Each member of the Patient and Family Advisory Council has been touched by cancer. Some of us have survived cancer, some are receiving treatment today, and others have helped their loved ones fight this disease. As Council volunteers, we provide feedback to the Massachusetts General Hospital Cancer Center’s leadership to help make your care and experience the best it can be.

Since the Cancer Center is part of the largest cancer research program in the country, it offers you the very latest and finest in cancer treatment. You will receive personalized care from a team of specialists who bring you state-of-the-art treatment and technology in addition to a wide array of support services.

We understand that cancer can affect your spirit and soul as well as your body, but there are many things you can do to help yourself. Reading this guide is a good first step. We invite you to learn more about your care and the wide range of resources the Cancer Center offers to assist you and your family. We believe that learning about your cancer and ways to manage symptoms and stress may help you feel less overwhelmed.

Based on our experience here, we believe this is a great place to receive cancer care. We wish you well.
Thank You for Choosing the Mass General Cancer Center

Our mission is to advance knowledge and rapidly translate discovery into exceptional, personalized cancer care for our patients. Here you will receive the best possible care from a team of compassionate professionals with expertise in your type of cancer.

“During a time when we were coping with the irrational emotions of this disease, you helped return our world to order with humanity and compassion.” George, patient
What Cancer Care Involves

Depending on the type and stage of cancer you have, your care team may recommend surgery, chemotherapy, radiation or some combination of these treatments. A member of your team will explain your treatments to you in detail.

**IMAGING TESTS**
Imaging tests (MRIs, CT scans, X-rays, PET scans, etc.) are an important part of cancer care. They help determine diagnosis and can give valuable information about your diagnosis and the right treatment. Imaging tests can be done in the hospital or at another Mass General site closer to your home. **Imaging locations are listed on the insert in the back of this guide.**

**LABORATORY TESTS**
Laboratory tests are done on a regular basis for most patients. Results of your lab tests provide important information throughout your treatment. It is important to follow your team’s instructions about the tests you need and when these tests need to take place.

If you plan to have your blood test at Mass General, please arrive at least one hour before your chemotherapy appointment. You can also choose to have your blood test at another Mass General site or at your local hospital. **Ask your treatment team about your options.**

**CHEMOTHERAPY**
Chemotherapy is a special medication that kills cancer cells. There are many types of chemotherapy that work in different ways. Chemotherapy may be given as a pill, injection or through an infusion into a vein (IV). Intravenous drug therapies are prepared on-site by specially trained pharmacists and are given by skilled nurses. This treatment is provided in our Infusion Unit as an outpatient or as an inpatient in the hospital.

**TARGETED THERAPIES**
Targeted therapies are used to target specific mutations in tumors to stop the growth of cancer cells while leaving normal cells unharmed. These new drugs have the potential to provide effective treatment with fewer side effects than traditional therapy. In addition, they may provide new options for patients whose tumors have become resistant to conventional therapy. Many cancers are responding to these new drugs, and our researchers continue to identify new mutations and develop clinical trials to test new targeted therapies.
RADIATION THERAPY
Radiation therapy uses high-energy X-rays or particles to kill cancer cells. The radiation source may come from outside the body with beams aimed at the cancer or from a source implanted inside the body.

The Cancer Center provides treatments found in few other hospitals, including the only proton therapy center in New England, the Francis H. Burr Proton Therapy Center. Proton therapy is very precise radiation therapy that can be concentrated on a tumor with little harm to the surrounding normal tissue. Proton therapy can be a treatment option for areas of the body such as the eye, brain or spinal cord, where it is especially important to protect normal tissue.

SURGERY
Surgery is used in many ways, including diagnosing cancer, determining the stage of the cancer, removing the primary tumor and relieving symptoms. Our specialized oncology surgeons are experienced in the latest surgical procedures, many of which are done on an outpatient basis.

INPATIENT CANCER CARE
Inpatient cancer care is delivered on many different inpatient floors at Massachusetts General Hospital. If you are admitted to the hospital, your cancer doctor will continue to direct your treatment plan by working with your inpatient care team. The inpatient care team may include the resident doctor, nurse practitioner, primary nurse, case manager, dietitian, physical therapist and social worker. Your primary nurse will coordinate your nursing care and will communicate regularly with your doctor.

CLINICAL TRIALS
Clinical trials for cancer treatment are research studies that test new drugs and procedures that are not yet available as standard treatments. All new treatments start as clinical trials. Many of our patients, including those with the earliest stages of disease, choose to participate in clinical trials.

To learn more about open clinical trials, talk with your care team or visit massgeneral.org/cancertrials.
Your Team

Your multidisciplinary care team will include doctors, access nurses, nurse practitioners, nurses and social workers as well as other specialized health care professionals. Additional staff members available to you include dietitians, chaplains, pharmacists and medical interpreters.

“We now have a much clearer understanding of my cancer and are confident we have picked the right doctors.”
Frank and Janet, patient and his wife

Your care begins with your access nurse who is your ambassador to the Cancer Center. Your access nurse will help coordinate your initial visit and will gather all of the information needed to develop a personalized treatment plan for you.

At your first appointment, you will learn more about the members of your care team, including:
• Doctors
• Nurse practitioners
• Nurses
• Dietitians
• Social workers
• Chaplains
These guidelines can help us work together to provide you with the best possible care:

**YOUR ROLE**

To help ensure that you receive the best possible care, it is important that you:

- Communicate honestly and openly with your care team about all topics, including:
  - Your health history and current symptoms
  - Prescriptions, over-the-counter medications and supplements or herbs you are taking
  - Complementary treatments like massage and acupuncture that you are receiving
  - Changes in your condition, including side effects
  - How you are coping emotionally with cancer
  - Personal wishes and beliefs
  - Medical choices that you might face in the future. Complete your advance care planning, such as a health care proxy or living will.

- Come prepared to ask questions about any aspect of your treatment or illness that you don’t understand.

- Ask about the many Cancer Center support services and educational resources. Use them. They are there to help you.

**OUR ROLE**

As dedicated partners in your cancer care, we will:

- Keep you informed about how treatment is working.

- Help relieve your pain and address any side effects of treatment.

- Treat you with care and dignity, including respecting your personal wishes and beliefs.

- Encourage you and your loved ones to ask questions. We will give clear and complete explanations that you understand.

- Provide information about educational resources and support services that are available to you and your family and friends.
Prepare for Your Visits

Being prepared for your visits will benefit you in many ways. You may have a better experience and feel less stress by following the helpful hints outlined below.

**BRING YOUR MEDICAL INFORMATION**

Bring your medical information to all appointments, including:

- Any images (such as X-rays, MRIs or CT scans) or test results that have been requested
- The names and telephone numbers of all your doctors
- A list of all prescriptions, over-the-counter medications and supplements or herbs you take, as well as any therapies such as acupuncture or massage that you are using. Please let us know if you have any allergies or reactions to medications.

**KNOW YOUR INSURANCE COVERAGE**

Learn about your insurance coverage and limits, and bring your insurance cards and referrals to your visits. Depending on your treatment, you may need additional authorizations or referrals during the course of your care. Our financial counselors are available at 617-726-2192 to help answer any questions you have.

**HAVE A WRITTEN LIST OF QUESTIONS READY**

Before your appointment, prepare a list of questions for your care team. Bring a notebook and pen, a tape recorder or a friend or family member to help you remember the information from your clinic visit.

**ASK FOR OUR PATIENT CALENDAR**

Use our patient calendar or your own date book to record your treatment schedule and appointments.

**ARRIVE ON TIME**

Do your best to arrive on time. If you know you will be late or miss a visit, please call us.

**BRING SOMETHING TO HELP PASS THE TIME**

Bring a book or activity to pass time between treatments or while waiting for your appointment.

We try our best to accommodate your preferences for appointment times and to see patients at their scheduled time. However, sometimes delays happen or we can’t schedule your appointment at your preferred time. We apologize for any inconvenience.

**UPDATE YOUR REGISTRATION INFORMATION**

Update your hospital registration information by calling Patient Registration toll-free at 866-211-6588.
Each patient’s cancer journey is unique. We understand that you have questions and concerns. Remember that every question is a valuable one. The list below has some examples of questions you might want to ask your care team.

- What type of cancer do I have?
- What is the extent (or stage) of my cancer?
- What are my treatment choices?
- Should I get a second opinion?
- Are clinical trials an option for me?
- What are the side effects of my treatment?
- How can I learn more about my diagnosis, my treatment and how to cope?
- Will I experience pain?
- How can I deal with my fear and anxiety?
- What do I say to my children, significant other, family and friends?
- How do I get information on advanced care planning, including a health care proxy form?
- What if I have financial or insurance concerns?
- How do I learn about integrative/complementary therapies?
- Can I talk with someone who has been through this before?
- What happens when my treatment ends?

The Blum Cancer Resource Room staff can also help you get the information you need and guide you to the many Cancer Center resources available to you.

“My family and I were always given as much time as we needed to have all our questions answered.” Sam, patient
Supportive Care Services

We offer a variety of education and support resources to help you and your family throughout your cancer experience, and encourage you to take full advantage of them.

“The Cancer Center’s resources certainly helped my attitude and health during radiation.” Julie, patient

Cancer Survivor Spirit Flags carry messages of hope and healing.

MAXWELL V. BLUM CANCER RESOURCE ROOM

Yawkey Center, 8th floor
Phone 617-724-1822
Fax 617-726-7581
massgeneral.org/cancer/crr

The caring staff of the Blum Cancer Resource Room can connect you to all of the Cancer Center resources. Drop in to a comfortable place where there is reliable, current information on cancer types, treatments and topics such as managing side effects and tips on nutrition. Browse the lending library or let the staff help you find reliable web information or journal articles. You can also relax with a puzzle or check your e-mail.

If you call to request information about a certain topic, we will mail it to your home or fax it to you. Requested materials can also be delivered to inpatient floors and to radiation oncology treatment areas.

massgeneral.org/cancer  877-726-5130
THE HOPES PROGRAM

Phone 617-72-HOPES (617-724-6737)
Toll Free 866-724-6737
massgeneral.org/cancer/hopes

The HOPES Program offers free wellness services and education and support workshops for patients with cancer, their families and their friends. The program can help you feel better throughout your cancer experience. Most of these small sessions are drop-in so you do not need to sign up ahead of time. HOPES calendars listing the workshops and services are available throughout the Cancer Center and online.

Choose from:

- Information sessions on topics such as chemotherapy, radiation therapy, clinical trials, blood counts, nutrition, fatigue and advance care planning.
- Support workshops on topics such as talking to your children about cancer, finding faith and hope, and moving forward after cancer treatment.
- Wellness services including acupuncture, relaxation massage, art therapy, music therapy, yoga and qigong.
- Full-body acupuncture and therapeutic massage (fee-based services for Cancer Center patients).

THE MARJORIE E. KORFF PARENTING AT A CHALLENGING TIME (PACT) PROGRAM

Phone 617-724-7272
mghpact.org

This program provides individual support for cancer patients who have children in their lives. Working hand-in-hand with parents, PACT’s child psychiatrists and child psychologists offer age-specific guidance for helping children cope with a parent’s cancer.

THE NETWORK FOR PATIENTS AND FAMILIES

Phone 617-643-1784

This peer support program matches patients and family members with volunteers who are experienced in living with a similar type of cancer.

SUPPORT GROUPS

Phone 617-724-1822
massgeneral.org/cancer/socialwork

Groups led by oncology social workers provide patients, their family members and their friends the chance to share information, gain support and learn how others cope with cancer.
Know Your Way Around

Cancer care is provided throughout the Massachusetts General Hospital campus and satellite locations. It is likely that you will have appointments and tests in more than one of our buildings. You will find many helpful people who are willing to answer your questions.

INFORMATION DESKS
Please visit our information desks if you need directions. They are located on the 1st floor of most buildings where patients are treated. Volunteers can help you find locations on campus, including your doctor’s office, test locations or the cafeteria. Refer to the map at the back of this guide or visit massgeneral.org/visit/maps to find the location of the buildings where you receive care.

FREE SHUTTLE SERVICE
Visitors can get around the Mass General campus by using the free shuttle that travels between buildings, including the Cox Building, Jackson Building and the Yawkey Center. Shuttle schedules and locations are available at the information desk in the main hospital lobby and the Yawkey Center lobby. If you need a wheelchair or any assistance traveling between buildings, please ask our staff or volunteers.

PARKING
We offer several parking options, including garages beneath the Yawkey Center, on Fruit Street and on Parkman Street. Valet parking is available for a fee in front of the Cox Building, Yawkey Center and the Wang Ambulatory Care Center. For garage locations, see the parking map at the back of this guide or visit us online at massgeneral.org/visit/maps.

ATM MACHINES
ATM machines are located on the 1st floor of the Yawkey Center, on the 1st floor of the Cox Building and in the Main Corridor.

RELAX
Enjoy some relaxation in the Howard Ulfelder, MD, Healing Garden or the Blum Cancer Resource Room before, after or between appointments. Both are located on the 8th floor of the Yawkey Center. The Blum Cancer Resource Room has puzzles and knitting, as well as free Internet access and a lending library. If you are looking for a quiet place to be alone with your thoughts, try the chapel on the 1st floor of the Ellison Building.

GENERAL STORES
You can visit the General Stores for snacks, cards and gifts, postage stamps, books, magazines and tapes. Stores are located in the Yawkey Center lobby and on the 1st floor of the Blake Building.
WHERE TO EAT
Find your favorite place to eat. Options include:

**Coffee South**
Yawkey Center, 1st floor lobby
Open weekdays from 6:30 am to 5:30 pm
Serves beverages and baked goods

**Riverside Café**
Yawkey Center, 1st floor lobby,
Open weekdays from 7:30 am to 4:30 pm
Serves light meals

**Blossom Street Café**
1st floor between the Cox Building and The General Store
Open weekdays from 7:30 am to 3:00 pm
Serves light meals

**Coffee Central**
Main corridor
Open 24 hours a day, 7 days a week
Serves beverages and baked goods

**Eat Street Cafeteria**
White Building, ground floor
Open weekdays from 6:30 am to 8:00 pm and weekends and holidays from 7:00 am to 7:00 pm
Offers a full food court

**Tea Leaves and Coffee Beans**
Wang Building, lobby
Open weekdays from 7:30 am to 3:30 pm
Offers breakfast pastries and light lunches

“They gave us hope, they made my mother smile, and they gave her strength to fight this disease.”
Susan, family member
Other Cancer Center Resources

**EMOTIONAL AND PHYSICAL RESOURCES**

**Chaplaincy**  
Phone 617-726-2220  
Support is available to persons of all faiths and to those with no religious affiliation.

**Fertility**  
Phone 617-726-8868  
massgeneral.org/fertility  
Experienced specialists are available to provide consultation and treatment for those facing issues with fertility.

**Images Boutique**  
Phone 617-726-3211  
massgeneral.org/services/images  
This oncology boutique has wigs, hats, breast prostheses, mastectomy products and lymphedema sleeves. Men and women can learn more about skin care and managing hair loss. The boutique is located in the Yawkey Center on the 9th floor.

**Nutrition**  
Phone 617-724-4000  
The oncology dietitians specialize in one-on-one counseling for patients who want to boost their immune systems, promote healing, control their weight or manage side effects from cancer treatment therapies.

**Palliative Care Program (Outpatient Services)**  
Phone 617-724-4000  
Our palliative care specialists focus on improving the quality of life of people facing serious illness. From the time of diagnosis, we provide expert management of pain and other symptoms; guidance with difficult treatment choices; and emotional and spiritual support for you and your family. Talk with your doctor or nurse for a referral.

**Pharmacy**  
Phone 617-724-3100  
The outpatient pharmacy is located on the 1st floor of the Wang Building.

**Physical Therapy**  
Phone 617-726-2961  
Physical and occupational therapists can help you with exercise and conditioning, and also help manage fatigue and lymphedema (swelling) that may develop from cancer treatments. The therapists are located at Massachusetts General Hospital sites in Boston, Charlestown, Chelsea, Revere and Waltham.

**Psychiatry**  
Phone 617-724-4800  
massgeneral.org/psychonc  
Psychiatrists provide treatment for anxiety, depression and coping with persistent physical symptoms or emotional challenges surrounding cancer treatment.

**Social Work**  
Phone 617-724-1822  
massgeneral.org/cancer/socialwork  
Oncology social workers are licensed mental health professionals who provide support for issues that affect you and your family during cancer diagnosis, treatment and recovery. They can also help you connect with various hospital and community resources.
COMMUNICATION RESOURCES

International Patient Center
Phone 617-726-2787  
massgeneral.org/international

The International Patient Center facilitates the care of all international patients seeking treatment at the Cancer Center. It is located on the 1st floor of the Blake Building.

Medical Interpreters
Phone 617-726-6966  
massgeneral.org/interpreters

Non-English, limited English-proficient, deaf and hard-of-hearing patients and family members have the right to free medical interpretation services or auxiliary aids and services. Your doctor’s office can schedule an interpreter or the aids and services you need, or you can contact the interpreters directly.

OTHER SUPPORT SERVICES

Financial Counseling
Phone 617-726-2192

Financial counselors can answer any questions about billing and insurance coverage and can help you apply for government assistance if you are having difficulty with medical costs.

Oncology Care Coordinators
Phone 617-726-4001

Oncology care coordinators have information about medication coverage, including ways to buy expensive medicines that you may need to take at home after leaving the hospital. The coordinator can also help you find state and community resources for home care needs.

Patient Advocacy
Phone 617-726-3370

Patient advocates look into and help resolve patient/family complaints. If you are not satisfied with your care or if there are communication issues, a patient advocate can help you. They can also answer your questions about confidentiality and assist you in getting information about your care.

Survivorship Program
Phone 617-724-1396

The Survivorship Program provides a wide range of specialists to help patients with the many different challenges and stages of cancer survivorship. Patients meet one-on-one with a clinician to address their concerns and receive a personalized treatment summary.

Transportation and Temporary Lodging
Phone 617-724-0295

Transportation and temporary lodging information is available to patients and family members.
Clinical Centers and Programs

Known for providing customized, innovative treatments and compassionate care to both adults and children, the Cancer Center comprises 23 fully integrated, multidisciplinary clinical programs.

SOLID TUMOR CANCERS AND DISORDERS
- Avon Foundation Comprehensive Breast Evaluation Center
- Gillette Center for Breast Cancer
- Center for Endocrine Tumors
- Tucker Gosnell Center for Gastrointestinal Cancers
- Claire and John Bertucci Center for Genitourinary Cancers
- Gillette Center for Gynecologic Oncology
- Center for Head and Neck Cancers
- Center for Melanoma
- Stephen E. and Catherine Pappas Center for Neuro-Oncology
- Center for Sarcoma and Connective Tissue Oncology
- Center for Thoracic Cancers

BLOOD CANCERS AND DISORDERS
- Bone Marrow Transplant Program
- Center for Hematology
- Center for Leukemia
- Center for Lymphoma
- Center for Multiple Myeloma

OTHER PROGRAMS
- Center for Cancer Risk Assessment (Cancer Genetics)
- Palliative Care Program
- MassGeneral Hospital for Children Center for Pediatric Hematology/Oncology
- Center for Psychiatric Oncology and Behavioral Science
- Radiation Oncology and the Francis H. Burr Proton Therapy Center
- Survivorship Program
- Center for Targeted Therapeutics

For more information on our clinical centers and programs, visit massgeneral.org/cancer/services
“This is the first place in my travels where I was provided with answers and with hope. I was not another number, but rather an individual with individual needs.” Rob, patient

Members of my care team:

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A Comprehensive Cancer Center

An integral part of one of the world’s most distinguished academic medical centers, the Massachusetts General Hospital Cancer Center is among the leading cancer care providers in the United States.

U.S. News & World Report consistently ranks the Mass General Cancer Center as one of the top ten cancer centers in the country. Its nurses were the first in Massachusetts to achieve Magnet status from the American Nurses Credentialing Center in recognition of the hospital’s exceptional nursing care.

Known for providing customized, innovative treatments and compassionate care to both adults and children, the Cancer Center comprises 23 fully integrated, multidisciplinary clinical programs and a vast array of support and educational services. Its network of affiliations extends throughout New England and the southeastern U.S.

The Cancer Center’s commitment to eradicating cancer is fueled by scientific investigation conducted as part of one of the largest hospital-based research programs in the nation. Through a powerful synergy between laboratory scientists and bedside physicians, the Mass General Cancer Center fosters innovation in all phases of cancer research. Physician investigators conduct nearly 400 clinical trials annually.

The Mass General Cancer Center is proud to be a founding member of a Harvard Medical School consortium designated by the National Cancer Institute as a comprehensive cancer center. This prestigious seven-member center forms the largest cancer research collaboration in the country. The promising new treatments developed through this partnership are revolutionizing the future of cancer medicine.
Ways to Give

If you are looking for a way to help those with cancer, please consider:

Becoming a volunteer
Phone 617-726-8540

Donating blood
Phone 617-726-3620

Making a tax-deductible contribution
Phone 617-726-2200
Massachusetts General Hospital Cancer Center Administration

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Director, Cancer Center

José Baselga, MD, PhD
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