Research
Education
Psychosocial Support
State-of-the-Art Treatment
Prevention & Early Detection
A Cancer Information Center is located on 3 Crews, Room 367. It is open from 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) 516-2461 and ask for information to be mailed to you. Mobile Education Centers are also available in the waiting rooms on 2 and 4 Crews and are accessible 24 hours a day.

Six overnight guest rooms are available on 3 Crews at a rate of $20 per night. For reservations, call the Cancer Center Admissions Office (1 Crews) at (901) 516-8677, Monday – Friday between the hours of 7:30 a.m. – 4:00 p.m.

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 at no charge while you are an admitted patient at the Cancer Center. Ask a staff member for directions.

A Patient Orientation DVD is available to visually highlight key services and to answer commonly asked questions we receive from patients during their hospital stay and after they go home. If you and your family have not seen this video, ask a staff member to show this to you.

Complimentary Movie Lending

Most patient rooms in the Cancer Center have VHS/DVD combination players for your enjoyment. Ask a staff member for a list of movies you may check out free of charge. Call the Cancer Center Administration at in-house extension 62579, Monday - Friday to request your movie. Please ensure that remotes are kept with the VHS/DVD players.
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.
IMPORTANT TELEPHONE NUMBERS

Cancer Center/Administration ........................................... 516-2579
Admissions ................................................................. 516-8677
Case Management Department ....................................... 516-2078
Chaplain ................................................................. 516-7461
Clinical Director (2 & 4 Crews) ..................................... 516-8794
Clinical Director, Oncology Special Care Unit ................. 516-7051
Clinical Director, Surgical Oncology Floor ...................... 516-8671
Dial-A-Devotion .......................................................... 516-7463
Food & Nutrition Services ............................................. 516-8802
Guest Room Reservations ............................................ 516-8677
Methodist Home Care ................................................ 516-1800
Methodist Hospice ..................................................... 516-1600
Outpatient Oncology Unit ............................................ 516-8695
Outpatient Pharmacy .................................................. 516-8168
Patient Affairs ........................................................... 516-8000
Radiation Therapy ..................................................... 516-7367
Social Worker ............................................................ 516-7963
or 516-8181
Methodist Healthcare Foundation .................................... 516-0500

Other Numbers
American Cancer Society (Memphis) ................................ 278-2091
   National Call Center .............................................. 1-800-ACS-2345
Flying Colors Support Programs .................................... 682-3916
The Group Room ....................................................... 1-800-GRP-ROOM
National Radio Support Group (Sundays) ....................... 1-800-GRP-ROOM
HealthSouth Rehabilitation Hospital ............................. 729-5110
Breast Cancer Rehabilitation ....................................... 1-888-LIFEBLOOD
   or 522-8585
Lifeline (Emergency alarm and response system) ............. 516-1999
Lymphoma and Leukemia Society (Memphis) .................... 507-1634
Methodist Germantown Radiation Oncology Center .......... 624-2600
National Cancer Institute .......................................... 1-800-4-CANCER
Smoking Cessation Assistance ...................................... 1-877-44U-QUIT
UT Blood & Marrow Transplant Center ......................... 516-8175
Wings Cancer Foundation Support Programs ................. 322-2984

*All local numbers are (901) area code.
What services are offered by the American Cancer Society?
Information, guidance, counseling, financial assistance for those meeting criteria, transportation, etc. The Memphis office 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 if I want a food item not on the regular meal delivery?
Simply call Food and Nutrition Services at in-house extension 68802 with your special request.

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?
A home care service involving a team of professionals (i.e. nurses, nurse assistants, social workers, chaplains, medical director, volunteers and attending physician). Hospice provides a very special kind of support for terminally ill patients and their families in their place of residence, be it home; assisted living; or nursing home. 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 unit 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. The American Cancer Society also provides a complimentary wig, as supplies are available, for those who are unable to afford one.

**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) 516-7963 or (901) 516-8181.

**What is Lifeline?**
It is a personal emergency alarm and response system installed using your home telephone. For more information, call (901) 516-1999. 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) 516-8168.

**What if I have insurance questions about coverage for my hospital stay?**
Contact the oncology case manager through the Case Management Department at (901) 516-2078 or ask your nurse to arrange a visit with your case manager.

**What if I feel I need home medical equipment or services after I go home?**
Contact the oncology case manager at (901) 516-2078 or the oncology social worker at (901) 516-7963 or (901) 516-8181.
How can I be a Lifeblood donor?
Anyone who is in good health, is at least 17 years old, and weighs at least 110 pounds may donate whole blood every 56 days. Platelets may also be donated as frequently as once a week. Prospective donors complete a health history questionnaire, screening interview, and a brief physical exam. To schedule a donation appointment for you or a family member interested in donating, call 1-888-LIFEBLOOD. You may wish to discuss with your physician.
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 (901) 516-2579.

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 no cost to you. 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. A CancerHelp terminal is also available at the Memphis Shelby County Public Library at 3030 Poplar, and at the University of Tennessee Cancer Institute Radiation Therapy Department in Bartlett.

OTHER COMMUNITY SUPPORT RESOURCES

American Cancer Society
For information about the American Cancer Society’s programs and services, call (901) 278-2091 or (800) ACS-2345.

Reach to Recovery is an American Cancer Society visitation program that matches breast cancer survivors with anyone facing a possible diagnosis, as well as those recently diagnosed with breast cancer. Reach to Recovery volunteers offer comfort, help in making informed decisions, and provide an opportunity to verbalize fears and ask questions of someone who is impartial and objective. Patients may have a Reach to Recovery visit at any point in their breast cancer experience. Contact the Memphis office of the American Cancer Society at 901-278-2091 or 1-800-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 during quarterly meetings. For more information, please call the American Cancer Society.
Look Good…Feel Better, an American Cancer Society program, is a community based, free national service that teaches female cancer patients beauty techniques to help restore their appearance and self-image during chemotherapy and radiation treatments. Group program volunteer beauty professionals lead small groups, usually six to 10 women, through practical, hands-on experience. Women learn about make-up techniques, skin care, nail care and options related to hair loss such as wigs, turbans and scarves. Each group program participant receives a free kit of cosmetics for use during and after the workshop. Contact the American Cancer Society at (901) 278-2091 or (800) ACS-2345.

The Lost Chord Club
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 Michael Hegwood at (901) 386-5893.

Memphis Area Ostomy Group (MAOG)
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 Debbie Giltner at (901) 754-6814.

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 WMPS 1210 AM in the Memphis area. To participate, call (800) 477-7666 during show hours. For more information, or to hear archived broadcasts, visit the Vital Options website at www.vitaloptions.org.

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.
INTERNET RESOURCES

Cancer information may also be accessed via the Internet. 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:

- American Cancer Society
  www.cancer.org
- Blood & Marrow Transplant Information Network
  www.bmtinfonet.org
- CancerSource
  www.cancersource.com
- Cancer Survival Toolbox
  www.cancersurvivaltoolbox.com
- Cancer Treatment Consultants
  www.411cancer.com
- Clinical Trials
  www.clinicaltrials.gov
- Lifeblood
  www.lifeblood.org
- Lymphoma and Leukemia Society
  www.leukemia-lymphoma.org
- Methodist Healthcare
  www.methodisthealth.org/cancercenter
- National Cancer Institute
  www.cancer.gov
- National Coalition for Cancer Survivorship
  www.canceradvocacy.org
- Office of Alternative Medicine
  www.nccam.nih.gov
- Oncolink
  www.oncolink.upenn.edu
- Outreach of Hope
  www.outreachofhope.org
- Smoking Cessation Assistance
  www.smokefree.gov
- Support for People with Oral, Head and Neck Cancer, Inc.
  www.spohnc.org
- Vital Options
  www.vitaloptions.org
- Work & Treatment Questions
  www.cancerandcareers.org

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 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 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.

**Honoring Excellence Program:**

The Honoring Excellence Program was established to provide patients and family members an opportunity to make a donation to Methodist Healthcare as a show of appreciation for the skilled and loving care they received during their stay in the hospital. Donations may be made in honor of a physician, nurse, therapist or other patient care employee. Donations may be designated for a specific area or applied to the areas of greatest need. All gifts support ongoing hospital programs, services, and technologies for patients and the community. Each gift is acknowledged in honor of the individual or department designated and is tax deductible.

Gifts of any size are welcome, as they are used 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 is a system that allows Methodist Healthcare - Cancer Program to follow up on the progress of all our patients. Our Cancer Program has been accredited by the Commission on Cancer by the American College of Surgeons since 1966. In it, we maintain a summary of the medical history, diagnosis and treatment of everyone who is treated at Methodist Healthcare’s Memphis hospitals. All patient information is private and patient confidentiality is always maintained.

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. Our data is submitted to the National Cancer Data Base to compare our outcomes to the national average and other institutions ensuring quality of cancer care.

If you should move or change doctors 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) 516-7780

Email: wrightk@methodisthealth.org
WHAT IS AN ADVANCE DIRECTIVE?

An advance directive is a legal statement stating a patient’s choice about treatment. This usually involves life-sustaining care. Types of advance directives are advance care plans, living wills, and durable power of attorney for healthcare. These advance directives may spell out a person’s choices as to the provision or restriction of food, water or fluid, breathing support, or basic life support known as CPR.

It is important that everyone consider preparing an advanced directive. An advance care plan (ACP) can show a patient’s choice when he or she is no longer able to make decisions. This may also name a proxy or stand-in to act on behalf of the patient.

WHAT DO I NEED TO CONSIDER TO ENACT AN ADVANCE DIRECTIVE?

When thinking about carrying out an advance directive, we advise you to talk with your doctor, family members, spiritual advisor and attorney. Forms approved by the Tennessee Department of Health for advance care plans are on-hand if asked for. You may obtain forms by calling the Patient Affairs department at in-house extension 68000 or ask your nurse. If any type of advance directive is carried out, you should keep the original record. You should give a copy to your doctor and request that a copy be placed in your medical record. We also suggest that you talk with your family members about your choices.

Methodist honors all advance directives as long as they comply with the laws of Tennessee. An out-of-state advance directive will be honored if it complies with the laws of Tennessee or the state where the patient resides.
HOSPICE SERVICES

Methodist Hospice exists 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 for 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 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 Hospice at (901) 516-1600 or (800) 968-8326.
PALLIATIVE CARE

Palliative Care is the hospital-based prevention and relief of suffering by managing symptoms from the time of diagnosis through the final stages of a disease. Palliative Care can enhance quality of life for patients whose disease may not respond to curative treatments, yet who require an often-complex approach to symptom management. The emphasis is on all aspects of well-being: physical, psychological, social and spiritual.

A Palliative Care Team in the hospital focuses on compassionate, specialized care and provides support for the whole person and those who are sharing the person’s journey.

PALLIATIVE CARE CONSULT TEAM

The Palliative Care Consult Team works with the patient’s primary physician in the hospital to provide inter-disciplinary care for patients with advanced disease. Our team is dedicated to providing care that alleviates physical and emotional pain and symptoms and offering spiritual support throughout a life-challenging illness. This assistance can be related to controlling symptoms, providing comfort care to end of life decision-making and developing a plan to improve quality of life.

Our team includes:
• Physician Facilitator, M.D.
• Triage Nurse
• Medical Social Worker
• Pharmacist
• Chaplain
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 visit inpatients, 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) 516-7481