

WELCOME



Memorial Sloan Kettering
Cancer Center

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GLOSSARY OF PEOPLE INVOLVED IN YOUR CARE

WELCOME TO MEMORIAL SLOAN KETTERING CANCER CENTER

We're thankful that you've chosen to come to us for your care. Now that you're part of our MSK family, we're committed to supporting you in every way we can for as long as you need us.

We are the world's oldest and largest private institution devoted to cancer prevention, treatment, research, and education. Our history and reputation; compassionate, expert staff; and innovative treatments are all points of pride. But even more important to us is our single-minded focus on our patients and their caregivers, loved ones, friends, and all who support them.

We understand how difficult and disruptive a cancer diagnosis and treatment can be. We've designed this guide to give you all the information we think you'll need about being a patient at MSK. If by chance we've missed one of your questions, you can always ask a member of your

healthcare team. Every member of our staff is here to help you.

In the following pages, you'll find information about care for outpatients and inpatients. You'll also find a rundown of all the services we offer to help you throughout your time with us, a list of your rights and responsibilities as a patient, and everything else you need to know to make you feel as comfortable as possible.

We encourage you to tell us if there's anything we can do to improve your care. Our goal is to give you — and all our patients — both the highest quality care and the personal attention you deserve.

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

SECTION 1

HOW TO GET INFORMATION

Having the information you need can make you feel less anxious and more empowered about your care and also help you feel comfortable making decisions. We understand that all our patients are different as to how much information they want to receive. You can help us by telling your healthcare team what you would like to know more about.

You may ask your nurse or other members of your team for our patient education materials, which are meant to give you, your family, friends, and others information on important aspects of your care. They cover things like treatments you might receive, taking care of yourself during your treatment, and managing any side effects.





ASK YOUR DOCTOR

Your Memorial Sloan Kettering physicians are the best sources of information about your health. We recommend preparing a list of your questions and concerns and taking it to appointments with your doctor. It may also help you to bring someone with you to those meetings. A second set of ears can be useful when you receive important or possibly confusing information.

To make it easier to follow and keep track of the details of your care, we suggest taking notes on the conversations you have with your doctor so that you can refer to them later. You can also try repeating out loud what your doctor or nurse says to you to be sure you understand.

In general, we recommend that you choose one person besides yourself — a family member, friend, or another caregiver — to be in touch with your doctor. That person can coordinate sharing news of your health with other relatives and friends.

You'll be hearing information that is new and can be difficult to understand, especially at a time when you may be worried and may not be feeling well. We expect you to have many questions, and we encourage you to ask them so we can give you the best care possible.

ASK YOUR NURSE

Your nurses are also excellent resources for information and support. Part of a nurse's role is to help you learn about your illness and treatment, as well as how to care for yourself when your treatment is over. If you're treated as an inpatient, nurse case managers — nurses who arrange your plan of care after you are sent home from the hospital — will also be an ongoing source of information during your stay and after you return home. Outpatient nurses are also available by phone during the week from 9:00 AM to 5:00 PM to answer any questions or help with any problems you have while you're at home. Your nurse will give you the best phone number to reach him or her.

JOIN OUR ONLINE PATIENT PORTAL

Our online patient portal, MyMSK, is a private, personalized website that allows you to access information about your care anytime. Here are a few things you can do on MyMSK:

- view your medical information, including lab test results and radiology reports
- send messages right to your doctor's office

- check, confirm, and keep track of your appointments at MSK
- send messages to our patient billing department

There's also a mobile version of MyMSK that you can download and use on your smartphone or tablet. You can go to my.mskcc.org to learn more and sign up.

VISIT OUR WEBSITE

MSK's website, MSKCC.org, has facts about specific cancers, as well as information on our programs and the services and treatments we offer our patients. You can find details about clinical trials (also referred to as research studies) on our website as well. In these trials, patients help test new approaches to the diagnosis, treatment, or prevention of cancer. They are reviewed and approved by an internal panel of doctors, scientists, and others called an Institutional Review Board.

LANGUAGE AND HEARING ASSISTANCE

LANGUAGE ASSISTANCE PROGRAM

Our patients and their families come from diverse backgrounds and speak a variety of languages. If you need help communicating with our staff, we can arrange for an interpreter. Our interpreters:

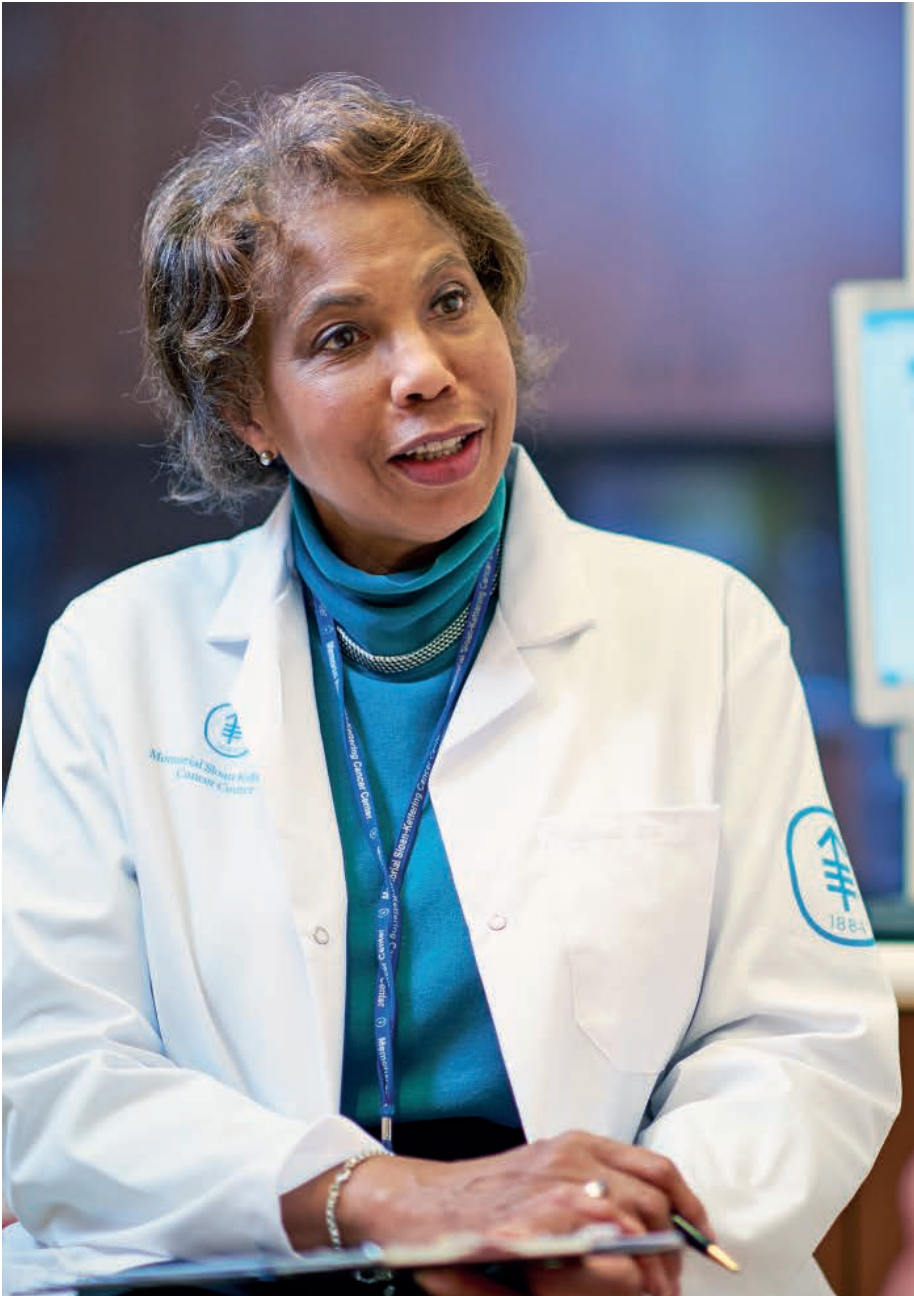
- translate any language, including sign languages
- are available 24 hours a day
- can assist you in person, by video, or by telephone
- can also translate important forms, brochures, and other written materials

You can tell us about your need for language assistance at any time throughout the course of your care, starting from when you register as a patient. We also note your language preference in your electronic medical record.

To arrange interpretation services, ask a member of your healthcare team to contact the Language Assistance Program.

SERVICES FOR HEARING-IMPAIRED PATIENTS

Sign-language interpreters can assist in communicating with hospital staff. To schedule this service, please ask a member of your healthcare team to contact the Language Assistance Program. To arrange to have a telephone in your hospital room that amplifies voices, a telecommunications device for the deaf (TDD/TTY), closed captioning on your television, or any other requirements, please call a Patient Representative at **212-639-7202** or let your nurse know.



SECTION 2

OUR TREATMENT LOCATIONS AND TRANSPORTATION SERVICES

New York City Locations

Most of Memorial Sloan Kettering's Manhattan facilities are on the Upper East Side, including Memorial Hospital, which is located at 1275 York Avenue between 67th and 68th Streets. Street parking in this area is extremely limited, so public transportation is a good option. If you drive to the hospital, we recommend that you park in MSK's garage on 66th Street between First and York Avenues or in one of the commercial garages nearby.

For detailed information on parking near our Manhattan locations, visit our website at www.mskcc.org/parking.



INPATIENT HOSPITAL

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

OUTPATIENT FACILITIES

- 2 55th Street Imaging Center**
301 East 55th Street
(between First and Second Aves)
New York, NY 10022
646-888-0450

- 3 60th Street Outpatient Center**
16 East 60th Street
(between Madison and Fifth Aves)
New York, NY 10022
646-888-6001

- 4 64th Street Outpatient Center**
205 East 64th Street
(between Second and Third Aves)
New York, NY 10065
646-449-1000

- 5 Bendheim Integrative Medicine Center**
1429 First Avenue (at 74th Street)
New York, NY 10021
646-888-0800

- 6 Breast Examination Center of Harlem**
163 West 125th Street, 4th Floor
(between Adam Clayton Powell Jr Blvd and Malcolm X Blvd)
New York, NY 10027
212-531-8000

- 7 Brooklyn Infusion Center**
557 Atlantic Avenue
(between Third and Fourth Aves)
Brooklyn, NY 11217
718-752-6200

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

- 9 Josie Robertson Surgery Center**
1133 York Avenue
(between East 61st and East 62nd Streets)
New York, NY 10065
646-888-7100

- 10 MSK Counseling Center**
641 Lexington Avenue, 7th floor
(entrance on 54th Street between Third and Lexington Aves)
New York, NY 10022
646-888-0100

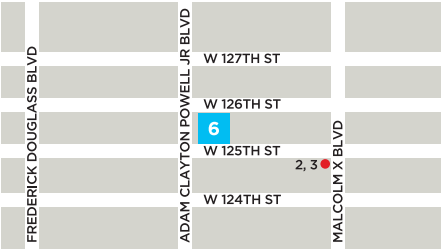
- 11 Rockefeller Outpatient Pavilion**
160 East 53rd Street
(between Lexington and Third Aves)
New York, NY 10022
212-610-0100

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

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

NEW YORK CITY TREATMENT LOCATIONS

P Parking Garage



SHUTTLE SERVICE

MSK provides round-trip shuttle bus service from our Upper East Side location to several of our treatment locations throughout Manhattan. To request separate shuttle service from what's listed below, speak with someone at the security desk or the concierge inside the entrance of the facility you're visiting.

Upper East Side: Shuttles leave from in front of the Enid A. Haupt Pavilion at 425 East 67th Street between First and York Avenues and travel to:

- Rockefeller Outpatient Pavilion
- 60th Street Outpatient Center
- 64th Street Outpatient Center

The bus stop is roughly halfway down the block on the north side of the street, but sometimes the buses park in slightly different places if the bus stop is blocked by other vehicles. Ask the bus driver to be sure you're boarding the correct shuttle. We also offer a van shuttle from the main hospital to the Evelyn H. Lauder Breast Center and MSK Imaging Center.

Rockefeller Outpatient Pavilion: Shuttles leave from 160 East 53rd Street and travel between the main hospital, the Bristol parking garage, and the 55th Street Imaging Center.

Evelyn H. Lauder Breast Center and MSK Imaging Center (BAIC), 60th Street Outpatient Center, and 64th Street Outpatient Center: Van shuttle service travels back and forth between BAIC (300 East 66th Street), 16 East 60th Street, the 64th Street Outpatient Center to the main hospital; there is a different van for each location.



OUTPATIENT TREATMENT CENTERS OUTSIDE NEW YORK CITY

We recognize the importance of convenient care. MSK has a large network of outpatient treatment centers, where you can access our world-renowned care closer to where you live and work — with the same quality you'd receive at our main location in Manhattan. The majority of our patients receive their treatment as outpatients.

For driving directions and parking information at MSK's facilities in Long Island, Westchester County, and New Jersey, please call the number listed for the specific location.

LONG ISLAND

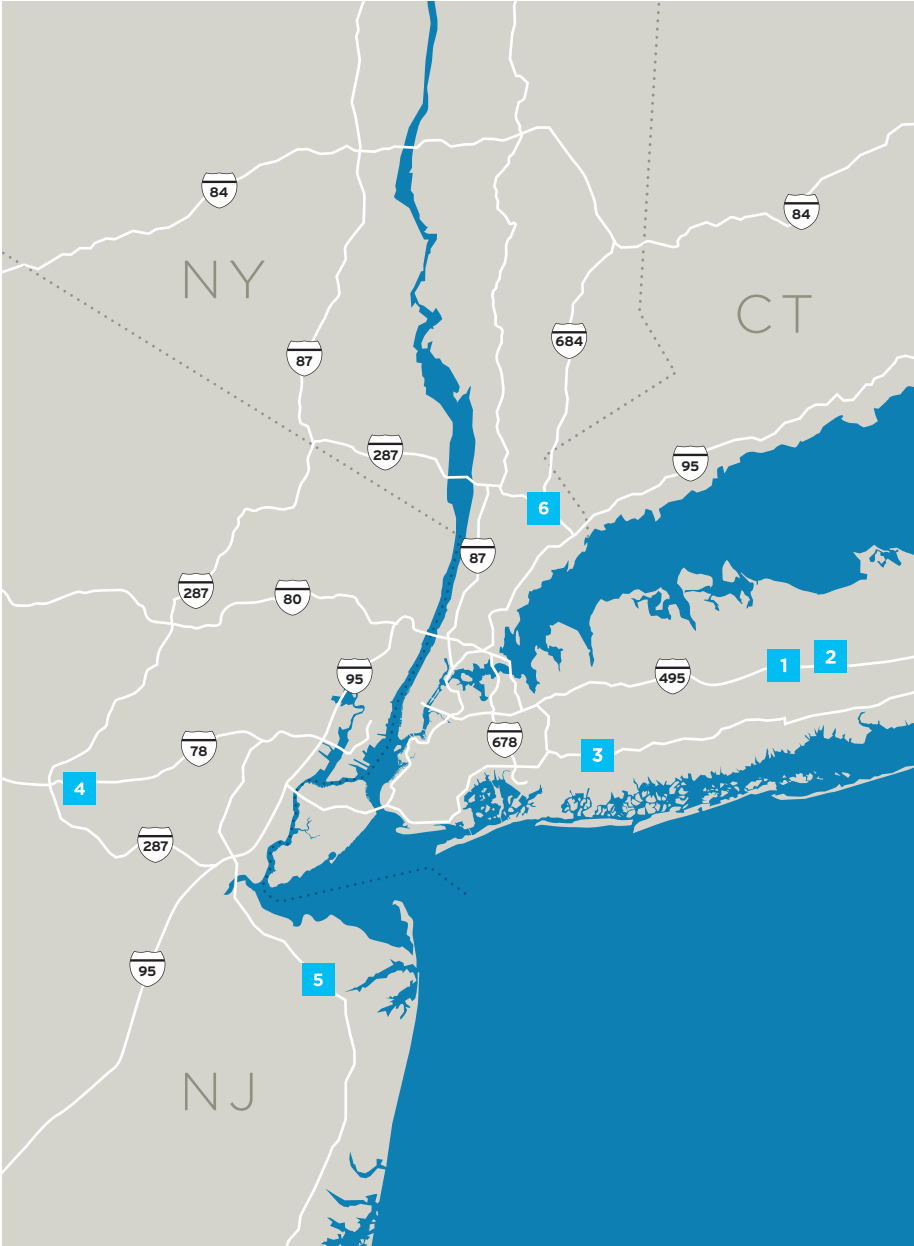
- 1 MSK Commack**
650 Commack Road
Commack, NY 11725
631-623-4000
- 2 MSK Skin Cancer Center Hauppauge**
800 Veterans Memorial Highway,
2nd floor
Hauppauge, NY 11788
631-863-5100
- 3 MSK Rockville Centre**
1000 North Village Avenue
Rockville Centre, NY 11570
516-256-3651 (Medical oncology)
516-256-4200 (Radiation oncology)

NEW JERSEY

- 4 MSK Basking Ridge**
136 Mountain View Boulevard
Basking Ridge, NJ 07920
908-542-3000
- 5 MSK Monmouth (coming 2016)**
480 Red Hill Road
Middletown, NJ 07748
908-542-3007

WESTCHESTER COUNTY

- 6 MSK Westchester in West Harrison**
500 Westchester Avenue
West Harrison, NY 10604
914-367-7000



SECTION 3

OUTPATIENT TREATMENT

Most people with cancer today are treated as outpatients. This means that they come in to one of our many locations for their treatment and return home the same day, without being admitted to Memorial Hospital. This section contains information for outpatients, whether you'll be seen at one of our facilities in Manhattan or at one of our treatment centers in New Jersey or in Long Island or Westchester County, New York.



BEFORE YOUR APPOINTMENT

PHYSICIAN CONSULTATION

Specially trained MSK staff members who work with our doctors will collect any medical information you've brought to your appointment, such as records or lab results. If you need to have additional routine medical tests, such as taking your temperature, weight, and blood pressure or drawing a blood sample, we'll direct you to the right area to get these tests done.

Before you meet with your doctor, a staff member called a fellow will take your medical history and perform a physical exam. (See the glossary on page 78 for a definition of this and other medical staff.) During the physical, you'll need to undress and wear a gown that we'll give you. After the exam, your doctor will speak with you and any family members, friends, or others who are with you about your condition and your treatment options at MSK.



DURING YOUR APPOINTMENT

NURSING CARE

All nurses at MSK practice “Relationship-Based Care,” which means that they are focused on providing a caring and healing environment for you and your caregivers and loved ones.

At your first appointment, you’ll meet your primary nurse, who is responsible for coordinating your nursing care and acts as a link to other members of your treatment team.

As your treatment progresses, whether you need chemotherapy, radiation, surgery, or other treatments, you’ll be seen by specialized nurses at each step along the way. They work closely with primary care nurses. Here are some examples of the specialized nurses you may meet:

- **chemotherapy nurses**, who deliver chemotherapy treatments
- **radiation oncology nurses**, who deliver radiation treatments
- **radiology nurses**, who work in the CT and MRI area
- **wound/ostomy nurses**, who are experts in caring for patients with injuries or ostomies (an opening in the abdomen that allows waste or urine to leave the body)
- **research nurses**, who help run clinical trials

Another crucial member of your team is your nurse case manager, who will work with you and your doctor and your primary nurse to coordinate any needs you may have after you are no longer in active treatment.



YOUR SAFETY

Your safety and peace of mind are extremely important to us. If you have any concerns related to your treatment, call your doctor's office and report them.

In addition to verbal instructions, your doctor may give you written or electronic information about your treatment. It's important that you read these instructions carefully.

If you have questions about any of the materials — or about any other part of your treatment — your doctor and nurses are the best people to ask. They understand that there's a lot of information to take in and are happy to help you. The information will include possible side effects you may experience, as well as how to take the best care of yourself during your treatment.

AFTER YOUR APPOINTMENT

AT HOME

You should write down any side effects you have. There are certain side effects that require immediate medical attention — even if they occur during the night or on a weekend. Your doctor will tell you about these. If you experience any of them, call the MSK medical contact phone number immediately.

It's also a good idea to take a list of the names of the drugs you're taking, as well as details about your treatment schedule, with you wherever you go. This way, if you become sick and need medical attention, you'll be able to give another doctor the details of your treatment.

REACHING A DOCTOR

If you have any unexpected symptoms after you receive a treatment, let your doctor know. If you call after 5:00 PM, you may reach a covering physician, a doctor who is highly qualified to handle urgent medical problems and covers for your doctor on off hours (nights and weekends).

If you experience an emergency after 5:00 PM or on a weekend, you can also call **212-639-2000**. Tell the operator the name of your doctor and ask for the doctor who is covering for him or her.

To schedule appointments or receive test results, you should call your doctor's office during normal working hours (from 9:00 AM to 5:00 PM).

Our doctors are responsive professionals. But on the off chance you have repeated problems contacting your physician, notify the Patient Representative office at **212-639-7202**.

URGENT CARE

MSK's Urgent Care Center (UCC) offers urgent and emergency medical assistance to registered MSK patients 24 hours a day, 365 days a year. It is located in the Enid A. Haupt Pavilion on East 67th Street between York and First Avenues.

When you arrive at the UCC, you'll see a triage nurse, who will evaluate your condition and determine the next steps for your care. We realize that waiting can be frustrating, but in order to see the most critical patients as quickly as possible, it's sometimes necessary. We'll do our best to minimize your wait time, and we appreciate your patience.

If the doctor who treats you in the UCC determines that you need to stay for observation, you may remain in the UCC or be transferred to a regular inpatient room. This doesn't mean you're being admitted to the hospital — but it does mean that insurance may not cover the cost of this care. Ask your doctor or nurse if you have questions about your coverage.

TELL US WHAT YOU THINK

You may receive a survey in the mail asking you about your experiences at MSK. If you're not contacted but would like to express your opinion about some aspect of your care — positive or negative — please notify our Patient Representative Department at **212-639-7202**, or by mail at:

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

At the Josie Robertson Surgery Center (JRSC), patients can have surgical procedures and return home either the same day or the following day. This brand-new, state-of-the-art facility is located on the Upper East Side of Manhattan, just a few blocks from Memorial Hospital.

The 16-story building with 12 operating rooms is the first-of-its-kind freestanding outpatient facility for short-stay cancer surgery. The operating rooms and patient-care areas are designed for these special procedures, which include surgery for breast cancer and reconstruction as well as head and neck, gynecologic, and urologic cancers.

Some patients may require a single overnight stay at the JRSC, but all patients will be able to leave the building either the day of or the day following their surgery.



SECTION 4

INPATIENT TREATMENT

This section contains information you'll need if you receive treatment or have a surgical procedure as an inpatient — that is, you're admitted to Memorial Hospital for your care. You'll also find tips for your friends and family and others who may wish to visit you while you're staying with us. We encourage you to share this guide with them so they know what to expect.

As always, if you or your loved ones have questions about anything, ask a member of your healthcare team. Everyone is happy to help.



PREPARING FOR YOUR STAY



WHAT TO LEAVE AT HOME

We ask that you do not bring the following items with you to the hospital:

- **Valuables**, other than a small amount of money for things like gift shop purchases.
- **Cigarettes and e-cigarettes.**
MSK is a completely smoke-free environment. This policy applies to all visitors, employees, and patients. We understand that this may be a difficult request to honor, but we ask you to respect this rule.

- **Electrical appliances**, such as hair dryers, electric razors, radios, or TVs. We provide TVs and microwave ovens that have been safety approved.

If you want to stop using tobacco, MSK's Tobacco Treatment Program can help. This program, which specializes in the concerns of cancer patients, survivors, and family members, offers individual and group counseling to people who want to quit or those who are thinking about it. For more information about the program, call **212-610-0507** or ask your doctor or nurse.

YOUR ADMISSION

This timeline will give you an idea of what to expect if you're scheduled to be admitted to Memorial Hospital.

THE WEEK BEFORE YOU CHECK IN

We will likely ask you to come in for medical tests about a week before you're scheduled to be admitted to the hospital. You can arrange to do this after an appointment with your doctor, if you wish. Tests are done at Memorial Hospital or at the Rockefeller Outpatient Pavilion. (See a list of our locations on page 10.)

One of our Patient Financial Services representatives may also contact you to complete the financial preadmission process. You may be told at this time that you'll need to pay a deposit when you're admitted. Deposits are required for those parts of the hospital bill that are not covered by insurance.

We also recommend that you check with your insurance company before you come to the hospital. You should ask about what services are covered after you leave, as well as what criteria you must meet to qualify for those services.

THE DAY BEFORE YOU CHECK IN

A representative from our Admissions Center will call you the day before your admission between 12:30 PM and 7:30 PM to confirm your reservation and schedule a time for you to come to the hospital. You will also be given instructions for where you should go when you arrive.

If you don't hear from us, give us a call at **212-639-5014** or **212-639-3260** before 7:00 PM or **212-639-7881** after 7:00 PM to confirm the details of your admission.

Only you or one family member or caregiver should call us to confirm your arrival time. Though it happens very rarely, it is possible that we may have to reschedule your admission because of unexpected events, such as when another patient needs emergency treatment. If this happens, we'll schedule your new admission as close as we can to your original appointment.

WHEN YOU CHECK IN

When you arrive at the hospital, use the main entrance, located at 1275 York Avenue between 67th and 68th Streets. Please go directly to the area you were told to go to during the call you received the day before. If you're not sure where to go, head to the Admissions Center just inside the front doors to the right. You'll also find members of our security staff at the main entrance ready to help you.

To avoid traffic build-up in this busy area, we ask that whoever is dropping you off please depart once you're safely inside. For your convenience, the hospital's parking garage is located on 66th Street between York and First Avenues. You can find more transportation information on pages 8 and 12 of this guide.

WHAT HAPPENS NEXT

Check-in/admissions interview:

When you arrive at the Admissions Center or the pre-surgical center, you'll be checked in and begin the admissions process. The representative who assists you will ask you some questions and have you sign some forms.

Preadmission tests for surgical and chemotherapy patients:

If you didn't have routine medical tests before your admission, we will perform them in the pre-surgical testing area at whichever of our locations is closest to you. (See pages 10 and 14 for a listing of where we are.) The results of these tests give us important information about your health, in the same way a general physical examination does. At this appointment, you may have the following:

- blood and urine tests
- an electrocardiogram (also called an EKG, it is used to monitor your heart's rhythms)
- a chest x-ray
- a physical exam
- an anesthesia evaluation

This process may take up to two hours. During the physical exam, you'll need to remove your clothing and wear a gown.



AFTER YOUR PROCEDURE

If you're having surgery or another procedure, we ask that your family members or others who want to see you please wait in the main lobby of Memorial Hospital (at the top of the escalators next to the main entrance). Every two hours, from 10:00 AM to 8:00 PM, a surgical nurse coordinator who has been moving through the operating and recovery rooms will give your visitors updates on your condition. Ask your visitors to register at the Patient Information Desk in the main lobby so that the nurse can find them.

When your operation is finished, the surgeon will speak to your visitors. It's also possible to have visitors for a short time while you're in the recovery room. A recovery room nurse will help coordinate these visits.

After surgery, you'll be taken to the Post-Anesthesia Care Unit (also called the PACU or the recovery room), where you'll be assigned a nurse who will monitor your condition. Once you've recovered enough to be moved, we'll take you to your room in the hospital.

Your family and friends are welcome to stay with you until visiting hours are over. (See page 40 of this guide for information on visiting hours.)

YOUR DAILY HOSPITAL ROUTINE

There are many types of people who will care for you during your stay. These include technicians, specialized nurses, and other staff members, as well as your doctor and primary nurse. All these dedicated professionals are experts in their fields. Having them work as a team helps us give you the best care possible.

See the glossary on page 78 for definitions of the most common doctors, nurses, and other staff members you may meet during the course of your care.

NURSING CARE

All nurses at MSK practice “Relationship-Based Care,” which means that they are focused on providing a caring and healing environment for you and your caregivers and loved ones.

At the beginning of your stay, you’ll meet your primary care nurses, who are responsible for coordinating your nursing care around the clock. Most Memorial Hospital nurses work 12-hour shifts, so two nurses will care for you over the course of 24 hours. At every change of shift, nurses share information about the progress and concerns of patients in their care. Your primary nurse also acts as your link to other members of the hospital’s staff and is a valuable resource for you.

There are also nurses at Memorial Hospital who perform specific services throughout the hospital, rather than general nursing care on patient floors. They work closely with primary care nurses. Here are some examples of the specialized nurses you may meet:

- **IV nurses**, who give treatments or fluids through the veins
- **chemotherapy nurses**, who deliver chemotherapy treatments
- **wound/ostomy nurses**, who care for patients with injuries or ostomies (an opening in the abdomen that allows waste or urine to leave the body)
- **diabetes nurses**
- **critical care nurses**



Another crucial member of your team is your nurse case manager. He or she will work with you, your doctor, and your primary care nurse to take care of any needs you may have after you leave the hospital. This includes ordering equipment you may need in your home, arranging for visits from a nurse or a physical therapist, or transferring you to another facility if you need further care.

PRIVATE-DUTY NURSING

Private-duty nurses or companions can provide care while you're in the hospital or after you return home. They are separate and apart from your MSK nurses.

These nurses and companions are not employees of MSK. You or your caregivers must pay them directly. (Their services may or may not be covered under your insurance plan.) MSK's Department of Nursing reviews the credentials of all private-duty nurses who work with our patients.

If you would like more information about how to hire a private-duty nurse or recommendations, please call our private duty office at **212-639-6892** or visit the office on the main floor of the hospital (Room H-106).

TESTS AND PROCEDURES

Throughout the course of your care, you'll probably need to have many tests and procedures. We know this can be stressful. We'll do all we can to let you know about them in advance and explain them to you. If you don't understand what's going to happen or you feel especially anxious, tell your doctor or nurse.

About 15 minutes before your appointment, a patient escort will bring you to the location of your test or procedure. An escort will also take you back to your room once it's over.

Sometimes tests are delayed, most often because other patients need emergency treatment. We'll do our best to make your wait time as short as possible.

In most cases, the nurse or technologist who performs your test will be able to estimate when your results will be ready. Your doctor will go over the results with you and tell you how they relate to your overall medical condition.

GOOD NUTRITION

Healthy eating habits play an important role in your treatment plan. Early in your hospital stay, you'll be visited by a dietitian, a trained professional who understands the role of nutrition in health and disease. He or she will evaluate your nutritional status and make sure that your nutritional needs are being met during your stay. If your doctor orders a change in your diet, you can ask your doctor or nurse to have a dietitian consult with you again.

ROOM SERVICE PROGRAM

When you're admitted to the hospital, a room service associate will give you a menu for our room service program, which features daily chef's specials and afternoon tea. This menu will match your diet. If you have food allergies or special dietary needs, such as kosher, halal, or vegetarian meals, tell your room service associate. If your diet order changes during your stay, your room service associate will give you a new menu.

Meals are served between the hours of 7:00 AM and 8:00 PM and are usually delivered within an hour of when an order is called in.

Guests can place a food order from the guest menu. They can pay by credit or debit card. Contact your room service associate to request a guest menu.

OTHER FOOD OPTIONS

We take pride in the quality and variety of food options we offer our patients. But we understand that you might miss your favorite foods from home and wish to have your visitors bring them for you from time to time. Please check with the dietitian on your unit to make sure that foods brought from outside the hospital fit into your diet order.

All foods brought from home should be securely wrapped and labeled with your name and the date. Food left in the refrigerator after 24 hours is thrown away, in agreement with the hospital's safety and sanitation policy.



YOUR SAFETY

Keeping you and your visitors safe is one of our highest priorities. But we need your help to do it.

One way we are lowering the risk of mistakes is by using computers and technology to help us improve our accuracy in ordering and giving drugs. It's also extremely important to carefully identify the area or organ being operated on many times before an operation. Throughout your stay at the hospital, we also take extra care to confirm who you are, many times over. We ask that you bear with us and remember that we're doing all we can to keep you safe.

All staff members — including doctors, nurses, escorts, housekeeping staff, and others who come into contact with you — are asked to actively look for possible problems and point them out. This helps encourage safety and avoid errors.

WAYS YOU CAN HELP US

A great deal of repetition is built into our daily routines. For example, our staff checks and rechecks information frequently. At times, it may seem as if everyone keeps asking you the same questions. We know it can be frustrating. Your patience and cooperation are an important part of our effort to reduce errors and keep you safe.

You may be asked about the following things more than once or by more than one person:

- your past medical history
- medications you're taking
- allergies you have

Please answer honestly as much as you can.

You may also be asked to give your name and to show your identification bracelet to several people before you're given a medication or have a procedure performed.

If you have any questions or concerns about your safety, ask your nurse or another member of your healthcare team.

PREVENTING INFECTION

The risk of getting an infection in the hospital is a concern for all patients, but especially for those whose immune systems are weaker because of cancer or its treatment. MSK very closely follows guidelines from the US Centers for Disease Control to assure our patients stay safe. This includes using clothing called personal protective equipment, such as gowns, masks, gloves, or goggles, when appropriate. You also may be asked to wear a gown, mask, or gloves when you leave your room or have a test taken.

To get you out of the hospital and back home as quickly as possible, it's important for you to be watchful about possible infection risk.

Here are ways you can help yourself stay safe:

- Clean your hands often using soap and water or hand sanitizer — and have your visitors do the same — especially before you eat and after you use the restroom.
- Take a daily bath or shower.
- Check with a nurse before entering any room that has a precautionary notice posted on the door.

Also, take special care to clean any areas around:

- an IV line (a tube that's placed into a vein)
- a urinary catheter (a tube that allows urine to leave the body)
- a surgical incision (in which a doctor cuts open then stitches up the skin)

Your nurse will show you how to do this and can help you learn to properly clean it when you return home, to lower your risk of complications.



PREVENTING INJURIES

Falling is also a very real risk for patients. Even though you may be able to safely walk by yourself at home, in the hospital you may have a treatment or take a medication that can affect your ability to safely walk without help. Things like IV poles and other medical devices you may be hooked up to or a loss of sensation in your legs or feet can also cause you to be unsteady and fall.

Our nurses and nursing assistants are here to help you get out of bed, use the restroom, and walk through the hallways. We encourage you to call them whenever you need help — and even when you think you don't.

Nurses also assess all patients for their risk of falling throughout their stay in the hospital. If you are identified as being at risk for falls, always call your nurse before getting up from your bed or chair.

You might also consider keeping all of your personal items, like your glasses, cell phone, or reading materials, where you can easily reach them. Keeping a nightlight on at night can help too. Finally, it's a good idea to have your nurse or nursing assistant help you to the bathroom when he or she is in your room, especially before bedtime.

MAINTAINING A QUIET ENVIRONMENT

A quiet, restful atmosphere will help you recover more quickly and make your stay at Memorial Hospital less stressful. We strive to keep things as calm as possible, but we need your help to do it right.

During your stay, we ask that you be aware of those around you when making phone calls. Speak softly with your guests when talking in your room. Also, do not discuss medical information on the phone while you're around other people. Our patients' privacy is of the utmost importance to us, and this will help keep confidential details confidential. If you or your guests choose to discuss your medical condition, please do so quietly and with discretion.

Signs are posted throughout the hospital indicating where cell phone use is permitted. Quiet hours vary from floor to floor, but there's usually an hour or so in the midafternoon that's designated as a quiet time, plus overnight hours, typically from 8:00 PM to 7:00 AM.

NO PHOTOS, PLEASE

Though taking photos is a common part of modern life, it's our job to protect your right to privacy. The Security Department prohibits taking photos or videos while at MSK facilities — including those taken using mobile devices such as smartphones or tablets. If you wish to take a photo or have a photo taken and would like an exception made to this policy, please call the Patient Representative Department at **212-639-7202**.



OUR SECURITY STAFF

The Security Department staff members at each entrance of the hospital protect you and your visitors 24 hours a day. We ask that you and your visitors please follow their instructions.

In the unlikely event that an emergency happens while you're staying with us, it's especially important that you follow the directions of the staff. All hospital personnel are trained to respond to such situations in a way that keeps you safe. This is in keeping with state laws, as are the regularly scheduled fire alarm tests that take place throughout the year.

If at any time you're concerned about your safety or that of other patients, call the Security Department at **212-639-7866**. This phone is staffed 24 hours a day.

SAFEGUARDING YOUR PROPERTY

Because the hospital cannot take responsibility for valuable items, such as large sums of money, jewelry, or other expensive possessions, we ask that you leave them at home. If you bring valuables with you to the hospital, you may use the in-room patient safe or leave them in our Security Office in Room G-43. (To get to this office, take a "C" bank elevator to the basement level of the hospital.) The security staff places money in safekeeping with the Main Cashier, located off the main lobby (you can reach them at **212-639-6758**).

LOST-AND-FOUND

The Security Department maintains a lost-and-found. If you or one of your visitors or family members misplaces something during your stay, call **212-639-7866**.

STAYING CLOSE TO RELATIVES AND FRIENDS

A supportive network of friends, family members, and other people who love and care for you can go a long way in helping you cope with your illness and heal from your treatments. It's important to us that your visitors feel welcome when they come to see you.

ACCOMMODATIONS IN NEW YORK CITY

If you'll be traveling to MSK from out of town, we recommend that you plan for others' housing needs before you're admitted to the hospital, if possible. If members of your family, friends, or other caregivers need a place to stay, we keep an updated list of hotels with special rates for MSK families on our website at www.mskcc.org/accommodations.

If you cannot find housing after you contact these facilities, please call our Department of Social Work at **212-639-7020** to speak with a social worker about additional resources for which you may qualify. If you are an international patient, please contact the Bobst International Center at **212-639-4900** and your designated coordinator will be happy to help.

VISITORS

We know how important visitors can be to your mental and physical well-being. We want them to feel welcome while you're in our care.

The hospital allows all family members, friends, or other support persons to visit with you, unless their presence affects others' rights, safety, or is medically or therapeutically not advisable. The hospital does not restrict, limit, or otherwise deny visitation on the basis of race, color, national origin, language, religion, sex, gender identity, sexual orientation, physical or mental disability, socioeconomic status, or age. All visitors enjoy full and equal visitation privileges consistent with patient preferences and within reasonable defined limitations.

Visiting hours in the hospital vary and are based on a patient's age, state of health and mental condition, and the nursing unit's operations.

- Adult inpatient units from 6:00 AM to 10:00 PM
- Adult ICU from 11:00 AM to 7:00 PM
- Pediatric inpatient units from 8:00 AM to 8:30 PM

For space reasons, the number of people who are allowed to visit you at the same time may be limited to preserve your privacy and the privacy of other patients. In addition, at certain times (after hours), you may be allowed only one support person or caregiver. This guideline helps us maintain a safe, restful, and therapeutic environment for everyone.

Our patients are especially vulnerable to infections. If your visitors have colds, symptoms of the flu, or other infectious diseases, we ask that they avoid visiting the hospital until they're better. Even if your visitors are well, they must check with a member of the nursing staff before going into any room that has a sign on the door showing that special precautions need to be taken.

If your visitors have questions about getting around the hospital, the neighborhood, or the city, they can speak with the staff at the Patient Information Desk in the lobby on the first floor of the hospital. For full details on our visitation policy, call the Patient Representative Department at 212-639-7202.

You may bring a visitor with you when you return to MSK for outpatient office visits and treatments. This person can help you understand and remember important information about your health, give you support, and participate in the development of your follow-up plan of care.

VISITING IN THE ADULT INTENSIVE CARE UNIT

Visiting hours for patients in the adult intensive care unit, listed at left, are dependent upon the patient's condition. Consult with the nurse at the nursing station or at **212-639-7555** for a patient-specific visiting schedule.



TELEPHONE

When you're admitted to Memorial Hospital, telephone service will be automatically turned on for you. There is a per-day charge of \$6 for the service, which includes all local calls (area codes 212, 347, 646, 718, and 917). This charge will be added to your local home telephone bill. If you decide not to have the telephone service activated, you'll be asked to sign a document that confirms that you don't want phone service in your room.

Long-distance calls can be made collect or billed to a credit card or home number. Prepaid calling cards are also available in the Gift Shop in the main lobby of Memorial Hospital, on the second floor (212-639-8083). Keep in mind that insurance companies do not pay for telephone service.

As part of our commitment to a quiet, restful environment for all our patients, incoming calls cannot be received between the hours of 10:00 PM and 7:00 AM. You may make phone calls at any time, but we ask that you speak quietly to avoid disturbing other patients. We encourage you to give your room and telephone numbers to your family, friends, and any others who may want to visit you. Relatives and friends may also find out your room and phone numbers by calling our Patient Information Desk at 212-639-7081.

For Memorial Hospital Operator assistance, dial **212-639-2000**. For telephone repair, dial **212-639-4357**.

To make outside calls from your room:

Local area codes for New York City are 212, 347, 646, 718, and 917. All calls made to these area codes must include 9 + 1 + area code + phone number (11 digits).

For calls to other area codes, dial 9 + 1 + area code + phone number and tell the operator how you wish the call to be billed. You can also dial 9 + 0 + area code + phone number and bill it to your calling card.

MAIL

Your mail should be addressed to you as follows:

Your Name
Your Room Number
Memorial Hospital
1275 York Avenue
New York, NY 10065

We'll deliver mail to your room every day but Sunday. We don't forward mail sent to you after you're discharged from the hospital. You can also buy stamps from a vending machine near the Main Cashier window on the first floor of the hospital.

FOR YOUR CONVENIENCE



CAFETERIA

We think our bright and bustling cafeteria is pretty great. (In fact, you'll see lots of staffers, including our doctors and nurses, eating there.) Our chefs strive to create many healthy meal options that are also

delicious — but we also offer tasty treats if you're in the mood to indulge. Visitors may use the cafeteria, located on the first floor of the hospital, on weekdays between 6:30 AM and 1:00 AM, and on weekends between 7:00 AM and 3:00 PM.

NEWSPAPER DELIVERY

You can purchase morning newspapers from our neighborhood delivery service.

FLOWER DELIVERIES

Your family, friends, and others are welcome to send you flowers to help brighten your room while you recover. Just direct them to check with a member of your healthcare team before sending them to be sure you're able to receive them. The Flower Delivery Room is located just inside the main entrance to Memorial Hospital at 1275 York Avenue. Deliveries are accepted from 11:00 AM until 4:00 PM on weekdays and from noon until 3:30 PM on weekends.

BARBER

To make an appointment for a shave, shampoo, or haircut with a barber, call **917-502-8942**. You can also make an appointment with a beautician by calling **201-970-3878**. You can ask about the price of the service you'd like when you call for an appointment.

GIFT SHOP

Our Gift Shop is a warm, friendly place where you and your visitors can shop for gifts for adults and children — including greeting cards, games, jewelry, and toys. You'll also find items like toothpaste and soap that you may have forgotten to bring with you. Or you can pick up a cup of coffee, candy, or a snack. The shop, located just off the main lobby on the first floor, is open on:

- Weekdays from 6:30 AM to 8:00 PM
- Weekends from 9:00 AM to 6:00 PM
- Holidays from 11:00 AM to 6:00 PM

PATIENT ACTIVITIES

We know that daily hospital life can be stressful — or just plain dull. So we do our best to keep our patients entertained, engaged, and challenged with a variety of events and activities. Our recreation area on the 15th floor of Memorial Hospital (called the Abby Rockefeller Mauzé Patient Recreation Pavilion) is a comfortable place for you and your guests to relax away from your room. There's also a computer in the Pavilion that you can use.



We'll give you a weekly activity schedule with a list of workshops, along with a welcome flower, shortly after you arrive in your room. These are some examples of the crafts our recreation therapists teach:

- copper enameling
- decoupage (decorating an object by gluing colorful paper to it)
- painting
- frame and hat decorating
- stained glasswork
- woodworking

Other activities include movies, music, casino nights, flower-arranging classes, bingo, pool, ping pong, and special holiday events. Before you leave your floor to attend an activity, please sign out at the nurses' station so that your doctor and others will know where to find you.

VOLUNTEER RESOURCES

More than 700 volunteers are ready and willing to help you with just about anything you might need. They are often able to fulfill personal requests, like running errands in the neighborhood, reading aloud, or simply keeping you company. Call the Department of Volunteer Resources at **212-639-5980** if you'd like a volunteer to help you, or if you or a family member or friend are interested in volunteering.

VISIBLE INK

Our Visible Ink program offers you the opportunity to express yourself in writing with the individual support of an experienced writing mentor. Participants in Visible Ink have created more than 45,000 pages of written work, including essays,





memoirs, fiction, poetry, plays, personal journals, and blogs. The program is free of charge for MSK patients. For more information, visit www.mskcc.org/visibleink or contact the program director, Judith Kelman, at kelmanj@mskcc.org or 212-535-3985.

ART THERAPY

Art therapy can help you process and manage your emotions. It can also serve as a way for you to express your feelings about your illness, your treatment, and life itself. All current and former patients are invited to find ways to express your experiences through drawing, painting, collage, and other techniques. In this free program, you can work with our trained therapist in a safe, private, and relaxing environment.

No prior art experience is needed. For more information on this and other art therapy offerings, visit www.mskcc.org/art-therapy or call 646-888-5397.

RESEARCH LIBRARY

You, your family, and your caregivers may use the Research Library, located in the Rockefeller Research Laboratories Building at 430 East 67th Street. You can enlist the services of reference librarians as well as access medical textbooks, scholarly journals, daily newspapers, and other resources in print and online. To learn more, visit library.mskcc.org/resource/patient-and-caregivers.

GETTING READY TO GO HOME

YOUR HOSPITAL DISCHARGE

Before you return home, your doctor, nurses, and others on your healthcare team will make sure that you have everything you may need.

If needed, your nurse case manager will order equipment for your home, arrange for visits from a nurse or a physical therapist, or transfer you to another facility for continued specialty care. Tell your primary nurse or nurse case manager if you have any concerns.

REACHING A DOCTOR

Even though you'll be leaving Memorial Hospital, we're still here to support and care for you as you recover at home. If you have any unexpected symptoms after you go home, let your doctor know. If you call your doctor's office after 5:00 PM about an urgent issue, you will be directed to a covering

physician. This person is another doctor from the service who is highly qualified to handle critical medical problems and covers for your doctor on off hours (nights and weekends).

If you experience an emergency after 5:00 PM or on a weekend, you can also call **212-639-2000**. Tell the operator the name of your doctor and ask for the doctor who is covering for him or her.

To schedule appointments or receive test results, you should call your doctor's office during normal working hours (from 8:00 AM to 5:00 PM).

Our doctors are responsive professionals. But on the off chance you have repeated problems contacting your physician, notify the Patient Representative office at **212-639-7202**.

TELL US WHAT YOU THINK

After you go home, you may receive a survey in the mail asking you about your experience at MSK. If you're not contacted but would like to express your opinion about some aspect of your stay — positive or negative — notify our Patient Representative office at **212-639-7202**, or by mail at:

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

NO TIPPING

We're lucky to have kind, generous patients who want to show their thankfulness to their doctors and nurses. We appreciate your generosity, but we ask that you please do not offer cash tips to our employees. Their job is to provide you with quality care. When they do so with special sensitivity, it's because they're dedicated to caring for you.

IF YOU WISH TO CONTRIBUTE

You, your family members, or your friends may wish to support the groundbreaking, cancer-changing work that goes on at MSK. 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. You can discuss making additional gifts to MSK with the Development Department at **646-227-3549**.

SECTION 5

PROGRAMS AND SUPPORT SERVICES

At Memorial Sloan Kettering, we want to care for all aspects of your health and well-being. We also understand that your family members, friends, and others who love you are vitally important during this difficult period of your life. We offer a variety of support services and programs for both you and your loved ones that are designed to help you cope with and manage your cancer diagnosis and treatment. These services are available for both outpatients and inpatients. We encourage you to use them — after all, they're designed just for you.



PSYCHOLOGICAL AND SOCIAL SUPPORT

SOCIAL WORK

At MSK, social workers provide emotional support and guidance to people with cancer, as well as their friends, families, and caregivers. Social workers are assigned to each patient floor of Memorial Hospital and are also available at our outpatient facilities.

Social workers run many of our in-person and online support groups. They also provide other services, such as:

- helping parents learn how to talk with their children about cancer
- overseeing the 65+ program, which coordinates the care of our older cancer patients
- offering counseling in palliative care, to help relieve symptoms of cancer
- managing our bereavement program, which is designed to help people who have lost a loved one to cancer
- overseeing our Resources for Life After Cancer program

Social workers can also help you with other issues such as transportation to appointments and financial concerns.

To speak with a social worker, ask your doctor or nurse or call the Department of Social Work at **212-639-7020**.

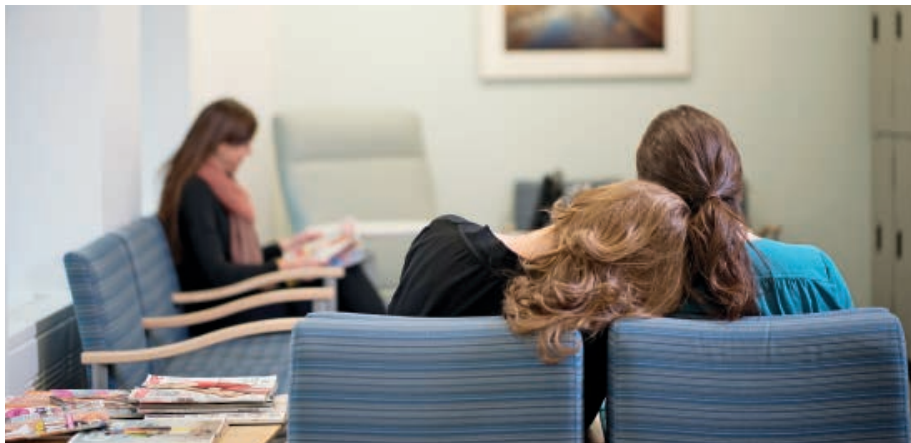
PSYCHIATRISTS AND PSYCHOLOGISTS

It's important to ask for help if you're feeling down or not like yourself. Anxiety and depressive symptoms can interfere with your ability to handle and recover from your treatment. The staff members of our Department of Psychiatry and Behavioral Sciences are specially trained in counseling support for people with cancer, and are available to help you. If you'd like to meet with a member of this department, speak to your doctor or nurse or call **646-888-0200**.

MSK COUNSELING CENTER

The MSK Counseling Center is an outpatient facility of the Department of Psychiatry and Behavioral Sciences. It's designed to support the special psychological needs of cancer patients and their families, and provides individual, family, and group counseling. The staff offers treatment and counseling or behavioral therapy for:

- | | |
|--------------|----------------------------|
| ■ fatigue | ■ anxiety |
| ■ pain | ■ distress |
| ■ insomnia | ■ quitting tobacco |
| ■ depression | ■ losing or gaining weight |



Our staff also provides services for measuring or treating the cognitive (mental) effects of cancer and its treatment.

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

ETHICS COMMITTEE

Treatment for cancer can raise many difficult questions. MSK's Ethics Committee is designed to help you, your family members, and our staff address and resolve ethical or communications issues that may come up during your care. This team is made up of experts including doctors, nurses, social workers, and psychologists. Issues they can help

with include things like end-of-life care and life-sustaining treatments, concerns about privacy, and questions about treatment and research.

An ethics consultation could consist of an informal discussion, a formal meeting, or a request for more information. This depends on the specific circumstances and the urgency of the problem.

Anyone can request a meeting with the Ethics Committee, either by contacting our Patient Representatives at **212-639-7202** or by telling a member of your healthcare team, all of whom can submit a request on your behalf.

PAIN AND PALLIATIVE CARE

PAIN MANAGEMENT

You may be worried or anxious that your illness or treatment may cause pain. This is a perfectly natural reaction. But it's important to remember that many patients don't experience pain. And even if you do, there are many ways we can help you. We consider the treatment of pain to be a vital part of your care.

You're entitled to receive information about pain and pain relief. We urge you to ask your doctor or nurse what to expect with regard to pain and pain management. They will help measure your discomfort and discuss your options as part of your individual pain management program.

Your nurse will ask you to rate your pain often using a scale from zero to ten, with zero meaning no pain and ten meaning the worst pain possible. For some people, such as our younger patients and those who are unable to speak, nurses will use pictures and other tools to assess their pain. We encourage you to be honest when you answer these questions, because the only way we can relieve your pain is if we're aware that you're feeling it.

At MSK, our pain management teams are available to assist your doctor and nurse and will see you at your

doctor's request. They can respond quickly if you should experience any discomfort or if you don't feel adequate relief from treatments you've already received.

PALLIATIVE CARE

Palliative care isn't just for those patients with a terminal diagnosis or at the end of life, but rather for all patients at any point during their care. Beyond pain relief, palliative care is intended to relieve suffering or distress and improve quality of life. It can help with things like:

- easing side effects of treatment
- making decisions about your treatment
- dealing with the stresses of daily life
- addressing other health issues you may have besides cancer
- talking through your fears or worries about your disease

Palliative care can be given not only by doctors and nurses but also by pharmacists, mental health professionals, social workers, physical therapists, and chaplains. The emphasis of palliative medicine is to ease distress while remaining mindful of your values, beliefs, and culture.

REHABILITATION

SILLERMAN CENTER FOR REHABILITATION

Our physical and occupational therapists work closely with physiatrists (doctors who specialize in rehabilitation medicine) and other medical staff to improve your well-being during and after your cancer treatment. These doctors can help you regain strength, flexibility, endurance, and other physical skills as well as the ability to complete daily tasks.

The Sillerman Center is located at 515 Madison Avenue, on the 4th floor (entrance on 53rd Street between Park and Madison Avenues). It's open to people treated at MSK as well as those who are receiving or have received care at other hospitals. To make an appointment for physical therapy or occupational therapy, ask your doctor or call **646-888-1900**.

SPEECH, HEARING, AND REHABILITATION CENTER

If your illness or treatment has caused changes in your ability to communicate or hear, our Speech, Hearing, and Rehabilitation Center can help. Our professionals use the latest technology to diagnose and treat hearing loss, voice loss, swallowing disorders, and speech difficulties. The center has allowed hundreds of people to return to full function after treatment.

For more information or to make an appointment, call **212-639-5856**.



HEALTH AND WELL-BEING

INTEGRATIVE MEDICINE

Our Integrative Medicine Service offers therapies that are designed to work together with your traditional medical treatments. Staff members can help relieve the negative physical and emotional effects of your cancer diagnosis, treatment, and recovery.

Services such as massage therapy, acupuncture, yoga, and music therapy can help control your symptoms and improve your overall care. We also offer dance therapy and martial arts programs specially designed for children and teenagers.

Once your treatment begins, you can work individual and group therapies into your care plan. These include:

- guided relaxation
- acupuncture
- nutritional and dietary supplements
- cardio fitness classes

Through our research — and years of working with cancer patients — we know the benefits these therapies can give. They include:

- easing your stress and reducing your anxiety
- better managing your pain
- reducing your nausea
- helping you become more mobile and active
- increasing your enjoyment of meals
- improving the quality of your sleep

To make an appointment and for more information about what services may be best for you, please call the Integrative Medicine Service at **646-888-0800** or visit www.mskcc.org/integrativemedicine.

TOBACCO TREATMENT PROGRAM

MSK is a tobacco-free environment. Our Tobacco Treatment Program specializes in helping patients and their families who are struggling with tobacco dependence and want to quit. Whether you're committed to quitting or just thinking about it, our team of experts can offer you supportive counseling and recommend both medications and behavioral strategies to help you quit and stay off tobacco. For more information, please call the Tobacco Treatment Program at **212-610-0507**.

PATIENT-TO-PATIENT AND CAREGIVER-TO-CAREGIVER VOLUNTEER PROGRAM

Many people find it helpful to speak with someone who has recovered from cancer or cared for someone else who has. Through the Patient-to-Patient and Caregiver-to-Caregiver Volunteer Program, former patients who are now healthy as well as former caregivers are available to meet with you while you're still in treatment. Often, you can meet with someone whose diagnosis closely matches your own. If you'd like to meet with one of these volunteers, call **212-639-5007** or email patient2patient@mskcc.org.

RESOURCES FOR LIFE AFTER CANCER (RLAC)

After treatment ends, you may experience a mix of unexpected emotions as well as practical challenges. RLAC can help guide and support you as you adjust to life after treatment. We offer a range of educational and support services to MSK patients and their families, including:

- support groups
- individual/family counseling
- seminars and workshops to help answer questions about your quality of life after cancer

We address issues like managing stress and anxiety, coping with treatment side effects, and transitioning back to work. To learn more about RLAC programs, call **646-888-8106**.



LOOK GOOD FEEL BETTER

Look Good Feel Better is a free program designed to help people with cancer counter the appearance-related effects of treatment.

Professional makeup artists and trained volunteers can help you adjust to hair loss, skin and nail changes, and other health and beauty issues. Participants receive an informational booklet and kit containing cosmetics pre-tested

for sensitive skin, as well as tips and strategies for applying makeup, buying and wearing wigs or other head coverings, and handling changes that can result from chemotherapy and radiation. For more information or to register for a class at MSK, call **212-639-5665 (LOOK)**.

SPIRITUAL AND RELIGIOUS CARE

Pain and illness may lead to feelings of profound doubt about your core beliefs and cause you to have questions about the meaning of life. Our Chaplaincy Services offers spiritual care to address these and other questions of identity, meaning, purpose, value, and worth — that may or may not be expressed in religious terms.

We welcome anyone requesting spiritual support, regardless of your religion or background. We will keep your contact with us confidential at all times. Our chaplains are available to:

- listen to your concerns about your illness or hospitalization without judgment
- help support family members experiencing feelings of grief and loss
- provide you with a comforting presence
- assist with end-of-life decisions
- pray with you
- contact community clergy or faith groups on your behalf

Chaplaincy Services provides multi-faith support and also coordinates with religious clergy to provide for specific faith-based needs such as communion, the use of Shabbat candles, and access to religious worship services.

Our board-certified chaplains are available to visit with patients who are admitted to the hospital, but if you are being treated at one of our locations outside of Manhattan, you can speak with a chaplain by phone at **212-639-5982** Monday through Friday from 9:00 AM to 5:00 PM. They can provide you and your family and friends with emotional and spiritual support in accordance with each person's wishes.

To arrange for a visit from one of our chaplains — or from a local clergy from a Protestant, Catholic, Muslim, or Jewish congregation — please visit Chaplaincy Services in Room C170 (located in the west hallway off the main lobby at Memorial Hospital) or call **212-639-5982** Monday through Friday from 9:00 AM to 5:00 PM. If a chaplain is not immediately available, your call will be returned as soon as possible.

BLOOD DONATIONS

One easy, important way that your family and friends can help you and other patients at MSK during your treatment is by donating blood or platelets. They can set up a directed blood drive, which means that their donation will be given only to you, or give blood or platelets on your behalf for use by other patients. (Directed donors must meet the same eligibility criteria as other volunteer donors, and their blood will receive all the same infectious disease testing.)

The generosity of our blood donors helps to ensure that we always have enough blood available for our patients. Blood and platelet donations are critical to help many patients in their fight to survive. People with cancer require more blood products than do people with any other type of disease.

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 from 8:30 AM to 3:00 PM, and Tuesday, Wednesday, and Thursday from 8:30 AM to 7:00 PM.

Vouchers for free parking at the Somerset Garage (1365 York Avenue at 72nd Street) or at MSK's parking garage (East 66th Street between First and York Avenues) are available to our donors at the time of donation.

To schedule an appointment or ask questions about the services we provide, please call Joe Licata, Manager of the Blood Donor Program, at **212-639-8177**, or call the Blood Donor Room directly at **212-639-7648**.

PHARMACY SERVICES

For your convenience, we offer pharmacy services in many of our outpatient facilities. If your doctor prescribes medication for you, we suggest that you fill the prescription at MSK because our pharmacists are specially trained in the medication needs of people with cancer. MSK accepts most pharmacy insurance plans. If you don't have an insurance prescription card, you can bill your prescriptions to your outpatient hospital account.

The following is a list of our outpatient pharmacies and their hours of operation:

MSK Pharmacy at 68th Street
First Floor Enid A. Haupt Pavilion
444 East 68th Street
212-639-7672
212-639-8464
Hours of operation: 9:00 AM to 5:45 PM

MSK Pharmacy at 66th Street
300 East 66th Street, Third Floor
646-888-5402
Hours of operation: 9:00 AM to 6:45 PM

MSK Pharmacy at West Harrison
500 Westchester Avenue, Room 2204
914-367-7016
Hours of operation: 9:00 AM to 5:00 PM

MSK Pharmacy at 53rd Street
Third Floor
160 East 53rd Street
212-610-0112
Hours of operation: 9:00 AM to 6:45 PM

SURVIVORSHIP

The term “cancer survivor” can mean different things to different people. For some, it refers to anyone who has been diagnosed with cancer, regardless of whether he or she has ever had or is currently in treatment. Others consider a cancer survivor to be someone who has completed active medical treatments and is free of any signs of disease.

For the purpose of MSK’s Survivorship Program, we consider you a cancer survivor after you complete active cancer treatment, as determined by your doctor.

It’s important to us to continue to support you even after you’re finished with your medical treatments and you’ve started your life after cancer. Once you complete your treatments, your healthcare team should give you and your primary care physician a survivorship care plan. This will tell you about the treatments you received as well as the check-up and follow-up appointments you should have in the next months and years.

Depending on the type of cancer you have, you’ll either continue to see your doctor for your follow-up care, or you’ll transition to a survivorship clinic, in which your care will be coordinated by the nurse practitioner (called an NP) or physician assistant (PA) on your treatment team. (See the glossary on page 78 for a definition of this and other medical staff.)



SECTION 6

BILLING AND INSURANCE REQUIREMENTS

We understand how overwhelming it can be to receive a bill for your cancer treatment — even when the balance is covered by your insurance. Our Patient Billing Specialists are here to help you understand what you're being billed for, what your insurance is (or is not) covering, why you're receiving more than one bill, and any other concerns you may have. If you have any questions, please contact them at **646-227-3378**.





UNDERSTANDING YOUR BILL

When you visit MSK for treatment, the care you receive may consist of a visit to your doctor, a diagnostic test, an outpatient procedure, or something else. Even though you may receive only one type of treatment on a given day, for many services you will receive two bills — one from the hospital and one from the doctor.

- **Hospital bills:** Hospital charges are for the use of hospital facilities and the outpatient clinic services provided by the nurses and other members of your care team who are not doctors. This is in addition to any tests (labs, radiology) you may have while at MSK. These charges will appear on a bill sent to you by our Patient Accounts Department.
- **Physician bills:** Physician charges are for the doctor's time, expertise, and your examination and/or consultation. These charges will appear on a bill sent to you by our Physician Billing Department.

INSURANCE REQUIREMENTS

Not every patient requires pre-authorization to come here for the first time, though some do. Before you come for your first visit, a representative from our Patient Financial Services (PFS) department will contact you to explain your benefits and review any pre-authorization requirements. Once you're in our care, pre-authorization is required for many of the services you might receive. Our PFS staff will work with you to make sure that happens.

SPECIAL CHARGES FOR INPATIENT EXPENSES

Some special charges — such as telephone calls, guests' food trays, and the extra cost of staying in a private room — are not covered by most insurance carriers. Ask your healthcare team if you have questions about separate fees.

SECTION 7

YOUR RIGHTS AND RESPONSIBILITIES

As a patient at Memorial Sloan Kettering, you're entitled to certain rights. If you find any of the information in the following section confusing or unclear, ask your healthcare team to explain it to you. We want to be sure you understand these rights and how they are meant to work for you.

We also ask that you uphold certain responsibilities so that we can provide you with the best possible care. We strive to maintain an atmosphere of mutual respect, trust, and cooperation, and we ask that you do the same.



PATIENT REPRESENTATIVES

Our Patient Representatives are your advocates. Their role is to help make sure that your rights as a patient, listed in the Patients' Bill of Rights on pages 72 and 74, are respected. They also help make sure that appropriate action is taken to address any concerns you have about your care. We encourage you to call them if you have questions about MSK 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). You can contact them at **212-639-7202** Monday through Friday and on Saturdays from 9:00 AM to 5:00 PM via the hospital operator at **212-639-7900**.

Patient Representatives are also available to explain the Patients' Bill of Rights and to help you fill out a Health Care Proxy form. The Health Care Proxy is explained in more detail in "Planning in Advance" on this page. If you did not receive a copy of either of these documents at the time of registration, or if you'd like assistance with them, please contact the Patient Representative Department at **212-639-7202**.

YOUR RIGHTS AS A PATIENT

During registration, we'll give you information about your rights as a patient. A copy of the Patients' Bill of Rights can be found beginning on page 72. You'll also receive information about advance directives such as a Health Care Proxy (see "Planning in Advance" below).

YOUR RIGHT TO DECIDE ABOUT TREATMENT

Patients have the right to accept or refuse medical treatment, including treatment that keeps you alive. 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 started.

PLANNING IN ADVANCE

The best time to have conversations about your wishes regarding your medical treatment is early — and often. Sometimes because of illness or injury, people are unable to talk to a doctor and decide about treatment for themselves. Planning in advance will ensure that your wishes about treatment will be followed if you become unable to make those choices. If you don't plan ahead, family members or other people close to you

may not be allowed to make decisions for you, so your wishes may not be followed.

Putting your preferences for your medical treatment in writing is safer than simply speaking to someone about it. But neither method is as effective as appointing someone to decide for you who knows your desires and can make sure they're honored. You can choose someone to represent you in the event you're unable to make decisions about your own medical care by filling out a form called a Health Care Proxy, which you'll receive when you register at the hospital. If you have questions about it, please call Patient Representatives at **212-639-7202**. You can return the form to your doctor or nurse so that it can be filed with your medical records.

If you have no one you can appoint to decide for you, or if you don't 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."

Keep in mind that general instructions about refusing treatment, even if written, might not be effective. Your instructions must clearly cover the treatment decisions that you want to 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 don't want, such as a respirator or chemotherapy. You should 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 verbally by discussing your treatment wishes with your doctor, family members, or others close to you.

DECIDING ABOUT CARDIOPULMONARY RESUSCITATION (CPR)

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

Sometimes patients decide in advance that CPR should not be provided. In this case, the doctor gives the medical staff an order not to resuscitate (called a "DNR order," for "do not resuscitate"). 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 guide on DNR and your rights under New York State law called "Deciding About Health Care" is included in your admissions packet.

PATIENTS' BILL OF RIGHTS IN NEW YORK STATE

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.
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 a 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 have the hospital respond to you, in writing if you request it. 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's 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.

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

Patients who are not satisfied with the hospital's response to their complaint may contact the Health Department at **1-800-804-5447**. You may also submit a written complaint to the following office:

**New York State Department of Health
Centralized Hospital Intake Program
Mailstop: CA/DCS
Empire State Plaza
Albany, NY 12237**

Visit the New York State Department of Health's website at **www.health.state.ny.us/nysdoh/consumer/patient/patient.htm** to get a detailed outline of patients' rights in English, Spanish, and other languages, and to find out more about the Health Care Proxy.

PATIENTS' BILL OF RIGHTS IN NEW JERSEY

In the State of New Jersey, each patient receiving services in an ambulatory (outpatient) care facility shall have the following rights:

1. To be informed of these rights, as evidenced by the patient's written acknowledgement, or by documentation by staff in the medical record, that the patient was offered a written copy of these rights and given a written or verbal explanation of these rights, in terms the patient could understand.
2. To be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate.
3. To be informed if the facility has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and to refuse to allow their participation in the patient's treatment.
4. To receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and expected result(s). If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to the patient's next of kin or guardian. This release of information to the next of kin or guardian, along with the reason for not informing the patient directly, shall be documented in the patient's medical record.
5. To participate in the planning of the patient's care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record.
6. To be included in experimental research only when the patient gives informed, written consent to such participation, or when a guardian gives such consent for an incompetent patient in accordance with law, rule and regulation. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices.

7. To voice grievances or recommend changes in policies and services to facility personnel, the governing authority, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal.
8. To be free from mental and physical abuse, free from exploitation, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel.
9. To confidential treatment of information about the patient. Information in the patient's medical record shall not be released to anyone outside the facility without the patient's approval, unless another healthcare facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the New Jersey State Department of Health for statutorily authorized purposes. The facility may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.
10. To be treated with courtesy, consideration, respect, and recognition of the patient's dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when facility personnel are discussing the patient.
11. To not be required to perform work for the facility unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, State, and Federal laws and rules.
12. To exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any patient.
13. To not be discriminated against because of age, citizenship status, color, disability or handicap, gender, gender identity or expression, sexual orientation, marital status, national origin, nationality, race religion, veteran status or ability to pay/source of payment for care; to not be deprived of any constitutional, civil, and/or legal rights solely because of receiving care from the facility.

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14. To expect and receive appropriate assessment, management and treatment of pain as an integral component of that person's care in accordance with N.J.A.C. 8:43E-6.

If you have questions regarding your rights, you may contact a Patient Representative at **212-639-7202**. Patients who are not satisfied with the hospital's response to their complaint may contact the Health Department at **609-792-9770**.

You may also submit a written complaint to the following office:

**Division of Health Facilities
Evaluation and Licensing
New Jersey State
Department of Health
PO Box 367
Trenton, NJ 08625-0367**



PATIENTS' RESPONSIBILITIES

This statement of Patients' Responsibilities was designed to demonstrate that we at MSK believe that mutual trust, respect, and cooperation are basic to the delivery of quality healthcare.

When you are a patient at MSK, 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 doctors or nurses if you do not understand or have concerns about your treatment.
3. Inform your doctors or nurses if there is a change in your condition or if problems arise during your treatment.
4. Keep your doctors 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, if you're being treated as an inpatient.
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. For inpatients, honor our checkout time on the day you are discharged.

GLOSSARY OF PEOPLE INVOLVED IN YOUR CARE

You may encounter all of these people at Memorial Sloan Kettering if you're being treated as an inpatient. You'll meet fewer of them if you're having treatments as an outpatient.

Attending Physician

An attending physician is an experienced doctor who has completed all of his or her medical training. Your attending physician supervises the doctors on your healthcare team and is in charge of planning your treatment and coordinating your care while you're in the hospital.

Clinical Nurse Specialist

A clinical nurse specialist is a registered nurse with advanced education in nursing. Your clinical nurse specialist is an expert in the type of cancer you have. He or she provides bedside care, education, and support while you're in the hospital.

Fellow

A fellow is a doctor who has completed medical school, an internship, and a residency, and is getting more-specialized training. He or she works with your attending physician and the rest of your healthcare team to manage your care while you're in the hospital.

Intern

An intern is a doctor who has completed medical school and is in his or her first year of training. Your intern works with the rest of your healthcare team to manage your care. Your intern is the doctor you will see the most while you're in the hospital.

Medical Student

A medical student is in medical school learning to become a doctor. Your medical student will learn from the experienced physicians on your team as they plan and manage your care, as well as from you and the rest of your healthcare team.

Nurse Case Manager

A nurse case manager is usually a registered nurse who helps plan and coordinate services for inpatients as they prepare to go home. Your nurse case manager will work with you and your healthcare team to make sure you have the support you need when you leave the hospital.

Nurse Leader

A nurse leader is a registered nurse who is responsible for managing other nurses and the delivery of care within a unit, on a specific floor, in a specific building, or in another area of the medical facility. Your nurse leader works with the rest of your healthcare team to make sure your care is managed throughout your hospital stay.

Nurse Practitioner

A nurse practitioner is a registered nurse with advanced education and training. Nurse practitioners can prescribe medications, order tests and treatments, and perform some procedures. Your nurse practitioner works with your attending physician and the rest of your healthcare team to manage your care.

Nursing Assistant

A nursing assistant provides support to registered nurses in delivering hands-on care to patients. He or she may help you do daily tasks such as bathing or showering, using the toilet, getting into or out of bed, or eating your meals.

Patient Care Technician

Your patient care technician communicates with your nurse throughout your care. He or she will help manage your medical equipment and help you dress, bathe, and use the bathroom while you're in the hospital. A patient care technician provides basic patient care under the supervision of a registered nurse.

Physician Assistant

A physician assistant is a healthcare professional who is licensed to practice medicine under the supervision of an attending physician. Your physician assistant can prescribe medications and treatments, order tests, and perform some procedures. He or she works with your healthcare team to manage your care.

Registered Nurse

A registered nurse is a healthcare professional licensed to practice nursing. Your nurses will provide most of your care, assess your response to treatment and medication, teach you about your treatment, and coordinate your discharge from the hospital.

Resident

A resident is a doctor who has completed medical school and an internship, and is continuing his or her medical training. He or she works with your attending physician and the rest of your healthcare team to manage your care while you're in the hospital.

Some other people you may meet at MSK:

- phlebotomists, who are specially trained in taking blood
- environmental services aides, who keep patients' rooms and other areas clean
- patient escorts, who take patients to and from appointments and tests
- food service staff, who deliver meals to patients' rooms



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