



Specialized care. Personalized treatment.

Kellogg Cancer Center



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General Information



Specialized care. Personalized treatment.

During this journey, you will meet several key members of our team who will help guide and assist you along the way. A brief overview and description of Kellogg Cancer Center's team members are provided below.

Patient Support Associate (PSA), Patient Account Representative (PAR) and Coordinators

Our **PSAs** are the first to greet you at the front desk upon your arrival. They are specially trained in patient registration to make the registration process as smooth and quick as possible. During this process, PSAs will obtain and update your insurance and applicable personal demographic information. They may present you with a list of your current medications, as noted in your electronic health record. You should verify the accuracy of this information with your nurse or physician during your visit. Additionally, NorthShore now routinely includes patient photos in the health record for patients 18 years and older as a way to improve patient safety and prevent medical identity theft or fraud. The PSAs will also provide you with a patient identification wristband, which is an additional safety protocol.

When you call Kellogg Cancer Center, the **PARs** are the team members answering our phones. They will communicate your request to the proper individual. They are also able to schedule appointments. If your call requires immediate medical attention, they will direct you to a clinical team member.

As you check out at Kellogg Cancer Center, you may ask the PSA or **coordinator** to assist you in scheduling future appointments. Our PSA will also ensure that you have received a copy of your **After Visit Summary**.

Phlebotomist

Many Kellogg Cancer Center patients require the service of our certified **phlebotomist** located on-site to save you a trip to the lab. This lab technician will draw your blood.

Medical Assistant

Medical assistants support the team with patient care. They may assist with obtaining vital signs, height and weight during a visit, and enter this information in your electronic health record, which is held confidential. They may also escort you to your exam or treatment room.

Medical Oncologist

You will be seen by specialized **medical oncologist** physicians who are MDs offering expertise in your specific type of cancer. They work with other members of the interdisciplinary team to coordinate your care and ensure state-of-the-art treatment.

(continued)

Nurse Practitioners (NPs) or Physician Assistants (PAs)

Established Kellogg Cancer Center patients may see a **nurse practitioner** or **physician assistant** in between their regularly scheduled appointments with their physician or if immediate medical attention is necessary and a physician is not available. Our nurse practitioners and physician assistants work closely with Kellogg Cancer Center physicians and are recognized as expert healthcare providers. They may perform physical examinations and procedures, obtain a medical history, order and interpret diagnostic tests, diagnose and treat acute and chronic health problems, provide patient education and counseling, prescribe and administer medications, and order or perform therapeutic treatments.

Collaborative Nurse or Nurse Navigator

The **collaborative nurse** or **nurse navigator** is a nurse specially trained in oncology. Each medical oncologist has a specialized nurse who practices with him or her in the clinic. Collaborative nurses and nurse navigators assist patients in care coordination, diagnosis and treatment education and are a primary resource throughout your journey.

As the diagnosis of cancer is often overwhelming, the collaborative nurse or nurse navigator will:

- Navigate you through the entire medical experience, including diagnosis, treatment plan, appointments, billing, and all tests and procedures.
- Coordinate your care to ensure that tests and procedures are conveniently scheduled.
- Facilitate referrals to surgeons and other cancer specialists, such as radiation oncologists, dietitians, psychosocial professionals, dentists and other medical specialists.
- Along with the the physician, promptly communicate your laboratory and test results.
- Offer one-on-one informational instruction about cancer, definitions of treatment, and information about cancer services available at Kellogg Cancer Center and throughout NorthShore.
- Provide educational materials on cancer that are meant to empower you throughout the treatment process. At the end of each of your physician visits, your nurse or physician will review your After Visit Summary with you to make sure you understand all your instructions.
- Serve as a contact throughout your care to help you and your family connect with existing community resources.

(continued)

Treatment Nurse

The **treatment nurse** is a nurse who collaborates with the entire care team to administer medications and therapies ordered by the medical oncologist. Nurses at Kellogg Cancer Center have a special competency in the administration of chemotherapy. The treatment nurses partner with you to set goals, provide ongoing education and support, and ensure that the best possible care is provided during each treatment visit. They work together as a team to provide care for all the patients at Kellogg Cancer Center. At the end of each of your treatment visits, your nurse will review your After Visit Summary to make sure you understand any possible side effects, the medications that have been prescribed and when to alert your physician to symptoms you experience.

Pharmacist

The Kellogg Cancer Center pharmacy team consists of specially trained and nationally certified **oncology pharmacists**. Our pharmacists partner with physicians and nurses to develop an individualized plan of care for you based on national standards and guidelines as well as your unique needs. The pharmacist is a resource to assist with your questions about medications and symptom management.

Research Department

Research nurses, clinical trial data managers and **certified research associates** will assist if you are interested in enrolling in clinical research studies.

Nutrition and Dietary Services

Registered dietitians are available for consultation if you are experiencing difficulty with your nutritional intake, including loss of weight and appetite. They will work with you and your family to outline strategies and set nutritional goals throughout therapy.

Psychosocial Support Services

Social workers are available not only for emotional support and referrals to programs and resources, but also to offer their help in navigating the assistance programs offered by government or nonprofit groups for those facing cancer.

(continued)

Patient Financial Advocates

Patient Financial Advocates are available to meet with patients throughout their journey. The team includes precertification specialists who work to have your treatment plans preauthorized for payment by your insurance company and can answer questions about your bills. For patients who demonstrate significant financial need, they will coordinate reduced-cost care through state programs, the hospital's charity care program or pharmaceutical companies' programs.

Integrative Medicine

Integrative medicine uses a humanistic approach, caring for the “whole person.” The **integrative medicine physician or practitioner** combines conventional Western medicine with safe, evidence-based complementary or alternative medicine approaches for a holistic approach to care, treatment and healing. For additional information, call **(847) 657-3540** or visit **northshore.org/integrative**.

General Numbers

Kellogg Cancer Center (847) 570-2112

Evanston Hospital Kellogg Cancer Center:

Fax (847) 570-1041

Glenbrook Hospital Kellogg Cancer Center:

Fax (847) 503-1100

Highland Park Hospital Kellogg Cancer Center:

Fax (847) 480-3805

Kellogg Cancer Center Outpatient Pharmacy

Kellogg Outpatient Pharmacy—Evanston:

Phone (847) 570-1130

Fax (847) 733-5320

Kellogg Outpatient Pharmacy—Glenbrook:

Phone (847) 503-1206

Fax (847) 503-1220

Kellogg Outpatient Pharmacy—Highland Park:

Phone (847) 926-6560

Fax (847) 926-5390

Nurse Managers

Evanston Hospital Kellogg (847) 570-3609

Glenbrook Hospital Kellogg (847) 503-1171

Highland Park Hospital Kellogg (847) 480-3870

Dietitian/Nutritionist

Evanston Hospital Kellogg (847) 570-4089

Glenbrook Hospital Kellogg (847) 503-1193

Highland Park Hospital Kellogg (847) 480-3867

Hospital Outpatient Pharmacy

Evanston Hospital (847) 570-2210

Glenbrook Hospital (847) 657-1785

Highland Park Hospital (847) 433-9808

Billing Information

NorthShore Financial Services
Department (847) 570-5000

Patient Financial Advocate

Evanston Hospital (847) 570-1825

Glenbrook Hospital (847) 503-1181

Highland Park Hospital (847) 926-4724

Test Scheduling

Radiology (888) 364-6400

Mammography (888) 364-6400

Nuclear Medicine

Evanston Hospital (847) 570-2584

Glenbrook Hospital (847) 657-5674

Highland Park Hospital (847) 480-3782

Interventional Radiology (847) 570-2638

General Billing

Kellogg Cancer Center offers the unique service of having dedicated financial advocates help explain your bills. Bills for services and procedures, and physician services completed at Kellogg Cancer Center come from NorthShore University HealthSystem. These bills will reflect procedures, laboratory tests, pharmacy charges and chemotherapy administration. Reimbursement for these charges varies.

We ask that you confirm your coverage with your insurance company to identify services covered and not covered. For example, some insurance policies do not cover the cost of drugs that are self-administered. Please inform us of any special requests or exclusions made by your insurance plan.

Visit the billing section of our website at **northshore.org** (found under the Patients & Visitors tab) to pay a hospital or NorthShore Medical Group physician bill online.

You may also use the following phone numbers for billing questions:

NorthShore Financial Services Department (847) 570-5000

Patient Financial Advocate

- Evanston Hospital(847) 570-1825
- Glenbrook Hospital(847) 503-1181
- Highland Park Hospital(847) 926-4724

Diagnostic Tests

Please schedule all diagnostic tests ordered by your physician—such as CAT scans, MRIs and PET scans—within one or two days before your next visit with your medical oncologist. This allows your physicians to give you the results for your test in the timeliest manner possible.

NorthShore Scheduling Number (888) 364-6400

Your insurance policy may require preauthorization for diagnostic testing. The Kellogg Cancer Center Preauthorization Team will help you complete this authorization and may contact you with questions.

NorthShore Preauthorization Team (847) 982-4666

Cancer Treatment Financial Information

Cancer treatment is constantly evolving and new chemotherapies and drugs are frequently being released for use and approved by the U.S. Food and Drug Administration (FDA). Prior to initiating treatment, it is important to address and acknowledge several relevant issues regarding these treatment approaches.

- Treatment recommendations are evidence-based (treatment backed by scientific evidence) and take into consideration possible benefits as well as toxicities.
- We will need to verify your insurance information to ensure that we have the most recent data in our system. Please immediately notify us of any changes in your insurance coverage.
- Please note that your health insurance may not cover the cost of the recommended treatment or drug; therefore, we recommend that you contact your insurance provider to determine eligibility and in-network status.
- Kellogg Cancer Center Patient Financial Advocates will contact your insurance carrier to review coverage. If this treatment is not covered by your insurance, we will review other options to help with the financial burden, and appeals will be submitted when prior authorization is denied.
- Kellogg pharmacy staff will work with industry foundations to determine available resources, including free or reduced-cost drug and financial support.
- When applicable, efforts will also be made to obtain a drug on a “compassionate use” (use of an investigational product not approved by the FDA) basis.
- Confirmation of treatment schedules will be reliant upon approval status and/or drug availability.

If you have any questions or concerns regarding this information, please contact a member of your care team or the Kellogg Patient Financial Advocates listed below.

Evanston

Kellogg Cancer Center
Marrissa Wiley
(847) 570-1825

Glenbrook

Kellogg Cancer Center
Nin Ewan
(847) 503-1181

Highland Park

Kellogg Cancer Center
Kendall Chaney-Ward
(847) 926-4724

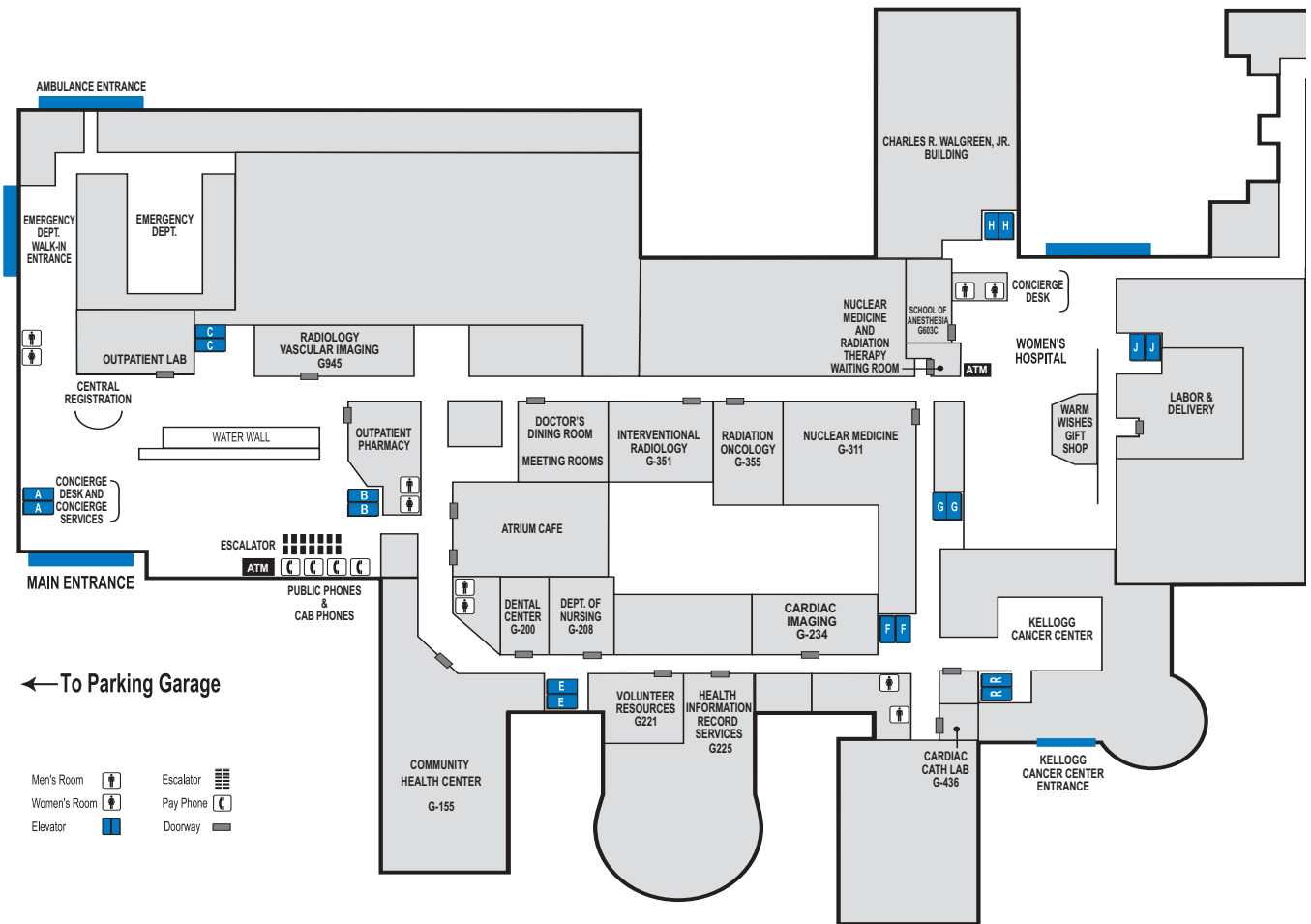
Evanston Hospital Map

General Information | Kellogg Cancer Center

Evanston Hospital

2650 Ridge Ave.
Evanston, IL 60201
(847) 570-2000

Ground Floor



Elev.	Floor	Patient Care Units
B	1R	Fetal Diagnostics/ Colposcopy
	1R	Gastroenterology/ GI Lab
	3	Ambulatory Surgery
	4	ICU
	4	4 South Searle
	5	5 North Searle
	5	5 South Searle
	5	Infusion Center Observation Unit

Elev.	Floor	Patient Care Units
C	4	4 South Searle
	5	5 North Searle
	5	5 South Searle
E	2 South	Rehabilitation
	3 Center	Hemodialysis
F	2 North	CCU
	3 Center	Hemodialysis
	3 North	Pediatrics
	4 East Louis	Med/Surg Unit
	4 North	IV Therapy
	6	Cardiopulmonary Rehabilitation

Elev.	Floor	Patient Care Units
G	4 North	Neurophysiology (EEG Lab)
J	1	Breastfeeding Resource Center
	1	Infant Special Care Unit
	2	Women's Hospital
	3	Women's Hospital

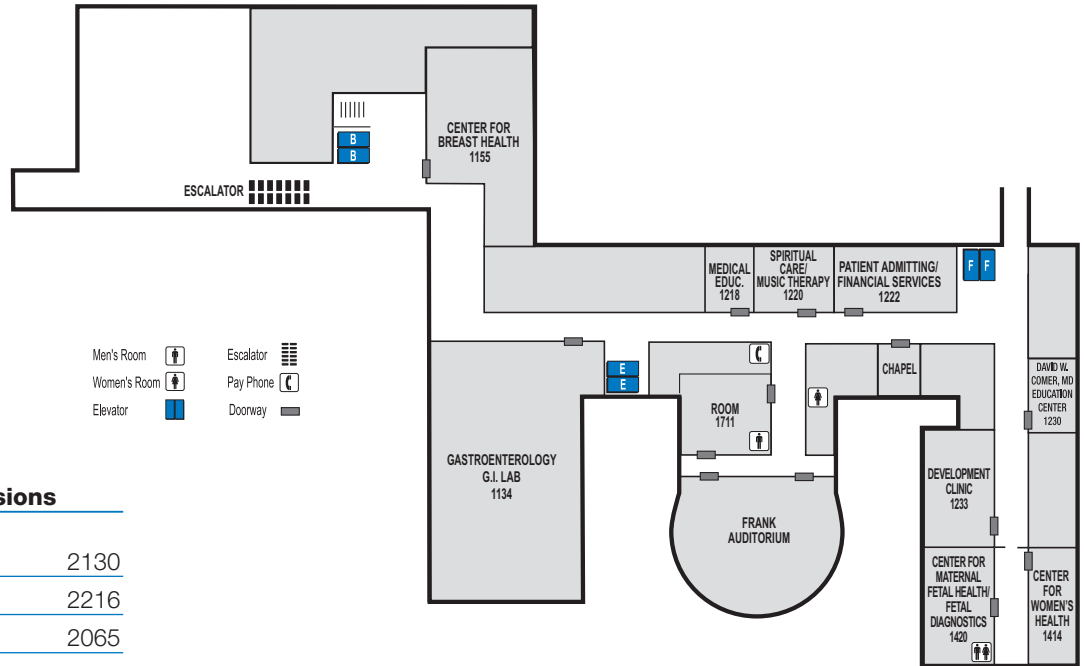
Evanston Hospital Map

General Information | Kellogg Cancer Center

Evanston Hospital

2650 Ridge Ave.
Evanston, IL 60201
(847) 570-2000

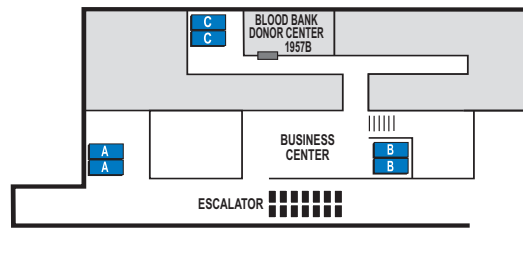
First Floor



Phone Number Extensions

Admitting/Financial Services	2130
Cardiac Catheterization	2216
Cardiac Graphics	2065
Center for Maternal and Fetal Health/Fetal Diagnostics	2860
Concierge Services	
Internal:	4-YOU (4968)
External:	(224) 364-4-YOU or (224) 364-4968
Dental Center	2380
EEG/Sleep Center	2575
Emergency Dept.	2111
Gastroenterology/GI Lab	2236
Kellogg Cancer Center	2112
Labor and Delivery	2222
Nuclear Medicine	2591
Observation Unit	2844
Outpatient Pharmacy	2210
Outpatient Clinic/CAC	2700
Outpatient Lab	3903
Pastoral Care/Healing Arts	2330
Preadmission Testing Service	4710
Radiology	2528
Well Wishes Gift Shop	2717

Mezzanine



Glenbrook Hospital Map

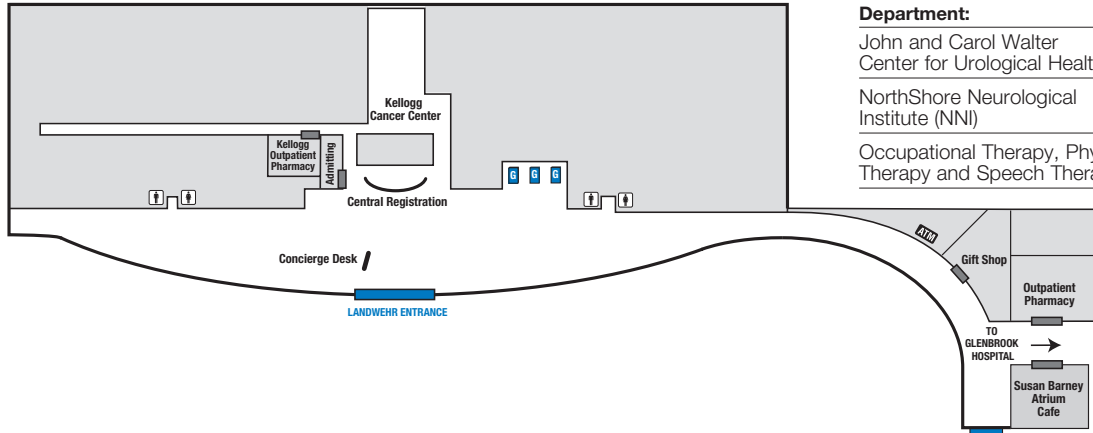
Glenbrook Hospital

2100 Pfingsten Road
Glenview, IL 60026
(847) 657-5800

General Information | Kellogg Cancer Center

John and Carol Walter Ambulatory Care Center

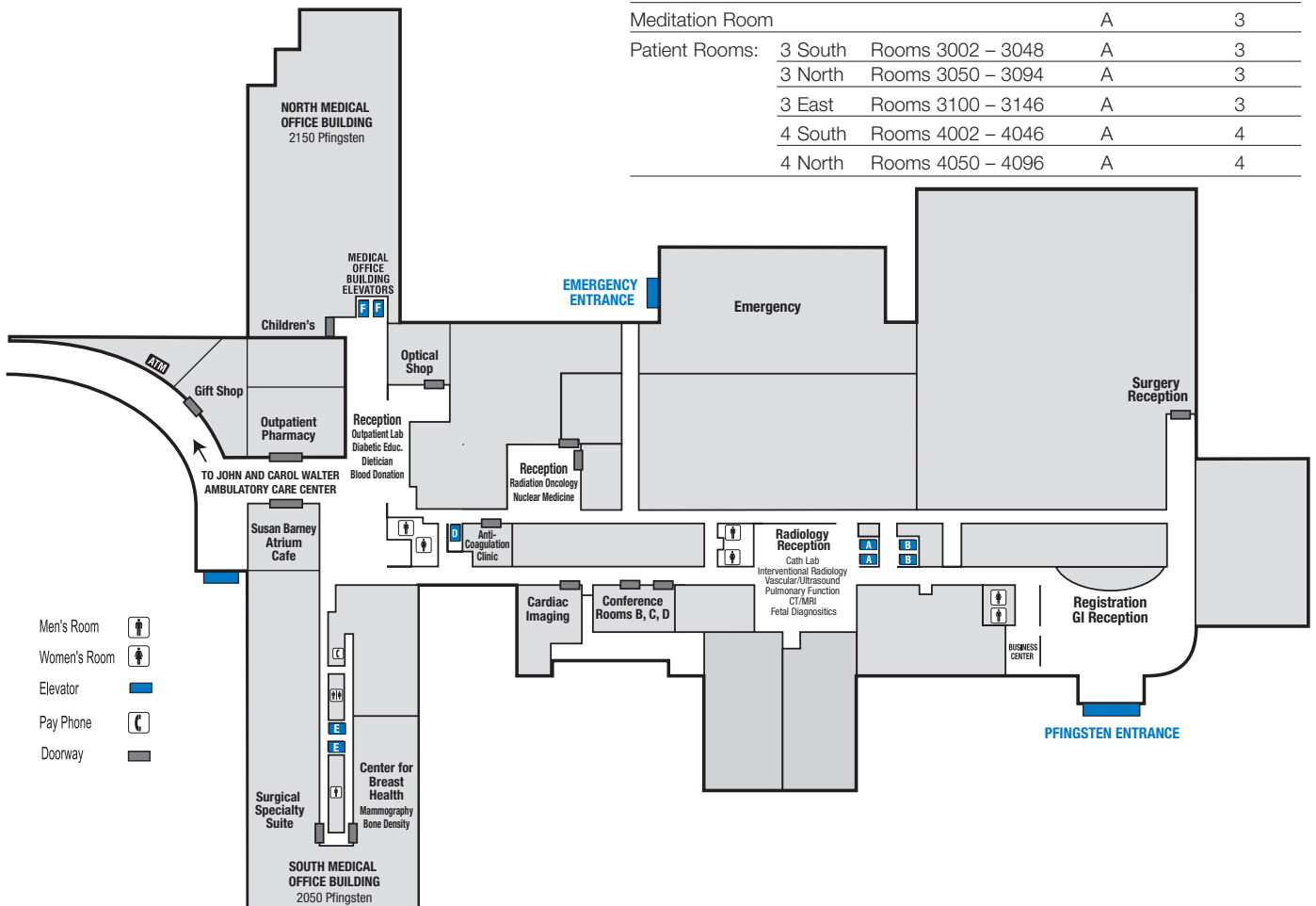
First Floor



Department:	Use Elevator:	To Floor:
John and Carol Walter Center for Urological Health	G	3
NorthShore Neurological Institute (NNI)	G	2
Occupational Therapy, Physical Therapy and Speech Therapy	G	LL

Glenbrook Hospital

Department:	Use Elevator:	To Floor:
Conference Room A1, A2	B	2
ICU Rooms 1 - 17	A	4
Meditation Room	A	3
Patient Rooms:		
3 South Rooms 3002 - 3048	A	3
3 North Rooms 3050 - 3094	A	3
3 East Rooms 3100 - 3146	A	3
4 South Rooms 4002 - 4046	A	4
4 North Rooms 4050 - 4096	A	4



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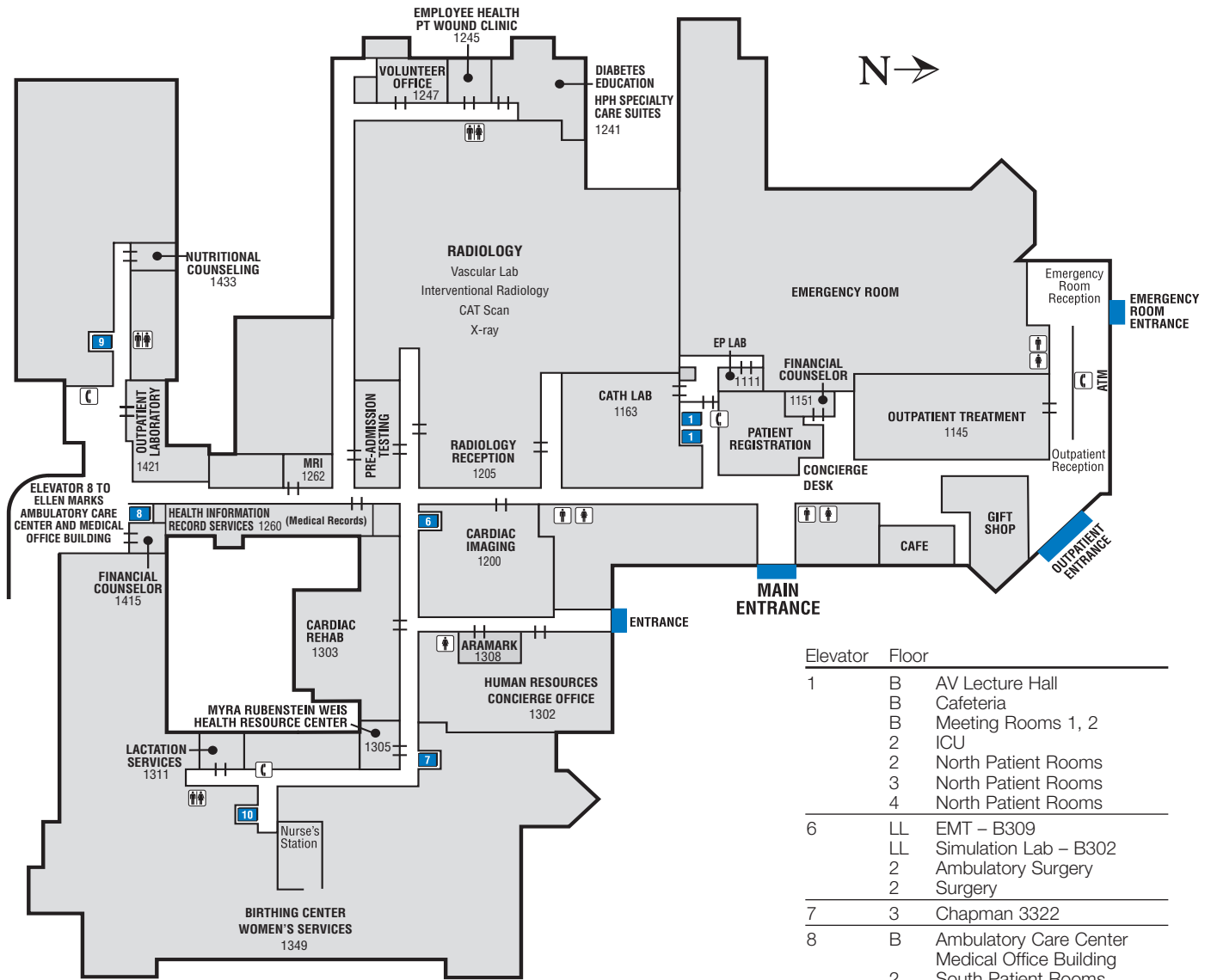
Highland Park Hospital Map

General Information | Kellogg Cancer Center

Highland Park Hospital

777 Park Ave. West
Highland Park, IL 60035
(847) 432-8000

First Floor



Elevator	Floor	Room/Service
1	B	AV Lecture Hall
	B	Cafeteria
	B	Meeting Rooms 1, 2
	2	ICU
2	2	North Patient Rooms
	3	North Patient Rooms
	4	North Patient Rooms
6	LL	EMT - B309
	LL	Simulation Lab - B302
	2	Ambulatory Surgery
	2	Surgery
7	3	Chapman 3322
8	B	Ambulatory Care Center
	2	Medical Office Building
	3	Dialysis
9	2	Patient Rooms
	3	EDU
10	LL	Meeting Rooms 3, 4
	ML	EEG - 326
	ML	EMG - 326
	ML	Outpatient Physical and Occupational Therapy - B400
	ML	GI Lab

- Men's Room
- Women's Room
- Elevator
- Pay Phone
- Doorway

Frequently Asked Questions

Where do I schedule my appointments?

Please call Kellogg Cancer Center at (847) 570-2112.

Who do I call if I am feeling any side effects from treatment?

If you are experiencing side effects from your treatment, call Kellogg Cancer Center and ask to speak to a nurse. Your concern will be communicated to the care team via electronic message. The charge nurse will be paged if it is an urgent critical matter. ***If you are experiencing fever, pain or severe nausea, ask to speak to a nurse immediately.***

Kellogg Cancer Center Immediate Care offers expert, same-day care for patients experiencing adverse symptoms related to their disease or treatment. If you are feeling any symptoms or side effects, please call us at (847) 570-2112.

Who do I call about billing issues or to help me understand the bills?

Please contact NorthShore's Financial Services Department or a Kellogg Cancer Center Patient Financial Advocate for questions regarding your statements.

NorthShore Financial Services Department (847) 570-5000

Patient Financial Advocate

Evanston Hospital.....(847) 570-1825

Glenbrook Hospital.....(847) 503-1181

Highland Park Hospital.....(847) 926-4724

Do I need a physician referral?

Patients at Kellogg Cancer Center should have a referral from either their primary care physician or a surgeon. Please be sure to check with your insurance company to verify any specific requirements.

How do I find out more about the Kellogg Cancer Center physician my doctor has sent me to?

See the physician bios by visiting northshore.org/cancer and clicking on "Our Team."

(continued)

Where do I park when I come to Kellogg Cancer Center?

Evanston Hospital

Kellogg Cancer Center at Evanston Hospital is located on the north side of campus with a separate entrance on Ridge Avenue. Parking is discounted for patient visits lasting longer than six hours and is \$4.00. Valet parking is available at Kellogg Cancer Center's main entrance at no additional charge on the day of your appointment.

Glenbrook Hospital

The entrance to Kellogg Cancer Center at Glenbrook Hospital is at the Landwehr Entrance of the John and Carol Walter Ambulatory Care Center. Parking is complimentary. Valet parking is available.

Highland Park Hospital

Kellogg Cancer Center at Highland Park Hospital is located in the Ambulatory Care Center. Parking is complimentary. Valet parking is available.

What if I need help getting around once I get to the hospital?

Upon arriving at each hospital and when needed throughout each visit, caring and helpful transport staff will assist patients in need of wheelchair services.

Can I get a second opinion from a physician at Kellogg Cancer Center?

Many of our physicians are well known throughout Chicago, the country and even internationally. We are pleased to offer their expertise if you are seeking a second opinion. When calling to make an appointment for a second opinion, please be sure to let our staff know that your visit is for that purpose.

What does my insurance cover?

Every insurance plan is different and coverage can be very confusing. Cancer treatment may involve many different tests, drugs, and both inpatient and outpatient hospital visits. It is very important that you or your family understand what your insurance plan requires in order to make the billing process less complicated. Please contact your insurance provider for more information.

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Can patients bring friends or family with them for visits?

Please check with your care team for updated guidelines for visitors. Your loved ones are often very important parts of your support and recovery. Please recognize that due to many diseases and treatments, patients frequently have compromised immune systems. We ask that guests be sensitive to possibly exposing patients to additional viruses or other infections. Please see Patient Rights and Responsibilities in the Additional Resources section of this guide for further information.

Are interpreting services available?

A wide range of communication options based on individual needs are available at no cost to the patient or family. We offer these services to minimize communication barriers when providing comprehensive medical services to sensory-impaired and language-limited patients. Please notify a staff member if you are in need of services.

Do you have health education materials available?

The Kellogg Cancer Center Resource Center, located at Evanston Hospital Kellogg Cancer Center, and the Myra Rubenstein Weis Health Resource Center, located at Highland Park Hospital, provide educational materials and health resource tools to help you stay well-informed of medical care options and be proactive in maintaining good health. Call (847) 480-2727 or email mrwresource@northshore.org. Resource information can also be found online at northshore.org/cancerresources.

Who do I need to inform if I have an advance directive?

As part of our commitment to individualize each patient's care, we ask you to inform us of any advance directive you may have prepared. It is important for all patients to have considered their goals of care; please be sure to discuss these plans with your family members. Provide copies of your power of attorney, living will or other advance directives to your Kellogg Cancer Center team. NorthShore offers a comprehensive guide to patient goals and advance directives at northshore.org/acp.

(continued)

Frequently Asked Questions

General Information | Kellogg Cancer Center

Are there dining options available for outpatients, family members and visitors?

Each Kellogg Cancer Center location has dining facilities available.

Evanston Hospital offers:

Atrium Café

The Atrium Café offers a variety of food and beverage options and is located north of the Main Entrance Atrium, just past the escalator. The Atrium Café is open from 6 a.m. to 4 p.m. Monday through Friday and reopens for night owls from 2 a.m. to 4 a.m. Monday through Friday. Phone orders for pickup may be placed by calling (847) 570-1890.

Dining Room

The Employee/Visitor Dining Room is located on the lower level and is open daily from 6:30 a.m. to 7 p.m.

Vending Area

The vending area, open 24 hours a day, is located near the Employee/Visitor Dining Room.

Glenbrook Hospital offers:

Dining Room

The Employee/Visitor Dining Room located in the basement of the building offers a wide variety of selections and is open for the following meals:

Breakfast	6:30 a.m.–9:15 a.m.
Continental Breakfast	9:15 a.m.–11 a.m.
Lunch	11 a.m.–1:30 p.m.
Snack, Deli and Salad Bar	1:30 a.m.–5 p.m.
Full-Service Dinner	5 p.m.–6:45 p.m.

Vending Area

The vending area, open 24 hours a day, is located adjacent to the Employee/Visitor Dining Room.

The Susan Barney Atrium Café

The café is located on the main level east of the John and Carol Walter Ambulatory Care Center entrance.

(continued)

Frequently Asked Questions

General Information | Kellogg Cancer Center

Highland Park Hospital offers:

Dining Room

The Employee/Visitor Dining Room is located on the lower level of the hospital. Hours of service are:

Breakfast	6:30 a.m.–10 a.m.
Continental Breakfast	10 a.m.–10:30 a.m.
Lunch	11 a.m.–1:30 p.m.
Sandwiches and Snacks	1:30 p.m.–6:30 p.m.
Dinner	4:30 p.m.–6:30 p.m.

Park Avenue West Café

Visitors may enjoy sandwiches, snacks and assorted beverages in the Park Avenue West Café, located in the main lobby. The Park Avenue West Café is open Monday through Friday from 6:30 a.m. to 2:30 p.m.

Vending Area

Snacks and beverages are available in the 24-hour vending room located on the lower level next to the Employee/Visitor Dining Room.

Do you have gift shops?

Each hospital maintains a gift shop with a wide variety of gifts, flowers and more. All hospital gift shops hours have changed to account for patient and employee safety. Please call the number listed for availability.

Gift Shop Location

Evanston Hospital	(847) 570-2717
Glenbrook Hospital	(847) 657-5623
Highland Park Hospital	(847) 432-8000 ext. 4170



Information About My Treatment

Pharmacy Information

Your First Day of Chemotherapy

Symptom Management Log

Treatment Precautions

Scheduling Diagnostic Tests

Your Treatment



Specialized care. Personalized treatment.

Information About My Treatment

Your Treatment | Kellogg Cancer Center

At Kellogg Cancer Center, we believe in customized treatment that is individualized for your specific situation, including type and stage of cancer, medical history, the effectiveness of various treatment options and more.

Our patient-centered approach to care offers ongoing, consistent treatment from a physician and nurse who work together on all aspects of your care. They are the nucleus of a collaborative team that may include surgeons, radiologists, social workers, clinical oncology pharmacists, registered dietitians, nationally certified nurses, pain management specialists and representatives from relevant medical departments that are needed in your care.

Your treatment plan may focus on a specific treatment or use a combination of therapies. Treatment may include surgery, anticancer medications, chemotherapy, radiation, immune therapy or biological agents.

Cancer treatment may cause side effects such as fatigue, nausea and vomiting, pain, depression, hair loss, mouth sores and eating problems. Your collaborative nurse and physician will work closely with you to discuss your options, such as medication that can reduce or counteract nausea or fatigue, dental hygiene regimens and medications for mouth issues. They may recommend a consultation with a dietitian to change your diet to one that is both nutritious and appealing as well as easy to chew and absorb. They may recommend massage or diuretics for edema and swelling, and intervention for other symptoms that may include anxiety, numbness and tingling, constipation or diarrhea, or shortness of breath. Integrative medicine such as massage therapy and acupuncture is also available on-site at the Kellogg Cancer Centers or NorthShore's Park Center in Glenview. Please make sure you follow instructions for all appropriate tests and bloodwork so your medical team can help you prevent or treat issues of anemia or blood count changes.

When you are going through cancer treatment, your immune system is compromised and not as able to fight even common conditions such as a cold or flu. It is very important to follow the recommendations listed in this guide in the section entitled Treatment Precautions. Also, if your visitors may be sick or have been recently exposed to someone who is ill, please ask them not to visit you until they are completely healthy.

Medications are frequently an integral part of cancer treatment. Our Kellogg Cancer Center pharmacy and specially trained pharmacists understand the specific needs of cancer patients, potential side effects or interactions of medications, and they are here to provide convenience and expertise throughout your journey.

Kellogg Cancer Center Pharmacy

What is the Kellogg Cancer Center Pharmacy?

Each Kellogg Cancer Center contains a dedicated oncology pharmacy, which is staffed by specialized oncology pharmacists and pharmacy technicians. The pharmacy staff work closely with the physicians and nursing staff to provide you with the highest quality of care during your course of therapy.

All the medications given in Kellogg Cancer Center for your treatment are prepared in the Kellogg Cancer Center Pharmacy.

How can the Kellogg Cancer Center Pharmacy help me during my course of treatment?

Kellogg Cancer Center pharmacists are available to provide information regarding any treatment regimen, as well as any side effects you may encounter during your course of therapy. Working with your physician and nurse, our pharmacists are also on hand to make recommendations regarding necessary changes in medications. After receiving chemotherapy at one of our Centers, a pharmacist will help evaluate and manage any side effects or symptoms. You may also call us to address any questions or concerns that you may have regarding your therapy. For your convenience, our Kellogg Cancer Center pharmacies are also able to dispense your oral chemotherapy or supportive take-home medications.

How can I contact the Kellogg Cancer Center Pharmacy Department?

Evanston Hospital

IV Infusion Pharmacy
(847) 570-2205
2650 Ridge Ave.
Evanston, IL 60201
9 a.m.–5 p.m.

Glenbrook Hospital

IV Infusion Pharmacy
(847) 503-1200
2180 Pfingsten Road, Suite 1000
Glenview, IL 60025
9 a.m.–5 p.m.

Highland Park Hospital

IV Infusion Pharmacy
(847) 480-3803
757 Park Ave. West
Highland Park, IL 60035
9 a.m.–5 p.m.

Outpatient Oncology Pharmacy

At each Kellogg Cancer Center, there is a dedicated Outpatient Oncology Pharmacy located within the facility. These pharmacies serve our patients by dispensing oral chemotherapy and supportive care medications related to the patient's treatment regimen. Outpatient oral chemotherapy allows more patients to take these medications in their home, rather than coming to the hospital for treatment.

Kellogg's clinical pharmacists offer specialized information and support related to these oral chemotherapy drugs, in addition to pain medicine and other cancer-related medications. This service enables the Kellogg pharmacists and nurses to monitor patients for any adverse reactions and communicate information and concerns with other members of the patient's treatment team.

Recent research has shown that a patient's oral chemotherapy success is closely related to the follow-up contact from pharmacists.

Locations:

Evanston Kellogg Outpatient Pharmacy

2650 Ridge Ave.
Evanston, IL 60201
Located in Evanston
Hospital Room G400
(847) 570-1130
(847) 733-5320 fax

Glenbrook Kellogg Outpatient Pharmacy

2180 Pfingsten Road
Glenview, IL 60026
Located in Glenbrook
Hospital Ste. 1008
(847) 503-1206
(847) 503-1220 fax

Highland Park Kellogg Outpatient Pharmacy

757 Park Ave. West
Highland Park, IL 60035
Located in Highland Park
Hospital Room 1851
(847) 926-6560
(847) 926-5390 fax

All Kellogg Outpatient Oncology Pharmacy locations are open Monday through Friday from 9 a.m. to 5 p.m.

Visa, Mastercard, Discover and American Express are accepted.

The specialized services offered at Kellogg's on-site Outpatient Oncology Pharmacies ensure essential communication for our patients and enhance their safety and overall continuity of care.



Specially trained oncology pharmacists like Kathryn Schiavo, shown here to the left, help Kellogg Cancer Center patients.

Click here or enter the URL shown below to visit the Kellogg Outpatient Pharmacy page on northshore.org:

northshore.org/kellogg-cancer-center/locations/outpatient-oncology-pharmacy

Your First Day of Chemotherapy

Your Treatment | Kellogg Cancer Center

Here are a few recommendations to make your first day of chemotherapy proceed as easily and comfortably as possible:

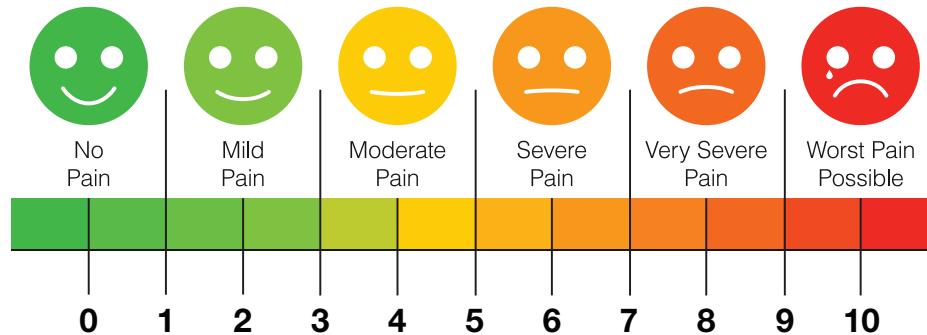
- Kellogg staff will provide up-to-date visitor guidelines.
- Come to your first appointment 15 minutes before your scheduled appointment time to complete the check-in process and have your lab work done. Please have your insurance and drug prescription cards with you.
- Eat a light breakfast at home.
- You may want to bring a light snack. Coffee, juice, tea and water are available in the treatment area. If you will be at the Kellogg Cancer Center's treatment area for an extended period, you may bring a small cooler or thermal lunch bag with food and beverages.
- Take your regular prescriptions that day, unless instructed otherwise by your oncologist.
- Please bring a complete list of your current medications, including over-the-counter drugs, vitamins and herbal supplements.
- It is recommended that you have someone drive you to your first appointment. You may want to arrange for child care for the entire day, so you can focus on yourself, your treatment and take time to ask any questions. This is not a day to feel rushed.
- If you are the main cook in the family, you may want to arrange to have dinner brought in or have someone else do the cooking tonight.
- Your nurse will review all medications given during your treatment and those you will take with you when you go home. You will receive a copy of your After Visit Summary, which includes home instructions and any return appointment details.
- You are encouraged to bring reading materials, a personal audio player, a laptop or a tablet. In addition, instructional videos are available on our interactive patient television system. Ask your nurse for details.
- All Kellogg Cancer Center locations have wireless internet connectivity available for your convenience.

Our goal is to make this journey as smooth as possible. Please let us know if there is anything we can do to help you or your family.

Symptom Management Log

Your Treatment | Kellogg Cancer Center

You can make daily or weekly notations, or just write down anything significant when it happens. Using the rating system suggested, and comments, may help you spot trends and see how the side effects may be related to your treatment schedule, activities, diet, etc.



Symptom Codes:

- S = sleep issues
- FA = fatigue
- P = pain
- F = fever
- MS = mouth sores
- B = breathing problems
- CO = cough
- SW = swallowing issues
- C = constipation
- A = appetite loss
- E = emotional issues (depressed, irritable/sad)
- MEM = memory/fogginess
- INT = Sexual interest or activity problems
- O = other (write in comments section)

Example of Personal Management Symptom Log

Name James Smith Date of Chemotherapy 6/25 Week Starting _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Symptom/Severity	P / 4 Leg	/	/	/	/	/	/
Action/ Medication taken	ate soup						
Relief? (circle one)	<input checked="" type="radio"/> / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N

See the next page for your personal Symptom Management Log >

Symptom Management Log

Your Treatment | Kellogg Cancer Center

Name _____ Date of Chemotherapy _____ Week Starting _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Symptom/Severity	/	/	/	/	/	/	/
Action/ Medication taken							
Relief? (circle one)	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Symptom/Severity	/	/	/	/	/	/	/
Action/ Medication taken							
Relief? (circle one)	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
Symptom/Severity	/	/	/	/	/	/	/
Action/ Medication taken							
Relief? (circle one)	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N

Comments:

Symptom Codes:

- | | | | |
|------------------|------------------------|---|--|
| S = sleep issues | MS = mouth sores | C = constipation | MEM = memory/fogginess |
| FA = fatigue | B = breathing problems | A = appetite loss | INT = Sexual interest or activity problems |
| P = pain | CO = cough | E = emotional issues (depressed, irritable/sad) | O = other (write in comments section) |
| F = fever | SW = swallowing issues | | |

If you are undergoing chemotherapy, the treatment kills both the cancerous cells and the healthy cells in your body. The healthy or normal cells that are most likely to be destroyed by the chemotherapy are those that are growing at a fast rate.

You have three different kinds of blood cells: red blood cells (RBCs), white blood cells (WBCs) and platelets. This section discusses precautions to take when you may develop a low white blood count or low platelets, because low blood counts can put you at greater risk for infections.

Neutropenic Precautions

What does it mean to have an absolute neutrophil count (ANC) lower than 500?

The normal neutrophil (a type of WBC) count is 2,500 to 6,000. When you have 1,000 or fewer neutrophils, your risk for infection is increased. When your ANC is lower than 500, you are at risk for getting a serious infection. This condition is called “neutropenia.” If you are neutropenic and develop a fever or signs of infection, contact your doctor immediately. You may be given antibiotics to fight the infection.

The following list contains information to help you care for yourself while you are neutropenic:

- Check your temperature twice daily. Notify your nurse or doctor if you have a temperature above 100.4°F.
- Notify your doctor or nurse of any new redness, swelling, tenderness, drainage or odor on any part of your body, including your central line site.
- Shower or bathe daily.
- Perform mouth care every four hours, especially before and after meals.
- Wash your hands frequently. Many infections are transmitted through hands and things you touch. Washing your hands thoroughly is the most important thing you can do to prevent infection.
- Avoid having contact with crowds and people with active infections (like colds, flu and sore throats).
- Do not get manicures or pedicures.
- Use gloves when you do gardening.
- Avoid cleaning birdcages, cat litter boxes and fish tanks.
- Avoid hot tubs and Jacuzzis. Swim only in chlorinated swimming pools.
- If you cut or scrape your skin, wash it well with warm water and soap. Then apply a bandage.
- Use an electric shaver rather than a razor.

This information is based on recommendations from the National Institutes of Health.

(continued)

Platelet Precautions

Your blood counts, including platelets, will be monitored prior to each chemotherapy treatment and other times as ordered by your physician.

Platelets are the blood cells that enable your blood to clot. If your platelet count is low, you will be given specific guidelines on precautions that are applicable to your illness.

These guidelines may include the following:

- Be careful with physical activities that could cause injury or bruising.
- Discuss with your physician or nurse prior to using nonsteroidal anti-inflammatory drugs (NAIDs), such as Advil or Motrin products.
- Avoid the use of razors and hard toothbrushes (electric razors and soft-bristled toothbrushes are good options).
- Report unusual bruising, heavy nosebleeds, blood in urine or excessive menstrual bleeding.
- Notify your oncologist or nurse if you are scheduled for any invasive medical or dental procedure.

Anemia Precautions

Anemia is caused by low levels of red blood cells (RBCs) or hemoglobin (HGB), the part of the red blood cells that delivers oxygen from the lungs to the rest of the body. The normal HGB range is 13.0–17.0 gm/dL. Certain underlying conditions such as cancer, gastrointestinal tumors, hemorrhoids, surgery or other medical conditions increase the risk for developing anemia.

Anemia symptoms can develop slowly without affecting normal activities because the body adjusts to low oxygen levels; however, when anemia becomes more severe, the body can no longer compensate and symptoms may become noticeable.

Symptoms may include:

Feeling tired, weakness, fatigue, dizziness, pale skin, irritability, shortness of breath, a coldness in your hands or feet, brittle nails, headache, loss of concentration and developing palpitations (feeling of heart racing).

Severity of Anemia

Severity:	HGB Range:	Symptoms:
Mild	9.5–13.0	Often no signs or symptoms
Moderate	8.0–9.5	May present with symptoms
Severe	< 8.0	Symptoms usually present

Guidelines:

- Allow for adequate rest periods between activities; pace yourself.
- Get up slowly from a sitting or reclining position. This will lessen dizziness.
- Report persistent gasping, wheezing or difficulty breathing after doing strenuous work.
- Notify your physician or nurse if you experience unrelenting fatigue.

Scheduling Diagnostic Tests

Your Treatment | Kellogg Cancer Center

Please schedule all diagnostic tests ordered by your physician—such as CAT scans, MRIs and PET scans—within one or two days before your next visit with your medical oncologist.

Your insurance policy may require preauthorization for diagnostic testing. The Kellogg Cancer Center Preauthorization Team will assist you in completing this authorization and may contact you with questions.

This allows your physicians to give you the results for your tests in the most timely manner possible. If you schedule tests too far in advance of your physician visit, your physician must either delay the sharing of your results or relay your results via a phone call. Neither is our preferred method of communicating with you in a direct and timely manner.

If you are a member of *NorthShoreConnect*, your test results will be released to you by your physician when reviewed or auto-released in three days. *NorthShoreConnect* will give you test values, but only your physician can interpret these values. If your appointment is within a day or two, your physician may choose not to release the tests to allow for discussion in person.

In many cases with cancer patients, results that are automatically released and have “abnormal” values may be a reflection of the chemotherapy and other treatments and not necessarily cause for immediate alarm. You and your physician will discuss the meaning of the results, including whether treatment may be affecting the values.

If you are not already a member, consider registering for *NorthShoreConnect*. This easy-to-use, online resource provides a gateway to all medical care you receive through NorthShore. It is a great way to stay in contact with your Kellogg Cancer Center care team.

You can find *NorthShoreConnect* at northshoreconnect.org. There are instructions for registering as a new member on the site. You may also ask your nurse or medical assistant to register you for an account.

Signing up with *NorthShoreConnect* gives you a convenient and secure way to:

- Schedule appointments with NorthShore physicians.
- Schedule some diagnostic tests.
- View results of your medical tests.
- Renew prescriptions.
- Send messages to your doctor.
- Pay medical bills.
- (If applicable) Manage your family’s health.

You also have complete access to your electronic health records, including:

- Medical history, including past test results.
- Current medications.
- Immunizations.
- Allergies.
- Hospital visits.

NorthShoreConnect is an effective tool to manage many routine aspects of healthcare. Available 24/7, *NorthShoreConnect* works on **your** time—all from the comfort of your own home or office.



Discharge Instructions
Blood Count and Lab Reports
Questions for My Doctor and Team
My "To Do" List

After Visit Summaries



Specialized care. Personalized treatment.

After each visit to the Kellogg Cancer Center, you will receive an After Visit Summary that will provide you with the following detailed information:

- Special instructions regarding your follow-up care
- A listing of your medications with dosage and usage instructions
- Your “To Do” List detailing your future appointments
- Lab results (within the last 48 hours)

Your nurse will review your After Visit Summary with you before you leave. If you have any questions regarding information on your After Visit Summary, please contact your care team.

This After Visit Summary will also be available to you in *NorthShoreConnect*.

Questions for My Doctor and Team

After Visit Summaries | Kellogg Cancer Center

Feel free to use this form or add other pages to write down questions for your doctor about your test results, symptoms, possible side effects of treatment, length of treatment or any other issue.

Questions for My Doctor and Team

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.



Nutritional Information

Dental Information

Psychosocial Support

Integrative Medicine

Living in the Future (LIFE) Cancer Survivorship Program

Community Resources

Taking Care of Yourself



Specialized care. Personalized treatment.

Good nutrition is an essential part of your health.

During treatment for cancer, it is even more important to eat a balanced diet and maintain your fluid intake. The Kellogg Cancer Center offers Medical Nutrition Therapy tailored specifically to help with possible side effects of cancer and treatment. Our nutritionists are registered dietitians specializing in the prevention, treatment and survivorship of cancer.

Medical Nutrition Therapy will help you:

- Manage symptoms such as nausea, taste changes and bowel changes.
- Prevent or correct nutritional deficiencies.
- Improve your ability to tolerate treatment.
- Achieve and maintain a healthy weight.
- Manage food/herb and medication interactions.

In addition, our oncology nutritionists are available for consultation immediately following your treatment to assist you in attaining a healthy nutrition lifestyle and preventing cancer recurrence.

If you have questions or would like to schedule a consultation, please call the nutritionist at the location where you receive treatment.

Kellogg Cancer Center Nutritionists

Evanston Hospital	(847) 570-4089
Glenbrook Hospital	(847) 503-1193
Highland Park Hospital	(847) 480-3867

Kellogg Oncology Nutrition Orientation

For New Patients and Their Caregivers

Each Kellogg Center has a dedicated oncology dietitian available to partner with you to help individualize nutrition recommendations based on your diagnosis, preferences and symptoms. The dietitians can help you answer the important question, “What should I eat?”

Evanston

Lisa Zoberman,
MPH, RDN, LDN
(847) 570-4089

Glenbrook

Kiley Telles,
RDN, LDN
(847) 503-1193

Highland Park

Lori Bumbaco,
RDN, CSO, LDN
(847) 480-3867

Click here or enter the following URL to download a free copy of **Healthy Eating During Treatment**:

northshore.org/kellogg-cancer-center/our-services/support-services/nutrition-counseling/

A healthful, balanced diet during cancer treatments will help you:

- Provide the nutrients you need to keep up your strength.
- Maintain your weight.
- Heal as quickly as possible.

Kellogg Dietitian Tips:

- Always bring food and drink and/or money to purchase food from the cafeteria during treatments. Remember to be prepared in case you experience any unexpected delays. Refer to the lists in this section for both snack and “mini meal” suggestions.
- Plan and prepare nourishing meals to maximize energy levels and promote nutritional health. Strategies to conserve your energy while promoting your nutrition are listed on the next page.
- Apply the principle “Food First,” which means that food can provide you with optimal nourishment. If you are taking a dietary supplement or would like to take one, please inform the treatment team. The Kellogg dietitians can provide you with specific guidance about dietary supplements.

Nourishing Travel-Friendly Snacks:

- Apple slices with almond butter
- Fresh vegetables with hummus
- Plain yogurt with berries and chopped walnuts
- Whole wheat tortilla with mashed beans
- Homemade trail mix
- Fresh veggies with yogurt dip
- Hard-boiled egg with whole grain crackers
- Lentil and vegetable soup
- String cheese and piece of fruit
- Oatmeal cup

Strategies to conserve energy and maximize nutrition:

- Batch-cook meals to separate in small containers, and reheat when ready to eat.
- Use passive cooking methods, such as a Crock Pot, which requires minimal time and energy spent cooking.
- Consider smoothies and soups as nourishing options for mini meals. Your dietitian will have numerous suggestions for you.
- Take advantage of convenience foods and prepared meals available at local grocery stores. The frozen section has a variety of options, such as whole grain and bean dishes, and can be stored for months until you are ready to use.
- Try meal and food delivery services. The dietitian can suggest local services for you.
- Nutrition supplements may be an option for you, and your dietitian will recommend suggestions, if necessary.

Seeking inspiration for recipes?

The Kellogg dietitians recommend the following resources:

- **Cook for Your Life** healthy cooking tips and recipes for patients and their caregivers
cookforyourlife.org/?s=fatigue
- **American Cancer Society** American Cancer Society's recipes specific to symptom management
cancer.org/healthy/eat-healthy-get-active/eat-healthy/find-healthy-recipes
- **Fueling the Fight: Recipes with Cancer-Fighting Benefits**
northshore.org/kellogg-cancer-center/our-services/support-services/nutrition-counseling/fueling-the-fight-ebook

Portable Mini Meals

½ cup plain Greek yogurt
¼ cup almonds
½ cup berries

Pita Pocket:

¼ cup chickpeas
1 oz. feta cheese
1 tablespoon olive oil & vinegar
½ pita pocket

Whole wheat tortilla

¼ mashed avocado
mixed with lime
½ cup mashed beans

Trail Mix:

2 tablespoons dried fruit
2 tablespoons mixed nuts

1 slice whole wheat bread
1 tablespoon peanut butter
½ sliced banana

Chicken Salad:

1 cup cooked chicken,
diced & cooled
¼ cup diced celery
1 tablespoon olive oil,
1 teaspoon mustard

1 hard-boiled egg
½ whole wheat pita
½ cup carrot & zucchini sticks

Quinoa Salad:

½ cup cooked quinoa, cooled
½ cup diced peppers & celery
1 tablespoon olive oil

½ cup cottage cheese
6 whole wheat crackers
Cucumber slices

Dental and Mouth Care Services

Kellogg Cancer Center has a comprehensive oral assessment and treatment program. Your nurse will review ways to help you care for your mouth during treatment. A Mouth Care Assessment and Intervention Plan are provided if you experience oral complications from your cancer treatment. Your team—including a dentist, pharmacist, medical oncology doctor and nurse—will review and discuss the approach that is best for you. Your doctor or nurse will provide you with referrals as needed.

Routine dental care should be performed by your regular dentist. You may wish to alert him or her that you are being treated at Kellogg Cancer Center.

Note: Routine teeth cleaning should not be done while on chemotherapy. Discuss any planned dental work with your oncology doctor or nurse.

Managing Mouth Sores

Mouth sores are a common side effect of certain chemotherapy drugs. Chemotherapy and radiation therapy kill rapidly dividing cells, such as cancer cells. However, the gastrointestinal (GI) tract, including the mouth and throat, is made up of cells that divide rapidly. This is why the GI tract is especially susceptible to damage to the mouth (mouth sores) and/or throat, which is also called “mucositis.”

Symptoms of mouth sores may occur three to 10 days following chemotherapy treatment. You may experience a burning sensation followed by redness and a sore (ulcer). Usually these sores are painful, which makes it difficult to eat or drink. It is important to let your nurse or doctor know if you get mouth sores, because you may need special medication to help you heal and control the pain.

Preventing Mouth Sores

Practice good oral hygiene:

- Rinse your mouth with a saltwater solution two or three times per day.
- Brush your teeth two or three times per day with a soft toothbrush.

Your doctor may prescribe special medication to help you prevent mouth sores.

For many patients, a cancer diagnosis is a life-changing event that can trigger emotions such as shock, fear, depression, anxiety and anger.

Kellogg's Psychosocial Oncology Program addresses the psychological and social challenges of cancer and is committed to treating you as a whole person. Staffed by clinical social workers, counselors and master's-level interns, the program recognizes that managing emotional and practical needs is a vital part of coping with illness and promoting quality of life.

You and your family members are invited to contact the Psychosocial Oncology Program through your nurse or physician. Psychosocial team members collaborate with your physicians and nurses to provide the best continuity of care available.

The following services are available:

- Psychosocial assessment
- Ongoing supportive contact throughout treatment
- Psychotherapy
- Referrals to community resources (home care, support groups, transportation, psychotherapy)
- Crisis intervention
- Assistance with financial matters, insurance and related concerns
- Assistance with advance directives, including Living Wills and Durable Power of Attorney for Health Care

Our aim is to provide a supportive atmosphere in which you and your family members can express concerns, hopes and fears. Our goal is to facilitate your coping process by responding to your unique needs and strengths.

Integrative medicine uses a humanistic approach, caring for the “whole person.”

We combine conventional Western medicine with safe, evidence-based complementary or alternative medicine approaches, for a holistic approach to care, treatment and healing. Our definition of healing is expanded to include your mental, emotional and spiritual aspects, to improve your quality of life and achieve successful outcomes.

Increasingly, patients are seeking ways to expand their conventional cancer treatment—both during treatment and after treatment has been completed. Alternative therapies can relieve some of your anxiety and help you continue to feel empowered. Integrative medicine combined with conventional cancer therapy may be effective for you to significantly improve important factors for good quality of life—energy, strength, appetite, digestive functioning, wellbeing and restful sleep.

NorthShore’s Integrative Medicine Program is one of the largest and most successful programs of its kind in the region. The team of board-certified physicians and alternative practitioners are committed to improving your health through a broader approach to health and illness by embracing an expanded range of therapies including:

- Integrative medicine physician consultations.
- Traditional Asian medicine and acupuncture.
- Integrative counseling and stress relief strategies.
- Integrative bodywork, including various forms of massage.

A truly unique aspect of our program is our team approach. This multidisciplinary team, which includes physicians and practitioners, meets regularly to review your care. In so doing, we focus our collective knowledge and experience to formulate an individualized treatment plan for you. We also work in collaboration with your oncologist and other members of your medical team. The Epic electronic health record system facilitates a seamless flow of information between the integrative medicine team and your physicians. This broader, multidisciplinary foundation of knowledge is a benefit for every patient we see.

For More Information

For integrative medicine physician and practitioner appointments, call **(847) 657-3540**. For more information, visit **northshore.org/integrative**.

Living in the Future (LIFE) Cancer Survivorship Program

Taking Care of Yourself | Kellogg Cancer Center

While you may just be starting treatment, your goal is to complete treatment and be able to embrace your return to a joyful, rewarding life.

At NorthShore, we know that the end of treatment is not the end of the cancer experience. With progress in treating cancer comes a new and unique challenge—ensuring the long-term health of the nearly 18 million cancer survivors in the United States. That is why we have the Myra Rubenstein Weis Living in the Future (LIFE) Cancer Survivorship Program.

About LIFE

LIFE is NorthShore's Cancer Survivorship Program, designed to create a bridge for continued care of post-treatment cancer survivors back to their communities, their families and the primary care setting. LIFE was uniquely designed by its program director Carol A. Rosenberg MD, FACP, Director of Preventive Health Initiatives for NorthShore, to adhere to the guidelines proposed by the National Academy of Medicine and the Commission on Cancer. The LIFE Program, implemented in part through a Livestrong Foundation Community Cancer Survivorship Program Grant, is the first program of its type in the Northern Lake/Cook County area.

The LIFE Program features an initial visit where treatment is risk-adapted by a specialized advanced practice oncology nurse in the Kellogg Cancer Centers. This visit features a customized Survivorship Care Plan, which is tailored to each cancer survivor as a unique individual and includes education regarding cancer diagnostic and treatment summary, follow-up and medical surveillance guidelines, long-term and late effects of the cancer treatments, healthy lifestyle practice recommendations, and directed navigation to health professional services and survivorship resources.

Survivorship 101

An important aspect of the LIFE Program is the Myra Rubenstein Weis Survivorship 101 Seminar: Thrivership! This educational workshop and resource series is available to all in the community at large and is free of charge. It covers major topics of cancer survivorship and promotes the acquisition of skills to understand, select and navigate community-based survivor resources. The topics in the series—including nutrition, fitness, self-esteem, sexual intimacy, cognitive function, genetics, insurance and employment—focus on the survivorship perspective. Programs are held at NorthShore Hospitals and the Cancer Wellness Center in Northbrook.

Please call **(847) 926-5818** or visit **northshore.org/LIFE** for more information about our program.

National Patient Resource Organizations

American Cancer Society
cancer.org

(800) 227-2345

This organization aims to lead the fight against cancer through its programs in research, patient services, prevention, detection, treatment and advocacy. It provides free information and access to patient services such as the Reach to Recovery and Road to Recovery programs.

American Society of Clinical Oncology (ASCO)
cancer.net

(888) 651-3038

This website was developed by ASCO to provide information on the diagnosis and treatment of cancer, symptom management and survivorship issues, and resources and guidance for people dealing with cancer. It provides information, up-to-date resources, educational programs, support group services, and individual and group counseling to improve the health and lives of cancer survivors.

CancerCare
cancer.org

(800) 813-4673

CancerCare assists people with any type of cancer, at any stage of illness, by offering a variety of free services, including counseling, information about treatment, referrals and educational seminars.

Livestrong Foundation
livestrong.org

(855) 220-7777

This organization provides information and support for patients diagnosed with cancer. Online telephone support is available. The Foundation provides advocacy for healthcare.

National Cancer Institute (NCI)
cancer.gov

(800) 4-CANCER

NCI, established under the National Cancer Act of 1937, is the federal government's principal agency for cancer research and training.

National Coalition for Cancer Survivorship (NCCS)
canceradvocacy.org

(877) 622-7937

NCCS aims to lead and strengthen the survivorship movement, empower survivors and advocate for policy issues that affect their quality of life.

Local Cancer Resource Centers

Cancer Wellness Center
215 Revere Drive, Northbrook
cancerwellness.org

(847) 509-9595

The Cancer Wellness Center is a not-for-profit organization that provides various services to cancer survivors and their families. Programs and services available to the cancer community include support groups, networking groups, educational programs, stress reduction programs, exercise programs, and individual and group counseling. Please contact the Cancer Wellness Center for a current listing of programs with dates and times.

Gilda's Club Chicago
537 N. Wells St., Chicago
gildasclubchicago.org

(312) 464-9900

Gilda's Club offers social, emotional and informational support to men, women and children diagnosed with cancer, as well as support for family members of cancer survivors. Membership is absolutely free.

The Cancer Support Center
2028 Elm Road, Homewood
cancersupportcenter.org

(708) 798-9171

The Cancer Support Center is part of the Cancer Health Alliance of Metropolitan Chicago, which specializes in resources and guidance for people dealing with cancer. The Center provides information, up-to-date resources, educational programs, support group services, and individual and group counseling to improve the health and lives of cancer survivors.

Wellness House
131 N. County Line Road, Hinsdale
wellnesshouse.org

(630) 323-5150

The Wellness House is part of the Cancer Health Alliance of Metropolitan Chicago, which specializes in resources, educational programs, support group services, and individual and group counseling to improve the health and lives of cancer survivors.

NorthShore Support Groups

The Bill Buckman UsToo of NorthShore Prostate Cancer Education and Support Group (847) 570-1066

This group is open to patients, caregivers, family and friends and meets the second Tuesday of each month at 7 p.m. Call for more information.

Brain Tumor Patient and Caregiver Support Group (847) 570-1808

This group meets the third Thursday of each month at 5:30 p.m. Call for more information.

Head and Neck Cancer Discussion Group (847) 570-1066

This group meets the second Monday of every other month at 6 p.m. Call for the dates and topic.

Stress Reduction Group for Cancer Patients and Caregivers (847) 570-2039
Contact: Meg Madvig, LCSW, OSW-C

This group teaches meditation and relaxation strategies to cancer patients and caregivers. Participants will also learn how to incorporate these skills into one's lifestyle for stress management. Call for the dates, time and location.

Weight Loss for Wellness (847) 509-9595

This is a weekly weight loss group for five years post-treatment cancer survivors. Call for more information.

Grief Support

Legacy/Soul Mates

(847) 982-4364

NorthShore Hospice Office, 4901 Searle Pkwy., Skokie

Contact: Thom Dennis, LCPC

Legacy is a grief support group for adults who have experienced the death of a parent within the past year. **Soul Mates** is a grief support group for people who have experienced the death of a spouse or life partner within the past year. Preregistration is required for all groups. Please call for dates, times and location.

JourneyCare

(224) 770-2273

JourneyCare grief support groups and events provide a nonjudgmental, confidential outlet for any adult or youth who has lost a loved one, whether by illness or trauma. Programs are provided at no cost to participants.

Women's Resources

Look Good Feel Better Live! Virtual Workshops

lookgoodfeelbetter.org/virtual-workshops

Look Good Feel Better offers five types of Look Good Feel Better Live! virtual workshops. Learn about skin care and makeup, wigs and head coverings, nail care, or body image and styling.

Hair-Loss and Mastectomy Products

1-800-850-9445

tlcdirect.org

ACS' "tlc" Tender Loving Care program helps women with appearance-related side effects by offering them a variety of affordable wigs, hats and scarves as well as a full range of mastectomy products. These items can be purchased from the privacy of home.

Transportation

Road to Recovery

(800) 227-2345

cancer.org/treatment/supportprogramsservices/programs/road-to-recovery

This American Cancer Society program provides rides for cancer patients who are unable to secure their own transportation to and from treatment. Volunteers are also needed to drive cancer patients to treatment.

(continued)

Integrative Medicine

NorthShore Integrative Medicine
Park Center, 2400 Chestnut Ave., Glenview
northshore.org/integrative-medicine

(847) 657-3540

NorthShore integrative medicine is healing-oriented and considers the whole person—body, mind and spirit—including all aspects of lifestyle. It emphasizes the therapeutic relationship and makes use of both conventional and alternative therapies, including:

- Integrative medicine physician consultations
- Traditional Asian medicine and acupuncture
- Integrative counseling and stress relief strategies
- Integrative bodywork, including various forms of massage
- Energy work
- Nutrition counseling
- Herbal medicine counseling
- Therapeutic yoga and meditation
- Spirituality counseling

Patient and Caregiver Mentorship

Imerman Angels
205 W. Randolph, 19th Floor, Chicago
imermanangels.org

(866) 463-7626

Imerman Angels provides comfort and understanding for all cancer fighters, survivors, previvors and caregivers through a personalized, one-on-one connection with someone who has been there. Imerman Angels partners anyone, any age, any gender, anywhere and any cancer type seeking support with someone just like them—a “Mentor Angel.” This service is 100% **free** to all people facing cancer.

Financial Information and Resources

Center for Medicare Advocacy, Inc.
medicareadvocacy.org

(860) 456-7790

The Center for Medicare Advocacy works to increase access to comprehensive Medicare coverage and excellent healthcare for elders and people with disabilities by providing the highest quality analysis, education and advocacy.

Medicare
medicare.gov

(800) 633-4227

This government site provides information for Medicare patients on Medicare billing, Medicaid enrollment, prescription services and long-term care.

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Additional Resources



Specialized care. Personalized treatment.

Patient Rights and Responsibilities

Additional Resources | Kellogg Cancer Center

NorthShore University HealthSystem (“NorthShore” as defined below), including but not limited to Evanston Hospital, Glenbrook Hospital, Highland Park Hospital, Skokie Hospital and Swedish Hospital, is dedicated to our patients and ensuring that each patient is treated with dignity and as a partner in care.

We will care for you with skill, compassion and respect. We believe that our patients receive the best possible care when they participate with our medical staff in their medical treatment. Toward that goal, please be aware of your rights and responsibilities as a NorthShore patient, or when you are a parent, guardian, representative or legally authorized decision-maker of a patient.

Patient Rights

As a patient, you have the right to:

I. Access

You will have access to medical treatment, care, and services that are available or medically indicated, regardless of race, color, ethnicity, national origin, sex, age, mental or physical disability, sexual orientation, genetic information, socioeconomic status, religion, culture, language, gender identity or expression, source of payment, or any other status protected by relevant law. You may contact and speak with the physicians overseeing your care. Disrespect and discrimination are not tolerated at NorthShore. You will have access to information regarding existing laws prohibiting disrespectful or discriminatory treatment, and an appropriate amount of time to fully discuss any concerns or questions you may have about any disrespectful or discriminatory treatment. Your treatment will occur in a clean and safe setting consistent with NorthShore policies, programs and applicable laws, rules, and regulations relating to environmental health and safety, including the protection of vulnerable patients such as newborns and children and patients at risk of self-harm or harm to others.

You have the right to a choice of health care providers that is sufficient to ensure access to appropriate and high-quality healthcare. You have the right to efficient care, within NorthShore’s capacity and policies, and an explanation of delays in treatment. You have the right to expect that, within NorthShore’s capacity and policies, it will reasonably respond to your request for appropriate and medically indicated care and services, and that NorthShore will provide evaluation, service, and/or referral as indicated by the urgency of your case. When medically appropriate and legally permissible, or when you have so requested, you may be transferred to another facility, if such facility accepts you for transfer. You will have comprehensive information and any relevant explanation concerning the need for, risks, benefits, and alternatives to such transfer. You will be informed of any continuing healthcare requirements. You have the right to know the reasons for your transfer, either within or outside the NorthShore.

(continued)

I. Access *(continued)*

You have the right to contact and speak with the physicians ordering your care. You will have access to protective services, and may ask your nurse to contact a social worker to assist you, as needed. You will have the right to care consistent with sound medical practices, to be informed of the name of the physician responsible for coordinating care as well as any other information regarding such physician applicable to your treatment, to receive information concerning your condition and proposed treatment, and to refuse any treatment to the extent permitted by law. You will have access to people outside of the hospital, including but not limited to a spouse, a domestic partner (including a same sex domestic partner), another family member, friend, or legal representative whether through visits, verbal contact, or written contact, including private telephone conversations as appropriate to the clinical setting as required by law and NorthShore policies. You have the right to withdraw or deny your consent to receive visitors at any time. NorthShore will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. There may be instances where NorthShore asks that your support person not be present. These times may include but are not limited to: (i) when you are undergoing a care intervention or procedure; (ii) when there may be an infection control issue; (iii) when you need rest or privacy; (iv) when there are existing court orders restricting contact of which the hospital is aware; or (v) a visitor becomes disruptive, threatening, or violent. Please check with your care provider for any unit-specific visitation guidelines.

You have the right to receive certain information about NorthShore within NorthShore's capacity and policies, including the corporate form of the facility, accreditation status, whether specialty programs meet established guidelines, the volume of certain procedures performed at the facility, consumer satisfaction measures, clinical quality performance measures, service performance measures, procedures for registering a complaint and achieving a resolution of such complaint, the availability of translation or interpretation services for non-English speakers and people with communication difficulties, numbers and credentials of providers of direct patient care, whether the facility's affiliation with a provider network would make it more likely that a consumer would be referred to health professionals or other organizations within that network, and whether the facility has been excluded from any Federal health programs.

You have the right to have your symptoms treated in the event of a life-limiting illness. NorthShore will work with you to prevent or manage pain and discomfort, and to provide you and your family support for your concerns related to dying and grief. To achieve optimal pain management, it is important to communicate your pain management needs with your physician and others responsible for your care.

II. Respect and Dignity

You will obtain considerate and respectful care. You have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. You have the right to access pastoral care (spiritual care) services. You will be treated as an individual, with unique needs and desires. You have the right to be free from mental, physical, sexual, and verbal abuse, neglect, harassment, and exploitation. You will be free from restraint and seclusion except as otherwise required by law or NorthShore policies.

(continued)

III. Information Disclosure

You will receive from direct caregivers relevant, current, accurate, and understandable information concerning diagnosis, treatment, and prognosis within NorthShore's capabilities. You have the right to review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law, and to request amendments to your medical record in accordance with NorthShore policies. You have the right to receive this information, once requested, within a reasonable time frame. You will receive information pertaining to NorthShore's experience performing relevant procedures and services, accreditation status, comparable measures of quality and worker and consumer satisfaction, procedures for resolving complaints, and community benefits provided. You have the right to examine and receive a reasonable explanation of the total bill for services rendered by your health care provider, including itemized charges and a reasonable explanation for the specific services provided.

You have the right to know the identity of physicians, nurses, and others involved in your care, as well as when those involved are students, residents, or other trainees. You have the right to know the immediate and long-term financial implications of treatment choices, to the extent that such implications are known at the time of treatment. You may ask and be informed of the existence of business relationships among NorthShore, educational institutions, other health care providers, or payers that may influence your treatment and care. You may discuss with NorthShore personnel factors such as methods of compensation, ownership of or interest in health care facilities, or matters of conscience that could influence advice or treatment decisions.

You have the right to be informed of NorthShore policies and practices that relate to your care, treatment, and responsibilities. You have the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available to you, as applicable. You have the right to be informed of NorthShore's charges for services and available payment methods. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.

If you are a Medicare beneficiary, you have a right to be provided with the standardized notice "An Important Message from Medicare (IM)" within two days of admission, and again in advance of discharge, but no more than two calendar days before discharge, unless the initial IM is delivered within two calendar days of the discharge.

IV. Participation in Treatment Decisions

You have the right to meaningfully participate in all decisions related to your healthcare, including but not limited to the development and implementation of your plan of care. If you are unable to meaningfully participate in treatment decisions, you have the right to be represented by a parent, guardian, family member, or other conservator, as permitted by applicable law. Except in emergency situations where you lack decision-making capacity and the need for treatment is urgent, you are entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.

(continued)

IV. Participation in Treatment Decisions *(continued)*

You will be provided with explanatory information and an opportunity to decide among treatment options consistent with the informed consent process and NorthShore policies. NorthShore personnel will discuss all treatment options with you in a culturally competent manner, including the option of no treatment at all, and will ensure that, if you have a disability, you have effective communications in making such decisions. NorthShore personnel will discuss all treatments you may be undergoing, including those alternative treatments that are self-administered, if applicable, as well as risks, benefits, and consequences of treatment and nontreatment, and give you the opportunity to refuse treatment and to express preferences about future treatment decisions. NorthShore will abide by your decisions and/or those of your designated representatives, if applicable, consistent with the informed consent process, NorthShore policies, and applicable laws, rules, and regulations. You have the right to read carefully and make sure that you understand any form before signing.

You have the right to make decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy, and to be informed of the medical consequences of this action. In the case of such refusal, you are entitled to other appropriate care and services that NorthShore provides or to transfer to another hospital. NorthShore will advise you of any policy that might affect your choice within NorthShore, to the extent known by NorthShore.

You may consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. If you are unable to consent, your guardian, spouse, parent, or authorized agent may have the opportunity to consent. If you or your agent, as applicable, declines to participate in research or experimentation, you are entitled to the most effective care that NorthShore can otherwise provide.

V. Confidentiality

You have the right to confidentiality of records, and to expect that all communications and records pertaining to your care will be treated as confidential, except as otherwise required, authorized, or permitted by applicable law or NorthShore policy. NorthShore will abide by its privacy policies, which are available to you.

VI. Continuity of Care

You have the right to know who is in charge of your care, and the identities of your physicians, other caregivers, and their respective roles in your care, including the reasons for any proposed change in the professional staff responsible for your care. You will receive continuity and consistency of care within our medical facilities. You have the right to expect continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.

(continued)

VII. Advance Directive

You have the right to an advance directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker to the extent the intent of such directive is permitted by law and NorthShore policy. You may discuss such advance directive with NorthShore personnel. Your access to care, treatment, and services, however, is not dependent upon whether or not you have an advance directive.

VIII. Privacy

You have the right to every consideration of privacy except as otherwise provided by applicable law, rule, or regulation. Case discussion, consultation, examination, and treatment shall be conducted so as to protect your privacy. NorthShore will abide by its privacy policies, which are available to you.

IX. NorthShore Affiliated Covered Entity

For purposes of the Health Insurance Portability and Accountability Act of 1996, and its regulations (“HIPAA”), certain operations and affiliates of NorthShore University HealthSystem (including but not limited to Evanston Hospital, Glenbrook Hospital, Highland Park Hospital, Skokie Hospital and Swedish Hospital) have designated themselves as a single integrated enterprise known as the “NorthShore Affiliated Covered Entity” or “NorthShore ACE.” The NorthShore ACE designation may be amended periodically to modify its participants. NorthShore ACE participants may share or have access to your health information at their locations as permitted by law. You may consult our Notice of Privacy Practices for the list of NorthShore ACE participants. The terms “NorthShore,” “we,” and “our” in this document refer to the NorthShore ACE participants collectively.

X. Miscellaneous

NorthShore will work to educate you about the appropriate use of emergency department services as applicable. You have the right to a fair and efficient process for resolving grievances with NorthShore, as provided in NorthShore’s policies.

(continued)

Patient Responsibilities

As a patient, you have certain responsibilities to ensure effective and appropriate care, which include but are not limited to:

I. Following Rules and Regulations

You are responsible for abiding by the rules and regulations of NorthShore, including but not limited to those pertaining to concealed carry and non-smoking. You and your visitors are responsible for being considerate of NorthShore personnel and property and for being considerate of the needs of other patients by helping to control noise and other disturbances.

II. Information Disclosure

You are responsible for providing accurate and complete information about your illnesses, hospitalizations, medications, and other matters related to your health status. You are responsible for providing necessary information for insurance claims and working with NorthShore to make payment arrangements, when necessary. You are responsible for providing a copy of your advance directive and a list of home medications upon admission. You and your family are responsible for reporting any perceived risks that may affect your care and any unexpected changes to your condition.

III. Complying with Treatment Plans and Following Instructions

You are responsible for complying with the treatment plans and instructions for your care as provided by your caregivers. If you do not understand the instructions or what you are expected to do, you should ask questions and seek clarification.

IV. Remaining Informed

To participate effectively in decision making, you must take responsibility for requesting additional information or clarification about your health status or treatment when you do not fully understand the information and instructions provided by healthcare personnel. You are responsible for ensuring that NorthShore has a copy of any applicable advance directive, and for informing your physicians and your caregivers, as applicable, if you anticipate problems in following any prescribed treatment.

A person's health depends on much more than health care services. You are responsible for recognizing the impact of your lifestyle on your personal health.

V. Reasonable Accommodations

NorthShore has an obligation to be reasonable, efficient, and equitable in providing high-quality care to other patients and the community. NorthShore's rules and regulations are designed to help it meet these obligations. You and your family and caregivers, as applicable, are responsible for making reasonable accommodations to the needs of NorthShore, other patients, medical staff, and hospital employees.

(continued)

VI. Miscellaneous

Greater individual involvement in your health care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment. You have the obligation to otherwise assist NorthShore in its provision of care to you in ways that are reasonably requested by NorthShore personnel. You should: (i) become involved in specific healthcare decisions; (ii) work collaboratively with health care providers in developing and carrying out agreed-upon treatment plans; (iii) avoid knowingly spreading disease; (iv) recognize the reality of risks and limits of the science of medical care; and (v) make a good faith effort to meet financial obligations, and abide by administrative and operational procedures of NorthShore.

An environment of mutual respect is essential to maintaining a quality health care system, and accordingly, you agree to treat all individuals you encounter in any NorthShore facility with respect and dignity, including respect for other patients', visitors' and hospital staff's rights in order to maintain a safe and quiet patient care environment, and respect of property belonging to the hospital or persons within the hospital. Patients are also expected to refrain from language or behavior (physical or non-physical) that is offensive, abusive, or intimidating.

If you have concerns:

In compliance with hospital policies and relevant laws, rules, and regulations, NorthShore provides the opportunity for all patients to express their concerns about the quality of care, language assistance services, or premature discharge through a grievance mechanism. The hospital has established a process for the prompt investigation and resolution of patient grievances. First, we encourage you to share your concerns with your providers so that they can assist you in resolving your concerns. The patient or a representative may also contact NorthShore's patient services team at: **(224) 364-4968** or email: patientservices@northshore.org for further assistance.

If you would like to take your grievance to a third party, you may contact:

The Illinois Department of Public Health

525 W. Jefferson St.
Springfield, IL 62761
Fax: (217) 524-2913
Telephone: **1-800-252-4343**
Telephone (hearing impaired use): **1-800-547-0466**

With respect to a NorthShore location:

The Joint Commission, Office of Quality and Patient Safety

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: (630) 792-5636
jointcommission.org

With respect to a Swedish location:

Healthcare Facilities Accreditation Program

c/o Complaint Department
506 N. Clark, Suite 301
Chicago, IL 60654
Fax: (312) 626-2113
Email: info@HFAP.org
hfap.org

or via online complaint form at:

hfap.org/resources/complaint-information

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Patient Rights and Responsibilities

Additional Resources | Kellogg Cancer Center

If you have concerns (continued)

If you are a Medicare beneficiary, you or your representative may file a grievance regarding the quality of care or coverage decisions, or appeal a premature discharge with Livanta LLC (a Medicare-approved Quality Improvement Organization) at **1-888-524-9900** or online at: livantaqio.com/en/beneficiary/quality_of_care.

If you have concerns about our compliance with our non-discrimination policies, you may contact the United States Department of Health and Human Services, Office for Civil Rights Complaint Portal Assistant, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or mail or by phone:

U.S. Department of Health and Human Services

200 Independence Ave. SW

Room 509F, HHH Building

Washington, D.C. 20201

Telephone: **1-800-368-1019**

TTY: 1-800-537-7697

Complaint forms are available at: hhs.gov/ocr/office/file/index.html

Tobacco Cessation Program

Tobacco use is the leading preventable cause of premature death in the United States, causing an estimated 480,000 deaths each year. Tobacco use is most obviously linked to lung cancer but additionally is known to contribute significantly to the risk for many other cancers, including head and neck, pancreatic, bladder, kidney, stomach and uterine.

While there is significant evidence that continued tobacco use after the diagnosis of cancer decreases the patient's chances of survival, reduces treatment efficacy, and increases treatment toxicity and the risk for recurrence, many cancer patients continue to smoke after diagnosis.

At Kellogg Cancer Center, our diverse team of experts are certified as tobacco treatment specialists. Clinical practice guidelines for treating tobacco use and dependence recommend using the time of cancer diagnosis as a “teachable moment” for tobacco cessation. The combination of support from a trained professional and the use of tobacco cessation medications increases the chances of quitting successfully.

The Tobacco Cessation Program is supporting the mission of the Kellogg Cancer Center to provide the highest level of care possible while supporting continued research and prevention efforts. For more information regarding the Tobacco Cessation Program, contact the Department of Thoracic Surgery at (847) 570-2868.

Serious illness can pose many challenges for you and your family: pain and other symptoms, uncertainty about goals of care, difficult choices regarding the type of treatment to receive. Palliative care focuses on supporting those who are struggling with such difficulties.

Specialists from NorthShore's Palliative Care Service are available at the request of attending physicians to assist in the coordination and management of care. This may include:

- Helping with strategies for easing pain and other symptoms.
- Promoting communication between you, your family and the medical team about the goals and coordination of care.
- Participating in difficult decisions about the use of medical procedures and technology.
- Helping choose the most appropriate setting for you to receive care.

NorthShore's Palliative Care Service supports patients with any prognosis and at any stage of active treatment. While team members work closely with NorthShore's Home and Hospice Services when appropriate, palliative care can benefit those being treated at an outpatient clinic, at home or in an extended care facility, as well as those hospitalized for a more serious illness. Palliative Care Clinics are available at Kellogg Cancer Centers. Consults are available to hospitalized patients at all of our hospitals, and for homebound patients, a home-based palliative care program called NorthShore's Symptom Support Program is available.

Physicians of NorthShore's Palliative Care Service are board-certified in hospice and palliative medicine and are assisted by full-time nurse practitioners with advanced training in the field. Palliative care is covered by insurance in the same way as other inpatient services. If you feel palliative care may be appropriate for you or your loved one, ask your doctor about it.

For more information about palliative care or referrals, call (847) 503-4222.

If you are dealing with a life-threatening illness, you probably have more choices today than were available in recent years.

Modern medicine provides state-of-the-art treatments and operative procedures to combat life-threatening illness. However, if you have decided that these treatments are not appropriate for you—even temporarily—it is reassuring to know that NorthShore's Hospice Services are available in your own home or long-term care facility.

NorthShore's Hospice Services offer a compassionate and dignified alternative to high-tech hospital treatment and are dedicated to providing quality end-of-life care. Our staff also provides assistance, encouragement and bereavement support to families of hospice patients.

Who is eligible for hospice care?

You are eligible if your life expectancy is less than six months, you have discussed your options for care with your physician, and you have chosen symptom and pain management rather than chemotherapy or other treatments.

Our service area borders are from the Wisconsin border to North Avenue, and from Lake Michigan to the eastern border of McHenry County. We also provide hospice care for inpatients with symptoms needing aggressive medication management at NorthShore's Evanston, Glenbrook, Highland Park and Skokie Hospitals.

What types of services are offered?

NorthShore's Hospice Services provide the following types of services:

- Pain and symptom management
- Care coordination with your private physician
- Coordination of medical supplies, equipment and medication
- Registered nurses on call 24 hours per day
- Bathing and hygiene assistance
- Emotional and spiritual support
- Music therapy
- Bereavement counseling and support groups
- Volunteer services

How do I pay for the services?

Medicare and Medicaid offer comprehensive benefits that cover hospice medical and support services related to your condition. We will bill them directly for your care. Additionally, most insurance companies and HMOs cover the Hospice Services, and our staff will work directly with them to verify benefits and eliminate unnecessary paperwork.

What if I'm not ready for hospice care?

If you are still seeking treatment for your disease, you may be eligible for home health and/or palliative care. Please call us, and we can advise you as to what other services may be appropriate for you.

How do I get more information?

For more information regarding hospice care or any of our other home health services, please contact the Hospice Office at (847) 475-3002.

Home health services are offered as part of NorthShore's Home and Hospice Services. These in-home services may be appropriate for post-treatment care such as if you will be receiving injectable or IV medications, or rehabilitation services.

Frequently Used Home Services

- Skilled nursing assessment of individualized needs:
 - Comprehensive assessments are performed.
 - Skilled nurses provide physical assessment, medication reconciliation and education, disease education, coaching on how to care for catheters and wounds, home IV, lab draws, and lifestyle management.
 - Your safety at home is evaluated when appropriate. Clinical staff assess your normal activities of daily living and help to teach skills for independence.
- Physical and occupational therapy for strengthening, endurance and walking assistance.

Our **clinical staff** includes the following:

- Registered nurses
- Physical therapists
- Occupational therapists
- Speech and language pathologists
- Medical social workers
- Certified nurses aides

Home Medical Equipment

We provide the supplies you need to be comfortable while recovering from or treating cancer at home. We are available for questions and assistance seven days a week, and we provide same-day delivery for most equipment upon receiving completed physician orders. A Home Health Medical Equipment Technician familiarizes you and your family with all equipment at delivery.

Durable medical equipment includes the following:

- Ambulatory aids, including walkers and canes
- Bathroom aids and safety items
- Hospital bed and accessories
- Oxygen equipment and supplies, including portable supplies
- Wheelchairs and accessories
- Sleep apnea equipment (e.g., CPAP and BiPAP machines)
- Nebulizers

Contact Us

Call us at (847) 475-2001 for a benefit consultation to verify your Medicare or insurance eligibility. For more information, you can send an email to homecare@northshore.org.

Illinois law gives patients the right to accept or reject medical treatment. You also have the right to give directions, in advance, about the kind of healthcare you want if the time comes that you cannot make your own decisions. Advance directives are written statements you make in advance about your future medical treatment decisions. If you are 18 years of age or older and of “sound mind,” you can complete an advance directive. Illinois law recognizes three types of advance directives: Power of Attorney for Health Care, Living Will and Mental Health Treatment Preference Declaration.

If you would like more information regarding these documents or need assistance in completing forms, please notify your nurse or social worker.

Philanthropy helped establish Kellogg Cancer Center in 1981. Generous support from patients and their families continues to play a vital role in every aspect of our comprehensive, patient-centered approach.

Tax-deductible donations directly impact the lives of Kellogg Cancer Center patients, advance research, and most importantly increase survival rates and improve quality of life.

Donations of any amount enable you to make an impact and recognize your care team. To learn more about how you can support Kellogg Cancer Center, contact NorthShore Foundation at (224) 364-7200 or send an email to philanthropy@northshore.org.

We greatly appreciate the patients, loved ones, community members, businesses and corporations that have contributed their time and money to Kellogg Cancer Center to help us provide even greater services.

With Knowledge Comes Understanding

Much of what can be learned about cancer can be obtained by gathering and recording information about patients with cancer. The NorthShore University HealthSystem Cancer Registry compiles statistical data regarding patients seen or treated with cancer as well as certain benign tumors. This data is used for research, education and continuity of patient care.

What Is Done with the Data Collected?

As mandated by the federal government, all data collected by the Cancer Registry are forwarded to Illinois State Cancer Registry, the American College of Surgeons' Commission on Cancer and the American Cancer Society for use in cancer research. No names or identifying information is released to the public. All records are confidential.

Education

Statistical reports of registry data enable physicians who treat cancer patients to evaluate the success of specific cancer treatments, survival rates and outcome analysis.

Lifetime Patient Follow-Up

The Cancer Registry serves as an automatic reminder to physicians and patients to schedule regular physical examinations, thus ensuring continued medical supervision of patients who have had a diagnosis of cancer.

Research

The data collected and maintained in the Cancer Registry serves as a valuable resource for researchers interested in the causes, diagnosis and treatment of cancer. Fundamental research on the epidemiology of cancer is initiated using the accumulated data.

Information Collected

The goal of the Cancer Registry is to collect the following information:

- Stage/cancer type/pathology
- Medical history and demographic information
- Results of diagnostic procedures
- Background information on the diagnosis
- Treatment history
- Current status of condition and progress
- Physicians' names

(continued)

Is a Cancer Registry Confidential?

In all circumstances, confidentiality of patient-identifying information and related medical data is strictly maintained. Only aggregated data is analyzed and published. The individual patient is never identified outside of the Cancer Registry.

We Care

We care about your progress. And we care about your future and the future of your children. Through the collection of this information and our annual follow-up, we can best learn how to fight this disease.

How Can You Help?

If you change attending physicians, move, change your phone number or change your name, we would like to hear from you. If your status changes, please contact the Cancer Registrar at (847) 570-2126 or mail the change to the Cancer Registry Department, Burch 101, Evanston Hospital, 2650 Ridge Ave., Evanston, IL 60201.

Throughout your diagnosis, treatment and rehabilitation, you may hear medical terms that are unfamiliar to you. We are including this Glossary of Terms to help you and your family members better understand discussions with your physicians or medical reports you receive. However, nothing takes the place of direct communication with your medical team. Whenever you have a question, please ask.

Absolute neutrophil count (ANC): The number of special white blood cells that fight infection.

Acute: Having severe symptoms with sudden onset.

Adjuvant: Additional treatment after the primary therapy to reduce the risk that the cancer will return. Adjuvant therapy may include chemotherapy, radiation, hormones, immune enhancement, targeted therapy and more.

Afebrile: Having a normal temperature.

Alopecia: The loss of hair, a common side effect of chemotherapy and total body radiation.

Anaphylaxis: An acute allergic reaction causing shortness of breath, rash, wheezing and possibly low blood pressure.

Anemia: A low number of red blood cells in the bloodstream, resulting in insufficient oxygen to the tissues and organs. Patients may feel weak, tired or short of breath, and appear pale.

Antibiotics: A medicine that kills bacteria in the body, used to prevent or treat infection.

Antiemetic: A medication used to prevent or control nausea and vomiting.

Ascites: Accumulation of fluid in the abdomen.

Bacteria: A type of germ that can cause infection.

Biologics: These agents or drugs are substances made from a living organism or its products, such as antibodies, interleukins and vaccines. Biologic agents may be used in the prevention, diagnosis or treatment of cancer.

Biopsy: A procedure in which a small piece of tissue or skin is removed and examined under a microscope to diagnose cancer, unusual infections or other complications.

Bronchoscopy: A procedure that examines the lungs with a telescope-like tube.

Central venous catheter (CVC): An IV tube placed into a large vein that leads to the heart. The catheter is usually put in before the treatment starts and is used to give medicines, fluids or transfusions and for taking blood samples.

Chemistry profile: A blood sample that analyzes the chemicals in the blood, including liver and kidney function tests.

Chemotherapy: Medicines used to treat cancer.

Chronic: A persistent problem lasting a long time.

(continued)

Clinical trial: A research study to determine the effectiveness of a drug or treatment.

Colonoscopy: A procedure that examines the lower GI tract with a small telescope-like tube that is inserted through the rectum.

Colony stimulating factor: Proteins that stimulate the production of certain types of blood cells. Examples are Neupogen (G-CSF) or Neulasta (GM-CSF), which stimulate the white blood cells to grow and prevent infection.

Complete blood count (CBC): Blood test to measure the number of red cells, white cells and platelets in the blood.

CT scan: A three-dimensional X-ray, also called a CAT scan.

Cultures: Samples of blood, urine and stool, and swabs of the throat, nose and sores that are sent to the laboratory to be checked for infection.

Edema: Abnormal accumulation of fluid. Swelling may occur in the legs, arms, lungs and abdomen.

EKG: A painless test to evaluate a patient's heart rhythm.

Electrolyte: A mineral found in the bloodstream that must be maintained within a certain level to prevent organ malfunction. Electrolytes include:

- **Potassium:** Helps the heart maintain a healthy pattern of beating. Too little or too much potassium may cause heart rate or rhythm problems.
- **Magnesium:** Helps the muscles of the body function properly. Too little magnesium may cause seizures, muscle cramping and weakness.

- **Calcium:** Helps maintain bone strength, metabolism, nerve and muscle function, and blood coagulation. Too much calcium may cause confusion and tiredness. Too little calcium may cause muscle cramping and seizures.

Emesis: Vomiting.

Fever: A higher body temperature than normal temperature. May also be referred to as febrile. Your doctor needs to be notified of fever over 100.4°F.

Fungus: A mold or yeast that can cause an infection in the body, especially in the immunocompromised patient. Antifungal medications are used to prevent and treat these infections.

GI tract (gastrointestinal): A system of the body that refers to the esophagus, stomach and intestines.

Granulocyte: A sub-class of white blood cells that protects the body against bacterial infections.

Hemoglobin: The part of each red blood cell that carries oxygen to the rest of the body.

Hepatosplenomegaly: An enlargement of the liver (hepato) and spleen.

Herpes simplex virus (HSV): An infection that produces small, painful, fluid-filled blisters on the skin and mucous membranes. This infection is common in the immunocompromised patient.

Immune system: The body's system of defense against infection or disease.

Immunosuppression: A decreased immune defense against infection caused by the effects of chemotherapy. Patients are said to be immunocompromised. *(continued)*

Intravenous (IV): Into a vein. Many medications and chemotherapy are administered intravenously.

Irradiation or radiation therapy: The use of radiation energy to interfere with cancer cell growth.

Jaundice: Yellowing of the eyes/skin. It is a sign that the liver is not functioning properly.

Leukocyte: A white blood cell.

Lymphocyte: One type of white blood cell that helps protect the body from invading organisms that cause infection.

Metastatic: Spread of disease from the organ or tissue of origin to another part of the body.

Mucositis: Inflammation and ulceration of mucous membranes lining the digestive tract.

Neoadjuvant: This treatment is given as a first step to shrink a tumor prior to the main treatment, such as surgery. Examples of neoadjuvant therapy include chemotherapy, radiation and hormone therapy.

NPO: Nothing to eat or drink.

Palliative: This type of care is given to improve the quality of life of patients who have a serious, chronic or life-threatening disease. The goals may include treating disease symptoms, treatment side effects and pain management, as well as the psychological, social and spiritual aspects of illness.

Pancytopenia: A deficiency of all blood cells (red blood cells, white blood cells, platelets).

Platelets: Blood cells made in the bone marrow that clot the blood and stop the bleeding.

Protocol: The total plan of care for the patient, including the schedule of treatments and tests.

Radiation therapy: A treatment using high-energy radiation to help eliminate cancerous cells from the body. It also suppresses the immune system so it will not reject new stem cells from another individual.

Recurrence (or relapse): When cancer comes back.

Red blood cells (RBCs): Blood cells made in the bone marrow that carry oxygen from the lungs throughout the body.

Regimen: A plan of treatment.

Remission: When no signs of disease (cancer) are present.

Steroid: A drug used to prevent and control inflammation, allergic reactions and graft-versus-host disease.

Stomatitis: Mouth sores.

Subcutaneous: The layer of tissue beneath the skin. This is how growth factor injections are given.

Tissue: A group of similar cells (such as skin, liver and bone marrow) that perform a specific job.

Tumor: Uncontrolled growth of abnormal cells in a tissue or organ.

Ultrasound: A technique for taking pictures of the internal organs or other structures using sound waves.

White blood cells (WBCs): Blood cells made in the bone marrow that fight infection.

Pioneering Research



Specialized care. Personalized treatment.

One of the advantages you have as a patient of NorthShore is that your physicians and you—if you are an appropriate candidate—may have access to a variety of groundbreaking clinical trials.

NorthShore has long been committed to research, spearheading and participating in clinical trials that allow many of our patients to participate in studies with the latest medications, procedures or therapies.

Since 1983, NorthShore has been a key participant in clinical research. We have continued to serve as a focal point of the National Institutes of Health's National Cancer Institute (NCI)-sponsored research that bridges the disciplines of medical oncology, surgery, gynecologic oncology and symptom management. We continue to benefit from the participation of outstanding leaders in each of these disciplines who remain active in research.

Our involvement with the NCI, in conjunction with academic research institutions and our close relationships with multiple pharmaceutical industry leaders, provides our patients with access to more than 70 actively accruing research trials for 11 different disease sites. We have a dedicated staff of research nurses, each specializing in individual disease sites. As such, our patients benefit from each research staff member's in-depth knowledge of their specific disease. This means that the multidisciplinary team that designs your customized care plan can draw upon the research teams' specialized expertise about new therapies that may help you. For those with advanced cancers, the treatments and prevention therapies offered through clinical trials may provide a ray of hope when no other treatment options exist.

NorthShore's Kellogg Cancer Center is uniquely qualified to bring both national cooperative group cancer treatment and studies to our community. We are truly committed to pioneering and promoting groundbreaking discoveries and speeding their translation from the laboratory to the bedside. The clinical trials program at Kellogg is fundamental to keeping NorthShore on the forefront of medical advancement. We truly believe that research will lead to a cure.

(continued)

Four different types of clinical trials may be offered at NorthShore's Kellogg Cancer Center:

Prevention Trials: Much of the promise for cancer prevention comes from observational studies conducted on large groups of people that show links between lifestyle factors or environmental exposures and specific cancer. Our prevention trials are designed to evaluate the effectiveness of ways to reduce the risk of cancer. These studies can involve medications, vitamins or other supplements.

Screening and Early Detection Trials: Family history may identify people with an increased risk of cancer or may serve as the first step in the identification of an inherited cancer predisposition that could cause a high lifetime risk of cancer. Our screening and early detection trials are designed to test new ways or find cancer in people before they have any cancer symptoms. These trials are generally conducted with people who are at greater risk of getting cancer because of their genetic make-up.

Treatment Trials: Treatment trials are conducted with people who have already been diagnosed with cancer. Our treatment trials are designed to compare a new treatment with a standard treatment—the best treatment currently known for a cancer—based on the results of past research. In treatment trials, patients will receive (at the minimum) a standard treatment that is widely used and best known for patients who have that particular cancer. There are three types of treatment trials:

Phase I trials—Researchers test an experimental drug or treatment in a small group of people for the first time to evaluate its safety, determine a safe dose range and identify side effects.

Phase II trials—An experimental drug or treatment is given to a larger group of people to see if it is effective and to further evaluate safety and determine side effects.

Phase III trials—The experimental drug or treatment is given to large groups of people to confirm effectiveness, monitor side effects, compare it to commonly used treatments, and collect information that will allow the experimental drug or treatment to be used safely.

Cancer Control Trials: Cancer control trials, or supportive care trials, explore ways to improve the comfort and quality of life cancer patients and cancer survivors. Our cancer control trials study drugs to help reduce side effects of chemotherapy and other primary treatments. They also study beneficial effects of nutrition, group therapy or other alternative approaches.

For more information and a complete listing of our available clinical trials, please visit northshore.org/kellogg-cancer-center/clinical-trials

Kellogg Cancer Center Locations

Evanston Hospital

2650 Ridge Avenue
Evanston, Illinois 60201
(847) 570-2112

Glenbrook Hospital

2100 Pfingsten Road
Glenview, Illinois 60026
(847) 657-5826

Highland Park Hospital

777 Park Avenue West
Highland Park, Illinois 60035
(847) 480-3800

Our Commitment to Excellence

NorthShore University HealthSystem is committed to excellence—bringing together the finest physicians and healthcare professionals and the latest technology to provide the very best quality, compassionate care to the patients and families we are privileged to serve.



Evanston Hospital | Glenbrook Hospital | Highland Park Hospital | Skokie Hospital | Swedish Hospital | Northwest Community Hospital

northshore.org