Welcome to HUNTSMAN CANCER INSTITUTE

Important Information to Help with Your First Appointment
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Huntsman Cancer Institute (HCI) is part of University of Utah Health. Every year, HCI serves thousands of cancer patients from Utah and surrounding states. HCI also teaches and trains future doctors, nurses, and scientists.

HCI is the only National Cancer Institute-Designated Cancer Center in the Mountain West. This means we meet the highest national standards for cancer care and research and receive support for our scientific work.

HCI is also a member of the National Comprehensive Cancer Network (NCCN), a not-for-profit alliance of the world’s leading cancer centers. NCCN is dedicated to improving the quality and effectiveness of care provided to people with cancer.

ABOUT US

Our mission is to understand cancer from its beginnings, to use that knowledge in the creation and improvement of cancer treatments, to relieve the suffering of cancer patients, and to provide education about cancer risk, prevention, and care.

THANK YOU FOR CHOOSING HCI

We work hard to make sure you have an exceptional experience with the best possible results. We listen and respond to what you and other patients tell us.

HCI partners with Press-Ganey, a company that specializes in improving health care quality. While you are an HCI patient, you may receive an electronic survey from Press-Ganey. The survey will ask about your experiences with our staff and our building. Your responses will help HCI make your experience the best it can be.

Our staff and management appreciate knowing your concerns. They strive to respond quickly. To share your comments, please call our Customer Service Manager: 801-587-4016.
GETTING READY FOR YOUR FIRST VISIT

You may wonder what to expect during your first appointment at Huntsman Cancer Institute (HCI). This information will help you prepare.

Before Your Visit
We recommend you call your insurance company at least a week before your first visit. That allows us enough time to get pre-authorization if needed. Call your health insurance company to find out this information:

- Do they need to okay procedures or treatments ahead of time?
- Do you need a referral to see our doctors? If you do, please get a referral from your primary care physician and bring it to your first appointment.
- Do you need to make co-payments? If you do, please bring that amount with you to each visit. We accept all major credit cards, checks, and cash.

What to Bring to Your First Visit
- Photo ID and insurance cards
- Copayment if your insurance requires one
- List of current prescription and over-the-counter medications with dosages, including vitamins and herbal remedies (or bring the bottles if it’s easier)
- Medical records or imaging your care coordinator mentioned on the phone (we will have most of your records, but may ask for X-rays, CT scans, pathology slides, or records from other doctors)
- Your completed New Patient Form
- Questions you have for your care team (see page 5 of this booklet for ideas about questions)
- An adult family member or friend for support, if you’d like (you will get a lot of information on the first visit, so a second set of ears and hands may be helpful)
- A notebook or voice recorder
- A copy of your advance health care directive if you have one; this tells your care team and loved ones your wishes in case you are in a medical situation where you can’t speak for yourself (Find forms online here: ucoa.utah.edu/directives)

Arriving for Your Visit
- If you have a GPS, enter “1950 Circle of Hope, Salt Lake City, UT 84112” for directions.
- A driving map is on the last page of this booklet.
- You can use our free valet parking for an easy start to your first visit. Drive to the circle at the front entrance of the Cancer Hospital, 7 a.m. to 5:30 p.m. Monday through Friday.
- Wheelchairs are available in the lobbies of both the hospital and research buildings.
- Staff and volunteers at the front information desks can direct you to your clinic.
- Children under age 14 are not allowed in clinic areas during flu season (November–May) or in the Infusion Center year-round. They are always welcome in public spaces such as lobbies and restaurants.
- Please do not bring pets unless they are certified service animals.

What to Expect during Your First Visit
- Plan on your first appointment taking from 1–4 hours.
- Register and check in at the clinic and time on your itinerary.
- You will meet several members of your care team, including doctors, nurses, social workers, advanced practice clinicians, residents, and fellows.
- We invite you to sign up for MyChart, a secure online way to access your health information and message your doctor: mychart.med.utah.edu.

If You Have Questions
- Please call our Outpatient Clinics line: 801-585-0100 | 1-866-275-0243
- For general information about cancer, call or visit the G. Mitchell Morris Cancer Learning Center: 801-581-6365 | 1-888-424-2100
  6th floor, HCI Cancer Hospital

For the safety of all patients, children under age 14 are not allowed in clinic areas during flu season (November–May) or in the Infusion Center year-round.
COMMUNICATING WITH YOUR HEALTH CARE TEAM

Clear communication helps everyone. When you talk to your doctors and nurses, they can help solve problems and improve the outcome of your treatment. Their answers to your questions can ease your fears and allow you to follow the treatment plan correctly.

Good communication lets you be part of your care team. Other members of your health care team—nurses, patient coordinators, social workers, dietitians, and technicians—are also here to help you. The more honest you are, the more they can help.

Here are some pointers to communicate clearly:

• Bring a friend or family member with you to take notes at your appointments. That way, you can focus on listening. Use the notes as a reminder later.
• Ask your nurse or doctor to explain medical terms in simple language. Your team needs you to understand, and they will be happy to help you.
• After your doctor or nurse gives you instructions, repeat back what you heard. This will help your team know that you understand and that they have done their job of answering your questions.
• Write down the instructions your doctor or nurse gives you. That way you can remember the details later.
• Ask questions about anything you don't understand. If you hear something that makes you feel scared, say so. More information from your doctor may help ease fears.
• Tell your health care team about anything you have done that has helped with your symptoms or made them worse. This might include foods, herbs, or supplements you have taken. Your doctor will want to be sure they do not interfere with your treatments.
• Sign up for MyChart: mychart.med.utah.edu

Good communication lets you be part of your cancer care team. The more honest you are, the better your health care team can help you.
WHAT SHOULD I ASK?

Learning that you have cancer can be a shock, and you may feel overwhelmed at first. When you meet with your doctor, you will hear a lot of information. These questions may help you learn more about your cancer and what you can expect next.

Questions about Your Diagnosis

• What type of cancer do I have?
• What is the stage of my cancer?
• Has it spread to other areas of my body?
• Will I need a specialist(s) for my cancer treatment?
• Will you help me find a doctor to give another opinion on the best treatment plan?
• How serious is my cancer?

Questions about Cancer Treatment

• What are the ways to treat my type and stage of cancer?
• What are the benefits and risks of each of these treatments?
• What treatment do you recommend? Why do you think it is best for me?
• When will I need to start treatment?
• What are the possible side effects of the treatment?
• Are there any lasting effects of the treatment?
• Would a clinical trial be right for me?

Other Questions

• What other services are available to help and support me during and after treatment?
• How do I contact you if I have more questions?

TEAMWORK FOR SAFE CARE

You CAN help your health care team. Remember the words: CHECK, ASK, NOTIFY

Here are important tips to remember at every visit.

• Check to make sure things look right. For example, is your chemotherapy the same color it was last time? Are your pills the same shape? If you notice anything out of the ordinary, we want to know.
• Check to make sure you understand your doctor or nurse. Repeat information they have given.

Everyone on your team, including you, should understand instructions and explanations.

• Ask what side effects to expect from your medications and what to do if you have them.
• Ask your doctor or nurse if they washed or sanitized their hands. Hand-washing is a key way to prevent infection.
• Ask your doctor or nurse to repeat anything you didn’t hear or understand.
• Ask any other questions you have about your treatment or care.

Team members speak up when they notice something that doesn’t seem right or could cause a problem. They also share information that will help the team do their best.

As a member of your team, you CAN do these:

• Notify your care providers about any problems you’ve had between visits.
• Notify your nurse if your doctor made last-minute changes to your treatment. Even though your care providers work as a team, you can help make sure everyone has the same information.
• Notify your doctor or nurse about any side effects you have had since your last visit, or anything else that might affect your treatment.
At Huntsman Cancer Institute (HCI), a team of cancer experts work together to care for you. During your first visit, you will meet many people. Your appointment time may begin with any member of your team. The attending doctor who directs your care may not be the first person you meet. Everyone on your care team communicates with each other to plan and give treatment.

The list here tells how different team members help with your care. If you would like to know more about the role of anyone on your team, please ask. We want you to feel comfortable and supported.

**Doctors**

- *Attending doctors* are experienced oncologists (cancer specialists) and surgeons. They direct your care.
- *A fellow* is a licensed doctor who has completed medical school and three or more years of specialty training.
- *Residents and interns* have completed medical school and earned the title of doctor.
- *Medical students* are in the process of earning their medical degrees. They help with your care while in training with your attending doctor.

**Advanced Practice Clinicians**

Advanced practice clinicians are *nurse practitioners (NP)* and *physician assistants (PA)* who have completed advanced education programs and medical training. These licensed providers can do exams and procedures, order tests, and write prescriptions.

Your appointment may begin with any member of your team.

The attending doctor may not be the first person you meet.
Nurses

- The registered nurses at HCI coordinate and give treatments and make sure you are safe. They can answer many of your questions about your care and help you cope with side effects. Many HCI nurses have completed specialized cancer training to become oncology certified nurses (OCN).
- A case manager is a registered nurse who coordinates your cancer care plan with all members of your team. The case manager checks in on your needs during and after treatment and keeps your health care team informed.

Other Care Providers

- Medical assistants work in the outpatient clinics. They gather your health information and help doctors and nurses with procedures.
- If you have to stay in the hospital, health care assistants will help you with daily activities such as bathing and grooming.

Oncology Patient Coordinators

This is your first point of contact at HCI. They help you with these important services:
- Arrange appointments with your health care team
- Check your insurance coverage
- Set up appointments with financial counselors
- Prepare your charts and papers
- Meet you face-to-face and guide you through your first appointment

Pharmacists

Pharmacists work with your doctors and nurses to create your medication plan. They compound and dispense the medicines your doctors prescribe. They can give you a lot of information about the drugs you are taking.

Patient and Family Support

- Social workers can help you cope with the emotions and life changes that come from a cancer diagnosis. They teach ways to manage stress and find support groups. Services are open to patients and family.
- Our multi-faith chaplain provides spiritual support for patients and their loved ones. The chaplain helps find meaning and comfort in difficult times.

Registered Dietitians

A registered dietitian can give you the best advice on diet and nutrition. Consultations are free for HCI patients.

WHAT ARE CLINICAL TRIALS?

Clinical trials are studies of new cancer treatments. Trials help doctors find better ways to prevent, diagnose, or treat disease. Nearly all cancer treatments used today began with clinical trials.

- Clinical trials help improve cancer treatments and work toward finding a cure.
- Clinical trials help find new treatments that work better or have fewer side effects than current drugs.
- Clinical trials lead to more treatment options for cancer patients.

Your doctor can tell you if a clinical trial is a good option for you. Clinical trials are experiments, so they have risks and benefits. Risks depend on the treatment being studied and on your health. You always make the final decision whether to enroll, after you understand all the possible risks and benefits.

The U.S. Food and Drug Administration must approve new treatments before they can be widely used. Clinical trials are part of the approval process.

For more information about clinical trials:
Call or visit the G. Mitchell Morris Cancer Learning Center:
801-581-6365 | 1-888-424-2100
6th floor, HCI Cancer Hospital
huntsmancancer.org/clinicaltrials
ABOUT CANCER AND CANCER TREATMENTS

The word *cancer* refers to a group of almost 200 different types of diseases.

Most cancers are named for the part of the body where they begin. They keep that name even if the cancer spreads to another part of the body. For example, cancer that starts in the breast is still called breast cancer if it spreads to the lungs.

Some cancers do not form tumors. For example, leukemia is a cancer of the bone marrow and blood.

**How Cancer Starts**

Our bodies are made up of many types of cells. When they work as they should, cells grow and divide to make more cells as they are needed. When cells become old or damaged, they die and are replaced with new cells. This keeps our bodies healthy.

Sometimes, cells keep dividing when new cells are not needed. These extra cells may form a mass, called a growth or tumor. A tumor may be benign (non-cancerous) or malignant (cancerous).

Cancer has no single cause. We know some lifestyle factors and behaviors increase the risk of cancer, such as chemicals in cigarette smoke and radiation from the sun. But there is no way to know all the factors that started a person’s cancer.

We do know that cancer is not contagious—you cannot catch it from someone else. There is currently no evidence that high levels of stress or anxiety cause cancer.

**How Cancer Spreads**

Cancer cells crowd out healthy cells, keeping them from doing their jobs. Cancer cells can also invade nearby tissue or spread to other areas of the body to create new tumors. This spread of cancer cells is called *metastasis*.

Cancer can spread in three ways:

- Through tissue. The cancer spreads from where it began by growing into nearby areas.
- Through the lymph system. Cancer cells travel through the lymph vessels to other parts of the body.
- Through the blood. Cancer cells move through blood vessels to other parts of the body.

The **stage** of cancer tells how much cancer is in the body and if it has spread. Knowing the stage of a cancer helps us make the best treatment plans.

**How Cancer Is Treated**

The cancer treatment a person gets depends on the type, location, and stage of the disease. Doctors often use a combination of treatments. These are some common treatments for cancer:

- Chemotherapy
- Radiation
- Surgery
- Targeted therapies, including immunotherapy and hormone therapy
- Watchful waiting

In designing a treatment plan, the health care team also considers the patient’s medical history, current health, and the patient and family’s personal preferences.

Your cancer care team will work with you to decide on the best treatment plan.

Learn more about cancer and its treatments on these trusted websites:

- Huntsman Cancer Institute: huntsmancancer.org
- National Cancer Institute: cancer.gov
- American Cancer Society: cancer.org

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There are almost 200 different types of cancer. Most cancers are named for the organ or type of cell where they start.

For example, cancer that starts in the breast is called breast cancer, even if the cancer spreads to another part of the body.
SERVICES FOR OUR PATIENTS AND THEIR CAREGIVERS

Cancer Learning Center
Borrow books, CDs, and DVDs. Talk with a cancer information specialist. Use a computer. Enjoy peace and quiet in a comfy chair. Free for everyone.
Cancer Hospital, 6th floor | 8 a.m.–5 p.m. weekdays
801-581-6365 | 1-888-424-2100 toll free
cancerinfo@hci.utah.edu | huntsmancancer.org/clc

Chapel and Meditation Room
Attend a religious service or enjoy quiet reflection.
Cancer Hospital, 5th floor, left off the elevators

Chaplains
Multi-faith chaplains provide spiritual support for patients and their loved ones. Chaplains help each person find meaning and comfort in difficult times.
801-213-2484 or 801-21-FAITH

Financial Advocates
Get help understanding insurance and medical bills, or find resources to assist with the cost of care.
801-213-4331

Food, Drinks, and Snacks
• The Bistro. Breakfast, lunch, dinner, snacks
  Cancer Hospital, 6th floor
  7 a.m.–9 p.m. weekdays
  7 a.m.–7 p.m. weekends and holidays
• The Point. Breakfast and lunch
  Research Building, 6th floor
  7 a.m.–2 p.m. weekdays
• Starbucks at The Point
  Research Building, 6th floor
  6 a.m.–5 p.m. weekdays
  8:30 a.m.–2:30 p.m. Saturdays
• Starbucks at the University of Utah Hospital
  Main lobby, Open 24 hours a day, 7 days a week

Gift Shop
Cards, gifts, toiletries, snacks
Cancer Hospital, 1st floor lobby
8:30 a.m.–5 p.m. weekdays

Patient and Family Housing
Affordable and convenient lodging for patients and families coming from out of town. Amenities include shuttle services, an indoor pool, and much more.
801-521-4763 | uuhclodging@utah.edu

To Access Our Free Wi-Fi:
1. Open wireless settings on your device.
2. Choose U Guest from the network list.
3. Go to onboard.utah.edu in a web browser.
4. Read and agree to the Terms and Conditions.
5. Click Start then choose Guests.
6. Follow the on-screen instructions.

Patient Patio and Miche Healing Garden
Enjoy open space, fresh air, and comfortable chairs on a large patio. Walk the labyrinth to practice mindfulness and peaceful reflection. Access from the family lounge area, Cancer Hospital, 4th floor.

Pharmacy
Get your prescriptions filled during your appointment, with same-day refills on most prescriptions.
Cancer Hospital, 1st floor
8 a.m.–7 p.m. weekdays | 8 a.m.–4 p.m. Saturday
10 a.m.–2 p.m. Sunday | Closed on Major Holidays
801-585-0172 | 1-877-724-9291 toll free

Social Media
Connect with us on Facebook, Twitter, Instagram, our blog, and more. Find news and events, read helpful tips, and hear from others affected by cancer.
@huntsmancancer | @HuntsmanCancerInstitute
huntsmancancer.org/circle-of-hope

Social Workers and Support Groups
Strong emotions and major life changes can come from a cancer diagnosis. Our social workers help patients and their loved ones cope. Free and confidential.
801-213-5699 | huntsmancancer.org/pfs

Volunteers
You’ll see them in the waiting rooms, serving free drinks and snacks. Bringing caring attitudes and listening ears, most of our volunteers had cancer themselves.

Wellness and Integrative Health Center
Programs and services for people with cancer and their loved ones to improve quality of life. For example:
• Acupuncture and massage
• Fitness
• Music, art, and writing workshops
• Nutrition
801-587-4585 | huntsmancancer.org/wellness
FREE VALET & PARKING
Monday–Friday, 7 a.m.–5:30 p.m.
No tipping, please!

Leave your car with a valet at the front door of the Cancer Hospital and we’ll bring it back when you are ready to go. Or, park your car in the parking terrace.

* Valet service may be suspended due to COVID-19 precautions.

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