# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>1</td>
</tr>
<tr>
<td>Location</td>
<td>2</td>
</tr>
<tr>
<td>Parking</td>
<td>2</td>
</tr>
<tr>
<td>Wheelchairs and Oxygen</td>
<td>2</td>
</tr>
<tr>
<td>Fox Chase Cancer Center Campus Map</td>
<td>3</td>
</tr>
<tr>
<td>Infusion Services at Fox Chase Cancer Center</td>
<td>4</td>
</tr>
<tr>
<td>Your Care Team</td>
<td>5</td>
</tr>
<tr>
<td>What to Bring</td>
<td>6</td>
</tr>
<tr>
<td>Getting Ready for Your Infusion Therapy</td>
<td>6</td>
</tr>
<tr>
<td>When You Arrive</td>
<td>6</td>
</tr>
<tr>
<td>Side Effects and How to Manage Them</td>
<td>8</td>
</tr>
<tr>
<td>Home Safety</td>
<td>13</td>
</tr>
<tr>
<td>If You Have a Medical Emergency</td>
<td>14</td>
</tr>
<tr>
<td>Resources and Support Services</td>
<td>16</td>
</tr>
<tr>
<td>Survivorship Care</td>
<td>17</td>
</tr>
<tr>
<td>Important Phone Numbers</td>
<td>Back</td>
</tr>
</tbody>
</table>

## CANCEL OR CHANGE YOUR APPOINTMENT

- If you need to cancel or reschedule a follow-up appointment, please contact us as soon as possible, at least 24 hours in advance, at **215-728-2600**.
- After business hours and on weekends, call the hospital main number at **215-728-6900**.

## CONTACTING YOUR CARE TEAM

If you have medical questions while you are at home, call **215-728-4300** during weekdays (Monday–Friday, 8:30am–5pm). You may talk to someone live, or your call will go to voice mail. Please leave a message with your name, medical record number, date of birth and the reason for your call. A nurse will call you back on the same day. Be sure to tell us the best phone number to reach you.

For an urgent problem after work hours or on a Saturday, Sunday or holiday, please call **215-728-6900**.

Cover: Martin J. Edelman, MD
WELCOME

Infusion therapy is a key part of any cancer treatment plan. Fox Chase Cancer Center provides infusion services for our patients who need chemotherapy, non-chemotherapy infusions, hydration and blood product transfusions. By choosing Fox Chase for your infusion therapy needs, you are choosing a world-renowned hospital known for research and innovation in cancer treatment.

Our team approach to care means our medical oncologists work with your entire group of specialists to provide the best possible treatment plan for your specific type of cancer. This includes systemic therapies, such as targeted therapy, immunotherapy, hormone therapy or chemotherapy, either as standard of care or as part of a clinical trial.

Our highly trained team includes doctors, oncology-certified nurses, nurse practitioners, physician assistants, therapists, nurse educators, registered dietitians, social workers, pharmacists and other specially trained staff. Together, we’re committed to delivering excellent care along with emotional support, advice and coping strategies when you need them most.

This guide is designed to help both you and your family get ready for your infusion therapy at Fox Chase. We’re here to help you in any way we can—before, during and after your treatment.

COMPREHENSIVE CANCER CENTER
Fox Chase Cancer Center holds the highest designation from the National Cancer Institute (NCI) as a Comprehensive Cancer Center. These elite centers are recognized for excellence in cancer treatment, research, prevention and education.

NATIONAL COMPREHENSIVE CANCER NETWORK
Fox Chase Cancer Center is a member of the National Comprehensive Cancer Network (NCCN), a not-for-profit alliance of leading cancer centers. NCCN centers are at the forefront of cancer diagnosis, treatment and supportive care, and lead the way in conducting groundbreaking research.
LOCATION

FOX CHASE CANCER CENTER MAIN CAMPUS
333 Cottman Avenue
Philadelphia, PA 19111-2497
1-888-FOX-CHASE (1-888-369-2427)

PARKING

The Infusion Room is located in the West Building on the Fox Chase Cancer Center main campus. You may park in the West Garage for easy access to the building. You can enter the West Building from Levels 1 and 2 of the West Garage. Patient drop-off areas are found on Level 2 of the West Garage and the circle in front of the West Building.

WHEELCHAIRS AND OXYGEN

Wheelchairs can be found at most entrances. Please stop at the Patient Support Services desk on Level 1 of the West Building for help with wheelchairs. Patients who need oxygen can borrow tanks during their visit. Before your visit, please tell your care team if you will need an oxygen tank.
INFUSION SERVICES AT FOX CHASE CANCER CENTER

Fox Chase provides infusion services to patients needing chemotherapy, non-chemotherapy infusions, hydration (given to maintain the correct amount of fluids in the body) and blood product transfusions. Our Infusion Room has 35 chairs.

COMMON INFUSION TREATMENTS

Common types of infusion treatments include:

- **Chemotherapy** is a cancer treatment that uses drugs to:
  - Kill cancer cells
  - Stop cancer cells from spreading throughout the body
  - Slow the growth of cancer cells
- **Immunotherapy** is a type of infusion that can work with a patient’s immune system to attack cancer cells.

HOW TREATMENTS ARE GIVEN

Treatments can be given to patients in a variety of ways:

- Intravenously (IV)
  - Gives medicine right into your vein through a thin, plastic tube called an IV catheter. Some patients may have a peripherally inserted central catheter (also known as a PICC line) inserted into a large vein that carries blood into the heart.
- Through a port
  - A device placed in a large blood vessel while you are under anesthesia. Used to draw blood samples and give IV medicines, including chemotherapy.
  - Accessed with a needle at the start of each treatment. The needle is removed when the treatment is finished.
    Not all patients need a port. Your doctor will consider certain things when deciding if a port is the best option for you, like the type of drug, length of treatment, vein accessibility and your preference.
- As an injection into a disease mass
- By mouth through a pill or liquid
- As a cream that is rubbed into a person’s skin

The type of infusion therapy you get is based on:

- Your type of cancer
- Your stage of cancer
- Your overall health
- Other treatments you have had

PATIENT TREATMENT PLAN

Each patient treated in the Infusion Room gets a treatment plan from their healthcare provider. This plan includes:

- Drug therapy and treatment schedules
- Blood work and test information
- Side effect and symptom management information

INDIVIDUALIZED TREATMENTS

Each patient’s cancer diagnosis is unique. For that reason, each patient’s treatment is unique as well. Your experience with treatment will not be the same as others. As you read through this booklet, please keep in mind that some sections may not apply to you or your treatment plan. For specific treatment information based on your diagnosis, talk with your care team.

YOUR CARE TEAM

In treating cancer, we take a team approach to your care. Below is a description about the roles of the many healthcare professionals on the patient care team.

CLINICIANS

While you are at Fox Chase, you may meet with many clinicians.

- **Attending physicians** are the primary doctors in charge of your care.
- **Fellows** are licensed doctors who have finished training in surgery or medicine and are here for additional training.
- **Residents** are doctors who are finishing training in medicine, surgery or radiation.
- **Hospitalists** are doctors whose focus is the general medical care of hospitalized patients.
- **Advanced practice clinicians** (APCs) have an advanced degree and work closely with your doctor. They include physician assistants and nurse practitioners.
- **Genetic counselors** are licensed professionals who can help you decide if genetic testing for cancer risk is right for you or your family.

NURSING PERSONNEL

Fox Chase nursing personnel meet the highest standards of care. Our Infusion Room nurses are part of the Ambulatory Care Department. They help to perform procedures and educate and support patients. During your visit, you may meet many nurses who will tend to your special needs. To clearly communicate their roles, our registered nurses (RNs) wear navy blue scrubs. Our licensed practical nurses (LPNs) wear eggplant (dark purple) scrubs.

- **Nurse navigators** are oncology nurses who help to coordinate your initial care and answer any questions you may have.
- **Ambulatory care nurses** work closely with your doctor and provide nursing care during and between your doctor visits.
- **Infusion nurses** are certified in chemotherapy and have hands-on training and credentialing that allows them to administer infusion therapy to patients.
- **Clinical nurse specialists** provide skilled nursing services and act as a resource to help other nurses solve complex problems.
- **Clinic assistants** work closely with registered nurses to care for you during your visit.
- **Medical assistants** aid RNs in triaging and treating patients in the Infusion Room.
WHAT TO BRING

Many healthcare professionals and patients may be in the Infusion Room at one time. Because of this, the environment may feel overwhelming. We cannot offer patients their own room for infusion, so you may find yourself sitting next to others having treatment at the same time.

To help you relax and to keep you company, you may wish to bring a support person with you to your infusion sessions. You may also bring items to keep you busy, such as:

- Electronic devices (such as tablets or cell phones) and headphones
- Puzzles, journals and knitting
- Books and magazines
- Earplugs
- Layers of clothing to adjust to changing body temperatures
- Meals and snacks from home
- Money to buy meals and snacks (Fox Chase offers several food options. See page 7.)
- Previously-prescribed pain medicines

The Infusion Room has TVs for patients to watch regular programming, educational videos and a relaxation channel. If you don’t have your own, our Resource and Education Center can provide you with an iPad or an MP3 player for use during treatment. Fox Chase has free Wi-Fi access.

VISITORS

You may have one person (who must be over age 12) join you in the Infusion Room during your treatments. Other visitors are welcome to sit in the waiting area outside the Infusion Room.

GETTING READY FOR YOUR INFUSION TREATMENT

TAKING YOUR PRESCRIBED MEDICINE

You should continue taking your regularly prescribed medicines before each of your treatments unless you are told otherwise by your treatment team.

EATING BEFORE TREATMENT

Patients should talk about the type and number of meals with their care team before starting their treatments. It is generally recommended that patients eat small, bland meals before their infusion sessions.

WHEN YOU ARRIVE

When you arrive to the Infusion Room, be sure to sign in for your treatment at the Infusion/Port Check-In desk. We ask that you arrive at least 15 minutes before your scheduled appointment time so that we can seat you and begin your treatment as quickly as possible. Before your first infusion, you will get a patient itinerary. This includes a schedule of your day and more instructions.

Your doctor will order blood work before each infusion to check your:

- Red and white blood cell count
- Platelet count
- Electrolytes
- Liver function

In some cases, your blood may be drawn in either the lab or port room before your infusion. Your care team will check the results of your blood work before giving you your treatment. You may wait up to one hour for the results of your blood work. If you have questions, please speak with your care team.
WAIT TIME
Fox Chase works to keep your treatments on track and as close to their scheduled times as possible. However, there may be times when you have to wait to begin your infusion session. We suggest that you:

• Do not schedule other appointments on your treatment days
• Ask Fox Chase schedulers for openings during the least busy times in the Infusion Room
• Schedule healthcare appointments at Fox Chase over two days

Please note that clinic and lab visits can be paired or separated from infusion visits, if needed.

LENGTH OF TREATMENT
The length of your treatment depends on the type of drug and therapy you will be having. For questions about your specific treatment, please ask your care team and the Infusion Room nurses.

FOR PATIENTS ARRIVING LATE
Fox Chase treats patients in order of scheduled appointment time, not arrival time. For patients who will be arriving more than 30 minutes late for their infusion appointment, please call 215-728-2600. Depending on the volume of patients that day, we may be able to schedule a later time slot for patients arriving past their appointment time.

FOOD OPTIONS
We offer patients light snacks and refreshments in the Infusion Room. However, you are welcome to bring food from home or buy food from our cafeteria, café or coffee cart before your treatment. Your support person may also bring you something to eat during your treatment.

• Fox Chase Cancer Center Cafeteria
  Hours: Monday–Friday, 7am–2pm | 2nd floor of the Center Building
• Coffee Cart
  Hours: Monday–Friday, 7am–2pm | West Building lobby
• Terrace Café
  Hours: Monday–Friday, 7am–6:30pm; Saturday, 9am–4:30pm; Sunday, 11am–3pm
  1st floor of the West Building near the West Garage entrance
• Vending Machines
  Cafeteria, 3rd floor, Infusion Waiting Area (near front entrance) and Radiation Oncology

MONEY MACHINE/ATM
An ATM is located on the first floor of the Young Pavilion behind the gift shop.
SIDE EFFECTS AND HOW TO MANAGE THEM

Not all treatments have the same side effects. Because of this, patients experience treatments differently than others. Please talk with your doctor or nurse about the possible side effects of your specific treatment. Your care team is here to support you and help you manage any side effects in the best way possible.

LOSS OF APPETITE/WEIGHT LOSS
Please let your care team know if you have a change in appetite or weight loss during your treatment.
Try these tips:
- Eat small meals often throughout the day.
- Eat foods that are high in protein and calories.
- Use nutritional supplements as directed.

NAUSEA
If you have nausea:
- Eat small meals often throughout the day.
- Take anti-nausea medicine if prescribed by your treatment team (as directed).
- Do not eat foods that are fatty, sweet, spicy or very salty.

Please tell your care team if your nausea or vomiting does not go away with medicine, or if you cannot drink or keep fluids down.

DIARRHEA
If you have diarrhea:
- Eat a low-fiber diet high in protein and calories.
- Follow a BRAT diet: bananas, rice and toast.
- Do not eat whole grains, seeds, nuts and foods that are greasy and spicy.
- Stay away from fresh fruits and vegetables.
- Drink lots of fluids, at least 6-8 eight-ounce glasses each day or more if told to you by your treatment team.
- Drink fluids with electrolytes, not just plain water, and stay away from fluids with caffeine.
- Limit or cut out milk and other dairy products.
- Take medicine for diarrhea as directed by your treatment team.

Please let your care team know if you have more than four loose stools over a 24-hour period.

CONSTIPATION
If you have constipation:
- Eat more high-fiber foods.
- Drink at least 6-8 eight-ounce glasses of fluid each day.
- Increase physical activity, if you can.
- Avoid straining.
- Take stool softeners or laxatives as directed by your treatment team.

Please tell your care team if you do not have a bowel movement within a 24-hour period.
MOUTH AND THROAT CHANGES

Please let your care team know if you have any changes in your mouth and throat because of your treatment. These include:

- Sores or ulcers
- Dryness
- Bleeding
- Redness

Try these tips:

- Clean your mouth 3-4 times a day using a soft toothbrush and mild toothpaste.
- Keep your lips moist by using lip balm, petroleum jelly or other products.
- Do not eat irritating foods (including foods that are acidic, spicy, salty or coarse).
- Eat soft and moist foods that are easy to swallow.
- Rinse your mouth with a mixture of warm salt water and baking soda. (Ask your nurse for instructions on the recipe.)
- Do not use alcohol-based oral hygiene products.
- Stay away from tobacco, alcohol and sugary drinks.

LOW WHITE BLOOD CELL COUNT AND INFECTION

In addition to killing cancer cells in the body, infusion treatments can damage healthy cells. White blood cells help your body fight off sickness and infection. During infusion treatments, you may have less white blood cells in your body. This makes it easier for you to get an infection.

Symptoms of infection include:

- Temperature of 100.5 degrees Fahrenheit or higher
- Shaking
- Chills
- Body aches
- Weakness or tiredness
- A very bad cough
- Sore throat
- Diarrhea
- Urinating often and/or burning when you urinate
- Redness, swelling or tenderness, especially around a pimple, wound, sore, ostomy, rectal area or catheter site
- Any white patches, ulcers or sores in the mouth

If you have any symptoms listed above, call your care team right away. Infections can be very harmful if you are having infusions. If your temperature is 100.5 degrees Fahrenheit or higher, call your doctor right away at 215-728-4300 or 215-728-6900 (evenings, weekends and holidays).
Tips for preventing infection include:

**Bathroom and Hygiene**
- Wash your hands after using the bathroom.
- After a bowel movement, wipe yourself from front to back.
- Check with your treatment team before using suppositories or enemas.
- For women:
  - Use pads instead of tampons.
  - Do not douche.
- Rinse your mouth before and after meals.
- Brush your teeth using a soft toothbrush after meals.

**Interpersonal Contact**
- Stay away from people who have colds, the flu or known infections.
- Do not go to crowded public places.
- Carry hand sanitizer with you at all times and use it often.
- Do not clean pet cages and feces.
- Humidifiers may be used with caution. Be sure to clean filters every day.
- Check with your treatment team before getting immunizations and dental work.
- Stay away from people who recently had “live virus” vaccines.

**Cooking and Eating**
- Wash your hands before and after touching food and before eating.
- Wash and peel uncooked raw fruits and vegetables.
- Stay away from unpasteurized foods and drinks, including unpasteurized dairy products, cider and juice.
- Cook meat and eggs fully.
- Do not eat raw or undercooked fish and shellfish.
- Do not drink unboiled well water.
- Do not drink or eat miso or tempeh products.
- Do not drink cold or warm maté tea (tea made from the South American yerba maté plant).
- Do not eat raw honey, honey in the comb, raw nuts, or nuts in a shell.

**Skin Cut and Scrape Prevention**
- Use lotions or oils for dry skin.
- Use lip balm to prevent dry and cracking lips.
- Do not go barefoot around your home.
- Clean cuts and scrapes right away and often with warm water, soap and an antiseptic.
- Use an electric shaver instead of a razor.
- Wear gloves to garden or wash dishes.

**BLEEDING**
Infusion treatments may lower the amount of platelets in your blood. This can cause you to bleed or bruise more easily. Call your care team right away if you have:
- Bleeding that does not stop after you apply gentle pressure
- Tiny red spots on skin or large, blotchy, black and blue marks
- An increase in bruising or blood-filled spots on the skin
- Coughing or spitting up blood
- Nosebleeds that do not stop after you apply gentle pressure or ice to the bridge of the nose
- Any blood in your urine (dark brown or bright red in color) or stool (black and tarry or bright red in color)
- Any fainting, confusion or increased shortness of breath
If you are told that your platelet count is low:

- Protect yourself from injury.
- Do not do contact sports or activities that could cause injury.
- Apply gentle pressure to bleeding sites.
- Eat soft foods that are not too hot or too cold.
- Use a soft-bristled toothbrush.
- Do not take aspirin or products that have aspirin, which can make it hard for your blood to clot.
- Check with your treatment team before taking new medicines.
- Use an electric razor to prevent cuts.
- Do not use a suppository or give yourself an enema.
- For women:
  - Use pads instead of tampons.
  - Use water-soluble lubricant before sexual intercourse.

**ANEMIA**

Infusion treatments may lower your red blood cell count. If your red blood cell count becomes too low, your organs may not get enough oxygen. This may cause symptoms, such as:

- Weakness
- Headache or throbbing pain
- Tiredness
- Ringing in your ears
- Shortness of breath
- Pale skin
- Dizziness
- Trouble thinking clearly

When your red blood cell counts are low, you should:

- Take short rest periods between activities.
- Save your energy to do things that are most important.
- Get enough sleep at night (at least 8-10 hours).
- Slowly change your position when going from lying down to standing up.
- Let others help you with daily tasks.
- Drink plenty of fluids.
- Eat foods high in iron and vitamin C.
CANCER-RELATED FATIGUE

After starting your treatment, you may begin to feel an ongoing sense of tiredness or exhaustion. This can be caused by your cancer or treatment and often does not fully go away with rest. This fatigue can make small efforts seem hard and change how you think and feel. You may find you cannot do as many activities as before, and it could become harder to work, be involved with your family or socialize. Although fatigue is a normal side effect, some symptoms are more worrisome than others. If you have any of the effects below, please let your care team know:

• Dizziness
• Feeling a loss of balance when walking or changing positions
• Falling or hurting yourself
• Trouble waking up
• Trouble catching your breath
• Sudden increase in fatigue

To help manage cancer-related fatigue:

• Exercise several times a week.
• Attend physical therapy sessions.
• Plan rest times into your daily routine.
• Do one activity at a time.
• Try easier and shorter versions of activities you enjoy.
• Keep a diary of when you have more energy and use it to plan your daily activities.
• Save your energy for your most important tasks.
• Figure out what helps you feel less tired and do those activities first.
• Eat healthy foods and drink plenty of fluids.
• Take short naps or breaks, rather than one long rest period.
• Relax for at least one hour before falling asleep.
• Establish a “before sleep” routine to be used every night.
• Join a support group for people dealing with the side effects of infusion treatment.
• Seek treatment for depression, pain, sleep disorders or other conditions that may be adding to your fatigue.
NAIL INFLAMMATION AND INFECTION
Patients having infusion treatment may become more prone to nail infections. Symptoms include:

- Red and inflamed skin on the sides of the fingernail
- Pus collection around the fingernail

Doctors often treat nail infections with antibiotics or creams. Be sure to tell your care team if you have any symptoms.

To prevent nail infections:

- Do not push back your cuticles.
- If you get a manicure, check with your manicurist to make sure equipment is cleaned properly and ask that it be a gentle manicure (do not go to a manicurist who gives rough manicures).
- Keep your nails as dry as possible, and try not to leave them soaking for long periods of time.
- Wear gloves to wash dishes and do housework.
- Do not use harsh or irritating substances, such as nail polish, nail polish remover and other detergents.

SKIN REACTIONS
Skin reactions are a common side effect of some infusion treatments, including:

- Redness
- Dryness
- Rash
- Acne
- Itchiness

Skin reactions can become severe. If you have any of the symptoms above, tell your treatment team right away. Based on the type of reaction you are having, your care team may prescribe a corticosteroid cream or an antibiotic.

Try these tips:

- Stay away from strongly scented bath products.
- Use perfume- and alcohol-free products with added moisturizers.
- Bathe and shower as briefly as possible in lukewarm water.
- Use lotion after drying off from a bath or shower.
- Do not wear wool and synthetic materials that could cause irritation.
- Humidifiers can be used with caution. Be sure to clean filters daily.
- Stay out of direct sunlight during peak hours of the day (10am–2pm).
- Use a broad-spectrum (UVA/UVB) sunscreen with an SPF of at least 15 any time you go outdoors.

HOME SAFETY
Chemotherapy leaves the body through urine, stool, vomit and blood. Follow these safety tips to protect you and your family during chemotherapy and for 48 hours after your treatment ends:

- Close the lid before flushing the toilet.
- Flush the toilet twice after using it.
- Wash your hands well with soap and water after using the toilet or cleaning up body fluids.
- Clean bedpans, urinals, commodes or basins with soap and water. Wear disposable gloves.
- Wear disposable rubber gloves when cleaning up urine, stool, vomit, blood or clothes and linens soiled with body fluids.
- Wash any laundry with body fluids or chemotherapy on it with warm water and separately from other clothing and laundry.
- If chemotherapy gets on your skin, wash the area well with soap and water and let your treatment team know as soon as possible.
- If your eyes come into contact with chemotherapy, flush them right away with a large amount of lukewarm water for at least five minutes and call your treatment team.
- Wash your hands well after cleanup.

For more information on home safety, please talk to your care team.
IF YOU HAVE A MEDICAL EMERGENCY

During weekday daytime hours (Monday–Friday, 8:30am–5pm), call 215-728-4300. You may talk to someone live, or your call will go to voice mail. Please leave a message with your name, medical record number, date of birth and the reason for your call. A nurse will call you back on the same day. Be sure to tell us the best phone number to reach you.

If you have a medical emergency on an evening or weekend, call Fox Chase Cancer Center’s on-call system at 215-728-6900.

WHEN TO CALL 911

If you have any of the symptoms below, call 911. If you have any of these symptoms during your infusion appointment, tell your nurse immediately.

- Trouble breathing/shortness of breath
- Chest pain

WHEN TO CALL THE EMERGENCY ROOM

If you have any of the symptoms below, go to the Emergency Room. If you have any of these symptoms during your infusion appointment, tell your nurse immediately.

- Fever
- Unable to eat or drink
- Other uncontrolled or unexpected side effects

Jeanes Hospital functions as the Emergency Room for Fox Chase Cancer Center. Please go to Jeanes Hospital or to your nearest hospital with an Emergency Room.
DRIVING DIRECTIONS TO JEANES HOSPITAL
7600 Central Avenue, Philadelphia, PA 19111

From Pennsylvania Turnpike
Take PA Turnpike to Exit 339 (Fort Washington). After toll booths, take Rt. 309-S (Philadelphia) about 1.2 miles to Rt. 73-E (Flourtown). At end of exit ramp, make a left onto Rt. 73-E. Follow Rt. 73 for 7.2 miles and make a left onto Central Ave., just beyond Burholme Park. Entrance to Jeanes Hospital is on the left, about 0.2 mile.

From Route 611
Take Rt. 611 to Rt. 73-E (Township Line Rd.). Take Rt. 73-E about 2.4 miles and make a left onto Central Ave., just beyond Burholme Park. Entrance to Jeanes Hospital is on left, about 0.2 mile.

From U.S. Route 1
Take U.S. Rt. 1 to Rt. 73-W (Cottman Ave.). Continue on Rt. 73-W for 2.4 miles and make a right onto Central Ave., just before Burholme Park. Entrance to Jeanes Hospital is on left, about 0.2 mile.

From Schuylkill Expressway
Take Schuylkill Exp. to U.S. Rt. 1-N. Stay in outside lanes of U.S. Rt. 1 when road divides. Take U.S. Rt. 1 to Rt. 73-W (Cottman Ave.). Continue on Rt. 73-W for 2.4 miles and make a right onto Central Ave., just before Burholme Park. Entrance to Jeanes Hospital is on left, about 0.2 mile.
RESOURCES AND SUPPORT SERVICES

We believe treatment of the whole patient is crucial. Fox Chase offers many support services to address all of your needs—physical, spiritual and emotional. For a complete listing, please refer to the Fox Chase Cancer Center Guide for New Patients or visit FoxChase.org/services.

NUTRITION COUNSELING

215-728-2600

Meeting nutritional needs is challenging for some patients. Nutrition-related symptoms may lead to loss of appetite, weight loss, a need for a modified diet texture, dietary restrictions or specialized feeding approaches. Our registered dietitians offer a variety of services, including: pre-treatment nutrition advice and monitoring; nutrition evaluation, counseling and recommendations; support through treatment-related side effects; and specialized nutrition assessment and evaluation for feeding tubes (enteral feeding) or intravenous (parenteral feeding).

SOCIAL WORK SERVICES

Oncology social workers are available to help Fox Chase Cancer Center patients and their families. They are trained in how to help people deal with the many life changes that can result from having a chronic disease like cancer. Our social work services team can help with:

- Worry and distress in response to your diagnosis and treatment
- Difficulty talking together as a family regarding your cancer diagnosis
- Counseling for you, your family and/or caregivers
- Talking to children about a parent’s cancer
- Effects of cancer on work, school and finances
- Managing the physical and emotional side effects of treatment
- Dealing with advanced cancer, facing uncertainty and survivorship issues
- Worsening prognosis and end-of-life discussions
- Communicating with doctors, nurses and other healthcare providers
- Advance medical directive, such as a living will and durable power of attorney for healthcare
- Discharge planning if you are hospitalized
- Navigating the healthcare system
- Medication assistance programs
- Figuring out if a support group would be helpful for you or your family
- Finding supportive resources in your local community
- Finding transportation to and from the hospital for treatment

Social work services are free and confidential. For more information and/or assistance, please contact Social Work Services at 215-728-2668.

RESOURCE AND EDUCATION CENTER (REC)

The REC is a free patient and family learning center. Our health educators can talk with you one-on-one, answer your cancer questions, share resources and refer you to other Fox Chase departments and programs, or to local and national organizations. Computers with Internet access are available to patients and visitors for personal use throughout their visit to Fox Chase. These computers include a list of cancer-related websites that have been reviewed by our REC staff. For the full list of websites, please visit FoxChase.org/rec.

We offer two convenient locations within the hospital:

- Young Pavilion hallway near the East Garage entrance
- Women’s Cancer Center Lobby (This location offers printed materials only.)

Hours: Monday–Friday, 8am–4pm | Contact: 215-214-1618 or recstaff@fccc.edu
SURVIVORSHIP CARE

Survivorship care begins at the time of cancer diagnosis and continues throughout the rest of your life. A survivorship care plan is a summary of the treatment you received for your cancer and a plan for your post-treatment follow-up and health.

Your survivorship care plan will be developed by your treatment team and given to you within a year of completion of your cancer therapy. You can keep your care plan for your reference or share it with your other non-cancer doctors so you and your healthcare providers understand what is recommended for your survivorship care.

NOTES
IMPORTANT PHONE NUMBERS

FOX CHASE INFORMATION LINE ................................................................. 888-FOX-CHASE (888-369-2427)
Admissions ........................................................................................................ 215-728-2635
After Hours Hotline for Urgent Medical Issues ................................................. 215-728-6900
Appointments and Scheduling ....................................................................... 215-728-2600
Billing (Hospital and Physician Bills) and Insurance ...................................... 888-378-0357
Care Connect .................................................................................................... 215-728-3536
Clinical Trials .................................................................................................. 215-214-1515
Compliance/HIPAA Privacy Hotline ................................................................. 800-910-6721
Contacting Your Care Team ........................................................................... 215-728-4300
Diagnostic Imaging (Radiology) ..................................................................... 215-728-3879
Endoscopy, Minor Procedure, Bronchoscopy (EMB) Suite ......................... 215-214-1460
Financial Counseling/Assistance Programs .................................................. 215-728-2678
Lost and Found (Security) .............................................................................. 215-214-1601
Medical Records Department ......................................................................... 215-728-2640
Nutrition Counseling ....................................................................................... 215-728-2600
Operator ........................................................................................................... 215-728-6900
Outpatient Pharmacy ....................................................................................... 215-728-3178
Pain and Palliative Care Program ..................................................................... 215-728-3544
Pastoral Care .................................................................................................... 215-728-2944
Patient Advocacy Line ...................................................................................... 215-728-3063
Physical Medicine and Rehabilitation Department ........................................ 215-728-2592
Pre-Admission Testing ..................................................................................... 215-728-2566
Psycho-Oncology and Psychosocial Support Programs .................................. 215-214-3940
Resource and Education Center (REC) ........................................................... 215-214-1618
Respiratory Care ............................................................................................... 215-728-3515
Risk Assessment Program/Genetic Testing ..................................................... 877-627-9684
Social Work Services Department/Support Groups ...................................... 215-728-2668
Speech Pathology Department ........................................................................ 215-728-2592

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