



MedStar Georgetown
Cancer Network

Lombardi Comprehensive Cancer Center

Patient Handbook

Knowledge and Compassion
Focused on You

Welcome

We welcome you on behalf of the entire Lombardi team. The Lombardi Comprehensive Cancer Center is the first Comprehensive Cancer Center based in the District of Columbia to receive the designation of the National Cancer Institute (NCI). We pledge to provide you with the highest level of disease-specific expertise with the human touch of *"cura personalis"* (care of the whole person), inspired by cutting-edge research that aims to offer you tomorrow's treatments, today.

Our goal is to provide you with state-of-the-art multidisciplinary care, while doing our best to streamline your experience. Led by a truly remarkable and compassionate group of physicians who are internationally recognized as authorities in their field, our care team is uniquely focused on your disease, your concerns and your outcomes.

Complex and serious medical diagnoses require a team approach to ensure that you receive the highest quality and safest care, and we believe our team is second to none. This handbook is designed to help you navigate your experience at the MedStar Georgetown University Hospital Lombardi Comprehensive Cancer Center, part of Medstar Georgetown Cancer Network.

We provide you with the highest quality care, using all the tools at our disposal. These tools include all of the best standard practices and treatments as well as potential options for clinical trials. You are receiving care at one of the nation's 45 National Cancer Institute-Designated Comprehensive Cancer Centers. This provides you with access to an exceptionally high level of multidisciplinary clinical expertise with access to groundbreaking new therapies that we offer in our dedicated search to better treat and cure cancer.

We are extremely proud of our team, and promise to put forth great effort to achieve the best outcome possible. As partners in your care, we welcome your feedback, and hope you will join us in our quest to eliminate cancer.


Sincerely,



John L. Marshall, MD
Chief, Hematology/Oncology



Louis M. Weiner, MD
Director, Georgetown Lombardi
Comprehensive Cancer Center



Christine Tea, MSN, RN, CENP, NEA-BC, FACHE
Assistant Vice President, Clinical Operations
Lombardi Comprehensive Cancer Center

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Facility information

<http://www.medstargeorgetown.org/for-patients/#q={}>

Hours of Operation

Lombardi Comprehensive Cancer Center

Level 1 in Lombardi Building

Monday – Friday 7:30 am to 5:00 pm

Infusion Clinic

- **Ground Bles**

Ground floor in Bles building

Monday – Friday 7:00 am to 7:30 pm

Saturday 7:00 am to 5:30 pm

Sunday 7:00 am to 3:30 pm

- **5 North Research Infusion**

Main building 5th Floor

Monday – Friday 7:00 am to 6:30 pm; Saturday/Sunday Closed

Lab Services

- **Lombardi Lab**

Level 1 in Lombardi Building

Monday – Friday 7:30 am to 4:15 pm

- **Gorman Lab**

Ground Floor Gorman Building

Monday – Friday 7:00 am to 5:45 pm

Saturday 8:00 am to 11:45 am

Please arrive at least 30 minutes early for your appointment to allow time for parking and appointment check-in at your designated appointment location.

Please arrive 45 minutes early if you need to have blood drawn prior to your appointment.

If you are running late please call your doctor's office. We will make every effort to accommodate your arrival.

After Hours Information/Weekends/Holidays

If you need to contact your physician after hours please call the page operator at 202-444-PAGE (202-444-7243) and ask to speak with the medical oncology/hematology fellow on call. For medical emergencies please call 911 or go to your nearest Emergency Room.

Driving Directions: From Washington and Maryland

- **From Washington**

- From Northwest Washington: Take Wisconsin Avenue south to Reservoir Road. Turn right.
- From Southeast Washington: Take Pennsylvania Avenue west to Independence Avenue. Bear left. Take Independence to 12th Street, NW and turn right. Take 12th Street to K Street and turn left. Follow K Street to Whitehurst Freeway. Turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Road. Turn right at Reservoir

Road.

- From Northeast Washington: Take Rhode Island Avenue west until it feeds into M Street. Take M Street to Wisconsin Avenue. Turn right onto Wisconsin Avenue. Take Wisconsin Avenue to Reservoir Road and turn left.
- **From Maryland**
 - From I-270: Take I-270 south toward Washington. Exit Route 355 Wisconsin Avenue south. Take Wisconsin Avenue south to Reservoir Road. Turn right.
 - From I-95: Take I-95 south to I-495 west to Silver Spring. Exit Route 355 Wisconsin Avenue south to Washington. Take Wisconsin Avenue south to Reservoir Road. Turn right.
 - From Baltimore-Washington Parkway or Route 50 westbound: Take B-W Parkway or Route 50 west to New York Avenue. Take New York Avenue to L Street. Bear right. Turn left on 10th Street, NW and then right on K Street. Follow K Street to Whitehurst Freeway. Turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Road. Turn right at Reservoir Road.
- **From Northern Virginia**
 - From I-66: Take I-66 East to the Rosslyn-Key Bridge exit. Stay in left lane and then make the third left onto Lynn Street and follow it over Key Bridge. Stay in left lane across Key Bridge. Turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Road. Turn right on to Reservoir Road.
 - From I-395: Take I-395 North. Exit Washington Boulevard to Rosslyn. Take Washington Boulevard and follow signs to Rosslyn and Key Bridge. Cross Key Bridge. Turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Road. Turn right at Reservoir Road.
 - From Route 50 eastbound: Follow Route 50 east and take Rosslyn-Key Bridge exit. Follow signs to Key Bridge. Cross Key Bridge and turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Road. Turn right at Reservoir Road.
 - From George Washington Parkway: Take the G-W Parkway south. Exit Key Bridge. Cross bridge and turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Road. Turn right at Reservoir Road.

Parking

- For hourly/daily parking: Discounted patient parking is available for patients. To receive this special rate, please obtain a parking validation of your ticket from the physician's office, point of service or registration desk.
- There is a fee for all on campus parking. Parking discounts are available to visitors and their families. Validation of your parking tickets is required for all discounted patient and visitor parking. Parking validation is available at physician offices, registration desks, admissions, Main Building concierge desk and Emergency Room Security (nights and weekends). Further discounts are available for outpatients in continuous treatment and inpatient families after 4 nights of hospitalization. Visitors may park in the Hospital Parking Garage at entrance 2. Parking Services will accept the following forms of payment at Garage I, Leavey Garage, Lot A, and Gorman Circle:
 - Credit cards: Visa, MasterCard, Discover and American Express
 - Debit cards: Visa and MasterCard

- Cash
- Handicapped Parking
 - All parking lots have parking spaces for persons with disabilities. Also, people with handicapped permitted vehicles can park in Lot A at entrance 1.
- Valet Parking
- Valet parking is available at the entrances to the Lombardi and Gorman buildings at no additional charge.
 - Valet parking for patients and visitors is available Monday through Friday during specified times. All valet parking areas have covered entrances and are wheelchair accessible.
 - Gorman/Pasquerilla Healthcare Center, Entrance 1
 - Valet hours are: Monday through Friday: 6 a.m. to 6 p.m.
 - In order to pick up your car after 6 p.m., see the parking lot attendant or contact Security at 202-444-3800.
- For patients treated in the infusion center: a parking sticker that is verified on a 'per day' basis can be purchased at the Parking Office located in Garage 1, Level 3. Patients should request a letter of authorization from the infusion units, and are authorized to purchase as many stickers as deemed necessary for treatment duration.

Inpatients

- Discounted patient parking is available for patients and their visitors. To receive this special rate, please obtain a parking validation of your ticket from the Main Building concierge desk.
- After 4 days - A \$3 per day discounted parking sticker can be purchased from the Parking Office located in Garage 1, Level 3 or the Lombardi Center Valet parking stand.
- After 30-day consecutive stay - Two free parking passes per patient are available from the parking Office located in Garage 1, Level 3. Additional passes can be purchased at the \$3 discounted rate.

Exit and Re-entry

- Exit and re-entry permits are available from the cashier on exiting the garage. Please note, re-entry permits expire at midnight of the issue date.
- Vehicle Assistance
 - If you have trouble starting your car, see a parking attendant. After 5:30 p.m., please call Security at 202-444-3800.

Public Transportation: GUTS Bus

- Georgetown University Transportation System (GUTS) - Free Shuttle
 - MedStar Georgetown provides free shuttle service for patients, visitors and families to and from Dupont Circle (Massachusetts Avenue and 20th Street) and Rosslyn metro stations.
 - For the shuttle schedule call 202-444-RIDE (1499) for pre-recorded information or visit <http://www.medstargeorgetown.org/for-patients/patients-and-visitors/directions-maps-and-parking/public-transportation/shuttle-bus-services>.
 - Georgetown University also provides two new, 10-seat mini-shuttle buses to assist in

transporting shuttle bus passengers between the Southwest Quad area and the Hospital. The mini-shuttle bus pick-up area is located directly across from the Leavey Garage entrance.

- Patients, or family of a patient, will need to inform the driver that they are coming to the hospital for a medical reason and will be asked to write down their name upon boarding.
- MedStar Georgetown University Hospital's shuttle bus provider, International Limousine, may ask staff, volunteers and patients to present a valid ID (hospital ID, driver's license or state ID, etc.) to utilize the shuttle bus. At times there may be construction occurring on the Hospital campus or the University campus which may cause minor delays to the shuttle bus schedule and/or changes to pedestrian routes to the Hospital. We apologize in advance for any inconvenience and appreciate your understanding as we make changes to meet the needs of our community.

Public Transportation: Metrobus/Metro, Taxis, and Car Rentals

• Metrobus and Metrorail

- The metro system is very accessible and user friendly. Shuttle buses are available at the Dupont Circle and Rosslyn metro stations. The D6 bus stops directly in front of the hospital on Reservoir Road.
- One of the most common routes is to take the Red Line Metrorail to Dupont Circle. Georgetown University Hospital provides free shuttle service for patients and employees from the Rosslyn and Dupont Metro stations Monday thru Friday between the hours of 5:30 a.m. and 11:45 p.m. Buses depart every 15 minutes during peak hours of 6:30 a.m.- 9:30 am and 3:30 p.m.- 6:30 pm. At other times departures occur every 30 minutes. The Rosslyn station is located at 19th and Moore Streets, and Dupont Circle station is at Massachusetts Avenue and 20th Street. There will be no service to Wisconsin Avenue.
- For the most direct route, call METRO at 202-637-7000 or use their online Trip Planner.

• Taxis

- Tell the taxi driver to take you to the Georgetown University Medical Center and to enter at Entrance 1.
- Diamond Cab 202-387-6200
- Yellow Cab 202-544-1212

• Uber

- MedStar Health and Uber have created a convenient ride option to get you to and from your medical appointments and stay on track to receive the care you need. Door-to-door transportation saves time, and our handy reminder feature will help you be ready when your ride arrives. Download the Uber app to take advantage of this service.

• Airport Service

- The Washington Flyer provides service to and from Dulles International Airport. Call 703-685-1400.

• Car Rentals

- Major car-rental companies are available within the District:

- Avis, 1722 M St. NW 202-467-6585 and 4400 Connecticut Ave. NW 202-686-5149
- Budget, Union Station 202-289-5374
- Enterprise, 22nd St. and M St. NW 202-338-0015
- Hertz, 901 11th St. NW 202-628-6174 and at Union Station 202-842-0758
- Alamo, Union Station 202-842-7454
- Thrifty, inside the MCI Center, at 7th and G streets NW 202-371-0485

Dining Options

- **The Georgetown café (take away)** is located on the ground floor of the Pasquerilla Healthcare Center (PHC). It features breakfast items, soups, hot and cold entrees, and beverages. It is open every day from 6:00 a.m. - 10:00 a.m. and from 11:00 a.m. - 9:00 p.m.
- **Scrubs 'N Grub** is located on the 2nd floor of the CCC Building. It features breakfast items, soups, pre-made sandwiches, salads, and beverages. It is open Monday - Friday from 6:00 a.m. - 11:00 a.m., and from 12 noon to 9:30 p.m. It is closed Weekends and Holidays.
- **The Vending Express** is located on the Ground Floor in the Gorman Building. A variety of hot and cold beverages, snacks and a refrigerated cold food machine with soups, sandwiches, fruit, and salads are available. It is open 24 hours per day, every day.
- **The Leavey Conference Center** is located across the courtyard from the entrance to Lombardi Comprehensive Cancer Center and offers several options for both cafeteria-style or restaurant meals, including a newly built full Starbucks, as well as a Cosi Restaurant featuring flatbread sandwiches, pizza, and fresh salads.
- **Epicurean and Company** is located on the Ground Floor of Darnall Hall across from the Gorman Building and features made to order sandwiches and grill items, pizza, salad bar, soups and cafeteria style selections of entrees, as well as a sushi bar.

Dining Options: Leavey Center

- **North Gallery at the Leavey Center**

Starbucks

- 202-687-3035
- Monday - Friday: 7 a.m. - 7 p.m.
- Weekends: 7 a.m. - 5 p.m.

Cosi

- 202-687-3136
- Monday - Friday: 11 a.m. - 4 p.m.
- Weekends: Closed

Marketplace Express Grab n' Go at the Leavey Center

- 202-687-3083
- Closed for summer

The Faculty Club Restaurant (Breakfast and Lunch Only)

- Monday through Friday: 7:00 a.m. to 11:00 a.m.
- Saturday and Sunday: 8:00 a.m. to 12:00 p.m.
- Monday through Friday: 11:30 a.m. to 2:30 p.m.

Hoya Court at the Leavey Center

Elevation Burger

- Monday - Friday: 11 a.m. - 5 p.m.
- Weekends: CLOSED

Salad Creations

- Monday - Friday: 11 a.m. - 3 p.m.
- Weekends: CLOSED

Subway

- Weekly: 11 a.m. - 7 p.m.

Hotel Accommodations

There is a hotel on campus (The Leavey Conference Center) and several other hotels close to the hospital, which are available with limited discounted rates for patients and their families. Reservations should be made as early in advance as possible for better opportunity to obtain the discounted rates.

• Georgetown University Hotel and Conference Center (The Leavey Center)

- 3800 Reservoir Road, NW, Washington, DC 20007
- Adjacent to MedStar Georgetown University Hospital
- 20% discount off standard rate of the day plus tax
- Call the hotel directly at 202-687-3200 or toll-free 888-902-1606.
- No cancellation charges up to 4 p.m. day prior to arrival.

• Savoy Suites

- 2505 Wisconsin Avenue, NW, Washington, DC 20007
- Located 0.7 miles from MedStar Georgetown
- Preferred rate available
- Call the hotel directly at 202-337-9700 or toll-free at 800-944-5377.
- No cancellation charges up to 3 p.m. on the day before arrival.
- Shuttle Service Available
 - Monday-Friday: 6:30 a.m.-10:30 a.m. and 4 p.m.-10 p.m.
 - Saturday and Sunday: 8 a.m.-noon and 4 p.m.-10 p.m.

• Virginian Suites Hotel

- 1500 Arlington Boulevard
- Arlington, VA 22209
- (Directly across Key Bridge)

- Exclusive rate available
- Call the hotel directly for Emergency Rates at 866-371-1446.
- No cancellation charges up to 3 p.m. of the day before arrival.

Internet Access

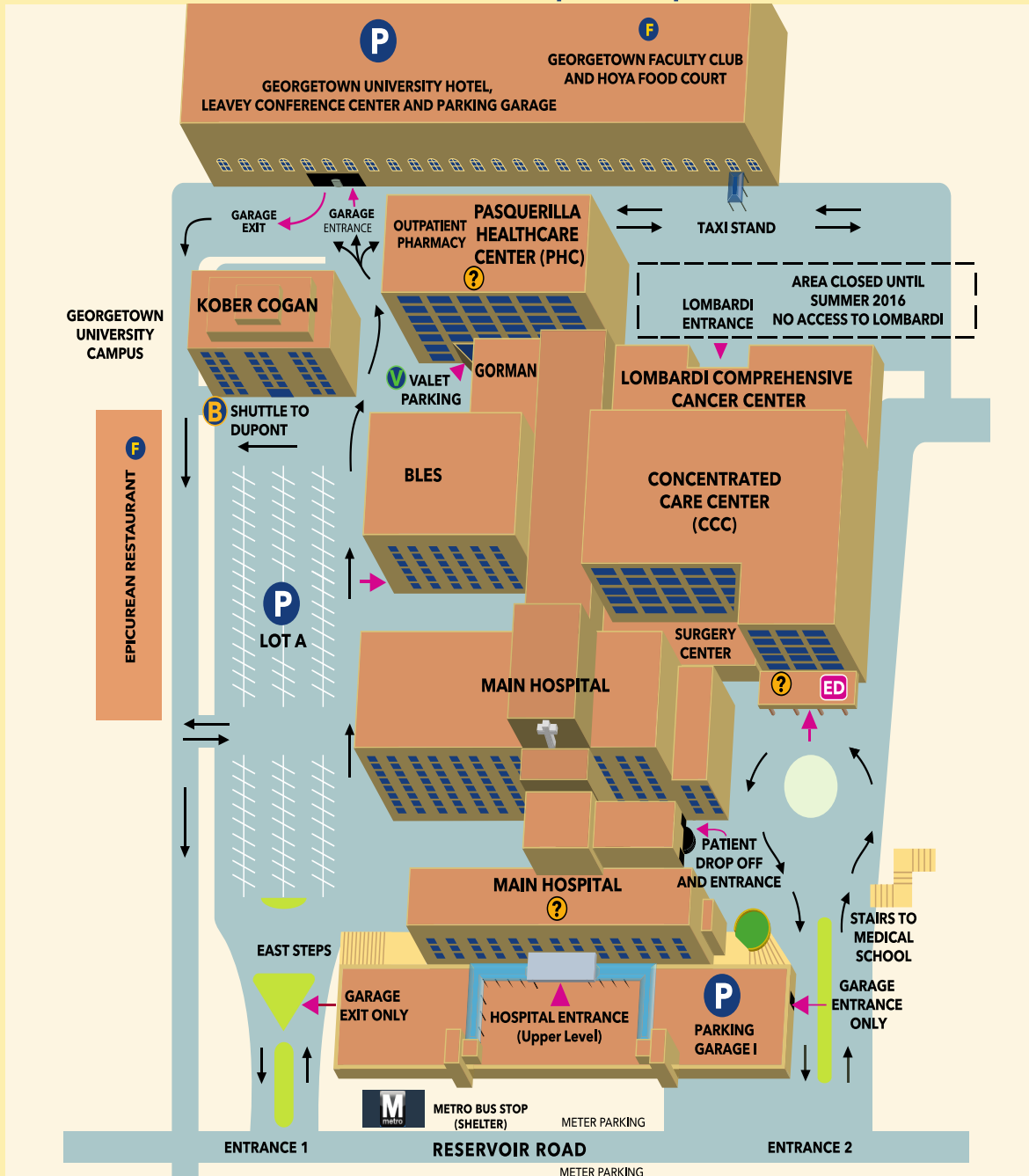
- Voucher-Free Wi-Fi Internet Access
- Individuals can simply select “MedStarGuest” as their Wi-Fi resource under Settings and connect by accepting the Acceptable Use Policy. We are pleased to provide this voucher-free Wi-Fi access to give patients and visitors convenient and secure access to connect with family and friends during their time at the Hospital.

MedStar Georgetown University Hospital

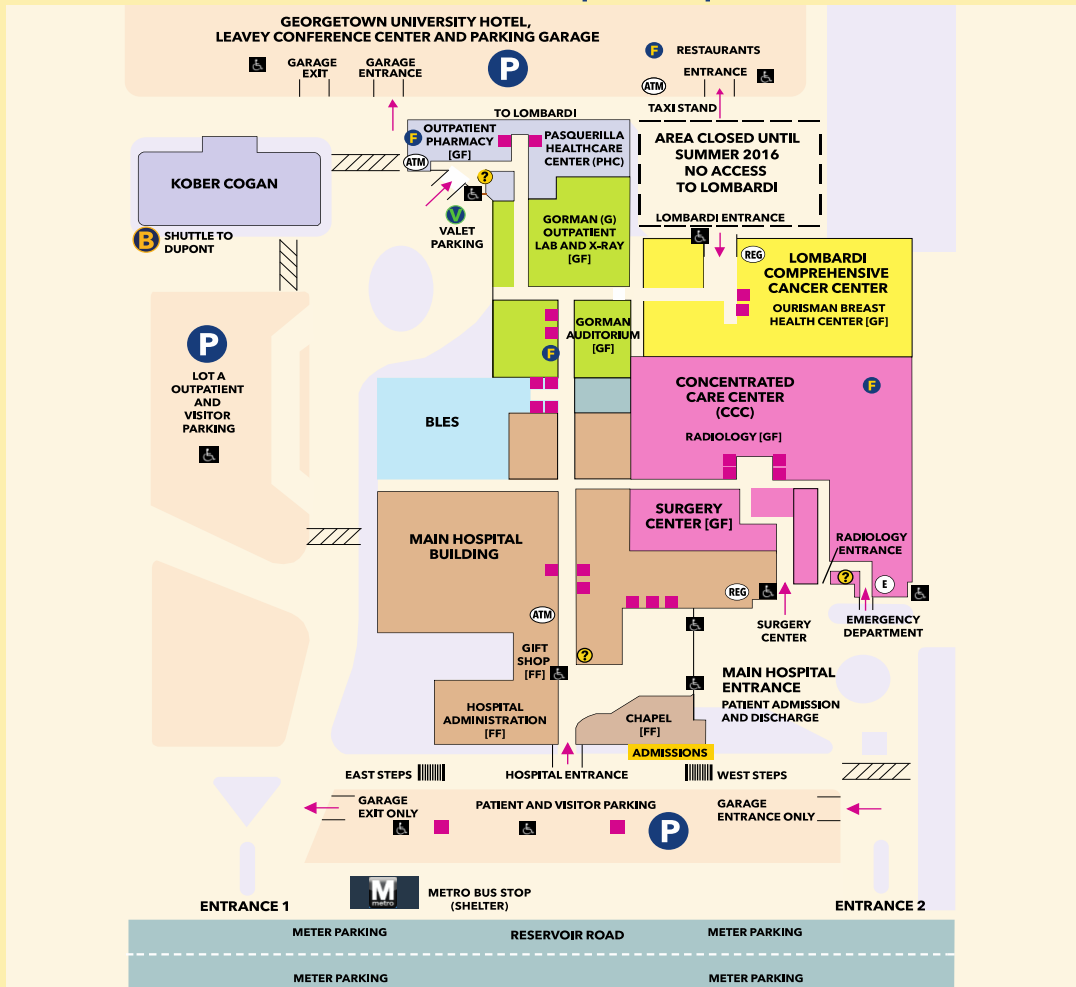
3800 Reservoir Road, NW • Washington, DC 20007

MedStarGeorgetown.org • 202-444-2000

Exterior Campus Map



Interior Campus Map



Please note that the main building connects to the CCC building only on the ground, first and fourth floors.

Map Key

ATM	First Floor	Outpatient Registration
Elevators	Food	Parking
Emergency Department	Ground Floor	Pedestrian Crosswalk
Entrance	Handicapped Access	Shuttle Bus Stop
Entrance After 9 p.m.	Information	Valet Parking



MedStar Georgetown Cancer Network

Welcome to Medstar Georgetown Regional Cancer Network

The **Medstar Georgetown Regional Cancer Network** consists of MedStar Georgetown University Hospital, MedStar Washington Hospital Center, MedStar Montgomery Medical Center, Southern Maryland Hospital, and National Rehabilitation Service.

The MedStar Georgetown Cancer Network means great cancer care, inspired by research. We are in the midst of great change-both in the way we understand and treat cancers, and the way in which we deliver health care. We understand that each person is unique and so is their cancer. Giving people more individualized options for their care is most important to us here at the MedStar Georgetown Cancer Network.

Today, excellence in cancer care means connecting research to treatment, academic medical centers to community-based programs and extended survival to better quality of life. It means assuring that every person with cancer has access to the best therapies. The MedStar Georgetown Cancer Network is focused on delivering the highest quality cancer care in the Washington, D.C., region.

MedStar Georgetown University Hospital and Georgetown University's Lombardi comprehensive Cancer Center is the engine that drives research for the entire Network.

MedStar Georgetown University Hospital

MedStar Georgetown University Hospital is an Academic Teaching Hospital. An Academic teaching hospital is a hospital that is affiliated with a medical school and provides medical education to students, interns, residents, and fellows.

MedStar Georgetown University Hospital Mission Statement:

To provide physical and spiritual comfort to our patients and families in the Jesuit tradition of *cura personalis*, caring for the whole person.

Lombardi Comprehensive Cancer Center Mission Statement:

The Lombardi Comprehensive Cancer Center as part of MedStar Georgetown University Hospital seeks to prevent, treat, and cure cancers by linking scientific discovery, expert and compassionate patient care, quality education, and partnership with the community; guided by the principle of *cura personalis*, care for the whole person.



Accreditation Information

The Lombardi Cancer Center is an NCI Designated Comprehensive Cancer Center

- The Lombardi Cancer Center is the research arm of the MedStar Georgetown Regional Cancer Network. NCI-designated Cancer Centers are characterized by scientific excellence and the capability to integrate a diversity of research approaches to focus on the problem of cancer. Comprehensive Cancer Centers demonstrate an added depth and breadth of research, as well as substantial research that bridges these scientific areas. There are 45 Comprehensive Cancer Centers in the United States. We at Lombardi are pleased and honored to play a vital role in advancing towards our goal of reducing morbidity and mortality from cancer.

American College of Surgeons Commission on Cancer (ACOS/COC)

This accreditation ensures that our cancer program provides:

- The best available treatment options
- Information about cancer clinical trials and new treatment options,
- A multidisciplinary team approach to coordinate the best available treatment options
- Access to prevention and early detection programs, cancer education, and support services
- A cancer registry that offers lifetime patient follow

Foundation for the Accreditation of Cellular Therapies (FACT)

- FACT is an internationally recognized accrediting body for hospitals and medical institutions offering stem cell transplant. The FACT accreditation indicates the accredited institution has met the most rigorous standards in every aspect of stem cell therapy. This covers the entire spectrum of stem cell therapy, from clinical care to donor management, cell collection, processing, storage, transportation, administration and cell release. Lombardi Cancer Center has received FACT accreditation for our autologous transplant program.

The Joint Commission (TJC)

- The commission develops performance standards that address crucial elements of operation, such as patient care, medication safety, infection control, and consumer rights. Accreditation is awarded to a health care organization that is in compliance with all standards.

National Accreditation Program for Breast Centers (NAPBC)

- The NAPBC represents a consortium of national, professional organizations dedicated to the improvement of the quality of care and monitoring of outcomes of patients with diseases of the breast.

Breast Health "Center of Excellence"

- The breast imaging center at MedStar/Georgetown University Hospital has been named a Breast Imaging Center of Excellence by the American College of Radiology (ACR), making it the only breast imaging center in the Washington, DC area to receive the designation. The Center of Excellence designation indicates that breast imaging at Georgetown's Betty Lou Ourisman Breast Health Center has the mandatory accreditation and has voluntarily participated in a rigorous review process to ensure it has met and exceeded nationally accepted patient care standards. This Center of Excellence status has been granted to only 2 percent of certified breast imaging centers in the United States.

Magnet

- MedStar Georgetown was the first hospital to be designated as a Magnet® facility in the nation's capitol in 2004. We have continued to maintain this designation since this time. We are proud to be part of the community of Magnet hospitals which represent fewer than 8% of hospitals across the nation. It is a distinction given to hospitals that have demonstrated excellence in nursing care, a nursing professional practice environment and nursing satisfaction. This designation is given to hospitals by the American Nursing Credentialing Center (ANCC).

Your Healthcare Team

Doctors

- **Attending Physician/ Medical Oncologist/Hematologist:** a physician who specializes in the medical treatment of cancer and non- malignant blood disorders and supervises your care
- **Radiation oncologist:** a physician who specializes in the treatment of cancer using ionizing radiation.
- **Hematology/Oncology Fellow:** a physician who has completed residency and is specializing in oncology. Fellows care for patients under the supervision of the hematology/oncology attending physician.
- **Intern/resident:** a physician in training who may provide some of your care under supervision of the medical oncologist
- **Physiatrist:** A physician who specializes in rehabilitation for patients with cancer or are undergoing cancer treatment.

Nurses

- **Nurse practitioners:** independent practitioners who work in collaboration with your physician to provide care
- **Nurse Navigator:** A registered nurse who coordinates new patient visits. These nurses facilitate communication between referring providers and the Lombardi clinic care team. The Navigator will work closely with your referring physician's office to ensure that all pertinent information is available for your visit. This will assist your physician and team in making the most of your visit and providing you with a treatment plan for your particular diagnosis.
- The Navigator will also assist in obtaining the most thorough medical history from you prior to your initial visit. This information will be made available to your physician in advance of your visit.
- **Clinical Nurse Coordinator:** a registered nurse who specializes in the care of patients with cancer. The nurse coordinator's main role is to perform patient teaching, coordinate care, assist with symptom management, and to triage calls outside of the clinic setting
- **Infusion Nurse:** a registered nurse specialized in the care of cancer patients and the administration of chemotherapy and other intravenous therapies
- **Research Nurse:** a registered nurse who specializes in the care and coordination of patients who are on clinical trials. This nurse serves to coordinate your care while you are enrolled in a clinical trial study.



Professional Support

- **Clinical Social Worker:** provides emotional support and counseling as well as assists with adjustment to illness and benefit coordination
- **Chaplain:** offers spiritual support to patients and families of all faiths and beliefs
- **Genetics counselor:** provides cancer risk assessment and counseling
- **Oncology dietitian:** helps assess nutritional status and support during and after treatment.
- **Psychologist:** works in conjunction with the oncology team to address the emotional well-being of patients and their families. Therapy may address issues such as distress, adjustment, anxiety, depression, family issues, and coping techniques.
- **Oncology pharmacist:** prepares and dispenses medication and chemotherapy. Works closely with your physician and nursing team

Other Members of Your Team

- **Patient Registration Associates:** greets and will assist with check- in for all patients for appointments at the clinical registration desk.
- **Certified Office Medical Assistants:** assists with vital signs, escorts patients to exam rooms, assists medical team.
- **Clinical Administrative Assistants:** Triages phone calls from main Lombardi phone number, communicates clinical and administrative requests to the providers.



Patient Portal

Our on-line patient portal, my MedStar, can help you keep track of your health information. Through the portal you can:

- Review most laboratory tests, excluding biopsies
- View a summary of your hospital stay or office visit
- Send your medical information securely to our healthcare providers
- Exchange email messages securely with your MedStar healthcare provider
- Request prescription renewals, appointments and referrals from your MedStar healthcare provider
- Pay your physician or hospital bill
- Please provide your full name and contact information when using the portal to communicate with your healthcare team, as well as the name of your physician or nurse
- You should receive a response within 24 hours

The portal is NOT for emergency issues

It's easy to enroll!

- Go to myMedstar.org
- Click on Enroll Now
- Agree to our Terms of Use
- Click on Request PIN
- Enter your name and birth date, and a PIN will be sent to you by U.S. postal the mail
- If you also provide your email address and last four digits of your Social Security Number we will email your PIN to you.
- You can also enroll by calling 877-745-5656

E-prescribing/ RX Refill Policy/ Patient Portal

- Please make sure that your doctor has your current pharmacy information on file. Most of your prescriptions can be sent electronically directly to your pharmacy.
- Please note that by law any prescriptions for narcotic medications **CANNOT BE PHONED, FAXED or SENT ELECTRONICALLY**. Prescriptions for narcotics must be collected in person and taken to the pharmacy to fill. Please contact your physician 7 days before your medication needs to be refilled. This will allow **adequate time for your request to be met**.

Medical Records/Privacy Information (HIPAA)

- We value the privacy of your medical information as an important part of our "patient first" pledge. We view the protection of patient privacy as an essential component of our vision to be the *Trusted Leader in Caring for People and Advancing Health* and our mission to serve our patients. We strive to use only the minimum amount of your health information necessary for the purposes described in this Notice of Privacy Practice ("Notice").
- For additional information on the Privacy Policy please visit:
<http://www.medstargeorgetown.org/privacy-policy/#q={}>

Release of Information

- All patient health care information at MedStar Georgetown University Hospital (MGUH) is confidential. Therefore, medical records cannot be released to any person without the authorization of the patient or the patient's legally authorized representative (unless authorized by law).

Requesting Medical Records

- All requests for the release of medical records must be submitted in writing and must be dated and signed by the patient or the patient's legally authorized representative. In the case of a minor, the parent or guardian must sign the authorization.
- You can find this release form in the appendix of this book or access it online at <http://www.medstargeorgetown.org/for-patients/patients-and-visitors/patient-information/medical-records-and-health-information-management/#q={}>

Patient Rights and Responsibilities

Rights: A Patient has the Right to:

- Respectful and considerate care and to be free from neglect, exploitation, abuse or harassment
- Receive treatment without discrimination as to age, race, ethnicity, color, religion, culture, language, physical or mental disability, sex, sexual preference or orientation, national origin, disability, gender identity or expression or socioeconomic status
- Receive information in a manner in which you understand
- Privacy and to receive a notice of our privacy practices and individual privacy rights
- Have your primary physician notified of admission to the hospital and to be informed of the name of the provider who will have primary responsibility for your care, treatment or services
- A clear, complete, and understandable description of your condition and treatment choices
- Ask questions and expect answers about benefits, common risks and recognized alternatives before giving your permission for any procedure or research study
- Refuse a diagnostic or therapeutic procedure, treatment, or research study to the extent permitted by law, and to be informed of the medical consequences of refusal
- Have pain appropriately assessed and managed
- Have a family member or representative of your choice notified of admission to the hospital and have a family member or representative present for emotional support

- Access, copy and update your medical record within a reasonable timeframe in accordance with the Notice of Privacy Practices
- Contact a Patient Advocate if there are concerns or complaints about care received or the privacy of your medical information
- Request or refuse an interpreter
- Give consent or refuse consent to the hospital to produce or use recordings, films or other images other than for your care
- Ask your healthcare provider to please wash their hands
- Formulate Advance Directives and have hospital and medical staff comply with those directives to the extent permitted by law
- Leave the hospital as soon as possible with instructions about how to care for yourself at home
- Request a same sex chaperone to be available for any outpatient visit

A Patient has the Responsibility to:

- Give your health care team the most complete and correct information about your health, health history, insurance, and related issues
- Tell your caregivers about changes in the way you feel when you are in the hospital, doctor's office, or after you leave
- Follow the plan of care
- Be considerate and respectful of other patients and Hospital employees as well as others' property and equipment
- Keep noise to a minimum; use the telephone, TV, and lights courteously
- Pay attention and ask questions of the healthcare team regarding any aspect of your care
- Speak up if you do not understand
- Discuss your Advance Directive with your physician prior to admission, when admitted, and anytime you make a change to the document
- Help us maintain a healthy and healing environment, refrain from the use of tobacco products in adherence to the hospital's tobacco-free policy
- Meet financial commitments
- We are pleased to provide excellent care. Compliments, comments or concerns, call: 202-444-2273 or ext. 42273 if inside the hospital



Appointments

For all visits:

- Bring a picture ID, your health insurance cards, and your referral (if required by your insurance).
- Bring a list of medications for the nurse and doctor to review. This includes over the counter medications and any herbal or dietary supplements. Please make sure you include the dose (strength) and frequency (number of times you take it each day).

Consents

- By policy, we require a general consent for your treatment and processing of your insurance claims during registration every month.
- The purpose of obtaining informed consent is to verify that patients have been fully informed of available treatment options including their potential dangers. This means that the patient understands each option and can make a decision in accordance with their acceptable quality of life.
- We also require written consents for chemotherapy/biotherapy.
- Consents are required for any changes in chemotherapy regimens.
- Separate consents are needed to be part of a clinical trial.

Clinic Appointments

- Please arrive at least 30 minutes before your appointment
- Please report any changes in your address or contact phone numbers by turning in your printed registration document with corrections noted so we may update your account.
- As an academic institution, your visit may include services by an oncology fellow or medical resident.
- Sign in at the front desk and complete the registration process with one of our associates.
- If you are scheduled to have your blood drawn, the staff will inform you and direct you to the laboratory in the Lombardi Clinic.
- This is the time to ask questions and get prescription refills if needed.

- You may meet with the Clinical Nurse Coordinator who works with your physician. This nurse is available to assist with coordination of your care, teaching, symptom management and telephone triage.
- Please remember to stop at the checkout desk after your visit is complete. Staff will assist with, scheduling your next appointment and provide you with a summary of your visit. During your visit, other members of the clinical healthcare team may meet with you, (clinical nurse coordinators, social workers, research coordinators and/or dietitian).

Infusion Visit

- Blood tests are typically required before chemotherapy can be given. It generally takes 30 - 45 minutes for the results to be posted for review by your physician and/or the medical team. If possible and to avoid delays, we encourage patients to have their blood tests drawn the day before their treatment/infusion visit.
- When you arrive to the Infusion Unit you will check- in with the reception desk. The reception staff will notify the infusion nurse of your arrival. Chemotherapy is not prepared by pharmacy until all lab work and physician orders are verified. This is an essential step to ensure your safety.
- Typically chemotherapy infusion begins with pre-medications to prevent nausea and other side effects. Pre or post hydration may be required by your treatment plan. This may add an additional 1 - 4 hours to your chemotherapy visit.
- Once your chemotherapy infusion is complete the nurse will assess your status to ensure you are stable prior to discharge home. Please make an appointment for your next treatment at the checkout desk prior to leaving. If you receiving chemotherapy for the first time we invite you learn more about chemotherapy by attending our chemotherapy class. It is offered every Saturday at 2 PM in the Ground Bles Infusion area.

**Note: Appointments for infusions are not the same as physician appointments and must be made separately. Please call 202-444-4399 to make an appointment by phone.*

Obtaining Test Results

- Most laboratory reports are available from the patient portal upon request.
- Scans and pathology reports are not available through the portal at this time.
- Any request for specific interpretation of results should be directed to your physician or nurse practitioner for evaluation.
- Consider making your appointment to see your physician team soon after any scans (or as directed) to discuss your treatment plan.

Treatment Options

The health care team, led by your physician, will determine your best course of treatment. Treatment may involve:

Chemotherapy: Immunotherapy/Biotherapy

- Uses anticancer medicines that work to kill cancer cells and help to prevent them from multiplying.

Hormone Therapy

- Used to treat cancers that are sensitive to hormones. Hormone therapy often is used to block the effects of naturally occurring hormones that may fuel tumor growth.

Radiation Therapy

- Radiation therapy is one of the most common treatments for cancer. It uses high-energy photons, such as x-rays or gamma rays, or charged particle beams such as electrons, protons, or other heavy charged particle, to destroy or damage cancer cells. Radiation can be given alone or used in conjunction with other treatments, such as surgery or chemotherapy.
- Radiation can be delivered either externally or internally to a patient body. External beam radiation uses radiation beams produced in a machine, such as a linear accelerator, to direct high energy beams from outside the body into the tumor; whereas internal radiation, or brachytherapy, utilizes radiation produced from radioisotopes implanted into the tumor or inserted into body cavities to destroy cancer cells.
- Commonly used external beam radiation machines include: Medical linear accelerators, Cyberknife, Tomotherapy system, Gamma knife, and proton systems. Typical isotopes used include Iodine 125, Palladium 103 and Iridium 192.

Clinical Trials (research therapies)

- Clinical trials help researchers find new ways to treat or prevent cancer and assist in making sure they are safe and effective.
- All drugs commonly used to treat cancer today began as part of a clinical trial.
- Participation in a Clinical Trial may offer access to new therapies not yet widely available.

Bone Marrow Transplant

- Bone marrow transplant is a treatment option for some patients with hematological malignancies. Your physician and team will determine if this option is right for your type of disease.

Cancer Surgery

- Surgery to remove tumors.

Proton Therapy (coming soon to MedStar Georgetown University Hospital)

- Proton radiation therapy is the use of high energy proton particles to destroy cancer cells. One can literally compare protons and photons to bowling balls and ping pong balls,

respectively, to visualize their effects on cancer cells. Protons therapy has much less normal tissue damage or side effects and is particularly preferred for children or younger people for whom secondary cancer may be a concern.

Insurance Concerns: Getting Medical Pre-approval or Prior Authorization

- Health insurance companies use the prior authorization or pre-approval process to verify that a certain drug, procedure, or service is medically necessary prior to treatment to verify that it is covered by your policy. This is extremely important for people to know, especially people being treated for cancer. If the service is performed prior to approval by your insurance plan you may be responsible for the full cost.

For prescription drugs

- Prior authorization is often required for high cost prescription drugs. Our physicians, nurses, and preauthorization staff work to ensure that any information required is provided to your insurance company.

Treatment Calendar

- The Clinical Nurse Coordinator that works with your physician will provide you with a treatment calendar so you can keep track of your treatment visits, lab work, scans, etc.

Drug Information Materials

- The Clinical Nurse Coordinator will provide you with information regarding medications and treatments.

Infusion/Oral Chemotherapy

- Depending on your plan of care, you may have an infusion as an outpatient or an inpatient.
- Our infusion units are staffed by highly skilled, experienced nurses who specialize in the administration of chemotherapy, biotherapy and supportive medications. The staff works closely with each physician team to provide treatments in both the research and non research setting. Many of the staff have dedicated their careers to the care of cancer patients and their families.
- The length of treatment will vary depending on the therapy that is ordered. Be aware that medications can only be prepared after your arrival on the unit and you are cleared to receive therapy (blood test results). This preparation time may take 60-90 minutes. Although this can be a lengthy process, it is done with your safety in mind. We appreciate your patience during any wait time that you may experience.
- The clinical nurse coordinator assigned to work with you will assist in making your first infusion appointment. After this your appointments will be coordinated directly with the infusion center. Please make sure you confirm your next appointment before leaving.

Where it happens

Infusions occur in 2 locations in the hospital.

- Standard therapy Infusions are usually performed on the Ground Bles Infusion Unit (Ground Floor Bles Building.).

- Research treatments are usually performed on the 5 North Infusion Unit (5th Floor Main Building).

Oral Chemotherapy

- Anticancer pills or capsules are given for you to administer at home.
- Staying on schedule for your treatment is VERY important. It is important to make sure you schedule your appointments in advance so that your treatment stays on schedule.
- Your Clinical Nurse Coordinator or Research Nurse will assist you in keeping a calendar of important dates and times along with required blood work as necessary.

Safety and Wait Time

- We are always trying to make our process more efficient and safe. Chemotherapy requires time to prepare as each medication is custom made for each patient and doses may be adjusted based on your blood test results.
- Current laboratory tests are required prior to treatment in most cases. Having your blood work performed in advance of your visit will likely reduce wait times for most patients. Discuss this schedule with your infusion nurse, clinical nurse coordinator or physician if you have any questions.
- Be sure to make your next appointment prior to leaving for the day.
- We welcome your feedback and suggestions. You may receive a patient satisfaction phone call after your visit. Please share your feedback. You may always speak with a member of your care team if you have any specific concerns or ideas for improvement.

Tips for Coming to the Infusion Clinics

- Feel free to bring books, magazines, a laptop computer or tablet, portable music player (with headphones) to help pass the time.
- Light lunches and snacks are provided. You are welcome to bring drinks, snacks or purchase items in one of our dining locations
- You are welcome to bring one adult family member or friend over the age of 12

New Patient Chemotherapy Education

This class includes:

- A tour of the Infusion Unit
- A general overview of what to expect on chemotherapy infusion days
- Review of common side effects of treatment
- An opportunity to ask general questions regarding chemotherapy, side effects, symptom management & scheduling

When: Every Saturday @ 2PM

Where: Ground Bles (Infusion Center)

Who Should Attend: Patients new to chemotherapy, family members are welcome to attend

RSVP: Please send confirmations of attendance to the GUH Lombardi Patient Education email address below:

Guh-lombardipatienteducation@gunet.georgetown.edu



Clinical Trials

- At Lombardi we are proud of our balanced, comprehensive research expertise.
- These research studies help to inform doctors and scientists about new and emerging cancer therapies, how they should be used, and which patients will benefit the most from these approaches.
- Clinical trials help researchers find new ways to treat or prevent cancer, and assist in making sure they are safe and effective.
- Almost every standard cancer treatment currently in use was first made available to patients who participated in clinical trials.
- Through these studies, Georgetown Lombardi is able to provide personalized medical treatment to each of its patients while upholding its motto, *cura personalis* (care for the whole person).

What is a clinical trial?

- A clinical trial is a scientific study done in human volunteers to test the safety, value and the side effects of a procedure, medication, or device. Clinical cancer trials are conducted only after meeting the approval of the National Institutes of Health (NIH). All of the steps that will be followed in the trial are set out in the study protocol. The protocol is a detailed “recipe” for how the study will be done. A study may show that the tested treatment is better than, as good as, or no better than the standard treatment for the same condition. Without clinical trials there would be few, if any, medical advances- advances that help us to treat millions of people, and will benefit future generations worldwide who have various illnesses.

Why do we need clinical trials?

- A series of clinical trials for each possible treatment must be done before the Food and Drug Administration (FDA) will approve a drug, procedure or device. Many of the trials done at MedStar Health Research Institute are trials testing possible drugs or devices. A drug must be shown to be safe and useful for public use before the FDA can approve it.

From the lab bench to the drug store, developing a new drug is a long and expensive process. It is estimated to take about 10 years and 800 million dollars to bring one new drug to market (R&D Directions, January 2002).

Who can participate in a clinical trial?

- People with the condition being studied or healthy people can volunteer to take part in a clinical trial. Each study has specific entry requirements such as age or a medical condition necessary for participation. The doctor in charge of the study must review the volunteers' medical history to determine if he/she is eligible to participate based on strict study conditions called entry criteria.

Who is in charge of a clinical trial?

- A medical doctor is usually responsible for carrying out the study according to the study protocol. Before a clinical trial can begin to enroll volunteers an Institutional Review Board (IRB) must approve it. The IRB is a committee made of healthcare experts that review each study to protect patient rights and ensure the safety of research volunteers. The IRB also ensures the research is scientifically sound and is involved in the review of safety issues throughout the study.

What is informed consent?

- One of the documents the IRB must review and approve is called an Informed Consent Form. This form is provided to volunteers who are interested in participating in a clinical trial program. The informed consent includes everything a volunteer needs to know about the study such as risk and potential benefits, so that he/she can make an informed decision as to whether or not to participate. The process allows volunteers to ask questions. Volunteers are encouraged to take their time in making a decision before signing the consent and joining the study. You and your family should feel completely comfortable with your decision to participate before you sign the consent.

What are the benefits to being in a clinical trial?

Once enrolled in a clinical trial, many volunteers find there are a number of potential benefits to participation. These can include:

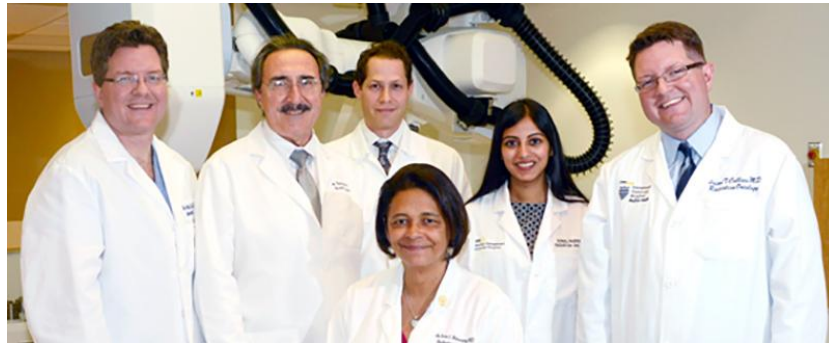
- The opportunity to become involved in the testing of a new drug that may have the potential to improve your condition
- Close contact with the study team for management of your disease
- Contributing to medical science, which may help others now and in the future

However, volunteers understand that there may not be any benefit to participating in a study and there may be risks associated with that therapy.

Clinical Trials Websites:

- <http://lombardi.georgetown.edu/clinicaltrials/>
- <http://www.cancer.gov/about-cancer/treatment/clinical-trials/what-are-trials>
- <http://www.cancer.gov/publications/patient-education/cancer-treatment-research-studies>

Radiation Therapy



- Radiation oncology is a medical specialty that involves treating cancer cells with high energy X-rays or beams that act to kill cancer cells. Doctors who specialize in treating cancer with radiation are called Radiation Oncologists. They treat a wide variety of cancers.
- Radiation oncologists work with other physicians in your team to design a treatment plan that is best for you. Specialists carefully monitor doses to avoid the risk of radiation overexposure.
- MGUH offers state of the art radiation therapy.

Bone Marrow Transplant

- Bone marrow transplant is a treatment option for some patients with hematological malignancies. Your physician and team will determine if this option is right for your type of disease.
- During a transplant, healthy cells (stem cells) are infused into a person who has diseased or damaged bone marrow, or are used to replace stem cells when a person has received chemotherapy and/or radiation therapy that has destroyed their own bone marrow.
- Blood stem cells can be found in the blood stream so they can be collected as peripheral blood stem cells.
- The physicians at Lombardi are board certified hematology and oncology physicians with many years of experience in stem cell transplantation. These physicians have partnered with MedStar Georgetown University Hospital from the John Theuer Cancer Center in Hackensack, New Jersey.
- Some diseases that are treated with a stem cell or bone marrow transplant are: multiple myeloma, lymphoma, leukemia, and some autoimmune diseases
- For more information on Bone Marrow or Stem Cell transplant please contact our team at 202-444-3736.

Inpatient Admission Process

- There may be a time when your physician decides that you need to be admitted to the hospital for care.
- This admission may either be planned for a specific date, or if unplanned, you may be admitted directly from your clinic visit or from the Emergency Department.

- Often admission is required if you require management of symptoms or if you require further monitoring.
- If admitted from home, you will be contacted when a room becomes available. If no rooms are available, your care team may send you to the Emergency Department for evaluation.
- In any event, your care team will be aware of your needs and will always be available for support.



Support Services

The Lombardi Comprehensive Cancer Center's renowned oncologists, hematologists, researchers, and staff work every day to ensure that our patients and their families receive optimal care in a supportive environment.

Arts and Humanities Program

- The Georgetown Lombardi Arts and Humanities Program serves the patients and staff of MedStar Georgetown University Hospital.
- Their mission is to promote an optimum life experience for patients, families and medical caregivers with events, resources, education and environments that encourage a creative and constructive response to illness.
- Professional artists in residence bring visual art, music, dance and expressive writing to the hospital community through exhibitions, performances, installations, workshops, classes, and one-to-one interactions.
- The Arts and Humanities program also conducts research into how art improves the patient experience.

For more information please contact: Julia Langley, Director at 202-444-1228 or email Julia.langley@georgetown.edu

Cancer Rehabilitation

Services are available at MedStar Georgetown University Hospital or through the many locations in the region for MedStar NRH Rehabilitation Network. Our rehabilitation specialists provide a variety of services that can assist you with the challenges of cancer treatment.

Rehabilitation Services provided include:

- Balance training

- Energy conservation
- Daily living management
- Cancer related fatigue management
- Pain management
- Equipment recommendations
- Gait training
- Lymphedema management
- Therapeutic exercise and strengthening
- Neuropathy treatment
- Swallowing management
- Cognitive compensatory strategies
- Communication strategies

Our team includes:

- **Physiatrists:** Physicians who specialize in physical medicine and rehabilitations
- Physical therapists
- Occupational therapists
- Speech language pathologists

Speak with your attending physician if you have further questions.

For more information about Cancer Rehabilitation or to schedule an appointment, please call

MGUH: 202-444-3690

NRH: 202-877-1957 or website at MedStarNRH.org/Cancer

Chaplain/Spiritual Support



The Department of Mission and Pastoral Care provides spiritual and emotional support to patients, families, and staff through sacramental and liturgical ministries as well as spiritual presence and conversation. An interfaith team of chaplains and volunteers serves people of every religious affiliation who are receiving inpatient or outpatient care at MedStar Georgetown.

Mission and Pastoral care provides:

- Religious services and Masses
- Patient visits by a chaplain
- Sacramental ministry

- Spiritual resources for all faith traditions
- 24 hour on call coverage
- Ethical decision making counseling
- Televised religious services on Channel 2 on Hospital televisions
- Clinical Pastoral Education
- For more information please call: 202-444-3030

Genetics Counseling

Genetic counseling is an important part of managing cancer risk. A genetic counselor can offer information, review testing options, interpret test results, recommend appropriate screening and risk reduction strategies, and provide support resources to individuals and their families.

Certified genetics counselors:

Aimee Martin, MGC, CGC

Anna Chloe Phillips, MGC, CGC

For more information call: 202-444-1061, press option 2 for details.

Nutrition Counseling



Balanced nutrition is an important part of cancer treatment and survivorship. A healthful diet can improve treatment outcomes as well as help to rebuild your body's cells and improve energy levels. Our registered dietitian, who has special training in oncology nutrition, will work with you and other members of your health care team to customize a nutrition plan that fits with your diagnosis and treatment plan. Our dietitian can help you learn more about foods, vitamins, herbs, and supplements as well as address changes in appetite or weight, and help manage the side effects of cancer treatment. Speak with a member of your healthcare team to arrange a meeting with our registered dietitian.

Certified Nutrition Counseling

Rachel J. Wong, RD, CSO, LD

For more information call 202-444-7423

Palliative Medicine



What is Palliative Care?

Palliative care (pronounced pal-lee-uh-tiv) is specialty of medicine focused on treating the symptoms, pain and stress of a serious illness for patients and their families. It provides an added layer of support for patients and at all stages of any serious illness, whatever the prognosis. Central to this care is the communication and coordination of treatment options to maximize quality of life for patients, according to the individual patient's goals and aspirations.

Services

Medstar Georgetown University Hospital focuses on palliative medicine in an effort to care for the whole person. An inpatient consult service provides care to hospitalized patients with serious illness. An outpatient palliative medicine clinic provides excellent continuity of care outside of the hospital. At this time, our outpatient services are able to accommodate Lombardi Cancer Center patients receiving active cancer treatment.

What We Do

- Palliative care is a team approach to care. The core team includes doctors, nurses, and social workers; all palliative care specialists. Pharmacists, nutritionists, artists, musicians, chaplains, and others may also be part of the team.
- Our team spends as much time as necessary with you and your family. We become a partner with you, your family and your other doctors. We support you and your family every step of the way, not only by controlling your symptoms, but also by helping to guide you through your treatment options and goals.
- Working together with your primary doctor, our palliative care team provides:
 - Specialized management of pain and other symptoms
 - Integrated communication between your care team members, including primary care and specialists
 - Guidance with difficult and complex treatment choices
 - Emotional and spiritual support for you and your family
 - Coordinated transitions of care and answers to questions about prognosis

For more information or to schedule an appointment with a palliative care specialist, call 202- 444-1845.

Patient Advocacy/International Services

- If you have a question or concern, the first place to turn is to your physician, nurse coordinator or another member of your healthcare team.
- In the event the staff is unable to assist you to your satisfaction, or you have a special concern or need, please contact one of our Patient Advocates.
- The Patient Advocate provides advocacy and assistance to patients/ families and physicians in all care settings and act as liaisons between patients, physicians, hospital staff, and departments to recognize or remove obstacles to providing high quality care.
- Advocates can be contacted Monday through Friday 8:00 am to 5:30 pm at 202-444-3040 or by pager through the Patient Care Line at: 202-444-CARE (2273).
- On weekends or after hours please contact the Patient Care Line or Clinical Administrator through the hospital page operator at: 202-444-PAGE (7243)
- MedStar Georgetown's International Services department provides support to embassies and international organizations headquartered in Washington, D.C. and the many patients and their families traveling from overseas for medical care or physician consultation. For all international patients, we are here to ensure smooth navigation of our hospital and that all medical needs are met.
- Through the International Services Department, international patients have full access to all of MedStar Georgetown's expert physicians, cutting edge treatments and technologies and advanced clinical programs. So, no matter what the medical need, international patients can rest assured that they will receive the very best in care.

International services can be contacted Monday through Friday, 8 a.m. to 5:30 p.m. at 202-444-1588 or emailing international@gunet.georgetown.edu.

Social Work

Here at the Lombardi Comprehensive Cancer Center, we recognize that a diagnosis of cancer affects many aspects of life. Emotional distress, practical concerns, lack of energy, communication with family members- any or all of these may become an issue when someone is receiving treatment for cancer. To address these needs, Lombardi has a team of oncology certified social workers who help navigate the many unexpected needs that may arise due to cancer and its treatment. Our social workers are available, free of charge, to assist our patients and their families with a range of services that can reduce stress during any phase of care.

Examples:

- Coping with new diagnosis, including practical needs
- Emotional concerns, worry, fear, sadness
- Helping patients better understand benefits such as social security, disability and insurance related issues
- Counseling and psychotherapy options both at the Lombardi Cancer Center and in the community
- Mindfulness and relaxation techniques to help reduce stress
- Advanced directives and long term planning options
- Support groups
- Finding the best ways to talk to children and loved ones about their diagnosis

New patients are encouraged to complete a Distress Screening Questionnaire (iPad) upon their first visit to the Lombardi Clinic. This screening assists our social workers in providing support that is tailored to each individual patient's needs.

All of our social workers have received special certification by the Association of Oncology Social Work (AOSW)

Please feel free to contact one of our Social Workers:

Joanne Assarsson: 202-444-3755

Leonard Ellentuck: 202-444-6288

Cheryl Hughes: 202-444-3020

Distress Screening

Cancer is a complex disease that affects many different parts of a patient's life. The stress that may develop may be difficult to recognize and manage. For this reason the National Comprehensive Cancer Network requires that every NCI-designated comprehensive cancer center assess patients for cancer related distress. We at the Lombardi Cancer Center believe that addressing the social and emotional concerns associated with cancer can improve the quality of life of patients and their family members. iPad stands are available near the registration desk for you to complete a private electronic questionnaire. The information will assist the social worker and your health care teams formulate a treatment plan that is tailored to meet your specific needs.

Support Groups

The Lombardi Comprehensive Cancer Center offers a number of free, professionally facilitated support groups for individuals struggling with cancer. Groups can help you gain confidence in your ability to manage the many emotional and physical challenges associated with a cancer diagnosis in a safe and supportive environment. Come learn from others who have "walked in your shoes" and share what works well for you while learning how others may have addressed a similar situation.

Please consider joining one of the groups listed below.

Current Support Groups – Lombardi Comprehensive Cancer

- **Bone Marrow Transplant Group**: Offered on the 1st Wednesday of the month from 2pm-3pm for individuals who are pre- or post –transplant. Please call Joanne Assarsson, LICSW, OSW-C to register - 202-444-3755.
- **Colorectal Support and Resource Group**: Open to cancer patients and their caregivers. Please call Leonard Ellentuck LICSW, OSW-C to register- 202-444-6288.
- **Look good...Feel Better**: This free, non-medical program is facilitated by trained volunteer cosmetologists who teach women how to cope with skin changes and hair loss using cosmetics and skin care products donated by the cosmetic industry. Group meets on the 4th Monday of the month from 9:30am-11:30am. Note: No groups offered in August and December.
- Please contact Joanne Assarsson LICSW, OSW-C to register-202-444-3755.

- **Oral Head and Neck Cancer Group:** This is a group for individuals and their caregivers that address the practical and emotional issues related to diagnosis, treatment and recovery. Group meets on the 3rd Wednesday of the month from 1:30pm-3:00pm.
- Please contact Joanne Assarsson LICSW, OSW-C to register - 202-444-3755.
**Groups are based on need, and may be added or closed periodically. Please contact the individual group facilitator to confirm the group's availability.

Additional support groups co-facilitated by Lombardi Oncology Social Workers but located off site are detailed below.

- **General Cancer Support Group:** Open to patients with any cancer diagnosis. Group meets weekly from 6:00pm-7:30pm at the Smith Center for Healing and the Arts, 1632 U Street, NW Washington 20009.
- Please call Kiersten Gallagher to register-202-483-8600.
- **DC Young Adults with Cancer:** Offers young adult patients (ages 19-39) an opportunity to connect with others (in the DC area) who are dealing with similar cancer-related issues and concerns. This group meets monthly on a Sunday evening from 5:30pm-7:00pm at the Smith Center for Healing and the Arts, 1632 U Street, NW Washington 20009.
- Please call Kiersten Gallagher to register-202-483-8600.

Survivorship



- Cancer survivorship focuses on the health and life of a person with cancer post treatment until the end of life.
- It covers the physical, psychosocial, and economic issues of cancer, beyond the diagnosis and treatment phases.
- Survivorship includes issues related to the ability to get health care and follow-up treatment, late effects of treatment, second cancers, and quality of life.
- Family members, friends, and caregivers are also considered part of the survivorship experience.

Treatment Centers

Adult Medical Oncology and Hematology

- Physicians of the Division of Hematology and Oncology are dedicated to the medical treatment and care of adults with cancer and diseases of the blood. Our physicians may specialize in Oncology, Hematology or both. Many are involved in clinical or “translational” research, meaning they conduct research studies, enabling new treatments to be brought to you as soon as they are approved for use.
- The clinical research mission of the Georgetown Lombardi Hematology Program is to develop new and better therapies for patients. We offer our patients a wide array of opportunities to participate in clinical research studies relating to hematologic disorders. Our care team uses state-of-the-art treatments and comprehensive supportive services to provide the best care possible for those suffering from hematologic disorders.
- We believe that a combination of research, education, and clinical treatment helps ensure that care provided to you is on the cutting edge.
- Our attending physicians work closely with nurse practitioners and clinical and research nurses. You will have access to Lombardi’s social workers, nutritional counselors, pastoral care team, and palliative care team to provide for all aspects of your physical, mental, emotional, and spiritual health.

Prostate Cancer Center



- Men seeking care at the Lombardi Cancer Center have access to highly experienced surgeons, radiation oncologists, medical oncologists, prostate cancer nurses, and counselors.
- A key factor in ensuring quality of life for a prostate cancer patient is for the patient to receive the most effective but least invasive treatment strategy, with the fewest long term side effects. At the Prostate Center, patient care incorporates the latest in advanced technology including new medications. Other technology such as the da Vinci® robot surgical system and the Cyber Knife® stereotactic radio surgical system, provide a range of minimally invasive options for treatment.

Betty Lou Ourisman Breast Health Center



- Dedicated in 1998, the Betty Lou Ourisman Breast Health Center is a one-of-a-kind clinic designed to provide the most professional breast health care possible through coordination of services across specialties to maximize efficiency and produce optimal outcomes.
- Interdisciplinary breast professionals, working within steps of each other, offer seamless, confident, accurate, and efficient management of breast care.
- In one visit, you may be seen by a physician or nurse practitioner who specializes exclusively in breast health, by a radiologist who dedicates their practice to interpreting mammograms, or by a surgeon who exclusively practices breast surgery.

To make an appointment at the Betty Lou Ourisman Breast Health Center, please contact 202-444-3315

The Ruesch Center for the Cure of Gastrointestinal Cancers



- The Ruesch Center is part of the MedStar Georgetown Lombardi Comprehensive Cancer Center. It is among the few centers in the country to focus exclusively on digestive tract tumors.
- Directed by John L. Marshall, MD, a global leader in the research and development of drugs for gastrointestinal cancers, the center was established in 2009 through a grant from Jeanne W. Ruesch and her family in memory of her husband Otto, who was treated by Dr. Marshall at MedStar Georgetown University Hospital, Lombardi Comprehensive Cancer Center.
- The combined expertise of all members of the Ruesch Center team provides a highly personalized, effective, and integrated approach to patient care.
- For more information please contact 202-444-0275

Other Important Information During Treatment

Infection Control/colds, flu, hand washing

- Please ask your caregivers to wash their hands if you do not see them wash their hands.
- All patients and visitors are expected to respect the privacy and health care needs of Lombardi Cancer Center patients.
- We may restrict visits for reasons that may include:
 - Flu like illnesses or contagious diseases
 - If visitors have fevers (100.4 or higher), sore throat, runny nose, cough, they should refrain from visiting/accompanying patients. If they must accompany the patient for reasons such as guardianship or transportation they will be required to wear a mask at all times during their visit.
- We reserve the right to restrict visitors.

Advanced Directives

- At MedStar Georgetown University Hospital, we want to provide our patients not only with the highest care, but the treatment they desire.
- Every patient has the right to determine how vigorously he/she would want to pursue life-sustaining measures when the end of life is near. For this reason, we encourage our patients to discuss these decisions with their families, to designate a person to speak on their behalf, and to put their wishes in writing. There are many options.
- Information can be found online at: <http://www.medstargeorgetown.org/for-patients/patients-and-visitors/patient-information/advance-directives/#q={}>

Family Communication/authorization

- Only after patient authorization, healthcare information can be shared with individuals designated by the patient.
- We respectfully request that patients select one individual as the point of contact between Lombardi Cancer Center and the patient/family.

Appendix: Glossary and Additional References

Lombardi Clinic

Appointment Line:

- Adult Hematology/Oncology: 202- 444-2223 (press 2)
- Gynecologic Oncology: 202- 444-2114
- Pediatric Hematology/Oncology: 202- 444-7599
- Lab: 202- 444-0737
- Infusion Center Appointments: 202- 444-4399
- Physician Appointments: 202- 295-0555
- Nights & Weekends: 202- 444-7243. Ask for the Medical/Oncology Fellow on-call
- Billing Service: 202- 444-1400
- PUBS Customer Service: 703- 538-1400

Georgetown Physician Group

- Allergy Clinic: 444-6200
- Audiology: 944-5300
- Bone Density:
 - Endocrinology: 202- 687-2818
 - Rheumatology: 202- 444-0870
- Breast Surgery: 202- 295-0560
- Cardiology: 202- 444-5111
- Echocardiograms: 202-444-1294
- Heart Station: (ECG) 202-444-1294
- Holter Monitor: 202-444-1294
- Treadmill Exercise Lab: 202-444-1294
- Center for Sight, Ophthalmology: 202- 444-4448
- Clinical Pharmacology: 202-444-3770
- Colorectal Surgery: 202-295-0560
- Comprehensive Breast Clinic: 202-444-3315 option 4
- Dermatology: 301-951-2400
- Diabetes Education (GIM): 202-444-0856
- EEG Lab: 202-295-0540
- Electromyography (EMG): 202-295-0540
- Emergency Room: 202- 444-3111
- Endocrine Surgery: 202- 444-7200
- Endocrinology: 202- 687-2818
- Gastroenterology: 202- 444-8541
- General Internal Medicine: 202- 444-8168
- General Surgery: 202- 444-7200
- Georgetown MD: 202-342-2400
- GYN / OB: 202- 444-8531
- Hematology / Oncology

- (Lombardi Cancer Center): 202- 444-2223
- Hepatology: 202- 444-3704
- Infectious Diseases: 202- 444-0086
- Information: 202- 444-2000
- In-Patient Medical Records: 202-444-3184
- International Services: 202- 444-1588
- Nephrology: 202- 444-9183
- Neurology: 202-245-0540
- Neuro-Surgery: 202- 444-4972
- Non-Invasive Vascular Lab
- (Ankle Brachial Index, Doppler): 202- 444-2255
- Ophthalmology: 202- 444-4448
- Orthopaedics: 202- 444-8766
- Otolaryngology: 202- 444-8186
- Physical Medicine & Rehabilitation (PT/OT/SLP): 202- 295-0546
- Plastic Surgery: 202- 444-8751
- Podiatry: 202- 444-9686
- Psychiatry, New Patients: 202- 944-5400
- Pulmonary: 202- 444-8830
- Radiology: 202- 444-3400
- Breast Imaging & Mammography: 202-295-0500
- MRI: 202-444-3355
- Nuclear Medicine: 202-444-3378
- Rheumatology: 202- 444-6200
- Sleeping Disorder Clinic: 202-295-0552
- Social Worker (Case Management): 202-444-3750
- Surgical Oncology: 202-295-0560
- Thoracic Surgery: 202-295-0560
- Urology: 202- 444-4922
- Vascular: 202-444-2255
- Wound Clinic: 202-444-9686

Support Services

- Social Work
Adults: 202- 444-3755
Pediatrics: 202- 444-7599
- Pastoral Care: 202-444-3748
- Genetic Councilor: 202- 444-1061 opt #2
- Outpatient Pharmacy: 202- 444-3772
- Interpreter Services: 202- 444-1588
- Nutritionist: 202- 444-7423

Health Care Certifications

- AOCN: Advanced Practice Oncology Nurse Certification
- AOSW: Oncology Certified Social Worker
- BMTCN: Bone Marrow Transplant Certified Nurse
- CGC: Certification by the American Board of Genetic Counselors
- CPHON: Certified Pediatric Hematology Oncology Nurse
- MGC: Masters in Genetics Counseling
- NHA: Certification for Medical Assistants
- NP: Nurse Practitioner
- OCN: Oncology Certified Nurse

Glossary

- **Biopsy:** This is the removal of a small section of the tumor; the sample will be analyzed by a histopathologist in order to establish a precise diagnosis. A surgical procedure. This may be a needle biopsy, where a very fine needle is used to take a tiny sample of the tumor. Occasionally a surgeon may remove the whole tumor prior to diagnosis; a resection biopsy.
- **Hematology:** is the branch of medicine that specializes in the study and treatment of blood and blood tissues (including bone marrow). A blood count is where the various types of cells in the blood are measured. This may aid diagnosis and will be used during treatment to monitor toxicity. The Hematologist may also examine samples from a bone marrow aspiration (needle into the bone) and samples of spinal fluid from a lumbar puncture (needle between the vertebra of the spine).
- **Tumor Markers:** A substance in the body that may indicate the presence of cancer. Markers may be secreted by the tumor itself or produced by the body in response to the cancer. Tumor markers may aid diagnosis or give an indicator of how treatment is progressing. These markers are usually specific to certain types of cancer. For example, the prostate-specific antigen (PSA) test, which measures the level of PSA in the blood, is often used to screen men for prostate cancer.

Imaging Terms

- **X-ray:** Examination of X-ray films may indicate the site and extent of the tumor and aid in the detection of metastatic spread.
- **CT Computed tomography (CT or CAT scan):** makes a cross-sectional x-ray picture of a "slice" of the body. The machine rotates around the patient taking x-rays from different angles; the images are then processed by a computer.
- **MRI Magnetic resonance imaging:** This is used to determine if the biochemical activity of a tissue responds normally to magnetic forces, tumors may give an abnormal signal.
- **Ultrasound:** The use of sound waves to image the underlying structures of the body. Ultrasonic waves are reflected differently depending on the type of tissue they pass through, aiding the detection of abnormal tissues.
- **PET scan:** A positron emission tomography (PET) scan is a type of imaging test. It uses a radioactive substance called a tracer to look for disease in the body. A PET scan shows how organs and tissues are working.

Staging and Prognosis

- **Benign:** Not spreading, usually a more mild disease.
- **Malignant:** Cancerous, where the tumor grows uncontrollably and may spread.
- **In-situ / Invasive Localized:** A tumor restricted to a single site.
- **Metastases:** Where the tumor has spread to other parts of the body beyond the primary site. Metastatic sites (secondary sites) may be regional or distant from the original tumor.
- **Staging:** Staging is where the disease is categorized as to how far it has spread. The precise staging system used will depend on the type of cancer the patient has. In general low stage patients are those with localized tumors that are easily resectable, whilst high stage patients are those with widespread metastases. The treatment given may largely depend upon which stage the patient is at diagnosis.
- **Prognosis:** is the expected outcome of a disease and its treatment, this may be influenced by a variety of factors such as stage, age, site etc. depending on the particular type of cancer. For example, in general a patient with localized disease may have a more favorable prognosis compared to a patient with widespread disease which may be less favorable.
- **Remission:** Is where the symptoms of cancer are no longer present. There is no longer any evidence of the disease using the available investigations.
- **Relapse:** This is when the disease reoccurs after a period in remission.
- **Refractory:** This is where the cancer is resistant to treatment; patient may never go into remission, possibly with stable or progressive disease.
- **Restaging:** This is where the patient is staged again after a period of treatment to assess the response to therapy.
- **Follow-up:** When treatment is complete the periodic visits to the physician are needed to monitor the patient and ensure there has been no recurrence of the disease.

Treatment

- **Curative treatment:** Treatment to destroy the cancer.
- **Palliative treatment:** treatment which relieves the symptoms and pain.
- **Pre-operative chemotherapy:** drugs given to shrink the tumor before surgery.
- **Complete resection:** this is where the entire tumor has been totally removed during surgery, as opposed to an incomplete resection. The surgical specimen may be examined by a pathologist to determine if it is likely to have removed the entire primary tumor. If there is any tumor left after surgery this may be macroscopic (visible to the eye) or microscopic, in either case radiotherapy may be needed to kill the remaining tumor cells.
- **External radiotherapy:** radioactivity from a source outside the body.
- **Internal radiotherapy:** placing radioactive source within the body in or near to the tumor to kill the cancer cells (Brachytherapy).
- **Chemotherapy:** Since the 1960's the development and use of drugs has dramatically improved the prognosis for many types of cancer. Chemo- means chemicals, for most types of cancer chemotherapy will consist of a number of different drugs; this is known as combination chemotherapy. Chemotherapy may be given in a variety of ways; Intravenously (IV) -into a vein is the most common, Intramuscularly (IM) -injection into a muscle, Orally -by mouth, Subcutaneously (SC) -injection under the skin, Intralesionally

(IL) -directly into a cancerous area, Intrathecally (IT)-into the fluid around the spine, Topically -medication will be applied onto the skin.

- **Cytotoxic:** cytotoxic drugs kill or damage cells. The normal cells of the body grow and die in a controlled way, but cancer cells keep growing and multiplying. Chemotherapy destroys cancer cells by stopping them from growing or multiplying at one or more points during the life cycle of the cell.
- **Central line:** a thin plastic line into a vein in the chest used for the delivery of chemotherapy e.g. HICKMAN® catheter.
- **Drug resistance:** where tumor cells become resistant to chemotherapy. Some tumor cells will be chemo-sensitive and are killed by anticancer drugs; the cells that remain are likely to be more resistant. Thus by selection it is the most resistant cells survive and divide, they may be resistant to a particular drug, a class of drugs, or all drugs.

Bone Marrow Transplantation (BMT)

- The bone marrow is destroyed by high dose chemotherapy and possibly radiotherapy which has been given to kill malignant cells in the body. Healthy matching marrow is then transplanted into the patient.
- **Allogeneic BMT:** Healthy marrow is taken from a matched donor and used to replace the patient's bone marrow which has been destroyed by high dose chemotherapy. The donor may be a relative, if the patient has a twin this may be the best match, otherwise a brother, sister, or another unrelated person may donate marrow.
- **Autologous BMT:** In an autologous bone marrow transplant the marrow is first taken from the patient. The marrow is usually then purged with chemicals to kill any malignant cells in it, and may then be frozen to preserve it. High dose chemotherapy is given to destroy the patient's remaining marrow. The frozen marrow is then thawed and transplanted back into the patient.

New approaches

- **Gene therapy / Immunotherapy:** In the future patients might be immunized against their own cancers by injecting them with their own tumor cells after they have been genetically modified. The gene-modified tumor cells may encourage the patient's own immune system to destroy the cancer cells.
- **Tumor necrosis factor (TNF) and interleukin-2 (IL-2):** are substances associated with the immune system which encourage antitumor activity.

Toxicity and Late Effects

- **Immuno-suppressive:** Drugs may dampen the immune system making the patient prone to infections.
- **Neutropenia:** Reduced levels of white cells in the blood.
- **Febrile neutropenia:** Reduced levels of white cells in the blood with fever.
- **Late effects:** It is possible that treatment may have delayed effects e.g. on fertility and growth.

Cancer Research

- **Developing new drugs:** Two general approaches include a) the mass screening of thousands of natural substances to see if they have any anti cancer potential; or b) making new compounds in the laboratory e.g. creating analogues of existing drugs (slightly modified chemical structures) designed to make the drug more potent.
- **Cancer Research Clinical Trials and Epidemiology:** Some Studies are experimental which make in intervention e.g. clinical trials; others are observational in which no medical intervention is made. Studies may also be prospective i.e. ongoing into the future, or retrospective i.e. Looking at historical data. In general studies aim to test a hypothesis (theory) by disproving null hypothesis (the opposite theory) e.g. in a trial of a new drug the null hypothesis might be that the new drug has no effect on survival.
- **Phase I clinical trials:** Tests new types of treatment and aim to define a safe dose that will be used for further studies. This is usually the first testing of a treatment on humans after extensive laboratory work. Recruitment for Phase I trials are usually from patients for whom no other effective therapy is known.
- **Phase II clinical trials:** Test the anti cancer effects of the new treatment, and include very detailed toxicity investigations. If there is effective antitumor activity, it may be incorporated in a future phase III study.
- **Phase III clinical trials:** Compare one or more treatments of proven efficacy. Often patients will be randomized between an established 'standard' treatment and a new 'experimental' treatment - it is not known which the better treatment is.
- **Randomization:** treatment is randomly allocated to ensure there is no systematic bias in the results.
- **Informed consent:** patients agree to a treatment / randomization having a reasonable understanding of it.

Radiation Therapy

- **Brachytherapy:** (brak-e-THER-uh-pee) involves placing radioactive implants (such as seeds or wires) in or near the tumor site to deliver localized radiation to destroy cancer cells. For example, in permanent prostate brachytherapy, doctors implant small radioactive seeds near cancerous tissue in the prostate. To kill cancer cells, the seeds are left in place permanently to give off a low dose of radiation that is used up over several weeks or months. In temporary implants, the radioactive material is placed into the tumor for just a few minutes. This type of treatment (high dose rate brachytherapy) is typically repeated a number of times over a few days.
- **3-D conformal radiation therapy (3-D CRT):** In this type of treatment, a computer is used to create a 3 dimensional picture of the tumor to conform or match the radiation beam to the shape of the tumor. Many radiation beams are aimed at the tumor from different angles, sparing normal tissue as much as possible.
- **Intensity modulated radiation therapy (IMRT):** is an advanced type of 3-D radiation that conforms to the shape of a tumor. With IMRT, not only are beams aimed at the tumor from several directions, the intensity or strength of the beams can be adjusted to minimize the amount of radiation that reaches normal tissue.
- **Image-guided radiation therapy (IGRT):** IGRT planning begins with a computerized tomography (CT SCAN) and sometimes other imaging scans to help precisely direct the

radiation beams to the targeted tumor tissue. The target is imaged each day before treatment to verify the correct position of the patient, target and radiation beams.

- **Intraoperative radiation therapy (IORT):** During the surgical procedure, after the tumor is removed, IORT delivers a concentrated beam of radiation to the tumor site while sparing normal surrounding tissue.
- **Stereotactic radiosurgery and radiotherapy:** This type of therapy uses precisely focused radiation beams to treat tumors and other abnormal growths in the brain, spine, liver, lung, adrenal glands, prostate, pancreas, spine or other sites. Computers create a 3-D image to guide doctors in delivering radiation to the target area with minimal exposure to nearby healthy tissue.
- Treatments can take only a few minutes, given daily, but can last from 1- 6 weeks depending on your treatment plan.
- **Proton Beam Therapy: Coming Soon!**



Helpful Resources

- <http://www.cancer.gov/publications/dictionaries/cancer-terms?cdrid=44971>
- <http://www.cancer.org/acs/groups/cid/documents/webcontent/003013-pdf.pdf>
- Biologics and Targeted Therapies. (2013). In J. Eggert (Ed.), Cancer Basics (One ed., Vol. One, p. 217). Pittsburgh, PA: ONS.
- <http://www.cancer.gov/publications/dictionaries/cancer-terms?cdrid=445089>