

UNC Cancer Care FAQ

Practical Answers for UNC Cancer Care Patients and Families

We created this binder to help you get the most out of your visits with UNC Cancer Care. It has the answers to some of our most asked questions.

This binder includes space that is just for you. At each of your visits, you will get a lot of information. Bring this binder with you to every visit. This will help you keep track of the information that you and your team talk about together.



What is UNC Cancer Care?

- UNC Cancer Care visits
- UNC Medical Center



What is my Care Plan?

- Your care plan
- Save education materials



Who is my UNC Cancer Care Team?

- Team member roles
- Other support team members



What is my schedule?

- Keep a calendar of important dates
- Write down your appointments



How do I contact my UNC Cancer Care Team?

- Important phone numbers
- When to call your team



What are my test results?

- Organize lab results
- Keep up with x-rays and scans



Where can I get support?

- Support at UNC for patients and caregivers
- Local support



What are my questions?

- Questions for your team
- Notes

What is UNC Cancer Care?



The 2 Sides of UNC Cancer Care

UNC Cancer Care is the name of your health care team. It is made up of 2 equal parts: the Patient Care side and the Research side.

The Patient Care Side of UNC Cancer Care

- Team members who work in patient care are hands-on. They are the people that you see at your clinic appointments, in your hospital room and in the pharmacy.
- Most patient care is done at the N.C. Cancer Hospital, although UNC Cancer Care team members also take care of patients throughout the UNC Medical Center campus.
- UNC Cancer Care also has patient care sites in other areas of North Carolina, including Rex Cancer Center in Raleigh, Carolina Pointe II in Durham and a new campus in Hillsborough.

The Research and Outreach Side of UNC Cancer Care

- Team members on the research side are usually behind the scenes. They work to understand the cause of cancer and to improve cancer prevention and treatment. Researchers provide the tools and knowledge needed for the best patient care.
- Most of the research for UNC Cancer Care is done through the Lineberger Comprehensive Cancer Center in Chapel Hill.
- A clinical trial is another name for a research project that aims at improving patient care. The outcomes of these clinical trials lead to better cancer treatment today and in the future. For more information about Clinical Trials supported by Lineberger, call 919-966-4432 or toll free 1-877-668-0683.
- Lineberger team members have also formed the UNC Cancer Network. This Network partners with many communities across North Carolina to enhance care, support and education for all North Carolinians. For more information about the network, visit the web at: www.unccn.org.



Your UNC Cancer Care Visit

Your UNC Cancer Care visits may include many appointments with different team members. In addition to your appointments, you may also be scheduled for some tests and blood draws.

Having many appointments in one visit can be stressful and confusing. All that you need to know is when to get here, where to go and what to bring—your UNC Cancer Care team will take care of the rest.

When to Get Here and Where to Go

You will get an Appointment Reminder before every visit. At the beginning of every visit, you have a Registration Appointment. Your Registration Appointment is just as important as your other appointments.

	<ul style="list-style-type: none"><input checked="" type="checkbox"/> Your Appointment Reminder will list the Appointment Time. This is the time that your team is planning to visit with you.<input checked="" type="checkbox"/> Your Registration Appointment is 30 minutes before the Appointment Time that is listed on your Appointment Reminder. For example, if your Appointment Time is 9:30, your Registration Appointment is at 9:00.<input checked="" type="checkbox"/> If you have more than one appointment in one day, you will always register before the first appointment. You only need to register one time per day.<input checked="" type="checkbox"/> You will register at the Registration Center on the Ground Level Lobby of the N.C. Cancer Hospital before every visit.
--	---

What to Bring

For every visit, you need to bring:

	<ol style="list-style-type: none">1 The bottles of medicine that you are taking, including vitamins, herbs and supplements. Or you may bring a list of your medicines.2 Your UNC Medical Card, if you have one.3 Your health insurance information and valid photo identification.4 A friend or family member, if you can.
--	---

As your team addresses all of your needs, your visits can be long. You may also want to bring something to do (book, laptop, magazine, etc.), a jacket or sweater to keep you comfortable, a snack and drink, or money for snacks and drinks.

The UNC Medical Center Campus

We want you to be comfortable while you are here with us. From food and drinks to medical supplies, everything you need can be found right here at the UNC Medical Center.

UNC Medical Center, pictured below, is made up of the 5 specialty hospitals. They are located on Manning Drive in Chapel Hill, N.C. Dogwood Deck, the parking garage for patients and visitors, is across the street. You can walk or ride a golf cart shuttle to the hospitals. A Disability Lot and Valet parking are also available. All 5 hospitals are connected on the Ground Level.



Food and Drink

There are many dining options at the UNC Medical Center.

- **The Terrace Café** is on Level 1 of the N.C. Children's Hospital. Hours are 6:30 AM to 9 PM. Pizza, salads, sushi and traditional hot meals are served.
- **The Overlook Café** is on Level 2 in the hallway between the N.C. Neurosciences Hospital and the N.C. Cancer Hospital. Hours are Monday—Friday from 11 AM to 6 PM. Choices include pizza, flatbread, soups, fresh salads, sushi, sandwiches and more.
- **The Corner Café** is on the Ground Level of the N.C. Memorial Hospital, in the Anderson Pavilion. Hours are Monday—Friday from 7 AM to 2 PM. Choices include burritos, sandwiches and more.
- **Starbucks** is on the Ground Level in the hallway between the N.C. Neurosciences Hospital and the N.C. Cancer Hospital. It is open 24 hours a day.
- **Vending machines** can also be found throughout the UNC Medical Center Campus.



ATM and Banking

ATMs are available throughout the UNC Medical Center:

- **Cash Points** (State Employees' Credit Union) is in the N.C. Memorial Hospital Main Lobby, in the N.C. Women's Hospital lobby near the escalator and in the N.C. Cancer Hospital in the Starbucks entry.
- **Sun Trust** is in the N.C. Memorial Hospital Main Lobby.
- **Bank of America** is on the Ground Level of the N.C. Memorial Hospital, near the Corner Café.
- **Wells Fargo** is in the N.C. Memorial Hospital Main Lobby, across from the cashier's desk.

Medical Supplies



- **Carolina Care at Home** is on the Ground Level lobby of the N.C. Memorial Hospital.
- This service coordinates the support and supplies that you may need at home, including medical equipment, home care and hospice service.
- Carolina Care at Home is open Monday - Friday from 10 AM to 7 PM and Saturday from 10 AM to 2 PM.

 Call 984-974-0454 to learn more about **Carolina Care at Home**.

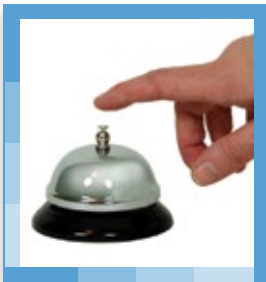
Pharmacy



- The **Central Outpatient Pharmacy** is on the Ground Level lobby of the N.C. Cancer Hospital.
- The pharmacy is open Monday – Friday from 7 AM to 8 PM.
- For patients discharged from UNC Medical Center or the Emergency Room with a new prescription, the pharmacy is also open on Saturdays, Sundays and holidays from 8 AM to 3 PM.

 Call 984-974-2374 if you have any questions for the pharmacy.

Guest Services



- **Guest Services** desks can be found on the Ground Level lobbies in each hospital.
- Staff members can give directions, answer questions and help you with any needs you may have.
- Guest Services in the N.C. Cancer Hospital Lobby are normal business hours, Monday - Friday.

 Call Guest Services at 984-974-0709 with questions.

Gift Shops



- **Butterfly Boutique** is on the Ground Level of the N.C. Cancer Hospital. Hours are Monday – Friday from 9 AM to 4 PM.
- **Cranberry Corner** is on the Ground Level of the N.C. Memorial Hospital. Hours are Monday – Friday from 8 AM to 8 PM, and Saturdays – Sundays from 1 PM to 5 PM.
- Find snacks, cards, balloons, magazines and more at the gift shops.

 Call the Gift Shops at 984-974-8138 with questions.

Walking Maps

The UNC Medical Center Campus is very big. It can be confusing the first few times you visit. Always ask a staff member for directions if you have trouble finding your way.

The N.C. Cancer Hospital has 7 levels. The Ground Level (**Level G**) connects the N.C. Cancer Hospital to the other 4 specialty hospitals. If you park in Dogwood Deck and walk across the bridge to get to the N.C. Cancer Hospital, you will be on the Ground Level. Registration Desks are also on the Ground Level.

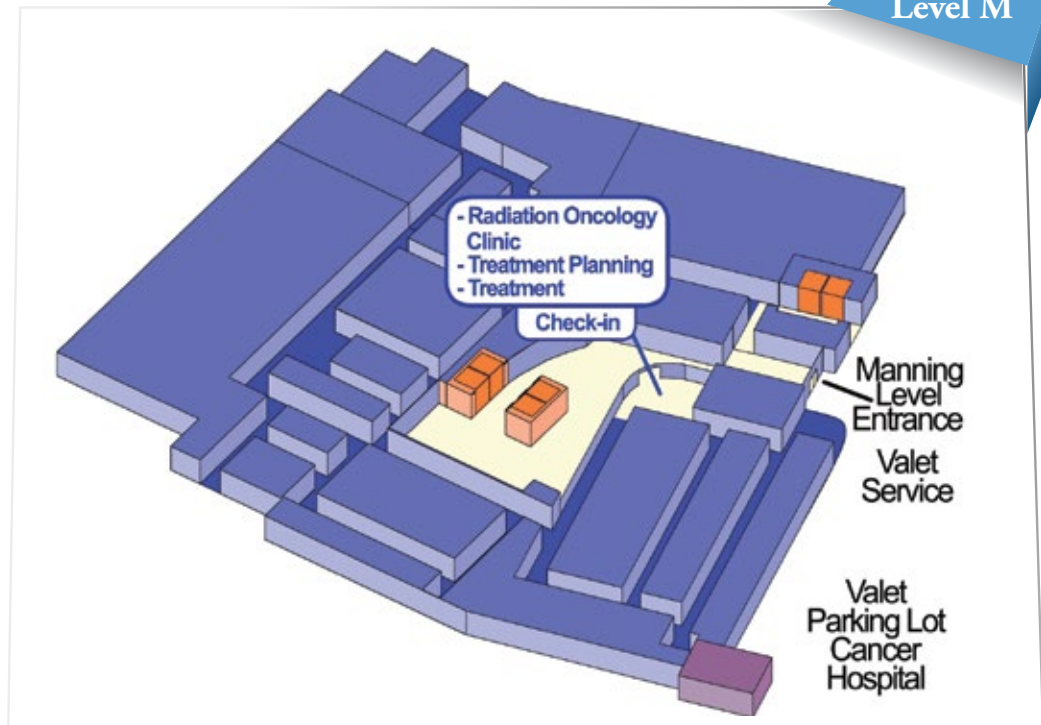
Ground Floor Level (Level G) of the N.C. Cancer Hospital



Maps of the other 6 levels in the N.C. Cancer Hospital are on the next 3 pages.

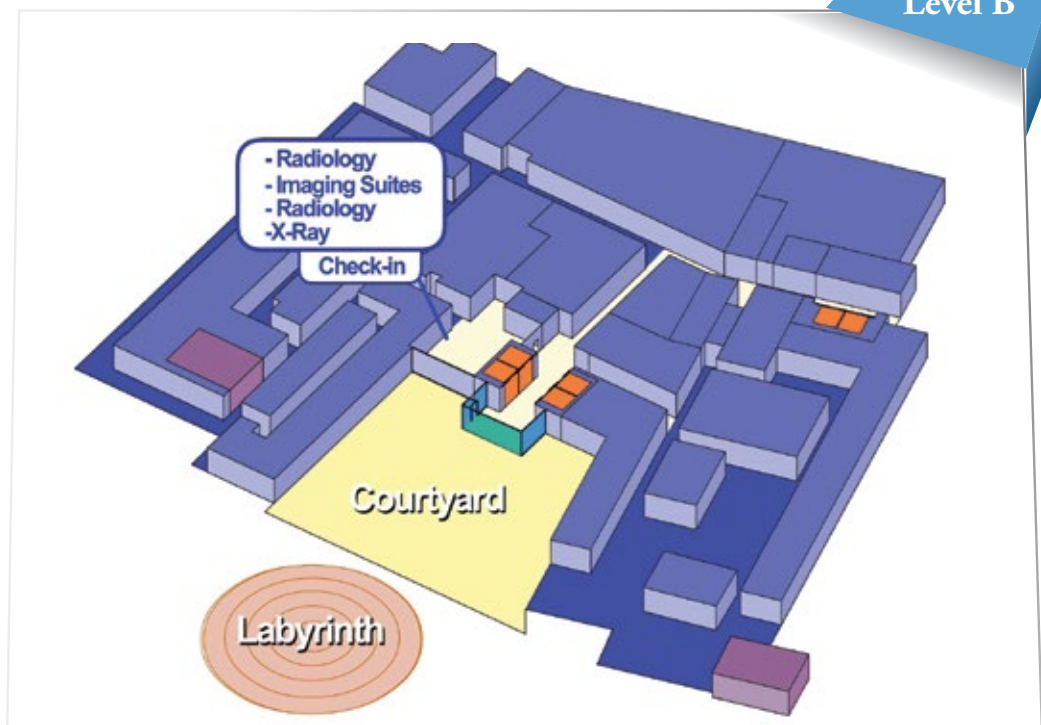
Manning Level (Level M) of the N.C. Cancer Hospital

- The lowest level of the N.C. Cancer Hospital is called **Level M**.
- The Valet Parking Lot for the N.C. Cancer Hospital is on this level.
- The Manning Level contains all the radiation oncology clinics and treatment rooms.



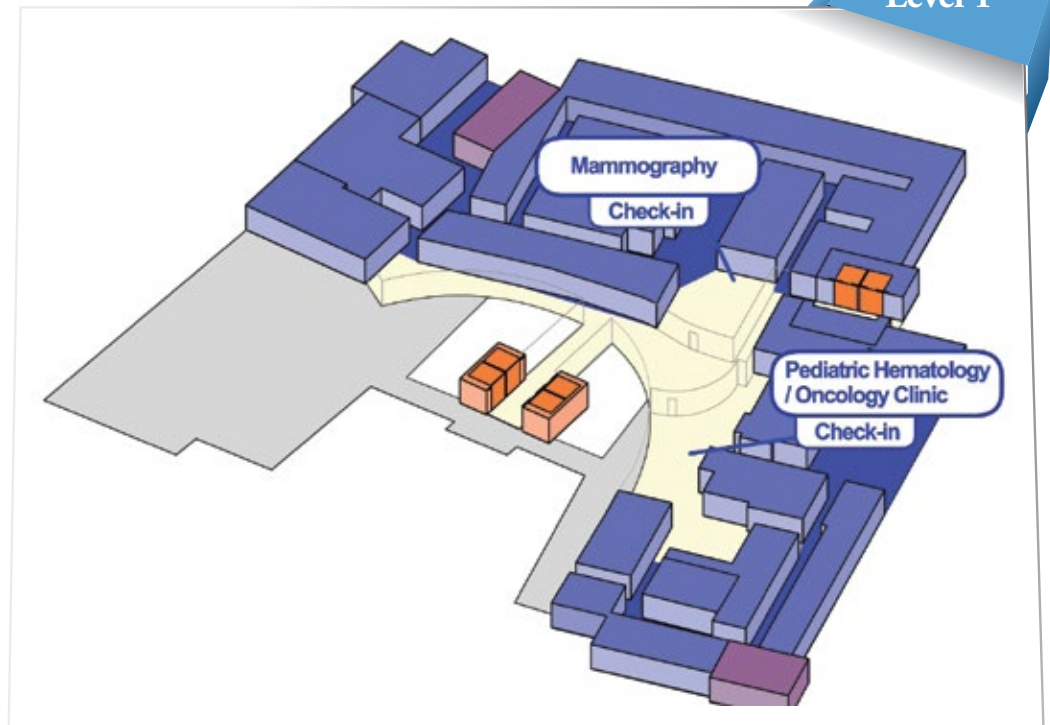
Basement Level (Level B) of the N.C. Cancer Hospital

- **Level B** of the N.C. Cancer Hospital is between the Manning Level and the Ground Level.
- Level B connects to an outdoor courtyard and labyrinth for meditation.
- Radiology and x-ray services are on Level B.



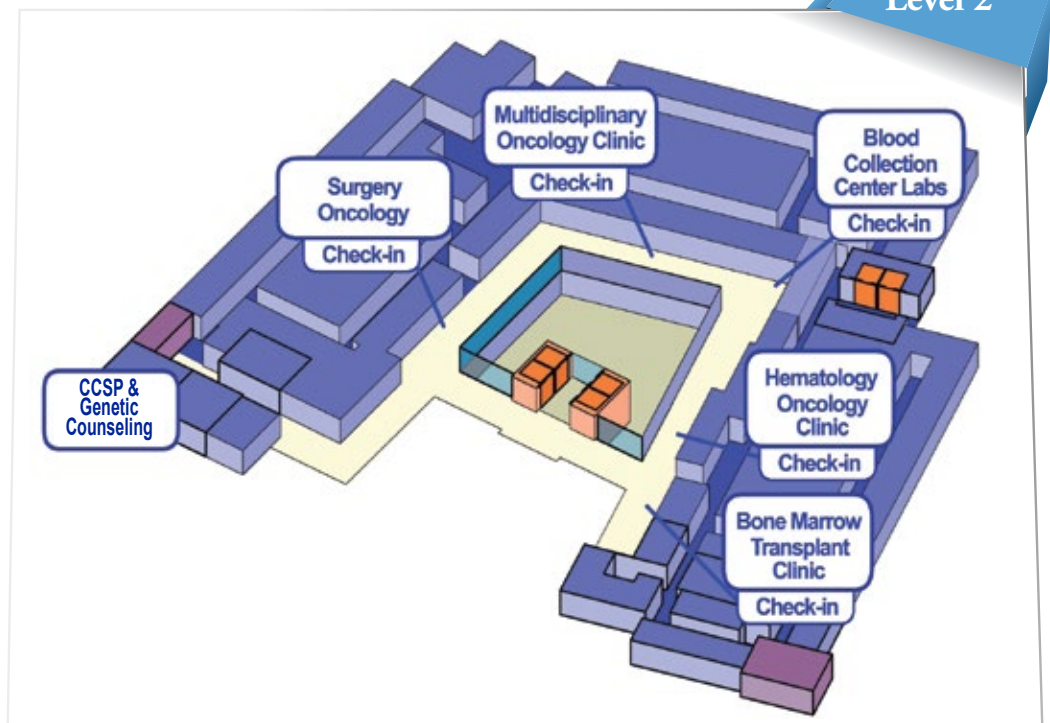
Level 1 of the N.C. Cancer Hospital

- The Mammography Center and the Pediatric Hematology/Oncology Clinic are both on **Level 1** of the N.C. Cancer Hospital.
- All pediatric inpatient rooms are located in the N.C. Children's Hospital.



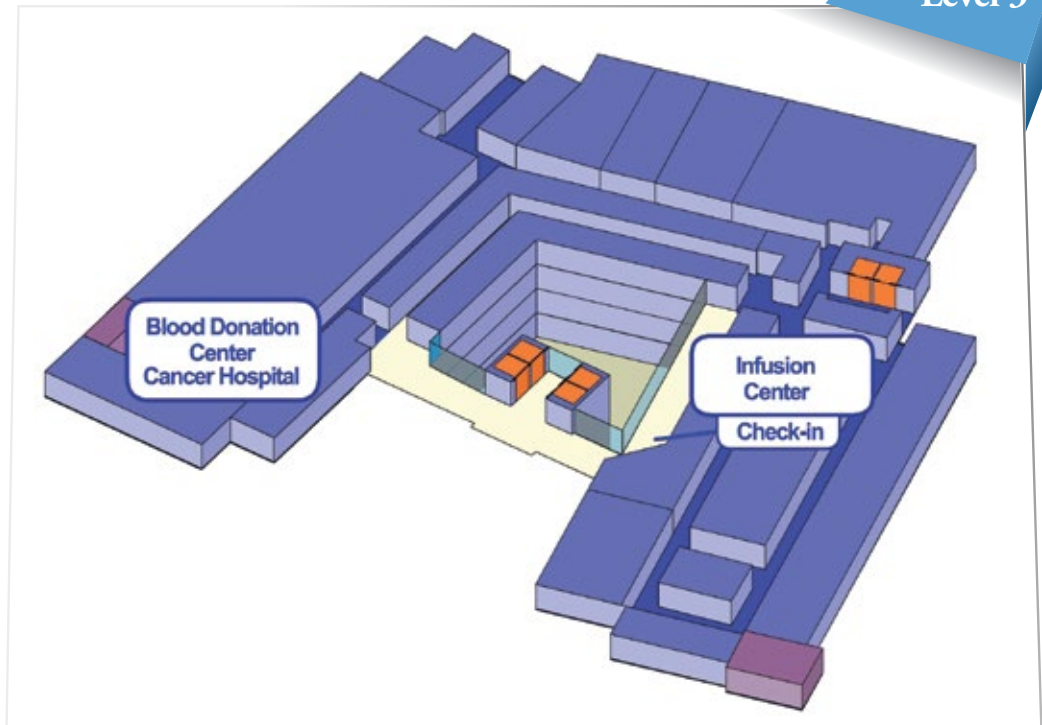
Level 2 of the N.C. Cancer Hospital

- The Adult Oncology Clinics, which include Surgical Oncology, Multidisciplinary Oncology and Hematology/Oncology, are on **Level 2**.
- The Bone Marrow Transplant Clinic, Blood Collection Lab, Comprehensive Cancer Support Program (CCSP) and Genetic Counseling Offices are also on this level.



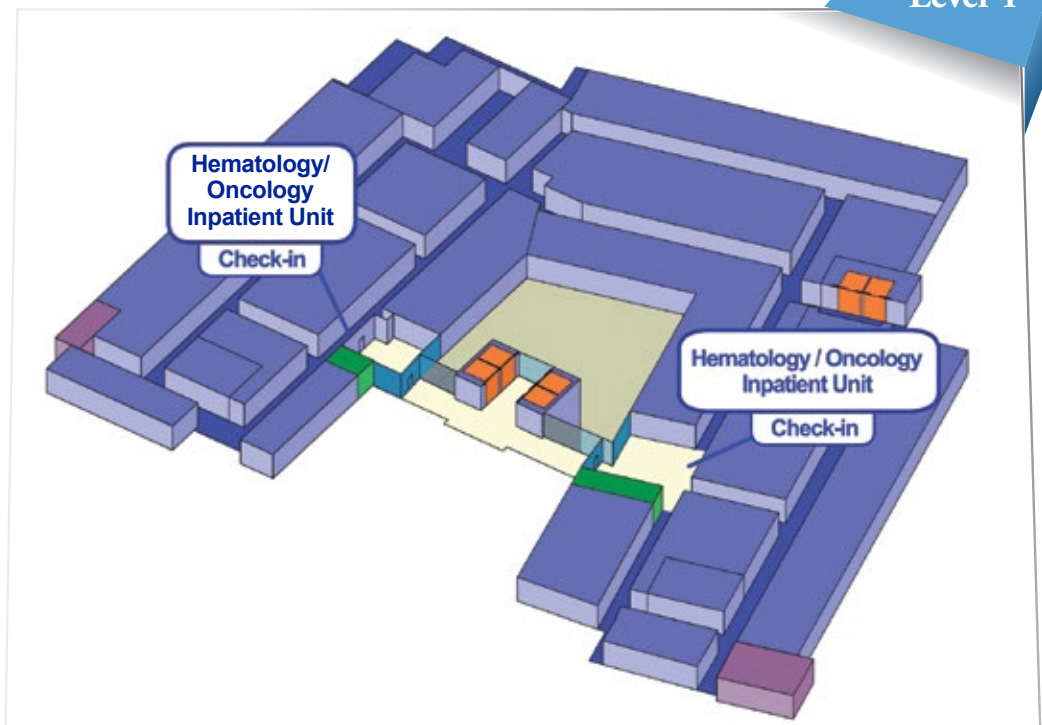
Level 3 of the N.C. Cancer Hospital

- The Infusion Center, including the Clinical Trials Unit, is on **Level 3** of the N.C. Cancer Hospital.
- The Blood Donation Center is also on this level.



Level 4 of the N.C. Cancer Hospital

- The inpatient units are on **Level 4** of the N.C. Cancer Hospital.
- The Bone Marrow Transplant unit is moving to **Level 1** of the Neurosciences hospital.



Who is My UNC Cancer Care Team?

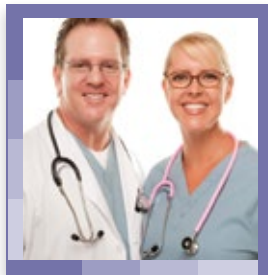


The Roles of Each Team Member

UNC Cancer Care uses a team, or multidisciplinary, approach to cancer care. YOU are the most important member of the team. You have the right to make decisions about your health care. We are here to make sure that you have all the information you need to make these decisions.

Expect your team members to tell you who they are and what they do. Your team will keep in close contact with your regular health care provider. You will still need to call your regular provider for problems not related to your cancer. If you do not have a regular provider, your care team can help you find one. If you change your regular provider, please let us know.

The roles of some of your team members are described over the next few pages.



Doctors

Your doctors are responsible for creating your treatment plan.

- The lead doctor is called the **Attending**. He or she is responsible for teaching the interns, residents and fellows. He or she is also responsible for your medical care.
- **Fellows** are doctors who have finished their training as a resident. They are getting more training to become experts in their field.
- **Residents** are doctors who have finished medical school. First year Residents are called “Interns”.
- Cancer doctors are called **Oncologists**. You may have many oncologists with different specialties on your team. You may have a surgical oncologist, who specializes in removing tumors; a medical oncologist, who specializes in cancer drugs; and a radiation oncologist, who specializes in radiation therapy.
- You may also see doctors who are trained in other body systems, like kidney or brain doctors.
- The doctors on your team take turns seeing patients on the inpatient units. If you have to stay on an inpatient unit for a long time, you will have a new team of doctors every few weeks. Your clinic doctor may not be your inpatient doctor, but he or she will be in close contact with the inpatient team.



Other Independent Providers

Some patients will also have other independent providers on their team.

- **Physician Assistants (PA's)** and **Nurse Practitioners (NP's)** are certified providers who work with doctors.
- They are trained to diagnose illnesses, prescribe medicines, order tests and manage any problems that you may have.



Nursing Care Team

Registered Nurses (RN's) are responsible for your care and comfort at your visit, whether for an outpatient appointment or an inpatient stay.

- **Outpatient Nurses** are RN's who work in the clinic. They may give medicine, answer your questions, talk to you about your plan of care and help you take care of any wounds, central lines or drains. Outpatient nurses in the infusion areas can also give chemotherapy and blood products. Outpatient nurses wear light blue uniforms.
- **Inpatient Nurses** are RN's who work in the hospital. They usually work 12-hour shifts. They try to take care of the same patients for each of their shifts. Inpatient nurses can give chemotherapy and blood products, give medicines, monitor vital signs, change dressings and support your needs. Each inpatient nurse takes care of 2-5 patients on their shift. Inpatient nurses wear light blue uniforms.
- **Nurse Navigators** are RN's with many years of training and experience in cancer care. They can help you understand your medicines and treatment plan, keep track of your appointments and solve any problems that may come up during your cancer care. Nurse Navigators do not usually wear uniforms.
- **Certified Nursing Assistants (CNA's)** are staff members who are trained to take blood pressures and vital signs, check blood sugar levels and support your needs. For overnight hospital stays, CNA's also help patients stay safe, bathe or get dressed. CNA's work with the RN and Provider and wear maroon uniforms.
- **Certified Medical Assistants (CMA's)** are staff members who are trained to draw blood, take blood pressures and vital signs, review your medicines and check on health issues like pain. CMA's work with the RN and Provider in the clinic and wear olive green uniforms.



Case Managers

- **Case managers** can find programs to help you pay for your care and find support groups near your home. They can help you get to and from your visits and plan for the future with Advanced Directives. Case managers can also help you cope with personal or family problems.
- Case managers are usually nurses or social workers.



Chaplains

- **Chaplains** are trained to help patients and their families address their spiritual needs.
- All patients have a chaplain on their team. If you would like to speak with the chaplain, let a member of your team know or call the Pastoral Care Offices at 984-974-4021.



Dietitians

- A **dietitian** is a nutrition expert. They can work with you to pick the right foods to improve your health.



Interpreters

- UNC Health Care has a large interpreter services program to make sure that all patients and families can talk with their health care team. Interpreter services are free.
- You can also ask your nurse for a TTY telephone (phone for hard-of-hearing patients or visitors) if needed.



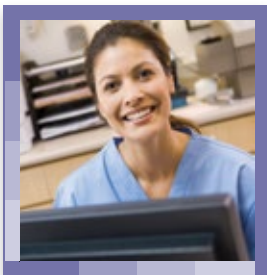
Pharmacists

- **Pharmacists** are the medicine experts on your team. Your pharmacist makes sure that your medicines are being used in the safest and best way. They work in both the clinics and the inpatient units. Pharmacists can answer questions and help you manage your medicines.



Students

- UNC Health Care supports the education of future professionals. It is possible that students from many health-related fields will be active in your care.
- Students work closely with our staff and are held to the same standards regarding patient confidentiality and practice as staff.
- Students are carefully supervised by other team members when they are providing care.



Support Staff

Behind the scenes of each clinic and inpatient unit are the administrative staff.

- **Nurse Managers** are responsible for the overall leadership and operations of the clinic and unit. They also supervise staff. Nurse managers can be a resource for patients, families and the health care team.
- **Patient Care Coordinators** are responsible for organizing your first visit with UNC Cancer Care. Your Coordinator will get everything that your UNC Cancer Care team needs organized and ready for your first visit, including lab tests and x-rays from your other providers.
- **Schedulers** are responsible for making your return appointments. Clinic patients will see a scheduler after each clinic visit. Schedulers will work with you to plan your next visit.
- **Health Unit Coordinators** (HUCs) provide support for each inpatient unit. They also communicate patient and family requests to other team members. They are often the ones who answer the call bell. They help with patient admissions, transfers and discharges. HUC's can also answer your questions about hospital services.
- **Registration Center Staff** will help you register for your visit, including filing your insurance. They will also give you the paperwork needed for your visit and your identification (ID) bracelets or cards. They will guide you to your first appointment or your inpatient unit.



Therapists

Therapists often become team members when they are needed. There are many different kinds of therapists.

- **Occupational Therapists** work with you to improve your ability to do everyday things, like brushing your teeth or remembering things. They can help you regain skills that you lost due to your illness.
- **Physical Therapists** can help you prevent injuries or regain strength that you lost during your illness or treatment. They can help you with walking, going up or down stairs and getting in or out of bed.
- **Speech Therapists** work with people who have trouble speaking, chewing or swallowing.
- **Radiation Therapists** give radiation based on prescribed doses from the doctor. They make sure that you and the radiation machines are set up in the right way. They will also stay nearby during your treatment.
- **Recreational Therapists** teach skills to improve the health and well-being of patients. The pediatric oncology clinics and the inpatient oncology units at UNC have full-time recreational therapists on staff.
- **Respiratory Therapists** help treat patients with breathing problems. They give oxygen and other breathing treatments. Respiratory therapists also teach patients about their equipment and how to manage their breathing problems.



Volunteers

- You and your family members may meet a **volunteer** in the waiting room or on your inpatient unit. Many volunteers have been UNC Health Care patients in the past.
- Volunteers serve many roles. They bring coffee and newspapers to waiting areas, serve on the Patient and Family Advisory Council and work as Patient Guides. Volunteers also help in Flower and Mail Delivery, at the Information Desk or in the Gift Shop.
- Volunteer opportunities are available for adults, college students and high school students (ages 14-18). If you are interested in volunteering, please call the volunteer office at 984-974-4793.

How Do I Contact my UNC Cancer Care Team?



Important Phone Numbers

If you do not see the number of a department or area that you are looking for, call the main hospital information number. They can direct your call.

N.C. Cancer Hospital

984-974-0000 or toll free 866-869-1856

www.unccancercare.org

UNC Health Care

984-974-1000

www.unhealthcare.org

Admitting.....	984-974-0200
Billing for Hospital and Physican Accounts.....	984-974-2222
.....	or toll free 800-594-8624
Comprehensive Cancer Support Program.....	984-974-8100
Financial Counselor	984-974-8143
Financial Services	919-966-3425
Guest Services	984-974-0709
Health Link.....	919-966-7890
Hospital Pharmacy.....	984-974-2374
Hospitals Police.....	984-974-3686
Lost and Found.....	984-974-1241
Parking Office	984-974-1031
Patient and Family Resource Center	984-974-8100
Patient Relations	984-974-5006
UNC Center for Rehabilitation Care	984-974-9700
Valet Parking.....	984-974-7596

Other Important Numbers: _____

When to Call Your Team

Your UNC Cancer Care team wants to know when you are not feeling like yourself. Each type of cancer and treatment can cause different side effects that your team needs to know about.

Ask your team the following questions:

- For what reasons should I call during my treatment? What number should I use?

- What phone number should I use on nights, weekends and holidays? When can I expect a return call?

Monday—Friday
from 8:00 AM - 5:00 PM
Call 984-974-0000
or toll free 866-869-1856

Nights, Weekends and Holidays
Call 984-974-1000
Ask the operator to page the
“Oncology Fellow On Call”.

Call 911 in an emergency, or go to the Emergency Room near your home.

What is My UNC Chart?

Our electronic medical record, EPIC@UNC, makes it easy for you to access your medical information and stay in touch with your UNC Cancer Care Team. My UNC Chart is a online service that helps you stay connected with your care through one secure, easy-to-use online portal. To sign up, ask a staff member to help or go to **myunchart.org**. Once you are signed up, you can:

- Manage your appointments
- Pay bills online
- Get the MyChart MOBILE app
- Request prescription refills
- Track your health
- Connect with your UNC Cancer Care Team



Where can I get support?



Many patients describe diagnosis, treatment and survivorship as a journey. At times, this journey can be confusing and overwhelming. With UNC Cancer Care, you are not alone.

- You will find more information about each program in the included fliers and brochures.
- Fliers and brochures about your disease and needs may also be included. Below is a list of some of the many services that offer support.

Support at UNC

- **Beacon Child and Family Program** provides care to patients and families who live with fear, physical danger, threats, abuse or other family violence. Call 984-974-0470 for more information.
- The **Cancer Support Calendar** is a list of local support groups, events and learning opportunities for cancer patients, caregivers and family members. The calendar is updated every season. The most recent version of the calendar can be found at www.unclineberger.org/support-calendar.
- The **Comprehensive Cancer Support Program (CCSP)** is a team of experts within UNC Cancer Care who give extra support to cancer patients and families. Call 984-974-8100 or see the included flier to learn about the many programs offered by CCSP.
- The **Fertility Preservation Program** offers counseling, support and treatment options for patients whose treatment may affect their ability to have a baby. Call 877-338-4693 or talk to your team.
- **Financial Assistance Programs** can help patients who do not have insurance, are worried about paying their medical bills, or cannot afford their medicines. Call 919-966-3425 Monday through Thursday 8:00 am to 4:30 pm and Friday 8:00 am to 1:00 pm.
- The **Genetics Counseling Program** offers consults for those who may be at increased risk of having cancer. A referral and an appointment are needed. Call 919-843-8724 for more information.
- The **Hospital Ethics Committee** offers support for patients or family members who need help making hard decisions about health care. Call 919-843-1470 for a consult.
- UNC's **Nicotine Dependence Program** can help those patients who use tobacco and are interested in talking to someone about quitting. Call 984-974-8453 for details.

Comprehensive Cancer Support Program (CCSP)

The Comprehensive Cancer Support Program, or **CCSP**, has a wide range of services for cancer patients and their families. The CCSP strives to provide thoughtful support to people whose lives have been touched by cancer.

The **CCSP** includes the following support programs:



The Patient and Family Resource Center

(984) 974-8100

This is located on the Ground Level of the N.C. Cancer Hospital. It offers education, support and comfort services. You will find a library, computer access, wigs and head coverings, recliners for resting, a computerized massage bed and helpful staff. Caregiver programs and resources are also available, learn more at "caregivers.web.unc.edu"



Counseling and Mental Health Services

(919) 966-3494

This program offers individual, couples, family and group consultation and psychotherapy. Staff can help you manage depression, anxiety and other symptoms that can be related to cancer and its treatment.



Exercise & Survivorship Programs

(984) 974-8100

Learn ways to introduce or regain physical activity and exercise into your life, including group classes and individual consultations. The survivorship program has both clinical services and education for patients living with cancer during and after active treatment.



Nutrition

(984) 974-8100

Licensed dietitians provide education, assessment, and counseling to patients before, during and after treatment. Our oncology nutrition specialists can help you optimize immune function, improve strength, increase energy, preserve lean body cell mass, decrease your risk of infection, manage treatment side effects and more.



Symptom Management & Supportive Care

By Referral

Supportive Care helps manage the side effects of cancer treatment and cancer-related problems such as pain, nausea and fatigue. If you think supportive care may be helpful, talk to your UNC Cancer Care team about a referral.



Integrative Medicine

(919) 966-3494

Many patients find the programs in Integrative Medicine helpful. Our program complements traditional cancer care. Examples include consults with a doctor, yoga, meditation, health coaching and acupuncture.

For more information: www.unclineberger.org/ccsp or 984-974-2277

The Mary Anne Long Brighter Image Boutique In The Patient and Family Resource Center Ground Floor, N.C. Cancer Hospital



The Mary Anne Long Brighter Image Boutique is inside the Patient and Family Resource Center located on the Ground Floor of the N.C. Cancer Hospital. Staff can help you with many of your concerns about how cancer or cancer treatment has changed how you look and feel. Services in the Boutique are free of charge.

How can the Staff help me?



The Staff can:

- Fit you with a new wig on loan.
- Teach you how to take care of your wig.
- Offer head coverings for men and women.
- Refer you to other resources online and in the area.
- Offer support and comfort.

Boutique hours are **Monday through Friday 9:00AM—4:00 PM. Call 984-974-8100 for an appointment.**

What other services can help me feel better?

The Patient and Family Resource Center has other ways that can help you feel better about yourself.



The American Cancer Society **Look Good...Feel Better Program®** has trained volunteers who lead a step-by-step makeover. Patients coming to the program who are getting cancer treatment will get a free makeup kit at their first session.

The program is offered in the Patient and Family Resource Center on the 3rd Monday of every month from 10:00 AM—12:00 Noon.

Stop by the Patient and Family Resource Center or call 984-974-8100 to reserve your spot in the program. A team member can also help you find a **Look Good...Feel Better Program®** closer to your home.



Massage can help you feel more relaxed and less stressed. The **SpaPod** is a massage bed in a quiet area of the Patient and Family Resource Center. It looks like a metal cocoon or even a small spaceship. It gently loosens tension through a relaxing massage bed. Listen to your own music or just close your eyes and rest.

Stop by the Resource Center or call 984-974-8100 to reserve a spot in the **SpaPod**.

We understand that a new cancer diagnosis be a confusing and stressful time for patients and their families. Social Workers at the N.C. Cancer Hospital can give you, your family and your caregivers support throughout your cancer journey.

Social Workers can help you:

- Understand and cope with your diagnosis
- Think through treatment decisions
- Apply for assistance programs
- Cope with a personal or family crisis
- Get medical care that you can afford
- Find transportation to appointments
- Find hospice care
- Find resources and care in your home town
- Talk with your UNC Cancer Care Team
- Reduce your stress
- Talk with your kids, family or co-workers about your cancer

How do I contact a Social Worker?

For adult patients: (984) 974-8367

For pediatric patients: (984) 974-8373

For bone marrow transplant patients: (984) 974-8380

* If you are currently a patient in the hospital, your nurse can help you contact your social worker.

Financial Help at UNC:

Charity Care

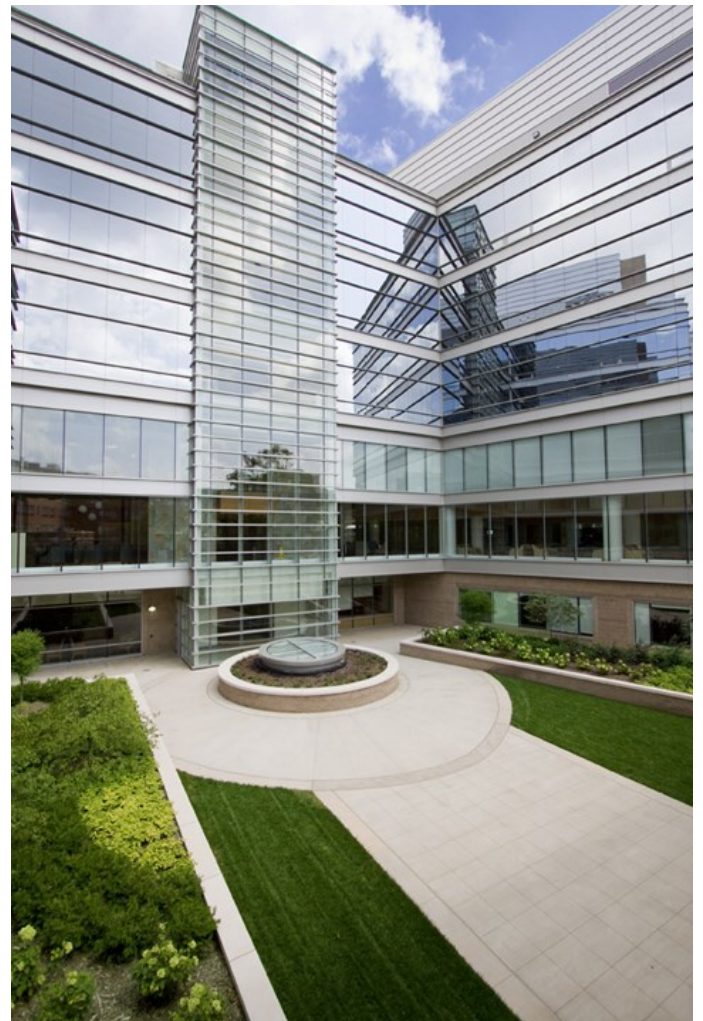
919-966-3425 or www.unchealthcare.org/site/healthpatientcare/patient/other/financial.htm

Pharmacy

984-974-2374 or visit the pharmacy on the ground floor of the Cancer Hospital

Hospital Bills

984-974-2222 or toll free at 866-595-3175



Courtyard view, N.C. Cancer Hospital

What is my Care Plan?



Your care plan includes your diagnosis, written treatment plan, side effect management and home care. At the end of your treatment, you will receive a written treatment summary and care plan called a survivorship care plan. Some care plans are complicated. Your team will work with you to help you understand your care plan.

During your time with UNC Cancer Care, your team will teach you about your care plan. They may give you booklets, fliers and other materials.

- Use this section to keep those materials in one place.
- Write down the names of each new material that they review with you in the section below. Writing down the names of the materials will help both you and your team keep track of what you have talked about in the past and what needs to be talked about in the future.
- If you ever have a question about your care plan, ask a member of your team.

About My Diagnosis:

1. _____
2. _____
3. _____
4. _____
5. _____

About My Treatment:

1. _____
2. _____
3. _____
4. _____
5. _____

About Side Effect Management:

1. _____
2. _____
3. _____
4. _____
5. _____

About My Tests and Procedures:

1. _____
2. _____
3. _____
4. _____
5. _____

About Home Care:

1. _____
2. _____
3. _____
4. _____
5. _____

Other Materials:

1. _____
2. _____
3. _____

What is my schedule?



Your time with UNC Cancer Care may include many visits. You may have visits with your UNC Cancer Care team; chemotherapy, radiation or surgery visits; or visits for labs or scans, such as X-rays or MRIs.

The Infusion Center is a clinic area where you may get chemotherapy, biotherapy, blood products, hydration and other medicines. It is open on Monday – Friday from 7:30 AM until the completion of patient treatment. Saturday and Sunday appointments are also available. In addition to regularly scheduled patients, the Infusion Center also sees patients for urgent needs.

It can be hard to keep track of all of your visits with us. Use the following pages to keep a calendar of important dates in your care plan. You can write down the dates of your visits, when to watch for certain side effects and even how you are feeling each day.

Here are some items that you may want to write down on your calendar. Your UNC Cancer Care Team can help you write down important dates if you need help.

Calendar Items

- Clinic visits
- Scans, such as MRI or CT
- Lab appointments
- When to take your medicines
- Your chemotherapy schedule
- Your surgery schedule
- Your radiation treatment schedule
- Side effects to watch for on certain days
- Support groups or programs you want to attend
- Transition Clinic Visits

Notes:

Month:

Year :

Sun	Mon	Tues	Wed	Thu	Fri	Sat

Notes: _____

Month:

Year :

Sun	Mon	Tues	Wed	Thu	Fri	Sat

Notes: _____

Month:

Year :

Sun	Mon	Tues	Wed	Thu	Fri	Sat

Notes: _____

Month:

Year :

Sun	Mon	Tues	Wed	Thu	Fri	Sat

Notes: _____

Month:

Year :

Sun	Mon	Tues	Wed	Thu	Fri	Sat

Notes: _____

Month:

Year :

Sun	Mon	Tues	Wed	Thu	Fri	Sat

Notes: _____

What are my questions?



A new diagnosis of cancer can be overwhelming and confusing. We expect you to have questions.

Use this section to keep notes of questions. We tried to get you started by listing questions based on those recommended by the Institute of Medicine for patients with cancer. Work through each question with your team. Add extra paper when needed.

Questions to Ask Your Team About Prognosis

- What is the goal of treatment? Is it directly treating my cancer or helping with symptoms?
- How long can I expect to live?
- How will I feel?
- Can I be cured? If I cannot be cured, will I live longer with treatment? Will I feel better or worse?
- Can I get care that focuses on how I feel instead of how long I live?
- What options do I have if I don't want to get cancer treatment?
- When should I think about hospice?
- How often should we check in about my care plan?

Notes:

Questions to Ask Your Team About Advance Care Planning

- Are there things I should be doing to plan ahead?

Draft a will? _____

Decide on my advance directives? _____

Choose someone who can speak for me, if I am unable? _____

Address financial or family legal issues? _____

Appoint a durable power of attorney for financial affairs? _____

Write notes or create DVDs for loved ones? _____

Questions to Ask Your Team About Treatment

- Why do I need treatment?
- What are my treatment options? How do the treatments compare?
- What things are likely to happen to me?
- Am I healthy enough to get treatment?
- What are the risks and benefits of treatments?
- Are there any side effects?
- Will treatment make me feel better or worse?
- How many times have you done this procedure or treatment?
- What is the cost of treatment?
- Are there any clinical trials I should think about? Why or why not?
- Where will I get this treatment? Who will coordinate my care?
- How do you spell the name of that drug?
- Will this medicine interact with other medicines that I'm taking?

Notes:

Questions to Ask Your Team About Support

- Will you help me talk with my children?
- Who can help me cope with this?

Notes:

Questions to Ask Your Team At Every Visit

- What is my main problem?
- What should I do about my problem? Why is this important?
- When is my next visit?
- Are there any changes to my medicines?