Navigating the UCSF Helen Diller Family Comprehensive Cancer Center
This guidebook would not have been possible without the contribution of numerous individuals throughout the cancer center, including staff, doctors, and nurses.

A special thanks goes to members of the Patient and Family Advisory Council for their contribution.
We at UCSF understand that dealing with a cancer diagnosis, medical tests, and appointments may feel overwhelming. We know there is a lot of information to absorb and many decisions to make. The cancer center guidebook, Navigating the UCSF Helen Diller Family Comprehensive Cancer Center is designed to serve as a roadmap to the cancer center and provide you with an overview of its services and programs, as well as tips and suggestions to guide you through treatment. We hope that you will use this information to access the people and programs that will be most helpful to you as your needs change.

Thank you for trusting and partnering with the UCSF team for your cancer care. Ranked as the top cancer center in California, UCSF is known for its cutting edge research and treatment of cancer. These breakthrough treatments include advanced immunotherapy treatments which train the body’s own immune system to combat cancer, tailored treatments that target the molecular biology of cancer cells, and minimally invasive surgical procedures.

These remarkable advances are only possible because of the exceptional UCSF researchers, physicians, nurses, and staff who come together every day to serve our patients and families. I sincerely hope that the care you receive here meets and exceeds your expectations. We are continually working to set a higher bar for the level of care we provide. If there is any way in which we can improve your experience here, please let us know by sharing your suggestions and feedback at https://www.ucsfhealth.org/pfac_suggestionbox/.

I’d like to acknowledge the Patient and Family Advisory Council members whose ideas, suggestions, and language are woven into this guidebook.

Sincerely,

Alan Ashworth, PhD, FRS
President, UCSF Helen Diller Family Comprehensive Cancer Center

The artwork used in this guidebook was created by patients, families, caregivers, and medical staff during their journey through cancer in Art for Recovery, a program at the UCSF Helen Diller Family Comprehensive Cancer Center.
You Are Not Alone.

There are many people and services here to help you navigate your cancer journey.
Cancer is a reminder that our life can be derailed and can wrest control away from us. Learning to befriend uncertainty, to feel comfortable in that gray area of not knowing, can help manage anxiety.

When feeling overwhelmed by all the unknowns, it is helpful to focus on the present and to rest in the moment-to-moment experience of breathing.

Befriending uncertainty means living life knowing that it is finite, while recognizing that no one knows with certainty how long we have to live. And it is this realization that makes each day precious and worth living as fully as possible.
## Important UCSF Phone Numbers and Websites

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<tr>
<td>Art for Recovery</td>
<td>415-885-7221</td>
<td>cancer.ucsf.edu/support/afr</td>
</tr>
<tr>
<td>Bridges: Home-based Palliative Care</td>
<td>415-514-3577</td>
<td>geriatrics.ucsf.edu/care/bridges.html</td>
</tr>
<tr>
<td>Cancer Genetics and Prevention Program</td>
<td>415-885-7779</td>
<td><a href="https://www.ucsfhealth.org/education/cancer_genetics_and_prevention_program">https://www.ucsfhealth.org/education/cancer_genetics_and_prevention_program</a></td>
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<tr>
<td>Cancer Resource Center, Ida and Joseph Friend</td>
<td>415-885-3693</td>
<td><a href="http://www.cancer.ucsf.edu/crc">www.cancer.ucsf.edu/crc</a></td>
</tr>
<tr>
<td>Clinical Trials</td>
<td>877-827-3222</td>
<td>cancer.ucsf.edu/clinical-trials</td>
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**UCSF Operator - 415-476-1000**

(Directs you to UCSF staff, UCSF departments, and to patients in the hospital.)
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<tr>
<td>Exercise Classes</td>
<td>415-353-3693</td>
<td>cancer.ucsf.edu/support/crc/exercise-classes</td>
</tr>
<tr>
<td>Exercise Consultation</td>
<td>415-514-6430</td>
<td><a href="https://www.ucsfhealth.org/services/cancer_exercise_counseling">https://www.ucsfhealth.org/services/cancer_exercise_counseling</a></td>
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<tr>
<td>Fertility Preservation Program</td>
<td>415-353-9115</td>
<td>myfertilefuture.ucsf.edu</td>
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<tr>
<td>Financial Services</td>
<td>866-433-4035</td>
<td><a href="https://www.ucsfhealth.org/billing_and_records">https://www.ucsfhealth.org/billing_and_records</a></td>
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<tr>
<td>Fishbon Library - Health Information for Patients and Families</td>
<td>415-885-7285</td>
<td>fishbon.ucsfmedicalcenter.org</td>
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<tr>
<td>Friend to Friend Gift Shop</td>
<td>415-353-7776</td>
<td><a href="http://www.friend2friend.org">http://www.friend2friend.org</a></td>
</tr>
<tr>
<td>Imaging Library/Film Library (to obtain copies of CDs with images from Radiology)</td>
<td>415-353-1640</td>
<td>radiology.ucsf.edu</td>
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<tr>
<td>Infusion Center</td>
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<tr>
<td>Mount Zion</td>
<td>415-353-7155</td>
<td><a href="https://www.ucsfhealth.org/clinics/ida_friend_infusion_center">https://www.ucsfhealth.org/clinics/ida_friend_infusion_center</a></td>
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<tr>
<td>Mission Bay</td>
<td>415-353-7155</td>
<td><a href="https://www.ucsfhealth.org/clinics/infusion_center_at_mission_bay">https://www.ucsfhealth.org/clinics/infusion_center_at_mission_bay</a></td>
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<td>Parnassus</td>
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<tr>
<td>Interpreting Services</td>
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<tr>
<td>Call the Practice where you are getting care</td>
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<td><a href="https://www.ucsfhealth.org/services/interpreters">https://www.ucsfhealth.org/services/interpreters</a></td>
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<td>Legacy Project</td>
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<td><a href="https://www.ucsflegacyproject.com/">https://www.ucsflegacyproject.com/</a></td>
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<tr>
<td>Lymphedema Management and Risk Reduction</td>
<td>415-353-7908</td>
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<tr>
<td>Medical Records (to obtain copies of your records)</td>
<td>415-353-2221</td>
<td><a href="https://www.ucsfhealth.org/billing_and_records/medical_records">https://www.ucsfhealth.org/billing_and_records/medical_records</a></td>
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<tr>
<td>Meditation and Guided Imagery</td>
<td>415-885-3693</td>
<td>cancer.ucsf.edu/support/crc/meditation-and-guided-imagery</td>
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<tr>
<td>Medical Records</td>
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<td>My Chart</td>
<td>415-514-6000</td>
<td><a href="https://www.ucsfhealth.org/ucsfmychart">https://www.ucsfhealth.org/ucsfmychart</a></td>
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<tr>
<td>New Patient and Caregiver Orientation</td>
<td>415-885-3693</td>
<td>cancer.ucsf.edu/_docs/sms/notes_brochure.pdf</td>
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<tr>
<td>Notes Project (recording memories)</td>
<td>415-885-7671</td>
<td>cancer.ucsf.edu/_docs/sms/notes_brochure.pdf</td>
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<tr>
<td>Nutrition Consultation</td>
<td>415-502-5547</td>
<td>cancer.ucsf.edu/support/crc/nutrition-counseling-and-workshops</td>
</tr>
<tr>
<td>Nutrition Workshops</td>
<td>415-885-3693</td>
<td>cancer.ucsf.edu/support/crc/nutrition-counseling-and-workshops</td>
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<tr>
<td>Osher Center for Integrative Medicine</td>
<td>415-353-7700</td>
<td><a href="http://www.oshers.ucsf.edu">http://www.oshers.ucsf.edu</a></td>
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<tr>
<td>Patient Relations Office</td>
<td>415-353-1936</td>
<td><a href="https://www.ucsfhealth.org/services/patient_relations">https://www.ucsfhealth.org/services/patient_relations</a></td>
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<td>Patient Support Corps</td>
<td>415-353-8400</td>
<td>psc.ucsf.edu</td>
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<tr>
<td>Peer Support Program</td>
<td>415-885-7210</td>
<td>cancer.ucsf.edu/support/crc/peer-support</td>
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<td>Psycho-Oncology team</td>
<td>415-353-7019</td>
<td>cancer.ucsf.edu/support/psycho-oncology</td>
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<tr>
<td>Radiation Oncology (radiation treatment)</td>
<td>415-353-7175</td>
<td>radonc.ucsf.edu</td>
</tr>
<tr>
<td>Radiology (imaging, scans)</td>
<td>415-353-2573</td>
<td>radiology.ucsf.edu</td>
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<tr>
<td>Security</td>
<td>415-885-7890</td>
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<tr>
<td>Smoking Cessation</td>
<td>415-885-7895</td>
<td><a href="http://www.ucsfhealth.org/tobacco-cotreatment">www.ucsfhealth.org/tobacco-cotreatment</a></td>
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<tr>
<td>Social Work (You will be directed to a social worker)</td>
<td>415-885-3693</td>
<td>cancer.ucsf.edu/support/support-services</td>
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<td>Spiritual Care Services</td>
<td>Mount Zion and Parnassus 415-353-1941 Mission Bay 415-514-4200</td>
<td>ucsfspiritcare.org</td>
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<td>Support Groups</td>
<td>415-885-3693</td>
<td>cancer.ucsf.edu/support/crc/support-groups</td>
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<td>Program</td>
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<td>Website</td>
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<td>Surgery Wellness Program</td>
<td>415-476-3474</td>
<td>geriatric.surgery.ucsf.edu/wellness-program</td>
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<tr>
<td>Symptom Management Service</td>
<td>415-885-7671</td>
<td>cancer.ucsf.edu/support/sms</td>
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<tr>
<td>Transportation and Parking</td>
<td>415-476-1511</td>
<td><a href="http://www.campuslifeservices.ucsf.edu/transportation">www.campuslifeservices.ucsf.edu/transportation</a></td>
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<tr>
<td>UCSF Shuttle Service</td>
<td>415-476-4646 (GOGO)</td>
<td><a href="http://www.campuslifeservices.ucsf.edu/transportation/shuttles">http://www.campuslifeservices.ucsf.edu/transportation/shuttles</a></td>
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<tr>
<td>Wheelchair Escort</td>
<td>Mount Zion 415-885-7255, Parnassus 415-353-1664, Mission Bay 415-476-1540</td>
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Your Health Care Team

“Getting cancer has made me realize that every day I have is precious. I feel I owe it to myself to make the most of this incredible gift of life.”

– Kelley

You, Your Family, and Friends

We at UCSF understand that you are the most important member of our healthcare team. We want to make sure that you and your loved ones fully understand and feel secure about your treatment plan. We encourage you and your caregivers to ask any and all questions that will help you clarify your treatment options and get whatever information you need to feel comfortable moving forward.

Patients and families facing cancer may need many different kinds of care, expertise and resources, and it can be very confusing to figure out what is needed, how to get it, and whom to contact. Doctors, physician assistants, and nurse practitioners will provide much of the day-to-day treatment and care. However, there are many other care providers and staff who are available to help you through your treatment. The following section provides an overview of various roles and functions of the providers and staff who make up your health care team.
Doctors
Depending on your type of cancer and the treatment plan that you and your doctors agree upon, you will have one or more doctors who will care for you. Some of the doctors who will treat you are called oncologists and they specialize in treating cancer. In addition to specializing in different types of cancer, oncologists also specialize in particular types of treatment, such as surgery, radiation, or medical interventions.

A medical oncologist is a doctor who treats cancer patients with cancer-fighting medication such as chemotherapy, immunotherapy, hormone therapy, and other targeted drugs.

A surgical oncologist is a doctor who performs biopsies and uses surgery to remove tumors. At UCSF surgeons are trained to use, when appropriate, specialized instruments or minimally invasive techniques such as robotic surgery, laparoscopic surgery or microsurgery.

A radiation oncologist is a doctor who prescribes radiation therapy (beams of high energy radiation or radioactive seed implants) to shrink or eliminate tumors.

An integrative oncologist is a doctor who works with you to develop a holistic treatment plan that includes therapeutic approaches from around the world, including acupuncture, nutrition, and various stress reduction practices. The Osher Center for Integrative Medicine has a number of integrative oncologists working as part of their team. For more information call 415-353-7700

As you progress through treatment, you may be referred to other specialists who will make recommendations about tests you will need, your treatment plan, and ways to reduce side effects and improve your overall well-being. Because UCSF is a teaching hospital, you may also be seen by doctors receiving advanced medical training, called fellows and residents.

Registered Nurses
Registered nurses work closely with your physician and other members of your team to carry out your treatment plan. They are trained to help you navigate your care, educate you about what to expect, administer therapy, monitor side effects, and keep track of details related to your treatment. They can answer many of your medical questions and will communicate important information to various members of your care team.

Dietitians
Our dietitians, also referred to as nutritionists, have special training in oncology and nutrition. They will help you follow a healthy diet during and after your cancer treatment based on the latest scientifically sound nutrition research. They can assist you in planning your diet, coping with nutrition related side-effects, and answering your questions about cutting-edge findings on cancer and nutrition. To make an appointment for an individual consultation, call 415-502-5547. This service is provided at no charge to cancer patients being seen at UCSF. You can also schedule an appointment through your cancer doctor’s office. There are also free workshops on hot topics related to diet and cancer available to the public. To find out more about nutrition workshops, please call the Ida and Joseph Friend Cancer Resource Center at 415-885-3693 or go to https://cancer.ucsf.edu/support/crc

Nurse Practitioners and Physician Assistants
Nurse practitioners (NPs) and physician assistants (PAs) have completed graduate education and serve as an extension of your physician. They work in close collaboration with your doctor and will meet with you independently to discuss your individual care plan, conduct a physical examination, order medication and diagnostic tests, and manage side effects. Nurse practitioners and physician assistants also provide education and information about your cancer and provide follow-up care and surveillance for cancer survivors.

When people tell me that my experience with cancer inspires them, it sometimes dumbfounds me.

I think that I got through my experiences by just putting one foot in front of the other and by counting on a lot of support.

- Natalie
Exercise Instructors and Counseling

Our exercise counselors and class instructors can help you regain and maintain mobility, improve strength and endurance, and offset fatigue and depression through physical activities designed specifically for those going through cancer and recovery. Classes, including yoga, healing through dance, core conditioning, and Feldenkrais-based restorative movement, are available free of charge through the Ida and Joseph Friend Cancer Resource Center. To sign up, please call 415-885-3693. UCSF patients may also make a one hour appointment with a certified cancer exercise specialist to help create an individualized exercise plan. Call 415-514-6430 to set up an appointment.

Medical Assistants

Medical assistants help with many aspects of care, including measuring vital signs, recording the medical history and medication list, and helping with patient examinations or procedures. Medical assistants are also responsible for making sure that you are attended to while you are in the exam room waiting for your medical provider. They can bring you a cup of tea, a blanket, or a magazine to make sure you are comfortable while you wait.

Osher Center for Integrative Medicine Team

The integrative medicine team at the Osher Center includes practitioners from many disciplines including acupuncture, biofeedback, and mindfulness, as well as integrative oncologists who specialize in cancer treatment. Using a variety of therapeutic approaches, the health care team will work collaboratively with your primary oncologist to come up with a personalized set of recommendations to complement your cancer treatment to reduce stress and achieve optimal health and well-being. The Osher Center can be reached at 415-353-7700.

Patient Support Corps Student Interns

The Patient Support Corps trains student interns, usually premedical students, to assist patients and families with tasks such as gathering information about their condition, listing questions in advance of medical appointments, and taking notes and recordings during medical appointments. Please make sure to get the approval of those in the room before recording. To request a student intern to help with choosing and prioritizing your questions or taking notes during your appointment, contact 415-353-8400.

Practice Coordinators

Practice Coordinators answer the phones when you call your doctor’s office. They coordinate your care by scheduling your medical appointments, tests, procedures, and surgeries. They often work with your insurance company to secure authorization for certain medical services. They can relay non-clinical messages to your medical provider and can assist you with general non-clinical needs such as information on parking.

Practice Managers

The Practice Manager oversees the day-to-day operations in the Practice where you are being seen and is in communication with the members of your health care team in that Practice. Despite the best intentions and expertise of every person on your medical team, sometimes things happen that may worry or concern you. Sometimes you may find it difficult to bring up these issues directly with your care providers. The Practice Manager can help you sort through and manage some of these issues. Another option is to contact Patient Relations at 415-353-1936. They also have staff dedicated to helping you navigate issues of concern.

If you have suggestions about how to enhance the patient experience, you can contact the Practice Manager directly, or you can also share your suggestions online at www.ucsfhealth.org/pfac_suggestionbox.

Psycho-Oncology

The Psycho-Oncology clinical team is comprised of psychologists and psychiatrists who work with patients and their families to address the challenges of cancer, including stress arising from treatment, relationship concerns, talking to your children about cancer, caregiving, as well as insomnia and other symptoms. Psycho-Oncology providers have
are available to meet with you, no matter what (if any) spiritual path you choose. If you would like to meet with a chaplain of a particular faith, our staff will help you find an appropriate match through our referral list. Spiritual Care Services at UCSF can be reached at 415-353-1941, or 24/7 via pager at: 415-443-2273 (Mount Zion and Parnassus) or at 415-443-5786 (Mission Bay). To page the on-call chaplain, call the number, enter your phone number after the prompt, and then enter #. The chaplain will call you back.

Symptom Management Service Team
The interdisciplinary team at Symptom Management Service helps individuals manage the symptoms of their cancer at all stages of disease with a focus on comfort and quality of life. They help patients deal with the physical symptoms of cancer (such as pain, nausea, and fatigue) as well as with the emotional strain and existential suffering that can accompany a cancer diagnosis. Patients can benefit from these services early on in the treatment of cancer as well as in the later stages of cancer treatment and at the end of life. Symptom Management Service can also help patients manage any on-going side effects of cancer and cancer treatment after treatment has ended. Another important service offered is Advance Care Planning to help you document your wishes about treatment and care so that they are known to your family and care team. More information is available at cancer.ucsf.edu/support/sms or 415-885-7671.

Other Care Providers within UCSF and Beyond
You may have other important care providers who are part of your medical team. This may include your primary care physician, acupuncturist, or another type of provider. If you have a physician or care provider who is not part of the cancer center, it is important to make sure that he or she is copied on your test results and is kept apprised of your care at UCSF. Your doctors at UCSF should also be aware of the care that you are receiving from your caregivers outside of UCSF.

Recognizing Members of Your Medical Team
If you would like to recognize the exceptional work of one of your care providers or a member of the cancer center staff, you can do so at https://www.ucsfhealth.org/thank_an_employee.
Preparing for Your Visit

“Reading autobiographies of others who have dealt with cancer has been really helpful. It is comforting to know that others have gone through similar experiences, sometimes more difficult than mine.”

– Janet

Taking a little time to prepare for your visit with your doctor will help you use your time during the visit more effectively. Clear communication includes sharing information about your health problems, the symptoms you are experiencing, your goals and priorities, and issues that might make it difficult for you to follow the treatment plan. It is your doctor’s role to explain your treatment options, describe advantages and disadvantages of each option, and respond to your questions and concerns. Below are some suggestions and resources that might be helpful to you. Do whatever feels most comfortable and right for you.

If you would like some help getting ready for your appointment and making the most of your visit, you can contact the Patient Support Corps program. The Patient Support Corps provides a student intern (a pre-medical student) who can help you access information and resources relevant to your condition, help you brainstorm and type up your questions and concerns before your office visit, and help you figure out how to make an audio-recording of the visit. (This will require permission of those being recorded.)
Depending on timing and availability, a student intern may be available to accompany you to your doctor’s visit and take notes for you.

To request assistance, email PatientSupportCorps@ucsf.edu or call 415-353-8400. You can find out more information about the program at https://psc.ucsf.edu.

If a student intern from the Patient Support Corps is not available, you can obtain a similar question-listing service by contacting a nationwide program called Open-to-Options at 888-793-9355 or https://www.cancersupportcommunity.org. Open to Options is available in English and Spanish.

If your English is limited or you are speech or hearing impaired, ask your doctor’s office for a medical interpreter. This service is provided at no cost to you.

Bring a family member, a good friend, or invite a student intern to the appointment

It is often helpful to have the support of a trusted friend, relative, or student intern who can be there with you at your doctor’s appointment to listen to what is said, ask questions, and take notes.

Bring a list of questions

Think about the questions you want to have answered and write them down, listing the most important ones first. This way you don’t have to try to remember all of them. You can also give a copy of your questions to your doctor. Make sure to bring up your main questions and concerns, your symptoms, and how they are impacting your life.

Take good notes

Take notes during the appointment or obtain permission to make a voice recording of your visit. If you bring a friend or relative with you, let them help you take notes.

Keep good records

It is not easy to remember it all – so find a good way that works for you to keep track of changes in your health, the medications and supplements you are taking, and new tests or procedures. It is also helpful to note the date of any changes, whether it is regarding a new symptom, test, or medication. Keep this information in a place that is easy to access and update, such as your smartphone, laptop or notebook. Having this information with you will make it much easier to provide your doctor with accurate information. It is also helpful to make a list of the names and contact information of all the doctors and healthcare providers you are seeing, noting what their specialty is, and why you are seeing them. This can also be a useful list to share with your doctor, particularly if you are seeing health care practitioners at different facilities. Your symptoms can be tracked very simply in a table that you keep in a notebook or on your electronic device, with information about the date of the symptom or event and a description. See example below.

### Calendar of Symptoms

<table>
<thead>
<tr>
<th>Date</th>
<th>Symptom/Event</th>
<th>Description/Severity</th>
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<tbody>
<tr>
<td>Nov 16, 2017</td>
<td>Started chemo: Carboplatin</td>
<td>Light nausea - level 2</td>
</tr>
<tr>
<td>Nov 17</td>
<td>Spoke to nurse (Jan) started Zorfran for nausea</td>
<td>no nausea some fatigue - need afternoon nap</td>
</tr>
<tr>
<td>Nov 19</td>
<td>Problems with constipation, spoke to Jan. Increase fluids, add fiber Stool softener: Miralax (1 packet daily as needed.)</td>
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</tbody>
</table>

Set the tone

Let your doctor know how much or how little you would like to participate in the decision-making process and whether you want very detailed information about all the treatment options or just general information. Also, be sure to inform your doctor of any cultural or religious beliefs that may affect your treatment choices or preferences. You might also let your doctor know of any special vacation plans or life goals you have so that they can be considered when deciding on a treatment plan.
Ask questions
Do let your doctor and care team know if you have questions about your treatment plan, symptoms you are having, ways to improve your health, second opinions, or other issues. You might also want to ask about the best way to get your questions and concerns addressed between office visits.

Know whom to contact and how to follow-up
Finally, before you leave, find out when you should see your doctor next, and ask about the best way to keep in touch and have your questions answered between office visits.

Sign-up for UCSF MyChart
UCSF MyChart provides a convenient way to communicate with members of your medical team about non-urgent medical questions and to access your medical information online. Signing up for MyChart allows you to make appointments, communicate via secure email with your doctors, nurses and care providers, refill prescriptions, check test results, and view your medical health information and upcoming appointments.

To get started, you will need an activation code, which you can pick up at your appointment, find on your visit summary report, or obtain by calling MyChart customer service at 415-514-6000.

Once you have your code, you can activate your account by going to https://ucsfmychart.ucsfmedicalcenter.org/ucsfmychart/accesscheck.asp. You can also download a free MyChart app found in the app store on your electronic device.

If you need help signing up for MyChart or using this service, you can call 415-514-6000 or email ucsfmychart@ucsfmedctr.org. More information can be found at https://www.ucsfhealth.org/ucsfmychart.

Financial Services

Patient Financial Counseling
Patient financial services staff can answer questions about insurance and can provide an estimate for the cost of different services and treatments that you will be receiving at UCSF. You can reach them by calling 415-353-1966. More information is available at https://www.ucsfhealth.org/billing_and_records.

Patient Financial Services
Patient financial service staff are responsible for patient billing and are available to help you after you have received care at UCSF. They can help you understand your medical bills, make a payment plan with no interest, or offer financial assistance to patients who qualify. They can be reached at 866-433-4035. More information is available at https://www.ucsfhealth.org/billing_and_records.

You can find a sample bill with information about how to understand it at: https://www.ucsfhealth.org/pdf/monthly_statement.pdf.

Filing for Disability and Leave of Absence
For more information on short-term and long-term disability options, please contact a UCSF social worker. You can do so by calling the Ida and Joseph Friend Cancer Resource Center at 415-885-3693. You can also complete your state disability forms online at www.edd.ca.gov/disability. You will also often need to complete forms from your employer. To get information about the forms that your employer requires you to fill out, you will need to contact your employer’s Human Resources Department. Once you have filled out your portion of the form, your doctor or nurse will need to fill out the medical section.
ABC’s of Cancer: Definitions, Tests, and Scans

“We tend to get caught up in statistics and averages, but no two cancers ever behave exactly the same way. Each individual has different genes and an immune system, a distinctive will to live, and an urge to fight. These cannot be measured on charts or graphs.”

— National Cancer Institute

Some people liken the experience of a cancer diagnosis to being a tourist in a new country where they suddenly have to deal with an unfamiliar world - new medical terminology, new rules and regulations, and new procedures and tests. Definitions for some of the most common medical terminology that you might encounter as you go through cancer treatment are listed below.

**Adjuvant Therapy**
Adjuvant therapy refers to cancer treatment given after the main recommended treatment. Its purpose is to increase the success of overall treatment and to reduce the risk that the cancer will come back. Adjuvant therapy may include chemotherapy, radiation therapy, hormone therapy, targeted therapy, or biological therapy.
**Advanced Care Planning**

Advance care planning is a process that supports adults at any age or stage of health in understanding and sharing their personal values, life goals, and preferences regarding future medical care. The goal of advance care planning is to help ensure that people receive medical care that is consistent with their values, goals and preferences. Advance care planning also involves identifying another trusted person to make medical decisions in the event that the person becomes unable to do so.

**Anti-Angiogenesis Therapy**

In order to grow, tumors can release chemicals that cause new blood vessels to form (angiogenesis). These blood vessels then feed the tumor and support its growth. Treatments that block the growth of new blood vessels are called anti-angiogenesis therapies.

**Benign**

A benign growth or tumor is one that is not cancerous. It does not invade and destroy nearby tissue.

**Biopsy**

A biopsy is a procedure that involves removing a small amount of tissue, which is then examined to look for abnormalities.

**Blood Cells**

*Stem cells*, are found in the bone marrow, the spongy center of your bones. They give rise to your blood cells: white blood cells, red blood cells, and platelets.

*White blood cells*, or *leukocytes*, are part of your immune system and play an important role in fighting infection. When your white count is low, you are at a greater risk for infection. Neutrophils are a common type of white cell that play a role in fighting infection. During cancer treatment, your medical team may monitor your *neutrophil count*, which is often referred to as your ANC (Absolute Neutrophil Count).

*Red blood cells*, or *erythrocytes*, carry oxygen from the lungs to the rest of the body. Red blood cells transport oxygen on a molecule called *hemoglobin*. During cancer treatment, your doctor may monitor your hemoglobin to determine your red blood cell level. If it is low, you are considered to be anemic, and may have to delay treatment until your red blood cell count goes up.

*Platelets* are essential in the process of blood clotting, thus preventing excess bleeding and bruising. During cancer treatment, your platelet level may be monitored to make sure that you are not at a higher risk for bleeding.

**Cancer Stage**

The term “stage” refers to the extent of your cancer – how large the tumor is and if it has spread. Most cancers are grouped into four stages: stage I (one) to stage IV (four). Some cancers also have a stage 0 (zero). Some cancers, such as blood cancers and brain tumors, have a different staging system.

- **Stage 0** means that some abnormal cancer cells are present, but that they have not spread. This can also be referred to as *carcinoma in situ*.
- **Stage I** describes a cancer that is small, has not grown into nearby tissues, and has not spread to the lymph nodes or other parts of the body.
- **Stage II and stage III** describe tumors that are larger, have grown more deeply into the surrounding tissues, and may have spread to the lymph nodes - but not to other organs in the body.
- **Stage IV** refers to cancer that has spread to other organs in the body. This is also called *metastatic cancer*.

**Chemotherapy**

Chemotherapy treatment is the use of drugs to stop the growth of cancer cells, either by destroying the cancer cells or by stopping them from multiplying. Chemotherapy affects all the cells that are dividing in the body, but will have the greatest effect on cells that are dividing at a faster rate. Since cancer cells tend to divide at a faster rate than normal healthy
cells, they are also destroyed at a higher rate. Other cells in the body that divide rapidly include cells in the hair, mucus lining of the mouth and stomach, and certain blood cells. This is why certain types of chemotherapy drugs make some people lose their hair, feel nauseous, have mouth sores, or have low blood counts.

**Clinical Trials**

A clinical trial is a research study that is used to test new medical approaches to detecting, preventing, diagnosing, and treating diseases. It is through clinical trials that researchers determine whether new treatments are safe and work better than current treatments. Treatments studied in clinical trials might be new drugs or new combinations of drugs, new surgical procedures or devices, or new ways to use existing treatments.

Clinical trials progress in a series of steps, called phases. During phase I (one), researchers test a new drug or treatment in a small group of people for the first time to evaluate its safety, determine a safe dosage range, and identify side effects. In phase II (two), researchers test whether the treatment shows some benefit, such as slowing tumor growth, and additional information is obtained about dosages and side effects. In phase III (three), trials are expanded to include more people, and the new treatment is compared to standard treatment. Phase IV (four) clinical trials are done after the new treatment has been FDA approved to get more information on side effects and to find out more about the optimal use of the new therapy.

Each study has its own rules about who can participate. Some clinical trials, for example, may require individuals to be under a certain age or to have a certain type of cancer. Each clinical trial is reviewed by an independent committee to make sure the study is ethical and protects patient rights.

The possible benefits of joining a clinical trial include:
- The treatment being studied might be more effective than standard treatment.
- You will be followed closely by the research team.
- The trial may help scientists learn more about your type of cancer and develop other effective treatments in the future.

The possible risks of joining a clinical trial include:
- The new treatment may not be as effective as the standard treatment.
- You may be required to make extra trips to the doctor’s office and do more tests.
- The new treatment may have side effects that the researchers did not anticipate.

If you do not qualify for a clinical trial, you may be able to access the treatment through a program called expanded access, also known as compassionate use. Compassionate use allows drug companies to make treatments that are still being investigated and have not been FDA approved available to individuals with serious illness who may benefit from the drug, but who do not qualify for the clinical trial.

**Complementary and Alternative Medicine (CAM) – Integrative Medicine**

Complementary and alternative medicine generally refers to treatments that are outside of the traditional model of medicine that is practiced in the hospital setting. Integrative medicine combines the standard medical approach with healing traditions from different countries and cultures, such as acupuncture and integrative Chinese medicine, Ayurvedic medicine, meditation, movement-based therapies (yoga), and Mindfulness-based Stress Reduction (MBSR). You can access these services at UCSF through the Osher Center for Integrative Medicine.

**CT or CAT Scan**

A computerized tomography scan uses a series of X-rays taken from different angles to create detailed three dimensional images of areas in the body. A CT scan can be used to visualize an abnormality, make a treatment plan, or find out how treatment is working. Sometimes a dye, called contrast, is injected into a vein or swallowed to help certain areas show up more clearly. A CT scan can be combined with a PET scan. Together the PET-CT scan can provide detailed visual information about the body that can be used for diagnostic and treatment purposes.

**Hormone Therapy**

Hormones are the body’s chemical messengers. They can stimulate the growth of certain cancers. Hormone therapies work by limiting the amount of a specific hormone that cancer cells can feed on. This is done by blocking the production of hormones in the body or by blocking hormone receptors on the cancer cells so that the cancer cells can no longer feed on the hormone.
I always dreaded getting scans. This changed when I shifted my perspective and came to see the scans as a gift of vision. I realized that the scan itself changes nothing in my body and that, regardless of whether or not I do the scan, my tumor will have either shrunk or not. Instead, I now see the scan as providing me with the gift of knowledge, allowing me to know what steps I should take to take care of myself.

—Phoebe

**Immunotherapy**

Immunotherapy uses the body’s own immune system to detect and destroy cancer cells. Some types of immunotherapy rely on cancer vaccines to improve the ability of the immune system to fight the cancer. Other treatments target the cancer cells, suppressing their ability to “hide” from the immune system. Some types of immunotherapy are also called biologic therapy or biotherapy.

**Malignant**

A malignant tumor is one that is cancerous. This means that it has the ability to invade and destroy nearby tissue and may spread to other parts of the body.

**Metastatic Cancer**

Cancer can spread from one part of the body to another. The process by which cancer cells spread is called metastasis. When cancer spreads to distant parts of the body, it is called metastatic cancer.

**MRI**

Magnetic resonance imaging (MRI) is a type of scan that uses radio waves and a powerful magnet to create detailed pictures of organs and tissues inside the body. MRI pictures can show the difference between normal tissue and diseased tissue. MRIs can be particularly useful for imaging the brain, spine, soft tissue of joints, and the inside of bones. Sometimes a dye, called contrast, is injected into a vein to help certain areas show up more clearly.

**Neoadjuvant Therapy**

Neoadjuvant therapy refers to treatment given before the recommended main therapy. Its goal is to reduce the size or extent of the cancer, making the main treatment more likely to be successful.

**Palliative Care Definition**

Palliative care is medical treatment aimed at improving quality of life and improving symptoms such as nausea, fatigue, anxiety, and pain. It can be provided at any point in the treatment of disease to help reduce physical, emotional, and spiritual distress.

**Pathologist**

A pathologist is a doctor who identifies diseases and conditions by studying cells and tissues. The findings are then reported to your medical team and summarized in a pathology report.

**PET Scan**

Cancer cells, which tend to divide at a faster rate than non-cancer cells, also tend to consume more sugar than normal cells. A Positron Emission Tomography (PET) scan produces an image that shows where cells are consuming sugar. The areas in your body with highest sugar consumption will show up as bright spots. A PET scan involves injecting a radioactive sugary substance into the vein and then using a scanner to make detailed computerized pictures of areas inside the body to detect where sugar is used at a faster rate. A PET-CT scan combines a CT scan, which involves X-ray images, with a PET scan to give more detailed visual information.

**Radiation Therapy**

Radiation therapy uses high-energy particles, generally referred to as radiation, to destroy or shrink cancer cells. The radiation may come from an external source that aims radiation beams at the cancer or the radiation may come from radioactive implants that are placed inside the body near the cancer cells. Internal radiation is also referred to as brachytherapy. Systemic radiation therapy uses a radioactive substance that travels in the blood to tissues throughout the body.
Surgery for Cancer

Surgery is a procedure to remove or repair a part of the body. Surgery can be used to determine the type of cancer, where it is located in the body, and whether or not it has spread. Depending on the type of cancer, how much it has spread, and its location in the body, some or all of the cancer can be removed through surgery.

In many cases, some of the tissue surrounding the tumor that looks healthy is also removed. This tissue around the tumor is called a margin. The margin will be examined by a pathologist to determine if its outer edges are clear of cancer cells. A clean or negative margin implies that no cancer cells are found at the outer edge of the tissue. If cancer cells are found at the edge of the tissue, the margin is described as “positive”. If the margin is described as “narrow”, it suggests that the area of healthy tissue around the tumor is small. A wide margin implies that there is a thicker band of healthy normal tissue around the tumor that was removed.

Targeted Therapy

Targeted cancer therapies involve new treatments that target specific characteristics of cancer cells to block their growth and spread. Because targeted cancer treatments tend to affect specific characteristics of the cancer cell, targeted treatments may have different or, in many cases, fewer side effects than treatments which affect both normal and cancer cells.

Traditional Chinese Medicine (TCM) and Acupuncture

Traditional Chinese Medicine can mitigate the side effects of conventional cancer treatments and guide you through some of the physical and emotional changes you might experience. TCM cancer treatments may include acupuncture, traditional Chinese herbs and supplements, and lifestyle changes to enhance the quality of your life.

Tumor

A tumor is a mass formed when normal cells begin to grow rapidly. A tumor can be benign (not cancerous) or malignant (cancerous).

Tumor Grade

Tumor grade is a number that doctors assign to certain types of cancer as an indication of how quickly the tumor is likely to grow and spread. Tumor grade is determined by looking at tumor cells under a microscope and comparing them to normal cells. Tumor cells that most closely resemble normal cells are called “well-differentiated” and tend to grow more slowly. Tumor cells that look abnormal tend to grow more quickly and are referred to as “undifferentiated” or “poorly differentiated”.

Tumor Marker

A substance in the blood or urine that may indicate the presence of cancer or other condition. Tumor Markers can help in diagnosis, treatment planning, and monitoring of cancer. Common examples include CA125 (ovarian cancer), CEA (colon cancer), and PSA (prostate cancer).

Ultrasound

An ultrasound is a non-invasive type of imaging that uses sound waves that are bounced off the internal tissues and organs in the body to create an image called an ultrasound or a sonogram. You may also hear this referred to as ultrasonography.

Notes
UCSF Programs and Services

“I’ve found that sitting with my feelings, not running away from them, has helped me resolve my sadness and anger.”

- Dan

UCSF offers a wide variety of programs and services to patients, family members, and caregivers. Sometimes just reading through all the available services can be overwhelming. Keep in mind that you can use as many or as few of the services as feels right to you. There is no one “right” way to walk your cancer journey. Be attentive to your needs, recognizing that they may change over time. Some patients may benefit from using many of the services listed below, while others may prefer to use only a few. A full listing of the supportive care programs at the cancer center are listed below in alphabetical order. We hope that you will take time to explore and utilize the services that will be most helpful to you.
Art for Recovery
The Ernest H. Rosenbaum Art for Recovery program brings artist, writers, poets and musicians to patients at the UCSF Helen Diller Family Comprehensive Cancer Center. You and your family members are encouraged to come and express your hopes, pain, anger, and dreams through words and images in a safe and healing environment. The many different workshops and weekly programs provide an outlet for individuals and their loved ones coping with cancer to express their feelings through drawing, collage-making, journal-making, and music, as well as creative writing and poetry. A weekly Open Art studio at both Mount Zion and Mission Bay is available to anyone dealing with cancer. The award-winning Firefly Project awakens compassion and insight by providing an opportunity for Bay Area teens and UCSF medical students to exchange letters with individuals coping with cancer throughout the school year. More information is available at cancer.ucsf.edu/support/afr or by calling Cindy Perlis at 415-885-7221.

Cancer Genetics and Prevention Program
If you have a lot of cancer in the family or have had cancer before in another part of the body, you may want to consider genetic counseling. The Cancer Genetics and Prevention Program is a comprehensive genetic counseling service for patients and families. Genetic counselors assess personal and family history, provide education and counseling, and offer genetic testing for cancer predisposition genes when appropriate. Based on family history and other cancer risk factors, counselors and doctors provide an individualized risk management program for each patient, which includes recommendations for cancer screening and options for preventive measures. The program can be contacted by calling 415-885-7779 or going to https://www.ucsfhealth.org/education/cancer_genetics_and_prevention_program.

Cancer Resource Center
The Ida and Joseph Friend Cancer Resource Center serves as a hub to direct patients to the many supportive programs at UCSF and beyond. The staff and volunteers can meet with you to help you find support groups and other resources in the Bay Area. They can also connect you to other cancer survivors through the peer support program and direct you to the many support programs listed in this guide. Other services include educational workshops, as well as listings of reliable sources of information on the web. The Cancer Resource Center has a main site at Mount Zion with a library where you can check out books and CDs, pick up information about your type of cancer, or relax in the lounge area. A satellite hub, located at Mission Bay on the 4th floor of 1825 Fourth Street, includes public computers for your use, as well as health education materials. You can also sign up to receive monthly mailings about upcoming programs and events at UCSF. For more information call 415-885-3693 or visit www.cancer.ucsf.edu/crc.

Communicating with Your Doctor and Care Team
The Patient Support Corps provides student interns who can assist patients and families with gathering information, listing questions, taking notes, and making recordings (with permission) of medical visits. More information is available at psc.ucsf.edu or 415-353-8400. A similar program, called Open to Options, run by the Cancer Support Community, is also available to work with you by telephone to help you put together a list of questions to ask your doctor. You can contact Open to Options at 888-793-9355 or http://www.cancersupportcommunity.org. Services are available in English and Spanish.

Exercise Classes and Counseling
Exercising can help you improve your strength and can positively affect mood and reduce fatigue. Our exercise classes are offered free of charge and are designed for people going through cancer. Classes offered include yoga, healing through dance, core conditioning, and Feldenkrais-based restorative movement. To sign up, please call the Ida and Joseph Friend Cancer Resource Center at 415-885-3693. UCSF patients may also make a one hour appointment with a certified cancer exercise specialist to help create an individualized exercise plan. Call 415-514-6430 to set up an appointment.
Fertility Preservation Program

If you’ve been newly diagnosed with cancer and are concerned about your future fertility or desire to build a family, the Fertility Preservation Program at the UCSF Center for Reproductive Health can provide you with prompt, personalized assessment of your situation. Services include fertility preservation through cryopreservation (freezing) of eggs, sperm, or embryos. The multidisciplinary team will evaluate your needs and will make sure that your effort to preserve your fertility or build a family is coordinated with your cancer treatment and care. People who have inherited an increased risk of cancer can receive specialized consultation and care, including pre-implantation embryo screening to protect future generations from mutations linked to cancer. Male and female patients can call 415-353-9115 to request a consultation, and information is on the web at myfertilefuture.ucsf.edu.

Fishbon Library - Health Information for Patients and Families

You can contact a professional medical librarian who can help you get information about your cancer or research your specific medical questions. For more information contact patientlibrary@ucsf.edu or 415-885-7285, or go to fishbon.ucsfmedicalcenter.org.

Friend to Friend Gift Shop

You can shop for wigs, mastectomy bras, hats, turbans, and swimsuits, as well as other cancer products such as inspirational books and skin care products in the warm welcoming oasis of the Friend to Friend Gift shop. You can call in ahead of time to bring in your wig for a free wig trim and get some styling hints from a stylist or enjoy a consultation with a make-up and skin expert through the American Cancer Society’s Look Good Feel Better program. Friend to Friend is located at 1600 Divisadero on the first floor. More information is available at 415-353-7776 or online at http://www.friend2friend.org.

Improving the Patient and Family Experience

Nobody knows the patient experience better than patients and families. We are therefore turning to you – the experts – to share your constructive suggestions about how we can improve the patient and family experience at the UCSF Helen Diller Family Comprehensive Cancer Center. You can help us in our quality improvement efforts by submitting your feedback to our suggestion box, recognizing exceptional staff, or joining the Patient and Family Advisory Council.

• **Submit Your Ideas to the Cancer Center Suggestion Box**
The suggestion box provides a way for you to submit your ideas on how to improve the patient and family experience at the cancer center and will serve to inform future improvement projects. Please do not use the suggestion box for complaints or concerns about your care. These should be directed to your doctor, nurse or Practice Manager. If your concerns remain unresolved, please contact Patient Relations at patient.relations@ucsf.org or 415-353-1936. We look forward to hearing and learning from you. To share your suggestions, please go to www.ucsfhealth.org/pfac_suggestionbox.

• **Recognize Exceptional Staff**
If you would like to recognize and thank an exceptional staff member who went above and beyond the call of duty in delivering care, information, or support, please go to https://www.ucsfhealth.org/thank_an_employee.

• **Join the Patient and Family Advisory Council**
The Patient and Family Advisory Council’s mission is to infuse the patient and family voice into the delivery of care, to bring about change that improves the patient and family experience, and to foster healing and wellness throughout all stages of disease and recovery. The council is comprised of patients and family members who advise cancer center staff and leadership. Full-time council members serve for a minimum of 18 months and attend monthly meetings. There are also opportunities to participate in time-limited task forces and to speak on patient panels. Council members are chosen based on availability of projects, open positions, and a variety of factors, including experience and type of cancer. Council members are required to complete a volunteer training and to fill out an application. If you are interested in serving on the Patient and Family Advisory Council, please email AdvisoryCouncil@ucsf.edu.
Strategies for Stress Reduction:

• Do what you love!
• Exercise yoga, dance...
• Get a massage
• Listen to relaxing music
• Meditate
• Spend time with friends
• Walk in nature
• Write in a journal

Infusion Center

UCSF has an infusion center at three campuses, each offering Wi-Fi, light snacks, warm blankets, and wireless tablets to make your visit as comfortable as possible. Given the high volume of patients seen each day, it is important to make an appointment for each visit, including blood draws.

When scheduling your infusion treatment, try to avoid making it too close to another activity that might take longer than expected and delay you. If you miss your appointment time, you will be seen at the next open treatment slot and as close to the originally scheduled time as possible.

You and your care team should decide together which infusion center to go to.

• Ida Friend Infusion Center at Mount Zion
  415-353-7155
  1600 Divisadero Street, 5th Floor,
  San Francisco, CA 94115

• Infusion Center at Mission Bay
  415-353-7155
  1825 Fourth Street, 3rd Floor,
  San Francisco, CA 94158

• Infusion Center at Parnassus
  415-353-2272
  400 Parnassus Avenue, 4th Floor,
  San Francisco, CA 94143

Improving this Guidebook

We hope you and your family find this guide helpful. If you would like to provide feedback or make suggestions to improve this guide, please do so by sending an email to guidebookfeedback@ucsf.edu.

Patients under the age of 18 must be accompanied by an adult. Although the risk of a reaction to infusion treatment is low, there is always a potential risk for a reaction, so an adult caregiver must be on site when a minor is receiving an infusion.

If you have scheduled a treatment but catch a cold or develop flu-like symptoms, please notify your provider. Depending on the situation, your treatment may be delayed or you may need to wear a mask during treatment. Visitors may not enter the infusion center if they have a cold.

Interpreting Services

Interpreting services are available to patients at no cost in many languages, including Cantonese, Mandarin, Spanish, and Russian, among others. If your English is limited or you are speech or hearing impaired, please ask your doctor or nurse to request an interpreter for you. To find out more information about in-person interpreters, please see https://www.ucsfhealth.org/services/interpreters.

Knitting Program

Enjoy a relaxing afternoon with other cancer survivors while knitting hats, scarves and other beautiful wooly items. Yarn and needles are provided, and expert knitters are there to help you with your creations. Knitting sessions are held weekly at the Cancer Resource Center. Call 415-885-3693 for more information.

Look Good Feel Better

Look Good Feel Better is a free service offered through the American Cancer Society that teaches beauty techniques to cancer patients to help them manage appearance-related side effects of cancer treatment. For more information, call the Friend to Friend gift shop at 415-353-7776.
Lymphedema Management and Risk Reduction

One of the potential side effects of surgery when lymph nodes are removed is a condition called lymphedema, which involves swelling of certain parts of the body (most commonly arms or legs) as a result of fluid accumulation. Lymphedema risk is often associated with breast cancer surgery, but can also occur after surgeries for melanoma, gynecological cancers, head and neck cancer, or any other cancer surgeries involving the removal of lymph nodes. People who develop lymphedema will be referred by their providers to a lymphedema therapist for treatment.

A monthly educational session and weekly exercise class presented by lymphedema therapists is designed to provide information about lymphedema prevention and management. For more information, call 415-353-7908.

Meditation and Guided Imagery

UCSF offers weekly meditation and guided imagery classes free of charge to individuals living with and recovering from cancer. In these classes, you will learn to harness the power of the mind to better cope with the physical and emotional stresses of cancer. For more information, contact the Ida and Joseph Friend Cancer Resource Center at 415-885-3693.

Spiritual care staff also provide mindfulness meditation sessions in the Meditation Room (C1401) on the ground floor Monday through Friday at the Mission Bay campus from noon to 12:20 pm. Noontime meditation is also offered in the Meditation Room at the Parnassus campus on Monday and Thursday. Spiritual Care can be reached at 415-514-4200.

Meditation rooms provide a space for emotional expression and contemplation, a place that can be visiting throughout the day by patients, caregivers and staff. They can be found at the following locations:

- **Mount Zion** – 1600 Divisidero Street in the main lobby behind the information desk
- **Parnassus** – Moffitt/Long Hospital, 505 Parnassus Ave., Room M193, next to the information desk
- **Mission Bay** – 1975 4th Street in the Meditation room, C1401 on the ground floor, near the Children's Hospital lobby, with an adjacent meditation garden and labyrinth. Additional meditation rooms are located near the elevators on the 3rd, 4th, and 5th floors of the adult hospital, 1825 Fourth Street.

Nutrition Counseling and Seminars

Free one-on-one nutrition counseling is offered by our cancer nutrition experts to patients receiving cancer care at UCSF. To make an appointment for a consultation with one of our cancer center oncology dietitians, call 415-502-5547. You can also schedule an appointment through MyChart or your oncologist’s office. Free workshops on the latest diet and cancer related topics are available to the public. To find out more about nutrition workshops, please visit cancer.ucsf.edu/support/crc/nutrition-counseling-and-workshops or call the Joseph and Ida Friend Cancer Resource Center at 415-885-3693.

Osher Center for Integrative Medicine

The Osher Center for Integrative Medicine strives to successfully integrate modern medicine, healthy lifestyle practices, and established healing approaches from around the globe, in an effort to meet the need for a new model of care and daily living that promotes healing and well-being of the whole person - mind, body and spirit. For more information, please call 415-353-7700, or visit http://www.osherr.ucsf.edu.
Prayer, as mundane as it may sound, proved to be the most meaningful and sacred form of emotional support.

- John

Patient Relations
Patient Relations is available to address any questions or concerns that you may have about your experience at the cancer center. It is recommended that you first discuss your concern with your doctor, nurse, or the Practice Manager. If your concern remains unresolved, the Patient Relations staff or nursing supervisors are available to help you. You can contact Patient Relations at 415-353-1936, patient.relations@ucsf.org.

Peer Support Program
The Peer Support Program connects you to other individuals with a similar diagnosis or life situation, such as being a young parent with cancer, dealing with a loved one with cancer, or undergoing a particular treatment. Peer support connections can reduce the sense of anxiety and isolation during the initial period of diagnosis and beyond. Peer volunteers can provide practical advice, strategies for coping, and a listening ear. To speak to a peer volunteer or to become a volunteer, please call 415-885-7210 or go to cancer.ucsf.edu/support/crc/peer-support.

Precision Medicine/UCSF500 Cancer Gene Panel
For some patients with advanced cancer, in particular when there is a poor response to standard of care therapy, it may be appropriate to ask your doctor about a new molecular test, called the UCSF500 Cancer Gene Panel test, which is a key component of UCSF’s Precision Medicine Initiative. The purpose of the UCSF500 test is to identify genetic changes (called mutations) in the DNA of your cancer. This information can help identify the exact type of cancer you have. It can also provide information about targeted therapies and clinical trials that may be effective in treating your cancer. UCSF500 test results may also provide information on inherited genetic changes that can increase the risk of developing cancer for you or your family. To understand more about this advanced Precision Medicine test and whether the UCSF500 Cancer Gene Panel could be an appropriate next step in your treatment plan, please talk to your doctor or read more at https://gmi.ucsf.edu/cancer/#testing.

Psycho-Oncology Service
The psychologists and psychiatrists in the Psycho-Oncology Practice are available to help you and your family manage stress and anxiety related to cancer. Their role is described in greater detail in the “Your Healthcare Team” section of this guidebook. This service is open to individuals being treated at UCSF and their family members. You can contact the Psycho-Oncology department at 415-353-7019. You may also be referred by your oncologist.

Recording Your Memories
The Legacy Project helps people with life-threatening illness make a video recording of their stories, memories, and messages to share with their loved ones. Professional videographers and volunteer interviewers will arrange to meet with you in the comfort of your home or at another location and will record an hour-long interview with you free of charge. After filming, a flash drive or DVD will be mailed to you so that you can share it with family and friends. For more information about the program, please visit http://www.ucsflegacyproject.com. The Notes Project, offered through Symptom Management Service, also helps patients record memories by providing audio and video recording equipment as well as guidance and instructions. To access this service, please call 415-885-7671 or go to http://cancer.ucsf.edu/_docs/sms/notes_brochure.pdf.

Smoking Cessation
Quit smoking with help from the UCSF Fontana Tobacco Treatment Center. Group classes are available for a fee. For more information, call 415-885-7895 or go to www.ucsfhealth.org/tobacco.treatment.
Social Work

Our social workers are trained to help patients and families navigate the health care system and manage the many challenges of living with cancer. They can help with both practical and emotional issues. This may include short-term counseling around emotional issues that come up with a cancer diagnosis, such as role changes, grief, and parenting. They can also help with practical support, including linking patients and families to community resources and helping with workplace concerns, disability, and lodging. Social workers can also help you fill out an Advance Directive, which is recommended for all patients no matter the diagnosis. You can contact an oncology social worker through your oncologist’s office or by calling the Ida and Joseph Friend Cancer Resource Center at 415-885-3693. More information is also available at cancer.ucsf.edu/support/support-services.

Spiritual Care

Spiritual care chaplains provide emotional and spiritual support to patients and their families by facilitating religious rituals and personal spiritual practices and by providing a compassionate listening ear. Spiritual care staff facilitate support groups on grief and provide daily mindfulness meditation sessions at the Parnassus and Mission Bay campuses. For information regarding times and locations see Meditation and Guided Imagery on page 48. They can be reached at 415-353-1941 (Mount Zion and Parnassus), or 415-514-4200 (Mission Bay).

Support Groups

Support groups offer patients and their families a venue to meet with others in similar situations, share experiences, and learn from each other. UCSF offers a wide range of support groups including cancer specific groups, general cancer groups, and groups for family members and loved ones. For more information about support groups offered, please visit cancer.ucsf.edu/support_crc/support-groups or call the Ida and Joseph Friend Cancer Resource Center at 415-885-3693.

Surgery Wellness Program

The UCSF Center for Surgery in Older Adults is comprised of a small interdisciplinary team of providers dedicated to improving surgical care in older adults. Physical therapists (PTs) and occupational therapists (OTs) work with a dietician to help patients get more fit for surgery. Doctors specializing in elder care (geriatricians) help patients articulate treatment goals. Special attention is paid to facilitating a safe transition from the hospital to the home after surgery to prevent events such as delirium, falls, and pressure ulcers so as to facilitate recovery and help older adults maintain their independence. More information can be found at https://geriatric.surgery.ucsf.edu, by calling 415-476-3474, or emailing surgerywellnessprogram@ucsf.edu.

Survivorship Wellness

Survivorship Wellness is a program to help survivors of cancer who have completed active treatment at UCSF connect with each other and practice skills to optimize health and wellness after their cancer treatment ends. In this 8 week group program, led by Psycho-Oncology and a multi-disciplinary team, participants will learn tools to help them meet their goals around nutrition, physical activity, managing stress, sleeping well, and promoting sexual, emotional, and spiritual wellness. To learn more or to register, call 415-353-3931 or go to http://cancer.ucsf.edu/support/survivorship-wellness. Registration and screening is required prior to program participation.

Symptom Management Service Team

The interdisciplinary team at Symptom Management Service helps individuals manage the symptoms of their cancer at all stages of disease with a focus on improving quality of life. More information about the program can be found on pages 25 and 58. They can also be contacted at cancer.ucsf.edu/support_sms or 415-885-7671.
Advance Care Planning

Advance Care Planning is increasingly becoming a routine part of care and is a way for individuals to explore and document their wishes about future care so as to better ensure that their wishes are known and honored for the duration of their lives – whether measured in weeks or decades. Advance Care Planning involves discussing and documenting your wishes and preferences for the types of medical treatments you do and do not want at the end of your life. It also involves identifying someone who can make decisions for you in the event that you are unable to speak for yourself. It is recommended that everyone, regardless of health status, document their wishes so as to better ensure that they live their lives in accordance with their values and stated preferences. The document which contains this information is referred to as an Advance Directive. You can download a copy of an Advance Directive at https://www.ucsfhealth.org/pdf/advance_health_care_directive.pdf. Once you fill out an Advance Directive, make sure to save it, give a copy to your doctor and others that you would like to inform of your wishes, and keep a copy for yourself in a place where you can easily find it and update it.
What does it mean to be mortal?
It means to be human.
Life and death, two sides of a coin, inseparable, informing each other.
It is through grappling with our mortality that we come to better terms with life - for it is in the realization of the inevitability of death that we can seize life.

-Keren

You can also go to PREPARE, https://www.prepareforyourcare.org, a website that uses videos and stories to teach people how to identify their values and goals for medical care. PREPARE also creates a summary of your wishes that can be shared with medical providers, family, and friends.

An individual’s wishes about care at the end of life can also be documented through a physician’s order for life-sustaining treatment (POLST). A POLST functions as a physician order to other health care practitioners, including emergency personnel. POLST orders can be worn as a bracelet or kept on the fridge as a magnet.

Symptom Management Service (SMS)

Symptom Management Service (SMS) serves patients with low grade, early stage, and advanced cancers. SMS focuses on palliative care, improving quality of life throughout all stages of disease, during active treatment and also at the end of life. The emphasis is on how to help patients live well until they die – whether death is days away or decades from now. SMS can provide care both in the outpatient and inpatient setting. Patients can also get help with Advance Care Planning to make sure that their values and choices are explored, respected, and honored. The Notes Project, also run by SMS, provides audio and video recording equipment as well as guidance and instructions for patients to record their stories. The Symptom Management Service can be reached at 415-885-7671 or cancer.ucsf.edu/support/sms.

Palliative Care

Palliative care is medical treatment aimed at improving quality of life and improving symptoms such as nausea, fatigue, anxiety, and pain. The focus is to prevent suffering by treating physical, emotional, and spiritual distress throughout the disease process. It can be provided at any point in the treatment of disease and is not dependent on how long someone is expected to live. Palliative care is provided by a team of specialists and is coordinated with the treating oncology team.

Bridges: Home-Based Palliative Care

UCSF also offers home-based palliative care through Bridges, a program for UCSF patients living in San Francisco who are homebound with serious illness and who are not enrolled with hospice. Bridges aims to improve the quality of life of patients and families through home visits by physicians, nurse practitioners, and social workers who specialize in symptom management, communication, and safe transitions from hospital to home. Patients interested in the Bridges program will need to be referred to the program by the UCSF physician in charge of their care. To find out more about Bridges, please call 415-514-3577 or go to geriatrics.ucsf.edu/care/bridges.html.

Hospice

Hospice care provides palliative care to relieve suffering and improve quality of life for people who are expected to live for about six months or less. Hospice care involves a team approach that includes medical care, pain management, and emotional and spiritual support tailored to the patient’s wishes. Support is also extended to the patient’s loved ones as well. At the center of hospice care is the belief that everyone has the right to compassionate care that respects the right of each individual to die with dignity and support. Hospice care is available for a limited number of inpatients at UCSF. It can also be provided at your home or in a living assisted facility through one of the many hospice organizations in the area. You can request information about hospice from a social worker, Symptom Management Service, or any one of your providers. Hospice care is covered by Medicare nationwide, as well as by many insurance companies.
Spiritual Care

Spiritual care staff offer support to patients, family members, and staff. They also offer memorial service planning and a grief group for families whose loved ones have died. More information is available at 415-514-4203.

Day of Remembering

The UCSF Symptom Management Service, Art for Recovery, and Spiritual Care Services facilitate an annual Day of Remembering Memorial Service. This service is an opportunity for families, friends, caregivers, and UCSF employees to remember and honor those that have been cared for at the UCSF Helen Diller Family Comprehensive Cancer Center. For more information about time and dates, contact 415-885-7671.

Notes

Finding Your Way Around UCSF

“Dealing with cancer was like climbing a huge mountain. I thought that the ordeal would be over once I was done with treatment. But, I then realized that I still had to figure out how to climb down the mountain.”

~ Michelle

UCSF Campus Locations - Transportation and Parking

The UCSF Helen Diller Family Comprehensive Cancer Center services are located at three main campuses: Mount Zion (1600 Divisadero Street), Mission Bay (1825 4th Street), and Parnassus (400 Parnassus Avenue). Patients are generally seen at one of these locations, depending upon the type of cancer being treated. The maps on the following pages provide you with an overview of the various campuses in relation to each other, as well as a map of each of the main campuses. Directions and maps can also be found online at pathway.ucsfmedicalcenter.org/.

The main Parking and Transportation number, 415-476-1511, can give you information about parking, driving directions, and valet parking for all of the main UCSF campuses and can direct you to specific garages. Additional information about parking and transportation can be found at www.campuslifeservices.ucsf.edu/transportation/.
Information about public transportation, ride-sharing, and bicycling is also available at www.511.org or by calling 511. You can get up-to-date information on when the next bus is scheduled to leave from any particular location on your phone or computer at www.nextbus.com, or you can download the Nextbus app.

Disabled Parking
Parking is available at a daily rate of $7 at Parnassus and Mission Bay or $12 at Mount Zion for individuals with a disabled placard, identification card or veteran license plate. In order to avoid paying the higher standard parking fees, make sure to present your disabled placard or identification to the cashier before you are charged.

Valet Parking
Valet parking is provided at no additional charge, but patients must pay regular parking fees. If you want to have your car parked by valet services, drive to the main medical building where valet parking is offered. (Do not drive to the parking lot.) You can access valet parking by driving directly to one of the locations below.

- **Mission Bay** – the circle driveway in front of the UCSF Ron Conway Family Gateway Medical Building, 1825 Fourth Street - Open hours 8 am - 6 pm (last vehicle drop-off ends at 3pm), 415-476-1511
- **Mount Zion** - UCSF Medical Center, 1600 Divisadero - Open hours 8 am - 5 pm (last vehicle drop-off ends at 3pm), 415-514-8935
- **Parnassus** – Ambulatory Care Center, 400 Parnassus - Open hours 8 am - 5 pm (last vehicle drop-off ends at 3pm), 415-476-2566

If you need to pick up your car after valet services closes, call one of the phone number listed below to get information on where to pick up your car.

**UCSF Shuttle Service - 415-476-4646 (GOGO) or shuttles@ucsf.edu**

UCSF has a convenient shuttle service that is free to UCSF staff, faculty, patients, and their family members. The shuttles go between the various UCSF campuses, and there is also a shuttle that connects the Mission Bay campus with the 16th Street BART station. If the driver asks for identification, you will need to identify yourself as a patient or a family member accompanying a patient. You can also obtain a medical appointment card at your next appointment to use as a form of identification on the shuttle.

A map of the different routes can be found at http://www.campuslifeservices.ucsf.edu/transportation/shuttles/routes_timetables. You can view real-time shuttle arrivals on your computer or smart phone by linking to UCSFNextBus.

**Mission Bay Parking and Transportation Services - 415-476-1511**

Public parking options at UCSF’s Mission Bay campus include:

- 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

Valet parking is available free of charge, but patients must pay regular parking fees.

**Public Transportation to Mission Bay**

UCSF Medical Center at Mission Bay is accessible via Muni bus lines 22, 55, and T-Third Street. For more information about Muni visit, https://www.sfmta.com/.

You can also get to Mission Bay by using the UCSF shuttle, which connects to the 16th Street BART station.

**Mount Zion Parking and Transportation Services - 415-514-8935**

Public parking options at UCSF’s Mount Zion campus include:

- The UCSF Garage, located at 2420 Sutter Street.
- Divisadero Garage, a public garage, located at 1635 Divisadero Street.

For more information about the public garage, call 415-441-5408 or visit www.1635divisaderogarage.com.

Other public parking garages are available nearby. Metered street parking is rarely available.

Valet parking is available free of charge, but patients must pay regular parking fees.
Public Transportation to Mount Zion
UCSF Medical Center at Mount Zion is accessible via the following Muni bus lines: 2, 38, and 24. The California 1 bus line stops at the corner of California and Divisadero streets, three blocks north of Mount Zion. (Bus lines 2 and 38 are wheelchair accessible.) For more information about Muni, visit https://www.sfmta.com/.

Parnassus Parking and Transportation Services - 415-476-2566
Public parking options at UCSF’s Parnassus campus include:
• Millberry Union Garage, located at 500 Parnassus Ave. There are two garage entrances, one on the north side of Parnassus Avenue and another on Irving Street, just east of Third Avenue.
• Parnassus Garage, located at 350 Parnassus Avenue.
Metered street parking is rarely available.
Valet parking is available at 400 Parnassus Ave. from 8 am to 3 pm (last vehicle drop-off ends at 3pm). The valet service is free, but patients must pay regular parking fees.

Public Transportation to Parnassus
UCSF Medical Center on the Parnassus campus is accessible via Muni streetcar line N-Judah, which stops at Second Avenue and Irving Street. It is also accessible on the following Muni bus lines - 43-Masonic and 6-Parnassus, which stop in front of the hospital. (N-Judah and 43-Masonic are wheelchair accessible.) For more information about Muni visit https://www.sfmta.com/.

Short Term Lodging Guide
UCSF creates an annual brochure to help the UCSF community, including cancer patients and their family members, find short-term lodging. This guide’s listings are grouped according to UCSF campus locations: Parnassus, Mission Bay, and Mount Zion. The complete listing of lodging and hotels may be found at http://campuslifeservices.ucsf.edu/housing/services/short_term_lodging_needs.
An online PDF of this guidebook can be found at
www.cancer.ucsf.edu/crc

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