



# PATIENT AND FAMILY ORIENTATION

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# WELCOME

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On behalf of Hoag Family Cancer Institute we would like to welcome you. We understand that receiving cancer treatment can be difficult and are here to help decrease any physical and emotional challenges that may arise. Here at Hoag we are deeply committed to your care and our goal is to ensure that you are supported throughout your cancer journey.

We welcome you to visit us online for additional information on Hoag Family Cancer Institute, and to view our orientation video to the Center: [www.hoag.org/cancer](http://www.hoag.org/cancer).



# PHONE NUMBERS

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Hoag Family Cancer Institute, main line	949-722-6237
Cancer Outpatient Treatment Center	949-764-8080
Infusion Services	949-764-1942
Radiation Oncology	949-764-5528
Nutrition and Dietary Services	949-764-8369
Nurse Navigators	949-722-6237
Oncology Administration	949-722-6237
Hereditary Cancer Program	949-764-5764
Social Work Services	949-722-6237
CARES Team/Palliative Care	949-764-8585
Pastoral Care	949-764-8358
Education, Resources & Events	949-722-6237
Brighter Image	949-722-6237
Fitter Image Programs	949-722-6237
Look Good Feel Better	800-227-2345

## Other Helpful Services

Medical Records	949-764-8326
Patient Financial Services	949-764-8400
Insurance Information	800-400-4624

# FINDING YOUR WAY



Hoag Family Cancer Institute  
One Hoag Drive, Newport Beach, CA 92663

## Driving Directions

Take Pacific Coast Highway (PCH) and turn left (or right) at the light on to Hoag Hospital Road.

Take a quick right, and then turn left into the Cancer Center parking lot

(4th driveway, past the Advanced Technology Pavilion).

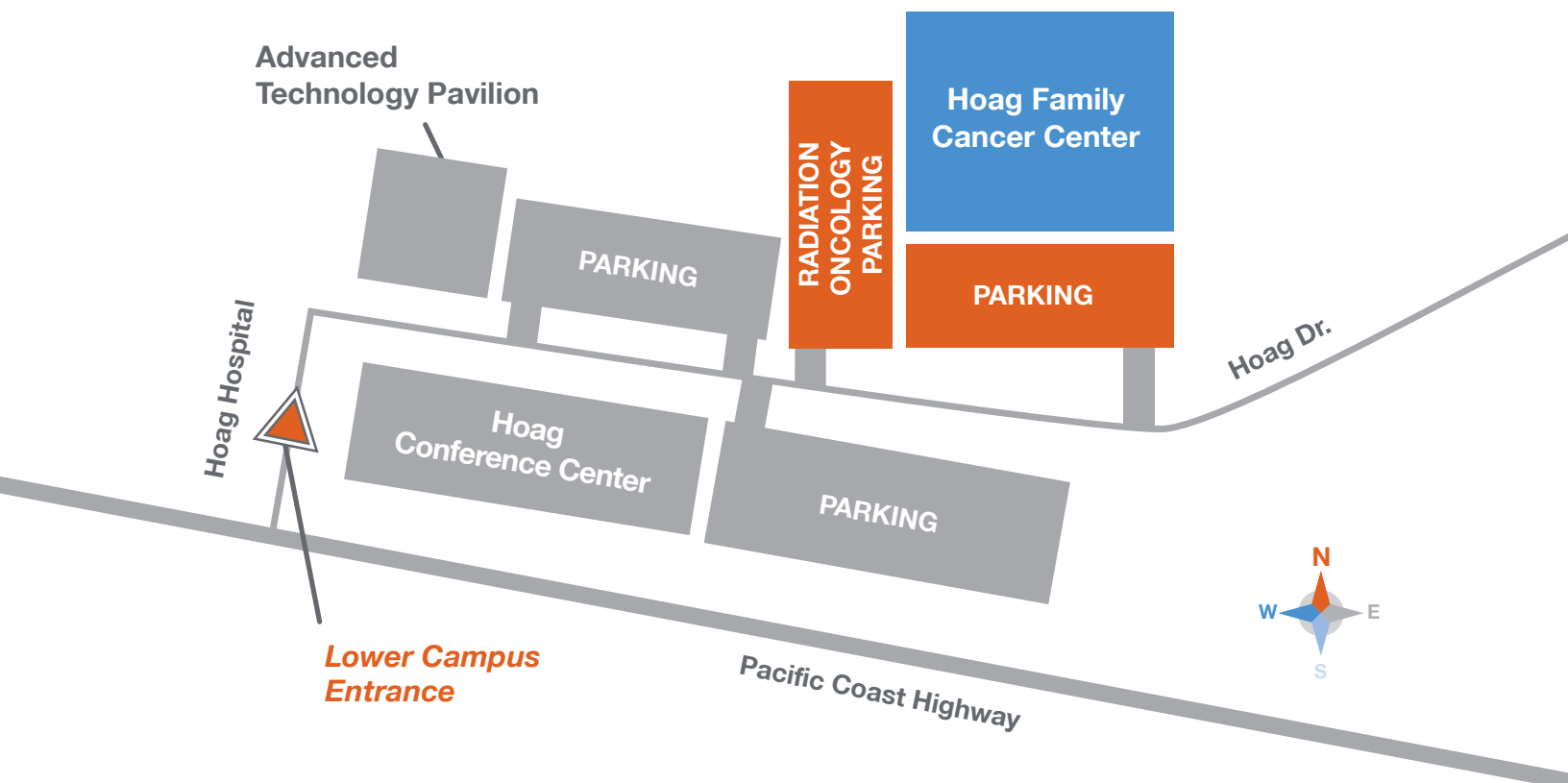
## Radiation Oncology Patients

Radiation Oncology can be accessed through the ground floor entrance.

From PCH turn onto Hoag Hospital Road, and make a quick right.

Take a left into the 3rd driveway (past the Advanced Technology Pavilion).

This will take you slightly downhill to a parking lot.



# ABOUT US

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Hoag Family Cancer Institute was built with one fundamental principle in mind: providing state-of-the-art cancer care in a comforting, patient-centered environment. Perhaps that's why more than 3,300 newly diagnosed patients seek treatment at Hoag Family Cancer Institute in Newport Beach each year, making it the largest volume provider in Orange County.

A few accolades:

- Ranked high performing in the 2014–2015 U.S. News & World Report. Ranked overall for cancer treatment, top two percent of all hospitals and top percent among cancer hospitals in the U.S.; rated overall in reputation for cancer treatment
- Received accreditation as a “Comprehensive Community Cancer Program” and received an Outstanding Achievement Award by the Commission on Cancer of the American College of Surgeons
- Named by Becker's Hospital Review as a Top 100 Hospital and Health System with Great Oncology Programs
- Hoag Radiation Oncology ranked in the top 1 percent of outpatient facilities nationwide in the Press Ganey® overall patient satisfaction ratings

The Patty & George Hoag Cancer Center has three floors:

**First Floor:** The first floor of the Patty & George Hoag Cancer Center is dedicated to radiation oncology and is home to nutrition services.

Radiation oncology includes the offices of four dedicated radiation oncologists, examination and simulation rooms as well as a serene waiting area for patients and families.

**Second Floor:** The second floor is the main level for the Cancer Center which includes a large waiting area, the cancer outpatient treatment clinic (COTC), Infusion Services, Nurse Navigators, Brighter Image Program, Hereditary Cancer Program, Social Workers, education and outreach staff, administrative directors, and clerical personnel.

The Hoag Café is also located on this floor and is open from 8:00 am – 3:00 pm Monday through Friday.

**Third Floor:** The third floor of the Cancer Center is home to the Hoag-USC Digestive Disease Center, which offers midgut and foregut specialists, in affiliation with USC Care Medical Group. The third floor also offers multispecialty clinics for a variety of tumor types, including melanoma and sarcoma.

# TREATMENT AREAS

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## Radiation Oncology

From the first day of consultation through your final treatment session, we are committed to providing you with advanced radiation therapy treatment using state-of-the-art equipment under the direction of highly-trained professionals in a caring and compassionate environment.

The Radiation Oncology Team is each dedicated to providing excellence in patient-centered care:

- Radiation Oncologists
- Radiation Oncology Nurses
- Medical Physicists
- Radiation Therapists
- Medical Dosimetrists
- Support Staff

If you would like to schedule an appointment for a consultation with a Hoag Radiation Oncologist, call Hoag Radiation Oncology at 949-764-5528. Open Monday through Friday from 7:30 am – 4:30 pm.

Please download the medical history questionnaire before you arrive for your appointment and visit the Radiation Oncology webpage to learn more information about your consultation appointment.

Questionnaire can be downloaded here: [www.hoag.org/radiation-appointment](http://www.hoag.org/radiation-appointment).

## Cancer Outpatient Treatment Clinic (COTC)

Hoag's Cancer Outpatient Treatment Clinic (COTC) is an outpatient infusion center that provides care for all Hoag patients who need intravenous infusions, blood products, plasmapheresis, or medical injections. The staff also provides assistance to patients in caring for intravenous devices, such as ports and catheters for chemotherapy administration.

Our experienced oncology certified staff works closely with the patient's physician to provide comprehensive care, including the following services:

- Transfusion of blood and blood products
- Plasmapheresis
- Hydration
- Thrombolytic administration
- IV therapy including antibiotics, IVIG, and chemotherapy
- Conscious sedation
- Central line care
- Pre and post-op care following:
  - Bone marrow biopsy
  - Lumbar puncture
  - Thoracentesis
  - Paracentesis
- Central line education and self-care training
- Chemotherapy education
- Injection self-administration education

If you would like to schedule an appointment for a consultation with Hoag's Cancer Outpatient Treatment Clinic, please call 949-764-8080.

# YOUR INITIAL VISIT

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We encourage you to bring:

- Identification and insurance information
- Name and contact information of your primary care physician
- Lists of current medications, supplements, vitamins and herbal remedies

Hoag Family Cancer Institute also recommends that new patients bring a trusted friend or family member along to initial appointments for support and to listen and take notes during your appointments. Often new patients are adjusting to a new medical language as well as learning about their diagnosis and treatment plan and can benefit greatly from additional support during appointments.

If unable to bring a support person with you we urge you to bring a list of questions, pen, paper and possibly a device to record appointment in order to review again at home post visit.

Please feel free to bring entertainment to pass the time while receiving treatments or waiting for an appointment. Hoag is pleased to provide free wireless access for our patients and guests. Follow these simple steps to connect:

- Select **"HoagGuest"** from the list of available wireless networks
- Launch your Web Browser (i.e. Internet Explorer, Netscape, Firefox)
- Review the Terms and Conditions that appear in your browser window. If you agree, then select "Connect to Internet"
- You will now be able to browse the Internet





# HEALTH CARE TEAM

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Your health care team can include physicians, nurses, surgeons, social workers and other integral team members in order to ensure exceptional cancer care. Hoag Family Cancer Institute is dedicated to meeting your needs throughout your care and is focused on offering you the best support available through collaboration between each member of your team and dedication to providing you with the exceptional care and support throughout your cancer journey.

**Physicians:** Hoag Family Cancer Institute works closely with your referring physician throughout your treatment. If you are in need of a physician, please contact our referral service line at 800-400-4624.

**Nursing Team:** Hoag Family Cancer Institute Oncology Nursing staff is composed of registered nurses (RNs) licensed in the state of California. The nursing staff is highly skilled in the field of oncology, with an additional minimum of five years of clinical oncology experience prior to working in Hoag Radiation Oncology. Most are members of the Oncology Nursing Society and are credentialed as Oncology Certified Nurses by this national organization.

Hoag nurses are an integral part of your oncology treatment team if receiving treatment at radiation oncology or the outpatient treatment center. Nurses are available to discuss concerns and answer any questions, as well as provide the highest level of patient-centered care.

**Registered Dietitians:** Hoag Family Cancer Institute is pleased to provide comprehensive nutrition services to cancer patients and survivors. Comprised of two registered dietitians, the Cancer Institute dietitian team is dedicated to helping patients meet their nutritional goals and understand the valuable relationship between good nutrition and health.

Studies show that specialized nutrition support and counseling helps patients maintain energy, and complete treatment while preserving quality of life. Studies also show that dietitian intervention in cancer patient care helps to decrease weight loss during treatment, reduces breaks in treatment, and results in fewer readmissions into the hospital during treatment.

These services are all available free of charge to Hoag Cancer Institute patients. To learn more about Hoag's Nutrition Services, or to schedule an appointment with one of the registered dietitians, please call 949-764-8369.

**Physical, Speech and Occupational Therapists:** Hoag Rehabilitation Services are utilized in both inpatient and outpatient settings. The goal is to help return patients to their highest level of functioning and optimize outcomes by integrating skilled treatment techniques with patient and caregiver education.

The rehabilitation team includes physical therapists, occupational therapists and speech language pathologists. The therapists have advanced certification or training in neurology, orthopedics, vestibular rehabilitation, geriatrics, lymphedema, pelvic floor, hand rehabilitation, voice and swallowing.

Rehabilitation Services at Hoag provides high quality care by utilizing evidence based practice and state of the art equipment and technology. The highly skilled staff collaborates with the physician to develop an individualized plan of care.

In order to set up an appointment with Rehabilitation Services you must have a physician order.

# SUPPORT SERVICES TEAM

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**Nurse Navigators:** Clinical Nurse Navigators are a unique asset to Hoag Family Cancer Institute. Hoag's cancer navigators serve an important role as facilitator and guide for patients, answering questions and providing support through each phase of treatment. Navigators are available for the following tumor types:

- Brain
- Breast
- Gastrointestinal
- Gynecological
- Head and Neck
- Lung
- Lymphoma
- Melanoma
- Sarcoma
- Urologic

**Social Work Counselor:** Oncology Clinical Social Workers can assist you and your family with the emotional, psychosocial and practical needs that may arise throughout treatment and beyond. We can provide you with short-term, individual and family supportive counseling, community resources and education. Oncology social workers at HFCl also facilitate support groups and classes for patients, families and the community.

**Psycho-Oncologist:** Hoag's support team can provide you with referrals to an area Psycho-Oncologist to assist with complex, in-depth psychological care needs that may arise while navigating a cancer diagnosis. These services may address the psychological responses of patients to cancer at all stages, as well as the psychological, behavioral and social factors that may influence the disease process. These services are most often covered by insurance.

**Genetic Counselors:** Board certified genetic counselors provide risk assessment counseling and genetic testing for individuals with a personal or family history of cancer. For more information or to make an appointment, please contact Hoag's Hereditary Cancer Program at 949-764-5764 or [hereditarycancer@hoag.org](mailto:hereditarycancer@hoag.org).

**CARES Team:** The Hoag CARES Team is here to assist your treatment team in providing symptom management while you are receiving treatment for cancer. In addition, Board Certified Palliative Care physicians, social workers and chaplains are available to provide an extra layer of support to patients and families facing the challenges of serious illness to minimize suffering and improve quality of life.

**Chaplain:** Pastoral care or spiritual care is a ministry to any person who is experiencing a period of personal, social, physical, material, mental, spiritual or moral stress. Pastoral care reaches out to such people wherever they are suffering, offering consolation and support in whatever form is appropriate to the person at the time. The chaplain shows no prejudice, judgmental attitude or superior air toward their social position, their faith belief, use of language, or their ethnicity.

# SUPPORT SERVICES AND EDUCATION

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**Brighter Image:** A private professional consultation to assist Hoag patients with the physical changes that often accompany cancer treatment. Each participant is taught how to use wigs and scarves to enhance physical appearance. Please call 949-764-5542 to schedule an appointment.

**Fitter Image:** We offer many exercise classes at Hoag Family Cancer Institute for patients including cardio, yoga & Pilates. Each instructor is specially trained to work with people at varying levels of ability and who are undergoing or recovering from treatment. However, please always check with your physician prior to attending a fitter image class.

No registration required, please visit [www.hoag.org/cancersupport](http://www.hoag.org/cancersupport) for information on dates and times.

**Look Good Feel Better:** Learn make-up and skin care techniques, the use and care of wigs, and other helpful hints in a class setting. Please contact American Cancer Society at 1-800-227-2345 to register for a class in your area.

**Support Groups:** Hoag's cancer support groups are designed to meet educational and emotional needs of patients and support persons. Each group focuses on unique concerns faced by many cancer patients and loved ones. Hoag currently offers support groups for:

- Bereavement
- Brain
- Breast
- General
- GI
- Gynecological
- Head and Neck
- Lung
- Prostate
- Recurrent & Metastatic

**Mind & Body:** This program is based on the idea that relaxation, expression and creativity can enhance patients and families quality of life. Currently, Hoag Family Cancer Institute offers:

- **Meditation for Stress Reduction:** A workshop designed to teach basic meditation techniques for reducing stress and anxiety. Classes are open to the community.
- **Free-Flow Writing Workshops:** A workshop designed to teach writing techniques for reducing stress and anxiety. Workshops are open to the community.
- **Reiki:** Reiki is offered as a complementary therapy to support your medical treatment by eliciting the relaxation response enhancing wellness on mental, emotional, physical and spiritual levels. After a Reiki session people often say they have more energy and feel peaceful.
- **Creative Expressions:** Workshops are held quarterly and utilize different art mediums at each meeting.

# SUPPORT SERVICES AND EDUCATION

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## Education

- **Breast Cancer Orientation Class:** Provides important information tailored to the unique concerns of newly diagnosed breast cancer patients. Meet with the nurse navigator to receive guidance on medical concerns.
- **Lymphedema Workshop :** An ongoing monthly educational series open to the community. Topics are related to lymphedema and may include information about treatments, causes, guidance, etc.

## Special Events

Hoag Family Cancer Institute offers a variety of educational opportunities throughout the year. In the past, these have included skin care during cancer treatment, healthy cooking demonstrations, educational speaking events and many more. Please visit the Oncology Support Services webpage to receive additional information on upcoming special events and programs. [www.hoag.org/cancersupport](http://www.hoag.org/cancersupport)









# NATIONAL AND LOCAL CANCER RESOURCES

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There are many national and local resources to assist you and your family throughout diagnosis, treatment and into survivorship. Hoag Family Cancer Institute can guide you in finding accurate information and up to date resources. Keep in mind to utilize credible websites and resources for cancer related information and support. Please visit [www.hoag.org/cancersupport](http://www.hoag.org/cancersupport) for an up to date guide on comprehensive websites and resources available to you and your family or call **949-7-CANCER** for more information.

Credible Resources in the following areas are available:

- Bereavement and Grief
- Cancer Specific Websites and Educational Materials
- Caregiving Assistance
- Complementary/Alternative Therapies
- Counseling
- Disability
- Employment Rights
- Fertility
- Financial
- Hospice Information
- Insurance
- Kids
- Legal
- Nutrition and Exercise
- Palliative Care
- Prosthesis Referrals
- Rehabilitation Services
- Senior Care
- Smoking Cessation
- Survivorship
- Transportation
- Wigs/Appearance Assistance





