physical exam, you will need to remove your clothing and wear an examination gown. After these procedures, your doctor will speak with you and any family members who may be with you about your condition and your treatment options at MSKCC.

Family and Friends

You may want to bring a family member or a friend with you to your outpatient appointments. In fact, it is often helpful to have someone else with you to take notes on the information your doctor gives you. Or if you prefer, the person who has accompanied you can remain in the waiting areas.

Accommodations

If members of your family need a place to stay while you are being treated at Memorial Sloan-Kettering's main campus, they may call the Social Work Department at 212-639-7020 for assistance. This office has a list of accom-

modations within a broad price range.

We recommend that, when possible, you plan your family's housing needs prior to the beginning of the treatment. For a list of New York City area hotels, you may also call the Patient Information Desk at 212-639-7081. There is also a list on our website (www.mskcc.org). Click on "Cancer Care," then "Hospital Information." You'll find a link to accommodations under "Visiting Us." If you are being treated at any regional care network centers and members of your family need a place to stay, please contact the appropriate outpatient center for further information.

OUTPATIENT TREATMENT

In addition to oral instruction, you may be given written information about your treatment. It is important that you read these instructions thoroughly and ask your doctor or nurse any questions you have. The information will include possible side effects you may have, as well as how to take the best care of yourself during treatment. Please keep a record of any side effects that you have.

You will learn that there are certain side effects that require immediate medical attention — even if they occur during the night or on a weekend. If you have these side effects, you must call the MSKCC medical contact phone number immediately.

In addition, if you are undergoing chemotherapy and will be traveling, it is a good idea to take the names of the drugs you are receiving, as well as details about your treatment schedule with you. This way, if you become sick and need medical attention, you will be able to give another doctor the details of your treatment.

Always carry the MSKCC medical contact phone number with you. This phone is answered 24 hours a day, and the person on the other end can help you with any concerns you may have related to your treatment.



FOR YOUR PROTECTION

Patient Safety

The safety of our patients and the reduction of errors are high priorities at MSKCC. Our goal is to provide the highest quality of patient care in the safest environment possible for patients and staff. This has always been the case, but in the past few years, MSKCC, like many other hospitals, has put even greater emphasis on safety.

One means of lowering the risk of errors is an increased reliance on computers and technology to help improve accuracy in ordering, dispensing, and administering drugs. In addition, great emphasis is placed on carefully identifying the proper site for surgery many times prior to the operation. Throughout a patient's stay at the hospital and during outpatient treatment, great care is taken to verify, many times over, the identity of the individual receiving a particular medication or other therapy.

In an effort to create a "culture of safety" at the hospital, all staff members, including physicians, nurses, pharmacists, patient escorts, housekeeping staff, and others who come into contact with patients, are encouraged to actively look for potential risks to patient safety and point them out so that new systems aimed at preventing mistakes can be put into place.

Ways You Can Help Us

A great deal of redundancy is built into our daily routines. For example, the staff checks and rechecks information frequently. At times it may seem as if everyone asks you the same questions repeatedly. This is often necessary to reduce errors and keep you safe. Your patience and cooperation are an important part of our patient safety effort.

- You may be asked to provide information about past medical history, medications, and allergies more than once, or to more than one health professional. Please answer honestly to the best of your ability.
- You may be asked to give your name and to show your identification bracelet to several individuals before being given a medication or having a procedure performed.
- If you have any questions or concerns about your safety, be sure to ask your nurse or other healthcare professional about them.

No Cameras, Please

The Security Department enforces a policy that prohibits cameras from being brought into MSKCC facilities. This policy was established to protect your right to privacy. If you wish to have a photo taken and would like an exception made to this policy, please discuss it with the Patient Representative Department, which can be reached at 212-639-7202.



PROGRAMS AND SUPPORT SERVICES

A special feature of Memorial Sloan-Kettering is the wide variety of support services that are available to you and your family. We encourage you to make use of them.

Social Workers

Social workers are available for help in dealing with the problems that may accompany a cancer diagnosis. They can provide counseling on coping with a serious illness and how to talk with family and friends, including young children, and can also assist with the impact of illness on employment. In addition, they have information about programs in your community that help with practical needs, such as transportation for treatment and home-care costs, or that offer continued emotional support to you and your family. To arrange to speak with a social worker, call the Social Work Department at 212-639-7020.

Psychiatrists and Psychologists

The staff of our Department of Psychiatry and Behavioral Sciences is available for consultations and follow-up care for patients who have significant levels of distress. Since anxiety and depressive symptoms can interfere with the ability to tolerate treatment, getting help to cope with these and other symptoms may be important. If you would like to meet with a member of our Department of Psychiatry and Behavioral Sciences, please call 646-888-0100.

Memorial Sloan-Kettering Counseling Center

The Memorial Sloan-Kettering Counseling Center is an outpatient facility of the Department of Psychiatry and Behavioral Sciences. It is designed to support the special psychological needs of cancer patients and their families. The center provides individual, family, and group counseling. The staff offers treatment and counseling for fatigue, pain, insomnia, depression, and anxiety; behavioral therapy for distress and weight loss or gain.

The Counseling Center is located at 641 Lexington Avenue, 7th floor; the entrance is on 54th Street between Third and Lexington Avenues. For an appointment, ask your physician or call 646-888-0100.

Sillerman Center for Rehabilitation

Our physical and occupational therapists work closely with psychiatrists — physicians who specialize in rehabilitation medicine — and other medical staff at Memorial Sloan-Kettering to improve patients' well-being during and after cancer treatment. The center is open to patients treated at Memorial Sloan-Kettering as well as to those who receive care at other hospitals in the region.

The Sillerman Center for Rehabilitation is located at 515 Madison Avenue, 4th floor; the entrance is on 53rd Street between Park and Madison Avenues. To make an appointment for either physical therapy or occupational therapy, ask your physician or call 646-888-1900.

Support Groups

Social workers and nurses conduct support groups for patients and their families and caregivers. These meetings are an ideal way to meet other people who may have similar concerns and to discuss your questions with professionals in a supportive environment. If you are interested in joining a support group, ask your nurse or call the Social Work Department at 212-639-7020.

Speech, Hearing, and Rehabilitation Center

If your illness or treatment has caused changes in your ability to communicate, you may find the services of our Speech, Hearing, and Rehabilitation Center very helpful. Its professionals use the latest technology to diagnose and treat hearing loss, voice loss, swallowing disorders, and speech difficulties. This center has enabled hundreds of patients to return to full function after cancer treatment.

Integrative Medicine Program

Our Integrative Medicine Program is designed to enhance patients' and family members' quality of life through healing regimens that address the body, mind, and spirit. We offer the best of complementary therapies, such as many types of massage, art and music therapy, acupuncture, hypnotherapy, meditation, guided imagery and visualization, yoga, t'ai chi, nutritional counseling, and more. For more information and for the various locations where Integrative Medicine services are available, call 646-888-0800.

Smoking Cessation

Our Tobacco Cessation Program addresses the specific needs of cancer patients, cancer survivors, and their families who want to improve their health by quitting smoking. We use a range of individually tailored methods to help you find alternative, healthy ways to resist the craving to smoke and to quit smoking permanently. Because it may be easier to quit together, your family members or friends who want to stop smoking can also participate in the program. If you would like information about our Tobacco Cessation Program, please call 212-610-0507.

Completing Your Recovery: Resources for Life After Cancer

MSKCC's Resources for Life After Cancer (RLAC) extends education and support services to patients and family members when treatment is ending. Located at 300 East 66th Street (between First and Second Avenues) on the ninth floor, this program is designed to educate, inform, and assist you with issues relevant to your adjustment and healing.

RLAC provides a library, counseling services, and a series of seminars and workshops. It is open to patients who have completed cancer treatment and their families. To learn more about RLAC programs, including information about your employment rights, health insurance options, or just getting on with life in general, call RLAC at 646-888-4740.

Patient-to-Patient Volunteers

Many patients find it helpful to speak to someone who has recovered from cancer. Memorial Sloan-Kettering has established a program through which former patients who are now well are available to meet with you while you are still in treatment. Often, you can meet with someone whose diagnosis closely matches your own. If you would like to meet with one of these patient-to-patient volunteers, please call 212-639-5007.

Look Good...Feel Better

Our Look Good...Feel Better program helps women and teens (both females and males) undergoing cancer treatment cope with the appearance-related side effects caused by such therapy. The free classes, taught twice a week by professional makeup artists, focus on makeup techniques that compensate for skin changes and the hair loss that may result from chemotherapy and radiation. All cosmetics, donated by the participating manufacturers, are given to patients at the end of each class. All classes require reservations. For more information about the program or to make a reservation, call 212-639-LOOK.

Special Communication Needs

If you have special language or hearing needs, please let us know. Patients with limited proficiency in English can request a language interpreter by calling 212-639-5981. Hearing-impaired patients can request a sign language interpreter by calling 212-639-7020.

MEDICAL RESEARCH

Patients come to Memorial Sloan-Kettering because we are world-renowned for providing state-of-the-art care. We are committed to making continued progress against cancer. If the methods of treatment currently available for your type or stage of disease can be improved upon, we may ask if you want to participate in a research study (called a clinical trial). Such participation is always voluntary. We will explain the study — its purpose, risks, potential benefits, and alternatives — and we will ask you to sign an “informed consent” (written consent) before you start treatment. Please note that if you do decide to take part in a study, you have the right to withdraw from participation at any time.

Our Patients Come First

Please be assured that before we conduct any research, the study plan, or “protocol,” is reviewed by a committee called the Institutional Review Board (IRB). The IRB includes physicians from many medical and surgical specialties, scientists, nurses, pharmacists, Patient Representatives, and lay members, such as clergy and community representatives.

The IRB’s responsibility is to ensure that the patient’s best interest is given primary consideration in all research carried out at Memorial Sloan-Kettering.

HOME CARE

Reaching a Doctor

If you should have any unexpected symptoms when you are home, please let your doctor know. It may not be possible for you to speak with him or her directly. However, another physician will answer, or “cover,” your doctor’s calls on nights or weekends. He or she is highly qualified to handle urgent medical problems. In case of an emergency after 5 p.m. on weekdays or on weekends, call the page operator at 212-639-7900 and ask for the physician who is covering for your doctor.

In addition, MSKCC’s Urgent Care Center, located in the Enid A. Haupt Pavilion on East 67th Street, offers medical assistance to MSKCC patients 24 hours a day, 365 days a year.

To schedule regular appointments or receive your test results, you should call your doctor’s office during normal working hours.

Outpatient Pharmacy Services

For your convenience, pharmacy services are located in many of our outpatient facilities, including Memorial Hospital on the main campus at 1275 York Avenue, at the Rockefeller Outpatient Pavilion on 53rd Street, at the Evelyn H. Lauder Breast Center on 66th Street, and at The Sidney Kimmel Center for Prostate and Urologic Cancers on 68th Street. If your doctor prescribes medication for you, we suggest that you fill the prescription at an MSKCC pharmacy because our pharmacists are specially trained regarding the medication needs of cancer patients. MSKCC accepts most pharmacy insurance plans. If you do not have an insurance prescription card, your prescriptions can be billed to your outpatient hospital account.

BILLING AND INSURANCE REQUIREMENTS

Understanding Your Bill

You will receive two types of bills from two different departments at Memorial Sloan-Kettering. One bill will be from the hospital itself. Separate bills will come from the physicians involved in your care. When you register at the hospital, you will receive *A Patient's Guide to Billing* booklet, which will help you to understand our billing process.

Hospital bills: Our Patient Accounts Department will send a claim directly to your insurer for all your outpatient hospital charges. If you have questions about your hospital bill, please call 646-227-3228, or see a Patient Financial Services representative in the registration areas of the Rockefeller Outpatient Pavilion on 53rd Street, the Evelyn H. Lauder Breast Center on 66th Street, the Sidney Kimmel Center for Prostate and Urologic Cancers on 68th Street, or the Enid A. Haupt Pavilion on 67th Street.

Physicians' bills: The physicians' services that you may be charged for include consultations with your physicians, surgical procedures, pathologists' review of biopsies or submitted slides, and radiologists' interpretation of x-rays. Our procedures for insurance claim filing and payment policies vary depending on the kind of insurance coverage you have. To find out how we handle your particular type of insurance, please read *A Patient's Guide to Billing*. If you have questions about your bill for physicians' services, please call the account specialist listed at the bottom of your billing statement or 646-227-3275.

Insurance Requirements

Many insurance carriers require a written authorization for treatment at Memorial Sloan-Kettering. Therefore, it is important that you contact your employer or insurance carrier to see if any such requirements apply to you. For insurance information and questions please call the insurance information line at 646-497-9176.

HEARING FROM YOU

Tell Us What You Think

You may receive a survey in the mail asking you about your experiences at Memorial Sloan-Kettering. If you are not contacted but would like to express an opinion about some aspect of your experience, please feel free to notify our Patient Representative Department by telephone at 212-639-7202, or by mail at:

Memorial Hospital
Attn: Patient Representative Department
1275 York Avenue
New York, NY 10065

If You Wish to Contribute

Sometimes patients, their family members, or their friends wish to support the work that goes on at Memorial Sloan-Kettering. Tax-deductible donations to our programs are accepted at the Main Cashier, located off the lobby on the first floor of the hospital at 1275 York Avenue. Additional opportunities for making gifts to the Center may be discussed with the Development Department by calling 646-227-3546.

Blood Donations

There is a significant, ongoing need for blood and blood products at MSKCC. Because there is no substitute for human blood, the generosity of blood donors helps to ensure that we maintain an adequate supply for our patients.

Your friends or relatives may donate whole blood or platelets at our Blood Donor Room. Just one pint of blood can help save the lives of three patients, and it only takes about an hour. Donations of whole blood and platelets are needed every day. Red blood cells can be stored for 42 days and platelets for five days. Donors can also give blood for a specific patient.

The Blood Donor Room is located in the lobby of the Schwartz building at 1250 First Avenue between 67th and 68th Streets. The room is open:

Friday, Saturday, Sunday, and Monday
8:30 AM – 3:00 PM
Tuesday, Wednesday, and Thursday
8:30 AM – 7:00 PM

Vouchers for parking free of charge are available to our donors at the time of donation. These vouchers can be used at the Somerset Garage (1365 York Avenue at 72nd Street) or at Memorial Sloan-Kettering's Parking Garage (East 66th Street between First and York Avenues).

To make an appointment, please call 212-639-7643.



Patients' Rights and Responsibilities

Patient Representatives

Patient Representatives are here to help you. They work to make sure your rights are respected and appropriate action is taken to address your concerns. We encourage you to call them if you have questions or concerns about MSKCC policies and procedures, if you have a complaint about your care, or if you would like one of them to serve as your advocate — someone who will speak for you and represent your interests. Patient Representatives can be most helpful if they are called when a situation is occurring rather than after the fact. Please do not hesitate to contact them. Their office can be reached by calling 212-639-7202, Monday to Friday, 9:00 AM to 5:00 PM.

Patient Representatives are also available to explain the Patients' Bill of Rights (a copy of which can be found on page 21 of this guide). They can also help you fill out a Health Care Proxy form. The Health Care Proxy is explained in more detail in Planning in Advance for Your Treatment on page 26. It ensures that your wishes to accept or refuse medical treatment will be honored if you should become unable to speak for yourself. If you did not receive a copy of either of these documents at the time of registration, or if you would like assistance with them, please contact the Patient Representative Department at 212-639-7202.

Patient Representatives also act as your representatives to Memorial Hospital's Ethics Committee. This committee is set up to resolve any ethical issues that may arise. If you wish to contact the Ethics Committee, you may call a Patient Representative at 212-639-7202. A patient may also ask any Memorial Sloan-Kettering staff member to facilitate contact with the Ethics Committee by calling a Patient Representative on your behalf.

Your Rights as a Patient

During registration, we will give you information regarding your rights as a patient. A copy of the Patients' Bill of Rights can be found beginning on the next page. You will also receive information about advance directives and New York State's Health Care Proxy law. The Health Care Proxy allows you to designate someone to represent you in the event you are unable to make decisions about your own medical care. We strongly encourage you to discuss your wishes with your family and friends and to select one of them as your healthcare agent. Please return your Health Care Proxy to your physician or nurse so that it can be filed with your medical records. If you have any questions about this law or the Patients' Bill of Rights, please contact a Patient Representative at 212-639-7202.

Pain Management

Patients often fear that their illness or its treatment will cause pain, but it is important to remember that many patients with cancer do not have pain. We consider the treatment of pain to be a vital part of your care, and will work with you to manage any pain you may experience. If you experience pain, you will be asked to “assess” or evaluate it at frequent intervals. Nurses will often use a visual scale — a line graph from 0 to 9 — on which you indicate where you think the intensity of your pain falls. We encourage you to be an active participant in the management of your pain. For those who do not achieve adequate relief, two teams with expertise in pain management are available to assist your doctor and nurse. These teams will see you at your physician’s request.

As a patient, you are entitled to expect information about pain and pain-relief measures. A concerned MSKCC staff member committed to pain prevention will respond quickly if you should experience any pain. We urge you to ask your doctor or nurse what to expect with regard to pain and its management. If you should experience pain, inform your doctor or nurse immediately. They will help measure your discomfort and discuss pain-relief options.

Patients’ Bill of Rights

As a patient in a hospital in New York State, you have the right, consistent with the law, to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, or source of payment.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care.
6. Know the names, positions, and functions of any hospital staff involved in your care and refuse their treatment, examination, or observation.
7. A no-smoking room.
8. Receive complete information about your diagnosis, treatment, and prognosis.

PATIENTS' RIGHTS AND RESPONSIBILITIES

9. Receive all the information you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet *Do Not Resuscitate Orders — A Guide for Patients and Families*.
11. Refuse treatment and be told what effect this may have on your health.
12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record, without charge, and obtain a copy of your medical record, for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of all charges.
17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you, and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Department of Health. The hospital must provide you with the Health Department telephone number.
18. Authorize those family members and other adults who will be given priority to visit, consistent with your ability to receive visitors.
19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your Health Care Proxy or on a donor card, available from the hospital.

If you have any questions regarding your rights or responsibilities as a patient, please contact a Patient Representative at 212-639-7202.

Patients' Responsibilities

This statement of Patients' Responsibilities was designed to demonstrate that we at Memorial Sloan-Kettering Cancer Center believe that mutual trust, respect, and cooperation are basic to the delivery of quality health care.

When you are a patient at Memorial Sloan-Kettering Cancer Center, it is your responsibility to:

1. Provide accurate and complete information about your past illnesses, hospitalizations, medications, and other matters related to your health.
2. Tell your physician or nurse if you do not understand or have concerns about your treatment.
3. Inform your physician or nurse if there is a change in your condition or if problems arise during your treatment.
4. Keep your doctor and nurses informed of your pain-management needs.
5. Help us maintain safety and prevent errors by cooperating with repeated questions about your name and health information. Tell us if you have safety concerns.
6. Provide accurate information related to insurance or other sources of payment. Patients are responsible for assuring prompt payment of their bills. Tell us if you are having financial problems so that we may assist you in a timely manner.
7. Understand that it may become necessary to transfer you to another bed within the hospital.
8. Be courteous and considerate of other patients and of hospital staff. Patients and visitors are expected to assist in maintaining a quiet environment and to be respectful of hospital property.
9. Honor our no-smoking policy.
10. Observe our visiting hours and inform your visitors of our policy.
11. Honor our checkout time on the day you are discharged.

Victims' Rights Notice

If you are the victim of domestic violence, the police or the courts can help you. The Memorial Sloan-Kettering Department of Social Work may also be helpful if you need assistance of this nature. You can contact the Department of Social Work at 212-639-7020.

The Police Can Help You:

- Get to a safe place away from the violence.
- Get information on how the court can help protect you against the violence.
- Get medical care for injuries you or your children may have.
- Get necessary belongings from your home for you and your children.
- Get copies of police reports about the violence.
- File a complaint in criminal court, and tell you where your local criminal and family courts are located.

The Courts Can Help:

- If the person who harmed or threatened you is a family member or someone you have had a child with, then you have the right to take your case to the criminal courts, the family court, or both.
- If you and the abuser are not related, were never married, or do not have a child, then your case can be heard only in the criminal court.
- The forms you need are available from the family court and the criminal court.
- The courts can decide to provide a temporary order of protection for you, your children, and any witnesses who may request one.
- The family court may appoint a lawyer to help you in court if it is found that you cannot afford one.
- The family court may order temporary child support and temporary custody of your children.

New York Law States:

If you are the victim of domestic violence, you may request that the officer assist in providing for your safety and that of your children, including providing information on how to obtain a temporary order of protection. You may also request that the officer assist you in obtaining your essential personal effects. You may also request that the officer assist in making arrangements to take you and your children to a safe place within the officer's jurisdiction, including but not limited to a domestic violence program, a family member's or a friend's residence, or a similar place of safety. When the officer's jurisdiction is more than a single county, you may ask the officer to take you, or to make arrangements to take you and your children to a place of safety in the county where the incident occurred. If you or your children are in need of medical treatment, you have the right to request that the officer assist you in obtaining such medical treatment. You may request a copy of any incident reports at no cost from the law enforcement agency. You have the right to seek legal counsel of your own choosing; and if you proceed in family court, and if it is determined that you cannot afford an attorney, one must be appointed to represent you without cost to you. You may ask the district attorney or a law enforcement officer to file a criminal complaint. You also have the right to file a petition in the family court when a family offense has been committed against you. You have the right to have your petition and request for an order of protection filed on the same day you appear in court, and such request must be heard that same day or the next day court is in session. Either court may issue an order of protection from conduct constituting a family offense, which could include, among other provisions, an order of the respondent or defendant to stay away from you and your children. The family court may also order the payment of temporary child support and award temporary custody of your children. If the family court is not in session, you may seek immediate assistance from the criminal court in obtaining an order of protection. The forms you need to obtain an order of protection are available from the family court and the local criminal court. The resources available in your community for information relating to domestic violence, treatment of injuries, and places of safety and shelters can be accessed by calling 800-942-6906 (in English) or 800-942-6908 (in Spanish). Filing a criminal complaint or a family court petition containing allegations that are knowingly false is a crime.

PLANNING IN ADVANCE FOR YOUR TREATMENT

New York State requires that we provide you with the information found in this section.

Your Right to Decide about Treatment

Adults who live in New York State have the right to accept or refuse medical treatment, including life-sustaining treatment. Our constitution and state laws protect this right. This means that you have the right to request or consent to treatment, to refuse treatment before it has started, and to have treatment stopped once it has begun.

Planning in Advance

Sometimes because of illness or injury, people are unable to talk to a doctor and decide about treatment for themselves. You may wish to plan in advance to make sure that your wishes about treatment will be followed if you become unable to decide for yourself for a short or long period of time. If you do not plan ahead, family members or other people close to you may not be allowed to make decisions for you and follow your wishes.

In New York State, appointing someone you can trust to decide about treatment if you become unable to decide for yourself is the best way to protect your treatment wishes

and concerns. You can appoint someone by filling out a form called a Health Care Proxy. You will get a copy of the form when you register at the hospital. If you have questions about it, please call the Patient Representative office at 212-639-7202. If you have no one you can appoint to decide for you, or do not want to appoint someone, you can also give specific instructions about treatment in advance. Those instructions can be written and are often referred to as a Living Will.

You should understand that general instructions about refusing treatment, even if written, might not be effective. Your instructions must clearly cover the treatment decisions that must be made. For example, if you just write that you do not want “heroic measures,” the instructions may not be specific enough. You should say the kind of treatment that you do not want, such as a respirator or chemotherapy, and describe the medical condition for which you would refuse the treatment, such as when you are terminally ill or permanently unconscious with no hope of recovering. You can also give instructions orally by discussing your treatment wishes with your doctor, family members, or others close to you.

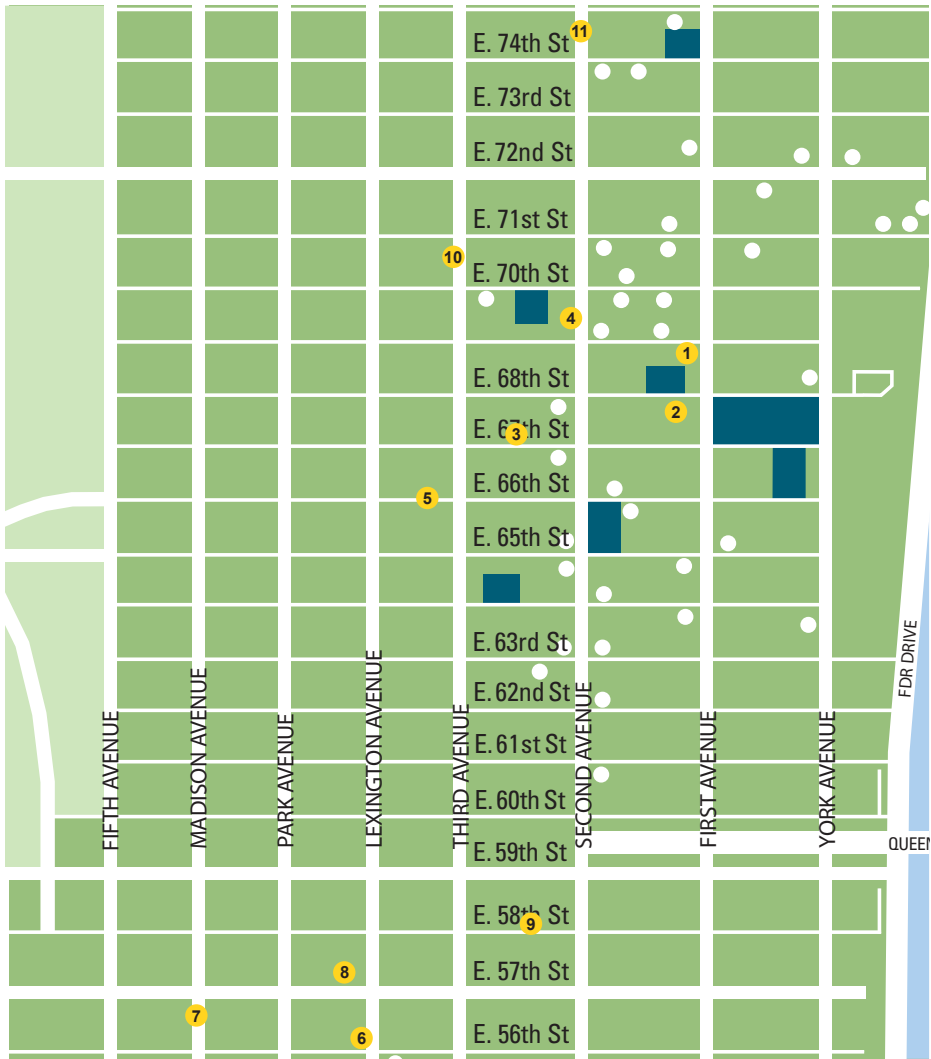
Putting things in writing is safer than simply speaking to people, but neither method is as effective as appointing someone to decide for you. It is often hard for people to know in advance what will happen to them or what their medical needs will be in the future. If you choose someone to make decisions for you, that person can talk to your doctor and make decisions that they believe you would have wanted or that are best for you, when needed. If you appoint someone and also leave instructions about treatment in a Living Will, in the space provided on the Health Care Proxy form itself or in some other manner, the person you select could use these instructions as guidance in making a decision that is right for you.

Deciding about Cardiopulmonary Resuscitation

Your right to decide about treatment also includes the right to decide about cardiopulmonary resuscitation (CPR). CPR is emergency treatment to restart the heart and lungs when your breathing or circulation stops.

Sometimes doctors and patients decide in advance that CPR should not be provided, and the doctor gives the medical staff an order not to resuscitate (DNR order). If your physical or mental condition prevents you from deciding about CPR, someone you appoint, your family members, or others close to you can decide. A brochure on DNR and your rights under New York State law is available from the Patient Representative office.

MSKCC Locations



- 1** Memorial Sloan-Kettering Cancer Center's Main Campus
1275 York Avenue
- 2** Memorial Sloan-Kettering Parking Garage
433 East 66th Street
- 3** Evelyn H. Lauder Breast Center and MSKCC Imaging Center
300 East 66th Street
- 4** Sidney Kimmel Center for Prostate and Urologic Cancers
353 East 68th Street
- 5** 64th Street Outpatient Center
205 East 64th Street

- 6** Rockefeller Outpatient Pavilion
160 East 53rd Street
- 7** Sillerman Center for Rehabilitation
515 Madison Avenue, 4th Floor
- 8** Counseling Center
641 Lexington Avenue, 7th Floor
- 9** Diagnostic Imaging Center
301 East 55th Street
- 10** Clinical Genetics Service
222 East 70th Street
- 11** Bendheim Integrative Medicine Center
1429 First Avenue
- Parking garages



- ★ MSKCC Brooklyn Infusion Center
557 Atlantic Avenue
Brooklyn, New York 11217
- Subway Station
- LIRR Station

Regional Care Network



LONG ISLAND

MSKCC Commack
650 Commack Road
Commack, NY 11725

MSKCC Rockville Centre
1000 North Village Avenue
Rockville Centre, NY 11570

MSKCC Hauppauge
800 Veterans Memorial
Highway, 2nd Floor
Hauppauge, NY 11788

WESTCHESTER

MSKCC Sleepy Hollow
777 North Broadway
Sleepy Hollow, NY 10591

NEW JERSEY

MSKCC Basking Ridge
136 Mountain View Blvd.
Basking Ridge, NJ 07920

INDEX

- Bill of Rights, Patients', 21–22
- Billing, 17
- Blood donation, 18
- Camera policy, 10
- Cardiopulmonary resuscitation, 27
- Clinical trials, 3, 15
- Communication needs, 14
- Consultation, 7
- Contributions, 18
- Counseling Center, 12
- Emergencies, 8, 16
- Ethics Committee, 20
- Family and friends, 3, 8
- Fellows, 3
- Health Care Proxy, 20, 26–27
- Information, how to get, 3–4
- Insurance considerations, 7, 16–17
- Interpreters, 14
- Integrative Medicine Program, 13
- Look Good...Feel Better, 14
- Medical research, 15
- Nurses, 4
- Pain management, 21
- Parking, 4, 28
- Patient Representatives, 10, 18, 20–22, 26–27
- Patient-to-patient volunteers, 14
- Patients' rights, 19–27
- Patients' responsibilities, 23
- Pharmacy, 16
- Physicians, 3, 16
- Pre-Consultation tests, 7
- Psychiatrists and psychologists, 12
- Registration, 7
- Rehabilitation Center, 12–13
- Resources for Life After Cancer, 14
- Safety, 10, 24–25
- Security, 10
- Smoking, 13
- Social workers, 12, 24
- Speech, Hearing, and Rehabilitation Center, 13
- Support groups, 13
- Support services, 12–14
- Transportation, 5
- Treatment, 8
- Treatment locations, 4–6
- Victims' Rights Notice, 24–25
- Volunteers, 14
- Website, 3

**Useful Telephone Numbers
at Memorial Sloan-Kettering Cancer Center**

| | |
|--|--|
| General Information/Switchboard..... | 212-639-2000 |
| Hospital Billing..... | 646-227-3228 |
| Physician Billing..... | 646-227-3275 |
| Insurance Information Line | 646-497-9176 |
| Integrative Medicine | 646-888-0800 |
| International Center..... | 212-639-4900 |
| | 888-675-7722 |
| Interpreters, Foreign Language | 212-639-5981 |
| Interpreters, Sign Language | 212-639-7020 |
| Look Good...Feel Better..... | 212-639-LOOK |
| Lost and Found | (Main Campus) 212-639-7866 |
| | (for E. 53rd Street) 212-610-0733 |
| | (for E. 66th Street) 646-888-5050 |
| Patient Representatives | 212-639-7202 |
| Patient-to-Patient Volunteers | 212-639-5007 |
| Physician Referral Service | 212-639-7175 |
| | 800-525-2225 |
| Psychiatry | 646-888-0100 |
| Resources for Life After Cancer | 646-888-4740 |
| Security | (Main Campus) 212-639-7866 |
| | (for E. 53rd Street) 212-610-0733 |
| | (for E. 66th Street) 646-888-5050 |
| Shuttle Service | (to or from E. 53rd Street) 212-610-0732 |
| | (to or from E. 66th Street) 646-888-5200 |
| Sillerman Center for Rehabilitation | 646-888-1900 |
| Social Work..... | 212-639-7020 |
| Speech, Hearing, and Rehabilitation Center | 212-639-5856 |
| Tobacco Cessation Program | 212-610-0507 |
| Volunteer Resources..... | 212-639-5980 |

Your doctor's name is:

Your doctor's telephone number is:

Your nurse's name is:

Your nurse's telephone number is:



Memorial Sloan-Kettering
Cancer Center

1275 York Avenue
New York, NY 10065

212-639-2000
General Information

800-525-2225
Physician Referral Service

www.mskcc.org
On the Internet

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