

## INFORMATION FOR PATIENTS

### Adult Infusion Centers

#### Welcome

Thank you for choosing UCSF Health's infusion centers to help meet your medical needs. Our registered nurses are highly trained in infusion and IV therapies and, together with our dedicated staff and volunteers, they provide individualized care to make each visit as comfortable as possible. In this guide, you will find:

- 1) Important appointment information and tips
- 2) Infusion center locations and hours
- 3) Lab locations and hours
- 4) Maps, parking, and transportation
- 5) Insurance and billing
- 6) Interpreting services
- 7) Service animals

#### 1) Important appointment information and tips

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We ask that you make an appointment for each visit to the infusion center, even if it is just to draw blood from your implanted venous line, such as a PORT or PICC. These appointments are separate from your visits with your physician. If you have an urgent clinical situation, please contact your physician.

Because our patient volume is very high and each patient's care is extremely important, we cannot accept drop-in appointments. To make an appointment, please call the appropriate infusion clinic number listed below.

If you need to cancel or re-schedule an appointment, please try to let us know as soon as possible and no later than 24 hours before your scheduled appointment.

If you have any special needs that we should prepare for including bringing a service dog (see Service Dog section below), special transportation, mobility devices such as wheelchair or other assistive equipment, please call us.

While we will make every effort to schedule your appointment at a time that is convenient for you, your first choice of an appointment day or time may not be available. Some locations are open on Saturday and Sunday for select treatments. We have lower patient volumes on these days, and your appointment may proceed more quickly during our weekend hours.

#### Appointment tips

- Please bring your insurance card(s) and photo identification to your appointment.
  
- You may bring your own food and beverage however, to maintain a safe environment during the COVID-19 pandemic we have a strict masking policy which requires everyone to be masked when not actively eating or drinking. Please refrain from all alcoholic beverages. Given that many of our patients are sensitive to smells during treatment, please choose foods that do not have strong aromas. Cafeterias are also available

at all San Francisco locations. Personal belongings: Because of limited space, please minimize the amount of personal belongings you bring to your appointment.

- ❑ **Assistance:** You may want to consider bringing a family member or friend to the appointment to provide company and support. **During the COVID-19 pandemic, we have had to adapt our policies to maintain a safe environment and to prohibit visitors during periods of high risk. We appreciate your patience and ask you to confirm the most current visitor policy when making your appointment.**
- ❑ **Peripheral Blood Work:** If you are instructed to receive **peripheral blood work** (i.e. blood drawn from your arm) the same day as your treatment, please arrive at one of the lab locations at least **one hour** prior to your Infusion appointment. Please see location and hours in the Lab section below. If your appointment is at the Parnassus Infusion Center, your blood will be drawn on the 4<sup>th</sup> Floor of 400 Parnassus Avenue. The Berkeley and San Mateo locations may require labs to be drawn 2 days before treatment and the infusion center will communicate this if it is applicable to you.
- ❑ **Blood Drawn from Port or PICC Line:** If you are instructed by the doctor's office to have **blood drawn from a chest port or a PICC line** prior to your Infusion appointment, please make sure you have a **separate** Infusion Center appointment for the port draw visit.
- ❑ **Visitors:** For the safety of the patient and staff in the Infusion Center, we can only accommodate **one visitor** per patient at a time. **To maintain a safe environment during the COVID-19 pandemic, we are keeping the number of visitors as low as possible and may have periods when no visitors are allowed. Please contact the infusion staff to confirm the current visitor policy.**
- ❑ **Children:** For the safety of our patients, children under the age of 12 are not allowed in the treatment area.
- ❑ **Fragrance Free:** UCSF Health is fragrance free. Many of our patients are sensitive to strong scents. We ask that you and all visitors refrain from wearing perfumes/colognes, using scented hand lotions, or bringing strongly aromatic foods to your visit.
- ❑ **Cell Phones and Laptops:** We encourage a quiet space for healing. Please silence all cell phones and only text or use the Internet in the Infusion area. Please use headphones when watching videos or listening to music. To protect the privacy of our patients, there is no photography or filming in the Infusion area without permission of the Infusion manager or UCSF Communications team.
- ❑ **Cold, Flu or COVID-19 symptoms:** Please check with your provider if you are scheduled to receive a treatment and have new symptoms in the last 14 days. For questions about possible COVID-19 symptoms (such as fever, sore throat, cough, shortness of breath), use our coronavirus symptom-checker through your MyChart account or call your provider's office. Visitors with symptoms cannot enter the infusion centers.
- ❑ **MyChart will facilitate your care at UCSF:** MyChart can make it easier for you to access your health information, communicate with your health care team, refill medications, and much more. If you don't have a MyChart account, you may call MyChart customer service at 415-514-6000 or log into the MyChart website ([ucsfmychart.org](https://ucsfmychart.org)).

## 2) Infusion center locations and hours

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We have multiple locations to meet your infusion needs. Your treatment site will be indicated by your provider. Infusion Center hours are updated on our website. Please click [here](#) to confirm our hours.

- **Adult Infusion Center at Bakar Precision Cancer Medicine Building at Mission Bay**  
1825 Fourth Street, Fourth and Fifth Floors, San Francisco, CA 94158  
Phone: 415-353-7155 Fax: 415-514-2928  
Hours: Monday through Friday, 8 a.m. to 8 p.m.  
Saturday 9 a.m. to 5 p.m.  
Closed on Thanksgiving, Christmas, and New Year's
- **Adult Infusion Center at the Ron Conway Family Gateway Medical Building at Mission Bay**  
1825 Fourth St., Third Floor, San Francisco, CA 94158  
Phone: 415-353-7155 Fax: 415-514-2928  
Hours: Monday through Friday, 8 a.m. to 8 p.m.  
Weekend hours by appointment  
Closed on Thanksgiving, Christmas, and New Year's
- **Ida Friend Infusion Center at Mount Zion**  
1600 Divisadero St., Fifth Floor, San Francisco, CA 94115  
Phone: 415-353-7155 Fax: 415-353-7089  
Hours: Monday through Friday, 8 a.m. to 6 p.m.  
Closed on Thanksgiving, Christmas, and New Year's
- **Parnassus Infusion Center**  
400 Parnassus Ave., Fourth Floor, San Francisco, CA 94143  
Phone: 415-353-2421 Fax: 415-353-2727  
Hours: Monday, Tuesday, Thursday 8 a.m. to 9 p.m.  
Wednesday, Friday 8 a.m. to 8:30 p.m.  
Weekend hours by appointment  
Closed on Thanksgiving and Christmas and New Year's
- **UCSF-John Muir Health Cancer Center in Berkeley**  
3100 San Pablo Ave., Suite 430, Berkeley, CA 94702  
Phone: 510-420-8000 Fax: 510-420-8001  
Hours: Monday through Friday, 9 a.m. to 6 p.m.  
Closed weekends and all UCSF Holidays
- **UCSF Cancer Center in San Mateo**  
218 DeAnza Boulevard, San Mateo, CA 94402  
Phone: 650-341-9131 Fax: 650-341-9135  
Hours: Monday through Friday 9 a.m. to 6 p.m.  
Closed weekends and all UCSF Holidays

Our phone hours may be different than those listed above. If you need assistance outside of phone hours, please call your physician.

### 3) Lab locations and hours

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Having your blood test completed the day before your visit can shorten your time at the Infusion Center and minimize delays. We recommend you have your blood tests done at one of the UCSF labs listed below. Or you can speak to your medical provider about having your labs done at a non-UCSF lab, such as Quest Diagnostics or Lab Corp. If you choose to have your labs done at a non-UCSF lab, please bring a copy of your lab order from your UCSF provider to ensure that the correct lab tests are ordered and your UCSF provider receives the results.

#### **Blood Draw Sites for UCSF Cancer Patients Only:**

- ❑ **Blood Draw Lab at Mission Bay (Adult Cancer Patients Only)**  
Bakar Precision Cancer Medicine Building, 1825 4th Street, 4<sup>th</sup> & 5<sup>th</sup> Floors, San Francisco CA 94158  
Phone: 415-476-6073  
Hours: Monday to Friday 7AM – 5:15PM (Closed on all UC holidays)  
**NOTE: 4<sup>th</sup> Floor location temporarily closed due to COVID**
- ❑ **Cancer Center Blood Draw Lab at Mount Zion (Adult Cancer Patients Only)**  
1600 Divisadero Street, 1<sup>st</sup> Floor, Room H1044, San Francisco CA 94115  
Phone: 415-885-7764  
Hours: Monday to Friday 7AM – 5PM (Closed on all UC holidays)
- ❑ **Cancer Center Blood Draw Lab at Parnassus (for Adult Hematology/BMT Patients only who have an appointment – please call to schedule)**  
400 Parnassus Ave., 4th Floor, A401, San Francisco, CA 94115  
Phone: 415-353-2421  
Hours: Monday to Friday 8AM to 4PM (Closed on all UC holidays)
- ❑ **Blood Draw Lab at Berkeley (For UCSF Cancer and UCSF-John Muir Berkeley Patients Only)**  
3100 San Pablo Blvd, Suite 400 (Between Folger and 67<sup>th</sup> St), Berkeley, CA 94702  
Phone: 510-985-5200  
Hours: Monday to Friday 8AM – 12:00PM, 1PM-4:30PM (Closed on all UC holidays)

#### **General Blood Draw Sites for All Adult Patients (Cancer and Non-Cancer)**

- ❑ **Blood Draw Lab at Mission Bay (Pediatric and Adult)**  
Ron Conway Family Gateway Medical Building, 1825 Fourth Street, 3<sup>rd</sup> Floor, San Francisco CA 94158  
Phone: 415-514-2629  
Hours: Monday to Friday 7AM – 5:30PM (Closed on all UC holidays)
- ❑ **Blood Draw Lab at Parnassus**  
400 Parnassus Ave, 1<sup>st</sup> Floor, Room A122, San Francisco CA 94143

Phone: 415-353-2736

Hours: Monday to Friday 7:30AM – 6PM

Open on most holidays, Hours: 8AM – 4:30PM

(Closed on Thanksgiving Day, Christmas Day, and New Year's Day)

❑ **Blood Draw Lab at Lakeshore**

1569 Sloat Blvd, Second Floor, Suite 333A San Francisco CA 94132

Phone: 415-476-9096

Hours: Monday to Friday 8:00AM - 12:00PM, 1:00PM - 4:30PM (Closed on all UC holidays)

❑ **Post Street Blood Draw Lab at Mount Zion**

2330 Post Street, 1<sup>st</sup> Floor, Suite 100, San Francisco CA 94115

Phone: 415-885-7531

Hours: Monday to Friday 7AM – 5:30PM (Closed on all UC holidays)

**What to Bring to the Lab:**

1. Two forms of identification: one must be a picture ID
2. Insurance card or payor information.

## **4) Maps, parking & transportation: San Francisco, Berkeley and San Mateo locations**

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### **San Francisco locations**

You can find detailed maps and directions to UCSF clinics at <http://pathway.ucsfmedicalcenter.org>.

Please note that the San Francisco locations have a **valet parking** service and will park your car at no charge. However, you will need to pay for regular parking fees charged by the garage and information on garage parking fees is included below. Valet parking is available for auto drop-off from 8 a.m. to 3 p.m., Monday through Friday and auto retrieval is available from 8 a.m. to 5 p.m., Monday through Friday. Patrons must retrieve their own vehicle after 5 p.m.

Patients with a **disabled placard** pay a daily parking rate of \$7 at Mission Bay, Parnassus, and Mount Zion.

All our San Francisco hospital facilities also have a patient drop off area at the valet which you may use to minimize your path of travel if you choose not to use the valet service:

- Mission Bay: In front of the Gateway Medical Building **1825 4<sup>th</sup> Street**
- Mount Zion: In front of the main hospital **1600 Divisadero Street**
- Parnassus: In front of **400 Parnassus Avenue**

### **Parking**

#### **Mission Bay Campus**

- 1835 Owens St. Garage, located across from the UCSF Ron Conway Family Gateway Medical Building
- 1625 Owens St. Garage, located next to the Mission Bay Community Center
- 1630 Third St. Garage, located just north of 16th Street

The hourly parking rate is \$4 an hour on weekdays, with a maximum of \$32 a day.

### **Mt. Zion Campus**

*2420 Sutter Street*, garage is open 6 AM to 10 PM, Monday to Friday, and closed on weekends and UCSF holidays.

The hourly parking rate is \$5 an hour with a \$35 daily maximum. If you have a valid disabled placard, you may have the parking fee reduced to \$7 by obtaining a **parking voucher** from your clinic or the lobby information desk at 1600 Divisadero Street. Present the voucher, your disabled parking placard and your garage receipt to the cashier. For more information about parking in the 2420 Sutter St. garage, call (415) 514-8935.

*1635 Divisadero Street*, garage is open from 5:30 AM to 9 PM, Monday to Friday, and closed on weekends and major holidays. The hourly parking rate is \$2 each 15 minutes with a \$28 daily maximum. UCSF parking vouchers are **not** valid at the 1635 Divisadero St. garage. For more information about the public parking lot in the 1635 Divisadero St. garage, call (415) 441-5408 or visit [www.1635divisaderogarage.com](http://www.1635divisaderogarage.com).

*Entrances to both garages* are on Sutter Street, between Divisadero and Broderick Streets. Other public parking garages are available nearby. Metered street parking is rarely available.

### **Parnassus Campus**

- 500 Parnassus Avenue garage, located across from the Medical Sciences Building
- 10 Koret Way, surface lot
- 50 Kirkham Street, surface lot

These parking areas are open 24 hours a day, 7 days a week and hourly parking rate is \$5 an hour with a maximum of \$35 a day.

*350 Parnassus Avenue* garage is open Monday through Friday 6 a.m. to 10 p.m. and the parking rate is \$4 each 30 minutes with a \$28 daily maximum.

### **Public Transportation and free shuttles**

For more information about Muni, visit <https://www.sfmta.com/>

*Free UCSF shuttles* connect the Mission Bay campus with our Parnassus and Mount Zion campuses as well as many other UCSF locations and the 16th Street BART station. Shuttle hotline: (415) 476-4646 (GOGO)

## **Berkeley location**

You can find maps and directions at <http://www.ucsfhealth.org/locations>

### **Parking**

Parking is free with validation. Use the entrance to the 3<sup>rd</sup> floor lot on 67<sup>th</sup> Street, adjacent to McDonald's.

### **Public Transportation**

Emory Go Round <https://emoryground.com/>

Alameda-Contra Costa Transit District: [www.actransit.org/](http://www.actransit.org/)

Bay Area Rapid Transit: [www.bart.gov](http://www.bart.gov)

San Francisco Municipal Transportation Agency: [www.sfmta.com](http://www.sfmta.com)

## **San Mateo location**

You can find maps and directions at <https://www.ucsfhealth.org/locations>

### **Parking**

There is a free parking lot adjacent to the office.

### **Public Transportation**

samTrans: <https://www.samtrans.com/home.html>

Caltrain: <https://www.caltrain.com/main.html>

San Francisco Municipal Transportation Agency: [www.sfmta.com](http://www.sfmta.com)

Public transportation to this location is limited.

## **5) Insurance and billing**

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### **Before your appointment**

**Before scheduling your first appointment**, we recommend that you contact your insurance plan to verify your coverage and benefits and to find out if your plan covers care at UCSF. You may want to ask whether your plan has a **deductible**, which is a specific amount that you need to pay out of pocket before the rest of the claim is covered.

There also may be certain treatments or procedures that the insurance needs to **pre-approve** or **pre-authorize** for the cost to be covered. The practice coordinator in your physician's office is responsible for obtaining the authorization for your treatment.

If you need self-injectables, your physician's practice staff will arrange for the authorization, delivery and dispensing of self-injectables. Self-injectables are given to help increase blood counts and include Neulasta, Neupogen, Epogen, Procrit and Aranesp. If your insurance requires you to give yourself shots, one of the practice or infusion nurses will teach you how to do this.

If you don't have insurance, or it is not clear whether you have pre-authorization for the visit, we will consider you a self-pay patient and will collect a \$480 deposit at the time of your first appointment. The deposit amount will be deducted from your total bill.

### **After your appointment**

Once you get your bill, you can get help **understanding your statement balance, arranging a payment plan, or getting financial assistance**, if you qualify, by calling **Patient Financial Services at 866-433-4035**. You may also contact Patient Financial Services through MyChart messaging to get help with your medical bill.

## **6) Interpreting Services**

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- UCSF offers medical interpreting services on the **phone** and at **medical appointments** for patients who would prefer to communicate in a language other than English. Interpreting services are available in most languages: Cantonese (廣東話), Korean (한국어), Mandarin (普通話), Russian (русский), Spanish (Español), Vietnamese (Tiếng Việt), etc. If you are hard of hearing, or are deaf, you can request to have a sign language interpreter scheduled for the time of your visit. You can access these services by calling any UCSF practice and requesting an interpreter. These services are provided at no cost to you.
- UCSF les ofrece servicios de interpretación médica por **teléfono** y en las **citas médicas** a todos los pacientes que prefieran comunicarse en un idioma que no sea el inglés. Cuando llame a cualquier clínica de UCSF simplemente solicite los servicios de un intérprete. El servicio de interpretación no conlleva ningún costo para el paciente.
- UCSF 為希望用英語以外的語言進行溝通的病人提供**通過電話**以及**在看診現場**的醫療口譯服務。您可以致電任何一處 UCSF 診所並請求一名口譯員，就能夠取得服務。這項服務無需您付費。

## **7) Service animals**

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UCSF Health provides equal access to the Outpatient Infusion Centers for patients and visitors with disabilities who, in compliance with federal and state laws and regulations, are entitled to be accompanied by their Service Animals. Service Animals are not emotional support or comfort animals, therapy animals and/or pets and UCSF has a no pet policy. The Infusion Centers require that your service dog be screened prior to your first visit which you can do by calling the Infusion Center and requesting a "service dog screen." The Infusion Center staff member will screen you about your dog over the phone, and will provide information that will prepare you, your dog, and the team for a positive experience in our center. Please be mindful that you must have a friend or family member take care of the service animal for the duration of your Infusion Center visit.





**UCSF recognizes the benefits of Service Dogs  
FAQ's you should know:**

**Definition of "Service Animals"**

- Only **dogs** trained to do work or perform tasks for the benefit of an individual with a disability
- The work or tasks performed by a Service Dog must be directly related to the handler's disability

**Service Dogs** may accompany people in any area open to the general public, provided that the dog:

- Does not cause a safety or health hazard
- Is not disruptive
- Is under the control of its handler on a harness, leash, or other tether at all times
- If the handler is unable to use a harness, leash, or other tether, the Service Dog must respond to voice control or signals
- If their presence does not interfere with the provider's ability to give care

**Service Dogs are not permitted in all areas of the Medical Center**

- There may be occasions during various treatments, procedures, surgeries, etc. when the Service Dog cannot accompany his or her owner
- The Medical Center will not assume any liability or responsibility for the safety, health or security of Service Dogs
- If no family or friend is available to care for the Service Dog, the Medical Center can arrange for temporary placement at PAWS or Animal Care Control

**Responsibility of Persons with Service Dogs**

**Care, Supervision and Training:**

- Is the sole responsibility of the individual who owns the dog
- Control of the dog must be maintained at all times as described above
- The owner is also responsible for the clean-up of the dog's waste and, must toilet the dog outside
- Service Dogs must be properly trained to function in public areas and to toilet outside

**Removal of a Service Dog:** The owner of a Service Dog may be asked to remove the dog from hospital facilities if the dog is:

- **Disruptive:** Service Dogs may be removed if behavior is unruly or disruptive (e.g., barking, growling, running around, and otherwise displaying aggressive behavior that scares others)
- **Interrupting** business as usual or interfering with patient care
- **In Poor Health:** Service Dogs that are ill or in poor health must not be on hospital property. An owner with an ill dog will be required to remove the dog from hospital property
- **Not Toilet-Trained:** Dogs that are not toilet-trained may be removed. Any dog that relieves itself inside UCSF buildings or owners who fail to properly clean up and dispose of the Service Dog's waste outside will be required to remove the dog from hospital property
- **Unclean, infected or infested:** Service Dogs that are otherwise unclean or unkempt, have flea or bug infestations, or diseases that may affect other patients, may be required to be removed from hospital property

*Damage: Owners of dogs are solely responsible for any damage to persons or property caused by their dogs*