WELCOME
TO FOX CHASE CANCER CENTER

GUIDE FOR NEW PATIENTS
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If you prefer your healthcare information to be communicated to you in a language other than English, please inform our registration staff and remind your clinical team of your language preference.

Si prefiere que su información médica se le comunique en un idioma que no sea inglés, por favor informe a nuestro personal de registro y recuérdele a su equipo clínico la preferencia de su idioma.

Если Вы предпочитаете чтобы Ваша медицинская информация передавалась Вам на языке отличном от Английского, пожалуйста, сообщите сотрудникам регистратуры и напомнайте медицинским работникам о Вашем языковом выборе.

如果您希望我们在与您交流您的医疗信息时使用英文之外的其他语言，请告诉我们的登记人员并提醒您的临床医疗团队您的首选语言。

All Fox Chase Cancer Center buildings are smoke-free.
Please respect our smoke-free policy.

**Cover:** Richard J. Bleicher, MD, FACS

Fox Chase maintains a code of conduct for patients, families, visitors, caregivers and staff to ensure a safe and respectful environment for all. It is the policy of Fox Chase Cancer Center to prohibit the personal possession of firearms and all other weapons in the Center or its related building(s) or on any property belonging to Fox Chase Cancer Center, and we ask that individuals do not bring weapons of any kind to the Center. Illegal drugs, alcohol and other intoxicants are also prohibited, and all of our buildings are smoke-free. We are committed to a smoke-free policy. Threats, unacceptable behavior or violence of any kind will not be tolerated. Failing to follow this code of conduct will result in consequences—such as being asked to leave the premises, transferring the care of a patient to another hospital, or bringing in Fox Chase security officers and/or the local police.
WELCOME

No matter what brings you to Fox Chase, your decision to come here provides you with access to leading physicians, cutting-edge research and clinical trials, state-of-the-art technology, novel treatments and therapies, and a truly excellent support staff. Our entire team is committed to treating you with respect, dignity and compassion.

We are proud to say our hospital is nationally recognized for cancer care. Our physicians are named among the best in their specialties, and our nurses are recognized for their excellence.

Fox Chase Cancer Center offers a full range of services right on our campus. This guide—specially designed for you, your family and your caregivers—includes important information about our services and answers questions you may have throughout your visit.

Thank you for trusting your care to us.

Richard I. Fisher, MD  President and CEO, Fox Chase Cancer Center
FOX CHASE CANCER CENTER DESIGNATIONS AND AWARDS

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.

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.

PRIZES AND PRESTIGE
Fox Chase physicians have won numerous awards—including two Nobel Prizes, a Kyoto Prize and a Lasker Prize.

TOP DOCTORS
Our physicians are consistently named among the best in their specialties in Philadelphia magazine’s annual Top Doctors list.

CLINICAL TRIALS AND RESEARCH EXCELLENCE
Our physicians and researchers frequently set new guidelines for breakthrough medicine and comprehensive care. We are a powerhouse for innovative research, with hundreds of clinical trials and basic research studies occurring at any one time.

NURSING EXCELLENCE
Fox Chase is the first hospital in Pennsylvania and first acute specialty hospital in the U.S. to earn Magnet® designation for excellence in nursing services through the American Nurses Credentialing Center’s (ANCC) Magnet® Recognition Program. We have continuously held this designation since 2000.
GETTING HERE

LOCATIONS

Fox Chase Cancer Center includes the main hospital in Philadelphia as well as other locations within Philadelphia, Bucks and Montgomery Counties.

Fox Chase Cancer Center Main Campus
333 Cottman Avenue
Philadelphia, PA 19111-2497
888-FOX-CHASE (888-369-2427)

Fox Chase Cancer Center East Norriton–Hospital Outpatient Center
(Located on the campus of Suburban Community Hospital)
2701 Dekalb Pike
Norristown, PA 19401
888-FOX-CHASE (888-369-2427)
610-275-1517

Fox Chase Cancer Center at Temple University Hospital
3401 North Broad Street
Philadelphia, PA 19140
800-TEMPLE-MED (800-836-7536)

Fox Chase Cancer Center Hematology/Oncology at Jeanes
Jeanes Physician Office Building
7500 Central Avenue, Suite 110
Philadelphia, PA 19111
215-214-4380

Fox Chase–Temple University Hospital Bone Marrow Transplant Program
Jeanes Hospital
7600 Central Avenue
Philadelphia, PA 19111
215-728-CARE (215-728-2273)

Fox Chase Cancer Center Buckingham
2365 Heritage Center Drive
Furlong, PA 18925
215-794-2700

Fox Chase Cancer Center Huntingdon Pike
8 Huntingdon Pike
Rockledge, PA 19046
888-FOX-CHASE (888-369-2427)
DIRECTIONS AND TRANSPORTATION

Public transportation and driving directions to Fox Chase Cancer Center and our satellite locations can be found at FoxChase.org/locations.

PARKING AND DROP-OFF

Parking is free on our main campus. You may park in the West Garage or the East Garage. In the West Garage, Levels 1 and 2 have entrances to the West Building. In the East Garage on parking Level A, an indoor walkway leads to the Young Pavilion. Patient drop-off areas are located on Level 2 of the West Garage and the circle in front of the West Building.

Wheelchairs can be found at most entrances. Patients who need oxygen can borrow tanks during their visit. Stop at the Patient Support Services desk on Floor 1 of the West Building for help with wheelchairs or oxygen tanks.

A detailed campus map, regional map and travel instructions may be found in the back pocket of this guide.
HOTELS AND LODGING

The Philadelphia area offers many places to stay for patients and their families. For help in finding a place near the hospital, please call our patient coordinator for housing and transportation at 215-728-3628 or visit FoxChase.org/locations.

HOTELS

Many local hotels offer special rates to Fox Chase patients and their families. When making a reservation, be sure to mention you are a patient or family member. A list of hotels can be found at FoxChase.org/locations.

ASTRAZENECA HOPE LODGE

The AstraZeneca Hope Lodge of the American Cancer Society offers lodging at no cost to Fox Chase patients and one guest. Hope Lodge is a quiet, short-term home located near Fox Chase. To stay, patients must have a cancer diagnosis, live at least 40 miles away from the hospital, be accompanied by a caregiver over age 18, and be referred by the Philadelphia area doctor/hospital where they are receiving care.

COVENTRY HOUSE APARTMENTS

Within walking distance of Fox Chase, Coventry House offers one-bedroom apartments for patients and families planning a long-term stay. Apartments are offered for a minimum of two nights. Patients must be able to care for themselves without help.

HOSTS FOR HOSPITALS

484-380-2999 | hostsforhospitals.org/becoming-a-guest

This nonprofit program offers lodging for $20 per night at volunteer host homes for out-of-town patients and/or their families. Guests provide their own meals and transportation. This program has flexibility regarding family size and length of stay.
YOUR FIRST VISIT

On your first visit, plan to be at Fox Chase for two to four hours. At this time, you will meet with your care team. The team will review your health records and provide a plan of care that’s right for you. Team members will also answer all of your questions about your diagnosis and treatment options. You may wish to bring a list of written questions with you, as well as a pen and paper to take notes during your discussion.

We suggest you bring a family member or friend with you to this visit. It is helpful for another person to hear your doctor’s plan for treatment and provide you with support. Your support person can also help make sure your questions get fully answered.

REGISTRATION

When you arrive at the Fox Chase main campus, please go to New Patient Registration in the West Building. Plan on arriving 45 minutes prior to your first scheduled visit so that we can complete your registration intake process.

If you are getting radiation treatment, please go directly to the Department of Radiation Oncology on the lower level of the Young Pavilion.

If you need to go to one of our satellite locations, you will be provided with directions on how to get there when you make your appointment.

For help finding your way during your visit, please visit the Patient Support Services desk on Floor 1 of the West Building.

MYFOXCHASE

Patients may register for a MyFoxChase online account. MyFoxChase is an easy-to-use website that lets you:

- Check your health record and appointments
- Send secure messages to your healthcare team
- View and print your schedule and appointments using a monthly calendar view
- See your lab results when they become available, with the option to let your referring physician see them as well

All you need to safely and securely enroll in MyFoxChase is access to the Internet and an activation code, which can be obtained after your first visit to Fox Chase on your After Visit Summary. Go to FoxChase.org/activate to activate your code and begin to use your MyFoxChase account today.
CANCELING OR RESCHEDULING YOUR APPOINTMENT

If you have questions before your first appointment, or if you need to change your pre-registration information, please call 215-728-2570.

If you need to change your new patient appointment, please contact us as soon as possible, at least 24 hours beforehand, at 215-728-2570.

AUTOMATED APPOINTMENT REMINDER SERVICE

A few days before your scheduled visit, our automated phone system will call to remind you of the date, time and location of your appointment at Fox Chase. In the event your appointment must be canceled or rescheduled, we will mail you a letter or call you directly with new appointment information.

WHAT TO BRING TO YOUR FIRST APPOINTMENT

• All health insurance cards, including separate prescription benefit cards, and a referral form (if your insurer needs a written referral). You are responsible for finding out from your insurance carrier if a referral is needed for the services you will receive at Fox Chase. This includes provider visits, laboratory services, radiology studies and so on. You must also make sure that required referrals are issued in advance of any future visits.

• Depending on your type of insurance, you may be asked to make a co-payment at this time. If you are not sure if this will be required, call your insurance company’s member services department or contact your Fox Chase nurse navigator.

• State- or government-issued picture ID, such as a driver’s license or passport.

• Your health history, including a list of your doctors, allergies, and any prescription and over-the-counter medications you take (including dosages and how often you take them).

• A copy of your advance directive, if you have one. An advance directive may be created regardless of your life stage or physical health. This legal document, also known as a living will, tells your provider what healthcare you would like provided or withheld in case you are not able to provide directions as a result of your health status. You should bring a copy of any power of attorney you may have as well as this legal document authorizing another person to make healthcare decisions for you.

• Questions for your doctor.

Before your first visit, if applicable, your nurse navigator may have already worked to obtain your records, but if you have these records already in your possession please bring the following:

• A copy of your health records

• Lab slides and reports

• X-ray CDs and reports
Fox Chase offers language services to patients who prefer to receive their healthcare information in a language other than English. These services are provided at no cost and include:

- Clinicians and staff who speak many languages and are credentialed to communicate with patients
- Face-to-face professional medical interpreters, including American Sign Language interpreters
- Video remote interpreters, especially for American Sign Language
- Special telephones (up to 239 languages) to connect you with a professional medical interpreter
  These telephone units are available throughout all areas of our facility, including our satellite offices
- Translated vital documents

If you would like your healthcare information to be communicated to you in a language other than English, please inform our registration staff and remind your clinical team of your language preference.
YOUR CARE TEAM

In treating cancer, we take a team approach to your care. Our surgeons, medical oncologists, radiation oncologists, medicine sub-specialists, pathologists, radiologists and nurses work closely to diagnose your cancer. Along with your doctor, our pathologists and radiologists define the type, stage (extent) and other traits of your cancer.

Based on the results, your doctor will talk to you about treatment options and help you choose the best one for you. Depending on your needs, this may include a clinical trial offering a new drug or treatment for your cancer.

Our researchers and doctors work together to bring new discoveries right to patient care. Often, the latest cancer treatments are offered at Fox Chase first, before they are offered in the community.

CLINICIANS

On your first visit to 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 healthcare professionals who specialize in genetic testing for inherited cancer risk.

NURSING PERSONNEL

Fox Chase nursing personnel meet the highest standards of care. During your stay, you may meet many nurses who tend to your special needs. To clearly communicate their roles, our registered nurses wear navy blue scrubs, and our clinic assistants wear burgundy scrubs.

- **Nurse navigators** are oncology nurses who help to coordinate your 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.
- **Inpatient nurses** provide nursing care during your hospital stay.
- **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.
AFTER YOUR VISIT

To decide the best care for you, your doctor may suggest other tests or procedures. He/she may also send you to other clinicians at Fox Chase. A member of your care team will talk to you about follow-up care and help you plan any future visits.

CONTACTING YOUR CARE TEAM

If you have medical questions while you are at home, please call 215-728-4300 during weekdays (Monday–Friday, 8am–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. The operator will connect your call.

SCHEDULING

If you have already had your first appointment and 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.

EMERGENCY CARE

DIRECT REFERRAL UNIT (DRU)

Fox Chase Cancer Center does not have an Emergency Room (ER). If you have a true emergency, please call 911 or go to your nearest hospital with an emergency room. The DRU is for urgent needs and is where we take care of medical problems you might have in between your doctor visits or treatments. If you have a need to be seen by your physician in between your scheduled visits, please follow the directions below.

- **Monday–Friday, 8:30am–5pm | 215-728-4300**
  Call the number your doctor or nurse gives you, or call the number above. He/she may send you to be seen in their clinic, the DRU at Fox Chase Cancer Center, your local ER or Jeanes Hospital (which is next door to Fox Chase). Please follow directions of where staff tell you to go for your urgent care. This will allow us to make sure you receive the treatment you need.

- **Evenings or Weekends | 215-728-6900**
  If you have an urgent medical issue on an evening or weekend, call Fox Chase Cancer Center’s on-call system at 215-728-6900.
CLINICAL TRIALS

Clinical trials are research studies that may help to find new and better ways to prevent, screen for, diagnose and treat cancer. For some patients, a clinical trial may be the recommended option for treatment. Fox Chase researchers conduct hundreds of clinical studies at any given time to determine new treatments for both common and rare cancers. Our patients have access to clinical trial options that may not be available elsewhere. Your doctor can help you determine if a clinical trial is right for you. For more information, please call 215-214-1515 to be connected with a Patient Navigator or visit FoxChase.org/clinicaltrials.

PREVENTION SCREENING

Cancer prevention and early detection begin with knowing your cancer risk and then doing something about it. Regular screening may help prevent cancer altogether or find it at an early stage, when the chance of cure is highest. Fox Chase offers a full range of traditional and advanced screening options, including screening for colon (colonoscopy), lung (low-dose chest CT scan), breast (mammography, MRI, MBI and ultrasound), prostate, skin, esophagus (endoscopy), liver, pancreatic, thyroid and cervical cancers. To schedule a screening test, please call 888-FOX-CHASE (888-369-2427) or visit FoxChase.org/screening.
INSTITUTIONAL ADVANCEMENT

The Institutional Advancement Department at Fox Chase Cancer Center works with individuals and groups interested in providing philanthropic support for groundbreaking research for the prevention, detection and treatment of cancer, as well as clinical efforts that allow our physicians to deliver the best care possible to patients and their families. To learn more about individual giving, community fundraising, corporate sponsorships, and other ways to make a difference at Fox Chase, please call 215-728-2745 or email giving@fccc.edu.

PATIENT SUPPORT SERVICES

Fox Chase offers a wide range of support services to address all of your needs—physical, spiritual and emotional. For information, please visit FoxChase.org/services.

BOO’S BOUTIQUE

215-728-2627

This specialty shop helps patients during their cancer journey by offering breast forms, bra fittings, referrals to wig vendors, clothing, skincare products, head coverings, scarves and other accessories. Go to FoxChase.org/wigs for more information.

Hours: Monday–Wednesday, 9:30am–4pm or by appointment
Floor 1 of the Young Pavilion

CARE CONNECT

215-728-3536 | Find a physician: FoxChase.org/careconnect

Care Connect is a program linking Fox Chase and community physicians. Primary care/internal medicine doctors throughout the region are working with Fox Chase in programs that focus on cancer prevention education, screening, treatment and survivorship care. The result is a seamless continuum of care for patients.
CAREGIVER RESOURCE GUIDE
A caregiver is someone who supports a patient during treatment, such as a spouse, partner, parent, sibling, son, daughter or friend. Our Caregiver Resource Guide provides useful information to help support caregivers in their important role and is available at FoxChase.org/caregiver.

CARINGBRIDGE
FoxChase.org/communications/social
This free web service lets patients and their families create a private web page to stay in touch with loved ones and provide personal updates during and after treatment.

MEN’S SEXUAL HEALTH PROGRAM AND ERECTILE DYSFUNCTION CLINIC
888-FOX-CHASE (888-369-2427)
Our team is committed to providing men with support for issues surrounding sexual health. Our clinics are staffed by providers who are well-versed in the latest treatments of male sexual dysfunction. We welcome all patients, regardless if one’s condition is related to cancer treatment.

NUTRITION COUNSELING
Schedule an appointment: 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).

OUTPATIENT PHARMACY
215-728-3178
The Fox Chase Cancer Center Pharmacy serves Fox Chase clinic patients and inpatients and carries a range of medications for their care, including oral specialty chemotherapy drugs often not readily available in local retail pharmacies. Oncology-trained pharmacists offer prescription medication counseling in a patient-friendly environment. We also offer bedside delivery of medication for patients being discharged and a free medication disposal service to properly dispose of unused and unwanted medication. The Fox Chase Cancer Center Pharmacy participates with most major insurers covering Pharmacy Benefit and Medicare Part D benefits. Contact your insurance company to determine your specific coverage.

Hours: Monday–Friday, 9am–6pm
Located across from the Terrace Café in the West Building
PAIN AND PALLIATIVE CARE PROGRAM
215-728-3544
The Pain and Palliative Care Program provides pain and symptom management to support the best possible quality of life for patients and their families. Palliative care complements cancer care and can be helpful for patients struggling with side effects of treatment at any stage of disease. Our multidisciplinary team includes board-certified physicians, nurse practitioners, social workers and nurses trained to support patients and families through the continuum of care.

PASTORAL CARE AND CHAPEL
215-728-2944
The goal of Pastoral Care Services is to offer a compassionate presence and provide spiritual and emotional support with a particular sensitivity and respect for one’s personal values and beliefs. Oncology chaplains are available to visit patients in the hospital on a regular basis and upon request. Chaplains also oversee the chapel daily. This interfaith sacred space is available to patients, families and staff for meditation and prayer.
Chapel hours: Open every day, 8am–8pm
Floor 3 of the main hospital building next to the reception desk
PATIENT-TO-PATIENT NETWORK (P2PN)
215-214-1618
The Patient-to-Patient Network (P2PN) is a telephone-based support program that matches patients with Fox Chase cancer survivors who have faced a similar cancer or underwent similar treatments. Our volunteers are trained to talk with patients about their concerns, share their personal journeys, provide encouragement, and explain what patients can expect during cancer treatment. The P2PN is coordinated by the Lippincott Resource and Education Center (REC), located on Floor 1 of the Young Pavilion. To be matched with a volunteer, please contact the REC.

PHYSICAL MEDICINE AND REHABILITATION
215-728-2592
Our cancer rehabilitation specialists help patients prevent loss of mobility through early intervention programs and maximize recovery of physical abilities to improve quality of life and return to everyday activities. We offer physical and occupational therapy services for patients dealing with the effects of cancer treatment with special programs for lymphedema management, pelvic floor dysfunction, like bowel and bladder incontinence, and a program to help manage cancer-related fatigue (CRF). Speak with your care team to learn more about our rehabilitation programs.

PSYCHIATRY, PSYCHO-ONCOLOGY AND PSYCHOSOCIAL SUPPORT PROGRAMS
215-214-3940
Cancer and medically complicated illnesses can cause much stress for patients and their families. Our psychiatrists, psychologists and nurse practitioners will work with your team of providers at Fox Chase to support you and your family during this challenging time. Psychiatric evaluations, medication management, therapy and stress management skills training are provided to help to ease symptoms, such as anxiety, insomnia, fatigue, depression, grief, mood swings/irritability and cognitive issues.

Supportive programs include:

- **Yoga | 215-214-3940**
  Our gentle yoga classes focus on breathing, relaxation and meditation for patients and caregivers.

- **Reiki | 215-728-2411**
  This form of energy healing relies on a gentle touch and simple transfer of energy to promote healing of the mind, body and spirit. Reiki is free for patients and caregivers.

- **Pet Visitation Program | 215-728-2804**
  To provide comfort, volunteers with pets visit patients throughout the Fox Chase facility. Inpatients may request a pet visit through their nurse or by calling the volunteer department. Pet visits must be approved by a nurse.
The Naomi P. and Philip E. Lippincott Resource and Education Center (REC) is a patient and family learning center. We offer accurate information you can trust to all Fox Chase patients and their families, people at high-risk, staff, and the public. Our staff is here to help you learn more about cancer risk, prevention, screening and treatment, such as clinical trials. If you need support services, we can also refer you to other Fox Chase departments and programs or to local and national organizations.

REC resources include:

- Health educators onsite to help you
- Visitor computers with internet access and reviewed websites
- iPads, brochures, books, fact sheets and newsletters on health and cancer-related topics
- Charging stations for your phones and electronic devices
- Community resources
- Information about other Fox Chase programs, such as the Patient-to-Patient Network and MyFoxChase portal

We offer two convenient locations within the hospital on Floor 1 of the Young Pavilion:

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

Hours: Monday–Friday, 8am–4pm

RESPIRATORY CARE

215-728-3515

The Respiratory Care Department comprises Pennsylvania State Board of Medicine—licensed professionals who provide quality care using some of the latest techniques and technology. Our therapists work with pulmonary physicians to assist with complex bronchoscopy and perform pulmonary function testing. They play a key role in airway management, critical care, preventative therapy and patient education.

RISK ASSESSMENT PROGRAM/GENETIC TESTING

877-627-9684 | FoxChase.org/rap

Fox Chase offers a Risk Assessment Program for persons and families at risk for cancer and those with cancer—including cancers of the breast, ovaries, prostate, skin, colon, kidney and uterus. Our team of physicians, nurses and genetic counselors provides clinical and genetic evaluation and testing, screening and cancer risk-reduction services.
SOCIAL WORK SERVICES AND SUPPORT GROUPS
215-728-2668

Oncology social workers have specialized training in how to help patients and their families deal with the many life changes that can result from having a chronic disease, such as cancer. They hold a master of social work (MSW) degree and are available to address psychosocial (individual, family and group counseling/support), cultural, financial and continuing care needs of patients and their families. Oncology social workers also provide information and education about a variety of issues, such as advance directives, hospice, family leave and disability benefits, lodging, transportation, and cancer-related support programs. Our social workers can also connect you with Fox Chase Cancer Center support groups, as well as other places that offer groups to meet your special needs.

SPEECH PATHOLOGY DEPARTMENT
215-728-2592

Cancer treatment can impact voice, speech, cognition and swallowing functions, which are key to communication and interaction. The Speech Pathology Department offers diagnostic and therapeutic treatments for these conditions. Early diagnosis and treatment can improve quality of life and help you return to work and everyday activities. Talk with your doctor if you notice changes in your communication or swallowing abilities. A prescription is required for these services.
TOBACCO TREATMENT PROGRAM
This program offers individual therapy for persons who currently use tobacco products, or have in the past year. Individuals meet with a nurse who is trained in tobacco treatment to talk about their tobacco use and set up a treatment plan for how to quit.

VOLUNTEER SERVICES
215-728-2804 | FoxChase.org/community/volunteering | volunteerservices@fccc.edu
Our volunteers provide a range of services to patients, families and staff in a variety of settings, including the hospital, offices and research. Please contact us to learn about becoming a volunteer or visit the volunteering website. Fox Chase offers opportunities for both community members and survivors to make a difference. Volunteers support our colleagues in the mission of reducing the burden of cancer for our patients.

WOMEN’S MENOPAUSAL AND SEXUAL HEALTH PROGRAM
888-FOX-CHASE (888-369-2427)
Our team is dedicated to supporting women as they adjust to changes during and after cancer treatment. This program provides education, strategies and counseling to female patients dealing with menopausal changes, sexual/intimacy issues and fertility concerns. We also offer survivorship gynecologic services.
GUEST SERVICES FOR PATIENTS AND VISITORS

DINING

• Cafeteria
  Hours: Monday–Friday, 7am–2pm | Floor 2 of the Center Building

• Coffee Cart
  Hours: Monday–Friday, 7am–2pm | Floor 1 of the West Building lobby

• Terrace Café
  Hours: Monday–Friday, 7am–6:30pm; Saturday, 9am–4:30pm; Sunday, 11am–3pm
  Floor 1 of the West Building near the West Garage entrance

• Vending Machines
  Cafeteria, Infusion Waiting Area (near front entrance), Surgical Waiting Area
  and Radiation Oncology
  Vending machines are also available at Jeanes Hospital

• Snack Shop at Jeanes Hospital
  Hours: Open every day, 7am–7pm | Jeanes Hospital main lobby

• Cafeteria at Jeanes Hospital
  Hours: Monday–Friday, 11am–2pm | Jeanes Hospital 1st floor
KAREN’S KORNER GIFT SHOP
215-214-1617
Karen’s Korner sells a host of gift items, including women’s head scarves, lotions, slippers, cards, stamps, candy, Fox Chase branded merchandise and other items. Money earned from sales goes to patient care at Fox Chase through the Friends of the Hospital of Fox Chase Cancer Center.
Hours: Monday–Friday, 9:30am–5:30pm | Floor 1 of the Young Pavilion

MONEY MACHINE/ATM
An ATM is located on Floor 1 of the Young Pavilion behind the gift shop.

NEWSPAPERS
Newspapers are available at the Patient Support Services desk in the West Building and in outpatient waiting areas. Inpatients receive complimentary papers.

SECURITY
We are constantly working to keep a safe environment. Our policies are for your safety. Security officers are on duty around the clock for your protection.

WIRELESS ACCESS
Free WiFi is available throughout the Fox Chase Cancer Center campus. Choose FCCCguest in your device’s list of available wireless connections. Once the Internet is accessed via a browser, click on the “Login” button to accept the Terms of the Guest Wireless Network.
FINANCIAL QUESTIONS AND ISSUES

BILLING PROCESS/FINANCIAL RESPONSIBILITY

888-378-0357

Fox Chase will send two bills to your insurance company—one for the doctor’s services (Fox Chase Cancer Center Medical Group) and one for the hospital-based facility services (American Oncologic Hospital/Fox Chase Cancer Center). Once your insurance pays, you may get two bills from us. These bills represent your out-of-pocket expenses, such as co-pays, co-insurance and deductibles. For some services, a co-pay may be required at the time of service. Fox Chase accepts Visa, MasterCard, Discover and American Express credit cards.

FINANCIAL ASSISTANCE PROGRAMS

Financial Counseling Department: 215-728-2678 or 215-728-3162

Fox Chase provides free or reduced-priced care to persons who qualify, as well as assistance in applying for and obtaining government-funded insurance programs and ACA Marketplace plans. If you are uninsured and/or cannot afford the cost of your care, you are encouraged to contact one of our financial counselors, who will be happy to supply you with information, applications and assistance.

GRANTS AND OTHER PROGRAMS

Social Work Services Department: 215-728-2668

Grants and other programs may be available if you are having a hard time paying your mortgage, rent, utilities or living expenses.

INSURANCE

Fox Chase Cancer Center accepts many health insurance plans. Please visit FoxChase.org/patients/insurance-financial to make sure that we accept your plan. You should also contact your insurance company to go over your benefits and patient liability. Patient liability is what you might have to pay out-of-pocket and includes deductibles, co-payments, co-insurance and any care and services not covered by your health plan.

MEDICAL FORMS

For help with filling out medical leave forms (disability, family medical leave, etc.), please talk to your Fox Chase doctor.
POLICIES AND PROCEDURES

CELL PHONES AND AUDIO/VIDEO RECORDING

Cell phones and communication devices may be used in compliance with the Fox Chase policy on audio and video recording. However, Fox Chase is not responsible for lost or damaged cell phones or other electronic devices. It is the policy of Fox Chase to comply with state and federal privacy and confidentiality laws; therefore, we do not permit the use of cell phones, cameras or any other electronic device to audio- or video-record patients, visitors, staff or the facility itself. This includes patient and staff conversations and/or phone calls.

CONDUCT POLICY

Fox Chase has rules for patients, families, visitors, caregivers and staff to help us keep a safe and respectful environment.

This includes:

- **No** weapons of any kind
- **No** illegal drugs or alcohol
- **No** smoking (We are a smoke-free campus.)
- **No** threats or violence of any kind. This includes:
  - Oral, written or physical threats to cause harm to someone at Fox Chase or to Fox Chase property
  - Language that threatens, abuses, offends or discriminates in person or by phone, email, text message or social media
- **No** yelling, pushing, hitting, kicking or throwing objects
- **No** sexual gestures or advances
- **No** actions that affect safe patient care

Failing to follow these rules may result in being asked to leave Fox Chase, transferring the care of a patient to another hospital, or bringing in our security and/or the local police.

HIPAA, PATIENT PRIVACY AND INFORMATION SECURITY

We take the privacy and security of our patients and their protected health information seriously. Fox Chase is subject to regulation under the federal Health Insurance Portability and Accountability Act (HIPAA), which, among other things, protects the privacy and confidentiality of patient-protected health information. Our goal is to ensure that patient privacy and confidentiality is a top priority, and all employees are aware of their role in regard to the proper handling of protected health information.

COMPLIANCE/HIPAA PRIVACY HOTLINE

TUHS Hotline: 800-910-6721

Fox Chase provides a confidential hotline for patients and staff to put you directly in touch with our Office of Compliance and Privacy through Temple University Health System (TUHS). You may choose to leave your message anonymously, but please give enough detail so we may address your concern.
HOW TO REQUEST A COPY OF YOUR MEDICAL RECORDS
Medical Records Department: 215-728-2640
Requests for medical records must have a patient authorization completed and signed by the patient. For X-rays or diagnostic imaging studies on CDs, contact the Radiology Department Film Library. To complete your request, we may charge a fee for costs of copying, mailing or other supplies.

HOW TO REQUEST A COPY OF YOUR RADIOLOGY X-RAY STUDIES
Radiology Department Film Library: 215-728-3878
Requests for imaging CDs and or imaging study reports must have a patient authorization completed and signed by the patient. To complete your request, we may charge a fee for costs of copying, mailing or other supplies.

NON-DISCRIMINATION POLICY
It is the policy of Fox Chase Cancer Center that there shall be no exclusion from, or participation in, and no one denied the benefits of, the delivery of quality medical care on the basis of race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or source of payment.

PATIENT RIGHTS AND RESPONSIBILITIES
As a patient, family member or guardian of a patient at this hospital, we want to inform you of your rights under Pennsylvania state and federal law. We are committed to honoring your rights. You and your family also have certain responsibilities to help us provide the best possible care. A complete copy of patient rights and responsibilities is available upon request.

PATIENT SURVEYS
During your care, you may receive patient satisfaction surveys sent to you by mail or email from Press Ganey. We value your feedback and ask that you fill out and return these to us at your earliest convenience.

PATIENT TEST RESULT INFORMATION ACT
Act 112, known as the Patient Test Result Information Act, is a Pennsylvania law made effective in 2019. Based on what is required by the law, if Fox Chase patients have an outpatient diagnostic imaging test (CT, MRI, PET, etc.) performed that shows an unanticipated and significant abnormality, patients will either receive that information directly from their healthcare provider (for example, treating clinician) before leaving or will have a letter with that information sent to their address through the United States Postal Service. This provides patients with the opportunity to have a discussion with their providers about the results.
**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
  Nurse Phone Triage .............................................................................. 215-728-4300
  *Medical questions, Monday–Friday, 8:30am–5pm (speak to a registered nurse)*
  After-Hours Hotline for Urgent Medical Issues ................................... 215-728-6900
  *Urgent medical issues and questions after hours, weekends and holidays
  Ask for the nursing supervisor*
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 ............................................................................ 215-728-2592
Psycho-Oncology and Psychosocial Support Programs ......................... 215-214-3940
Radiology Department Film Library .......................................................... 215-728-3878
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