

Research

Education

Psychosocial Support

State-of-the-Art Treatment

Prevention & Early Detection



MethodistSM

Healthcare

Cancer Center

CANCER CENTER UNIVERSITY HOSPITAL

A Cancer Information Center is located on 3 Crews, Room 367. It is open 8 a.m. to 4:30 p.m., Monday through Friday. Educational and entertainment videos and cancer education literature are available for you to check out. Information on hair and breast prosthesis is also available in the center. If you are unable to visit, please call (901) 726-2461 and ask for information to be mailed to you.

Six overnight guest rooms are available on 3 Crews at a rate of \$20 per night. Call the Cancer Center Admissions Office (1 Crews) at (901) 726-8677 for reservations.

The Appleby Memorial Chapel is located on 3 Crews, Room 378, and is open 24 hours a day. You are welcome and encouraged to visit this beautiful sanctuary any time you wish.

A washer and dryer are on 2 Crews for you and your family's use while admitted to the Cancer Center. Ask a staff member for directions.

The Daily Bread Café is a room-service cafe for patients admitted to the University Hospital Cancer Center. It is located on 2 Crews near the elevators. Our goal is to provide patients with the foods they want, when they want them. This service is for patients only. Family members who visit the Café to pick up an order for the patient are welcome to a complimentary beverage. Call (901) 726-8342.

IMPORTANT TELEPHONE NUMBERS

At Methodist Healthcare - University Hospital

Advance Directives - Living Will Hotline	726-8405
Alliance Home Care	380-8100
Alliance Hospice	380-8169
Cancer Center -	
Administration	726-2579
Admissions	726-8677
Chaplain	726-7052 or 726-7461
Daily Bread Café	726-8342
Dial-A-Devotion	726-7463
Guest Room Reservations	726-8677
Nurse Manager (2 & 4 Crews)	726-8794
Outpatient Oncology Unit	726-8695
Outpatient Pharmacy	726-8168
Patient Affairs	726-8000
Radiation Therapy	726-7367
Social Worker	726-7963 or 726-8181
Lifeline (Personal emergency alarm and response system)	373-3273
Methodist Healthcare Foundation	516-0500
Recorded Information Line of Support Resources	726-7049
Other numbers -	
American Cancer Society	278-2091
National Call Center	(800)ACS-2345
HealthSouth Rehabilitation Hospital	
Breast Cancer Rehabilitation	729-5110
Methodist Germantown Radiation Oncology Center	624-2600
National Cancer Institute	(800)4-CANCER
Smoking Cessation Assistance	1-877-44U-QUIT

*All local numbers are (901) area code.

QUESTIONS YOU MAY HAVE

What services are offered by the American Cancer Society? Information, guidance, counseling, financial assistance for those meeting criteria, transportation, etc. The Memphis chapter can be reached by calling (901)278-2091 or (800) ACS-2345.

What if I have special nutritional needs?

A registered dietitian assesses the needs of each patient. The dietitian is also available for nutritional education and caters to the patient's food preference. If you would like to see a dietitian, you may ask your nurse to arrange this for you. Special diets sometimes require a physician's order.

What is home health?

An outpatient-based service where a nurse will come to your home for help with new medications, education or other health services. The patient must have a skilled healthcare need after discharge, a physician's order and insurance approval.

What is hospice?

An outpatient service involving a team of professionals (i.e. nurses, nurse assistants, social worker, chaplain, medical director, volunteers and attending physician). Hospice provides a very special kind of support for terminally ill patients and their families. A physician must order this service.

What if I need custodial care?

Your social worker has a listing of sitter and nurse's aide agencies in the Memphis area. It is important to know this type of care is not usually covered by insurance.

Where can I get a breast prosthesis after mastectomy?

Go to our Cancer Information Center on 3 Crews for names of national and local providers, or you can call the Memphis chapter of the American Cancer Society (901-278-2091 or 1-800-ACS-2345) for a listing of local fitting companies. Check with your insurance company for any restrictions they may have and any reimbursement procedures. A prescription from your physician is usually required to facilitate reimbursement.

Where do I get a wig or a turban?

Our Cancer Information Center has details on several local providers for both men and women. Check with your insurance company before making a purchase to find out any restrictions they may have. A prescription from your doctor may be required. The Cancer Center provides a complimentary first-time turban as supplies are available.

How can we obtain more information on nursing home care?

Your social worker has a listing of nursing homes in the Memphis area. Call (901) 373-3273 or (901) 726-8181.

What is Lifeline?

It is a personal emergency alarm and response system installed using your home telephone. For more information, call (901) 373-3273. This service is typically not covered by insurance.

What if I am admitted unexpectedly and do not have toiletry items with me?

The Cancer Center provides a "Forget Something" service to our patients. As supplies are available, we will gladly provide you with complimentary toiletry items until yours can be brought to you. Simply ask any staff member.

Can I get prescriptions filled at the hospital?

Methodist Healthcare - University Hospital operates an outpatient pharmacy for our patients' convenience. It is located on the first floor in the Plaza area, just off the main lobby. The pharmacy is open Monday through Friday from 8:30 a.m. to 4 p.m. If you are here for outpatient services, simply drop off new or refill prescriptions when you arrive. They will be ready to pick up when you leave. You can also call ahead for refills at (901) 726-8168.

CANCER INFORMATION RESOURCES

Cancer Information Centers (University & Germantown)

Located at Methodist University Cancer Center, Crews wing # 367, and at Methodist Germantown, 3 South Waiting Room. If you are unable to visit, call Methodist Cancer Center at 726-2579.

CancerHelp

Education is a critical component of cancer patient care. Patients and their families need timely information to make important treatment and lifestyle decisions. Methodist Healthcare has special CancerHelp touchscreen computers with vital information from the National Cancer Institute, including information on supportive care, cancer drugs, medical updates, organizations and pamphlets. Updated regularly, information is available in English and Spanish and can be printed at the stations. Two CancerHelp computers are located at Methodist Healthcare - University Hospital (Crews wing # 367 and in the Department of Radiation Therapy). The Cancer Information Center at Methodist Germantown (3 South Waiting Room) has one station. Other Memphis CancerHelp locations are Borders Books & Music, 6685 Poplar, and the Memphis Shelby County Public Library at 3030 Poplar.

OTHER COMMUNITY SUPPORT RESOURCES

American Cancer Society

The American Cancer Society's Resource Information and Guidance provides a listing of area support programs, as well as cancer education materials. Call (901) 278-2091 or (800) ACS-2345.

Reach to Recovery is a visitation program for women with a personal concern about breast cancer. The Early Support component of Reach to Recovery offers support and information to women who have concerns about breast cancer but have not begun treatment. Contact the Memphis and Shelby County Unit of the American Cancer Society at (901) 278-2091 or (800) ACS-2345. The MAMA (Memphis Area Mastectomy/ Lumpectomy Association) is an adjunct to Reach to Recovery in the Memphis community. The group offers support, education and understanding, and meets monthly except in May and December.

The Lost Chord Club is a support system for laryngectomy patients and their families. It is affiliated with the International Association of Laryngectomees. The Lost Chord Club works closely with the American Speech and Hearing Association and other related professional organizations. Meeting times vary. Contact the American Cancer Society at (901) 278-2091 or (800) ACS-2345.

The Man-to-Man Prostate Cancer Support Group meets monthly to exchange information and discuss issues common to individuals diagnosed with prostate cancer and their families. Contact the American Cancer Society at (901) 278-2091 or (800) ACS-2345.

Memphis Area Ostomy Group (MAOG) assists the new ostomate in adjusting to daily living with emphasis on the quality of life. Visits prior to or after surgery. Monthly meetings provide a group approach to solving daily problems. Contact the American Cancer Society at (901) 278-2091 or (800) ACS-2345.

Physician referral required for all programs if you request a visitation from a group representative during your hospitalization. You may self-refer before or after your hospitalization.

Memphis Regional Brain Tumor Support Group

Meets the first Thursday of each month, 5 p.m. to 6:30 p.m., at the Medical Education Research Institute, 44 S. Cleveland. Light refreshments are served. For more information, please call Robbie Lowery, R.N., at (901) 726-6868.

The Group Room

The Group Room—the nation's only talk radio cancer support group—airs live every Sunday from 3 p.m. to 5 p.m. on WGSF 1210 AM in the Memphis area. To participate, call (800) 477-7666 during show hours. For more information, visit the Vital Options website at www.vitaloptions.org

WORLD WIDE WEB

Cancer information may also be accessed via the World Wide Web. You are encouraged to discuss any clinical information you learn on the Internet with your personal physician.

Some sites you may want to visit are:

- Methodist Healthcare - www.methodisthealth.org/cancercenter
- American Cancer Society - www.cancer.org
- National Cancer Institute - <http://www.cancer.gov>
- National Coalition for Cancer Survivorship - www.canceradvocacy.org
- Oncolink - www.oncolink.upenn.edu
- Vital Options - www.vitaloptions.org
- Cancer Treatment Consultants - www.411cancer.com
- CancerSource - www.cancersource.com
- Work & Treatment Questions - www.cancerandcareers.org
- Cancer Survival Toolbox - www.cancersurvivaltoolbox.com
- ALCASE (Alliance for Lung Cancer Advocacy Support and Education) - www.alcase.org
- Blood & Marrow Transplant Information Network - www.bmtinfonet.org
- Smoking Cessation Assistance - www.smokefree.gov

CLINICAL RESEARCH & TRIALS

A number of clinical trials are available for patients of the Methodist Cancer Center. These trials are usually supported by the National Cancer Institute and are carried out in cooperation with national or regional study groups. Patients who volunteer to participate receive state-of-the-art cancer treatment and take part in the evaluation of new, cutting-edge treatments. Patients participate in clinical trials only if they wish, and the details are clearly explained to each patient.

For more information on clinical trials currently available through Methodist Healthcare, consult your physician.

HOW CAN I SUPPORT THE CANCER CENTER?

Many of the activities of the Methodist Healthcare - Cancer Center can be accomplished only with the generous support of our friends in the community. Support for the Cancer Center today will help assure that the resources are available when you or your family need them. Gifts are used for:

- **Cancer research** resulting in innovative cancer treatment.
- The latest **cancer information** for patients and families.
- **Support programs** for patients and families.
- Multidisciplinary **cancer treatment conferences** to better plan patient care.
- **Educational programs** for professionals on state-of-the-art cancer treatment.
- **End results** analysis of cancer treatment.

How can you support the Methodist Healthcare Cancer Center? A variety of gift options are available, and each is designed to offer a means by which the donor and the Cancer Center can benefit. They include:

- **Donations:** This can consist of cash, real estate, life insurance proceeds or securities.
- **Planned gifts:** Trusts or annuities can provide significant tax benefits.
- **Bequests:** Many friends of the Cancer Center have made major contributions through wills and estates.
- **Memorial and honorary gifts:** These offer a thoughtful expression of sympathy, love and respect in remembering or honoring family members and friends. Acknowledgments are always sent to the family or honored individual, as well as to the donor.

Gifts of any size are welcome, as they are used across the Mid-South to improve the quality of life for those living with cancer. For additional information, call the Methodist Healthcare Foundation at (901) 516-0500.

THE CANCER REGISTRY

The Cancer Registry is a system that allows Methodist Healthcare - Cancer Center to follow up on the progress of all our patients. In it, we maintain a summary of the medical history, diagnosis and treatment of everyone who is treated at Methodist Healthcare's Memphis hospitals.

After you leave the hospital, you may receive a letter requesting information about your current condition as it relates to your treatment for cancer. Your response to this letter is very important to us, because it will help us continue to provide our patients the high quality of care they deserve.

If you should move or change physicians at any time in the future, will you please call or write us? This will help ensure that the information in our registry is complete so that it will be of value in making future decisions about the best treatment for your particular type of tumor.

You may contact us at:

Methodist Healthcare Cancer Registry
1265 Union Avenue - 3 Doctors
Memphis, TN 38104
(901) 726-7780

or email: wrightk@methodisthealth.org

ADVANCED DIRECTIVES

An advanced directive is a legal statement specifying a patient's choices of treatments, usually regarding life-sustaining care. Commonly known as "living wills" or "durable power of attorney for healthcare," these directives commonly spell out a person's preferences as to the provision or restriction of life-sustaining treatments, such as nutrition and hydration, ventilator support or cardiopulmonary resuscitation.

A living will is effective when a patient is no longer able to make his/her own decisions. The document usually spells out the patient's preferences for end-of-life treatment.

A durable power of attorney names a proxy or surrogate to act on the patient's behalf when he/she is unable to make decisions. These medical decisions are not necessarily limited to end-of-life decisions.

Advanced directives may be written and revoked at any time. Both the initiation and the revocation of an advanced directive must be specified in writing and signed by witnesses. In implementing an advanced directive, two witnesses are required (relatives, heirs and healthcare providers excluded). A court can remove the power of your agent if he/she authorizes any illegal actions or acts counter to your desires as stated in your advanced directive.

When considering the implementation of an advanced directive, we recommend you consult with your doctor, family members, spiritual advisor and attorney. The advice of an attorney is especially important when writing a durable power of attorney for healthcare.

Forms for advanced directives are available at all nursing stations in the Methodist Healthcare - Cancer Center. If an advanced directive is implemented, you should keep the original document, give a copy to your doctor and request that a copy be placed in your medical record.

Methodist honors all advanced directives so long as they comply with the state laws of the patient's residence.

HOSPICE SERVICES

Methodist Healthcare - Alliance's hospice services exist to support a terminally ill patient's choice to remain in the familiar surroundings of home. The hospice team includes the patient's physician, the hospice medical director, nurses, medical social workers, home health aides, volunteers and chaplains. Hospice works with the family to address pain and symptom management for the patient and looks after the emotional and spiritual needs of the entire family. Hospice services are also provided in a number of nursing homes in the Memphis area; and the team continues to follow the patient if hospital stays are necessary periodically. Hospice nurses are on-call 24 hours a day for emergency service.

Hospice services are recognized as improving the quality of life for persons with a life-limiting illness. The hospice team emphasizes the comfort and relief of pain for patients and offers care that is personalized for each individual. Both adults and children are eligible for hospice care.

The Methodist Alliance hospice team also provides grief counseling and support for patients and family members. This support continues for family members up to one year following the death of their loved one.

For more information on hospice services, call Methodist Alliance at (901) 380-8181 or (800) 726-2559.

CARING FOR BODY, MIND & SPIRIT

A diagnosis of cancer can affect the mind and spirit, as well as one's body. The staff of the Methodist Healthcare - Cancer Center understands and is committed to treating the whole person: body, mind and spirit. Our goal is to help patients and their families understand the diagnosis and to emphasize those physical, mental and spiritual elements that make life fulfilling.

During the pain and suffering brought on by disease, many people turn to their religious beliefs for hope and consolation. At the Cancer Center, we affirm each person's beliefs. The patients and families of the Cancer Center are encouraged to make the staff aware of their religious beliefs and practices that bring comfort, reassurance and peace.

We recognize that the diagnosis of cancer often gives rise to powerful questions. The meaning of life, the reason for suffering and the need for reconciliation are just some of the concerns that patients and their families may try to understand. The Cancer Center has on staff an ordained minister/board-certified chaplain who specializes in oncology. He provides guidance to patients and their families in their quest for healing and wholeness. He also helps them remain in contact with their church, synagogue, mosque or other faith community if desired.

Since no one can predict when the need for a prayerful moment might arise, the Appleby Memorial Chapel is located in the Cancer Center on 3 Crews and is available at any time of the day or night. Made possible through a generous gift, the chapel serves as a place to meditate, to pray or to listen for a still, small voice.

VOLUNTEERING

You don't have to be a doctor or a nurse to help patients at Methodist Healthcare. As a volunteer, you can play an important part in healing someone's body, mind and spirit. And all you need is a concern for people and a willingness to help.

Methodist volunteers perform a wide range of duties. They work in the Daily Bread Café at University Hospital, read books to patients, assist in community health fairs and fund-raisers, assist office staff, provide information and directions, and even transport patients to tests. No matter the duty—whether it is big or small—each volunteer works to make a difference.

Volunteers are special. They are people of all ages and walks of life who—for a number of reasons—offer their time and energy in the service of others. Volunteers step forward, carry out their assignments and touch the lives of those they serve in many ways.

If you would like to obtain more information or request a volunteer application, please contact:

Jane Giles
Coordinator, Volunteer Services
Methodist Healthcare
1265 Union Avenue
Memphis, TN 38104
(901) 726-7481





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www.methodisthealth.org/cancercenter