A Guide to Cancer Care for Patients and Caregivers

Research

Education

Patient Care

Weill Cornell Medicine
Physicians at NewYork-Presbyterian and The Sandra and Edward Meyer Cancer Center use a multidisciplinary research-based approach to cancer care. This approach brings clinicians from different specialties and departments together to collaborate and ensure patients receive comprehensive care for the whole body and mind, not just the cancer.
Receiving a cancer diagnosis is often a scary time. Many have gone through a cancer diagnosis and continue to navigate the often complicated and overwhelming cancer care process. The NewYork-Presbyterian and Weill Cornell Medicine Meyer Cancer Center Patient & Family Advisory Council (PFAC) is here to tell you that you are not alone. We, the Patient/ Caregiver Advisors of the PFAC, have also experienced a cancer diagnosis, so we know how you’re feeling. Your journey does not have to look a certain way – every patient has experiences and decisions to make that are uniquely their own.

You might be wondering what the next steps are, or how to learn more about your diagnosis and treatment options. NewYork-Presbyterian and Weill Cornell Medicine offer a number of supportive care services and additional resources to help you and your loved ones feel empowered and confident in the care you receive. The NewYork-Presbyterian and Weill Cornell Medicine care teams are here to treat you as a whole person—not just your cancer. They will help to connect you with appropriate team members to address all of your concerns. Don’t hesitate to ask your care team and be assertive! Use the last three pages at the back of this guide to jot down some questions to ask your care team, along with their answers.

The PFAC works with multidisciplinary teams and leadership from NewYork-Presbyterian and Weill Cornell Medicine to provide a voice for all cancer patients. The PFAC delivers feedback on key priorities and initiatives, while working with providers and other staff to improve your experience and create an environment of patient- and family-centered care. Learn more about the PFAC via the following link – https://www.nyp.org/weillcornellcancerpfac.
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## Ask Questions During Your Visit
Life is different after diagnosis. We’re here to help, and our approach is a comprehensive one.

Each patient care team combines the skills of several different healthcare professionals, making patient care a team effort. Our expert team members meet regularly to discuss patients’ diagnostic and treatment information, ensuring they get the best possible treatment for their specific needs. NewYork-Presbyterian and Weill Cornell Medicine specialists address both practical and emotional needs, through professional counseling, consultation services, support groups, educational resources, nutrition, social activities, and complementary therapies.

Registered Nurses
Registered nurses will be caring for you during your time in the infusion centers, radiation oncology units, and other practice locations. Our team will perform initial and ongoing assessments and administer medications (chemotherapy and biotherapy, antibiotics, and other medications), blood products, hydration fluids, and injections ordered by your provider. These assessments ensure your treatment is given in a safe and caring manner and in line with the treatment plan developed by your physician.

Nurse Practitioners and Physician Assistants
Nurse practitioners (NPs) and physician assistants (PAs) diagnose and treat patients in collaboration with physicians in the outpatient setting. They assess patient health by interviewing patients, performing physical examinations, and administering or ordering diagnostic tests such as x-rays, electrocardiograms, and laboratory studies. NPs and PAs interpret test results, instruct and counsel patients by describing treatment plans, and promote wellness and health maintenance.

Clinical Pharmacists
Pharmacists provide clinical services in both the inpatient and outpatient settings. They work closely with physicians and other healthcare professionals to evaluate the appropriateness and safety of medications being prescribed, and monitor for side effects and drug interactions. They educate patients on the best way to take their medications and provide information about what they can expect during therapy.
Medical Nutrition Therapy
Nutrition is an important part of cancer treatment and health maintenance. Complimentary medical nutrition therapy with our board-certified oncology dietitians is available. Just ask your doctor, nurse, or another member of your care team.

Services provided include the following:
- General guidelines for balanced nutrition
- Nutrition recommendations for specific cancers
- Side effects of treatment
- Education and consultative services
- Referrals to community-based resources
- Coordination of home care services
- Assessment for diagnosis and treatment-based programs
- Assistance with advanced directives

Social Workers
Oncology treatment can affect patients in unforeseen ways. It is common for patients to experience worry, stress, and feelings of isolation. The oncology social worker is an important member of your health care team. They are available to provide numerous services to support you as you navigate the healthcare system, and can help you manage the day-to-day challenges of living with your diagnosis.

Services provided include the following:
- Supportive and adjustment counseling
- Crisis intervention
- Psychosocial evaluations and treatment planning
- Palliative and goals-of-care discussions
- Referrals to support groups
- Poor appetite
- Taste changes
- Weight management
**Patient Navigators**
Navigators make frequent rounds to check on patients in the waiting areas. They monitor wait times for patients and keep patients informed about their appointments. They are able to assist patients and families with any questions they may have about their appointments and what to expect on the day of their appointments.

**Clinical Librarian & Information Professional**
A professional clinical librarian specializing in cancer information and education resources is available to meet with patients and caregivers. Reliable patient education, consumer health, and science-based materials are provided to help patients make informed decisions and feel empowered to participate in their care.

**Pastoral Care Services**
The Pastoral Care Department is committed to meeting the religious, spiritual, and existential needs of patients, family members, and staff through direct pastoral care and counseling. Services are available by request and can be made by contacting a member of your care team.

Services provided include the following:
- Pastoral and/or spiritual care
- Emotional support
- Brief pastoral counseling
- Facilitation to meet your religious-cultural or ritual needs such as Kosher, Halal food or Sacrament of the Sick
- Support if you need to make difficult decisions for yourself or a loved one
- Faith-specific religious guidance
- Prayer and/or sacramental support
- Support groups
- Religious worship services
- Meditation services

**Patient Services**
Our Patient Services Administration staff is available to respond to patient, family, or visitor concerns about patient care, patients’ rights, and services provided by any department. Patients or families may contact the Office of Patient Services, Monday through Friday, 9:00 AM to 5:00 PM by calling 212-746-4293. After hours, please leave a message, and we will call you back as soon as possible.

**Interpreter Services**
Our goal is to communicate with patients and families in their preferred language. In order to do so, a trained staff interpreter will assist you free of charge. This includes patients/families who speak a foreign language, have limited English proficiency (LEP), use sign language (deaf, hard of hearing and deaf/blind individuals), or require the use of assistive listening devices to effectively participate in all treatment processes. Please ask a member of your care team for additional information.
Supportive Care Services

Our supportive care services provide patients, their families, and caregivers assistance throughout the course of treatment. We aim to improve the quality of life of our patients by offering treatment and disease information, emotional and spiritual support, and community-building resources.

Cancer Information at the Myra Mahon Patient Resource Center | 646-962-5721
weillcornell.org/health-resources/myra-mahon-patient-resource-center
The Myra Mahon Patient Resource Center (PRC) aims to make accurate, science-based health information easily available, so that patients and their families can make informed decisions about their care. The PRC works collaboratively with the world-class physicians and healthcare providers at Weill Cornell Medicine, who are committed to delivering outstanding primary and specialty care to all patients.

Fertility Services | 646-962-2764
ivf.org
The Fertility Preservation Program at Weill Cornell Medicine’s Center for Reproductive Medicine assists women who wish to preserve their potential to have a biologic child in the future by freezing (cryopreserving) eggs (oocytes) or embryos. Ovarian tissue may also be preserved depending on patient circumstances. The program has a history of quickly and efficiently supporting patients with a wide variety of cancer diagnoses as well as cancer survivors.

Genetic Counseling | 877-902-2232
nyp.org/cancer/services/genetic-counseling
NewYork-Presbyterian and Weill Cornell Medicine specialists assess cancer risk in patients with a personal or family history of specific cancers, including breast, ovarian, endometrial, gastric, colorectal, prostate, renal, skin, thyroid, pancreatic, and other cancers. As part of the assessment for genetic testing, patients receive education and counseling to help them understand the specific risks for them and their families.

Geriatric Health Outreach | 212-746-4351
nyp.org/clinical-services/geriatrics/healthoutreach
A free membership program for people 60 years of age and older that provides a centralized resource to access hospital and community programs.

Integrative Health & Wellbeing | 646-697-9355
nyp.org/integrativehealth
The Integrative Health and Wellbeing program at NewYork-Presbyterian, in collaboration with Weill Cornell Medicine, is an individualized, holistic, and evidence-based approach to health care. The staff partner with patients and families to help improve physical, mental, and spiritual wellbeing.
Registered dietitians are available to meet with patients (and caregivers) undergoing chemotherapy and/or radiation treatment regarding related side effects, unwanted weight changes, food choices, supplements, special diets, and any other questions.

Our professionally trained chaplains provide spiritual, religious, and emotional support, as well as meditation and Reiki, to patients and families. The Chapel is located by the hospital’s 68th Street entrance, and is always open for prayer and meditation.

Patient/Family Advisors and Hospital Liaisons meet regularly to offer their unique insights and perspectives into the patient and family/caregiver experience while working together on quality improvement projects to inform patient care and to ensure that the voices of patients and caregivers are represented.

The Weill Cornell Medicine Center for Sleep Medicine offers cancer patients and survivors state-of-the-art diagnostic and treatment approaches to manage their sleep disorders, focusing on an overall improvement in sleep quality. Cancer pain, the anxiety of living with cancer, and medications may contribute to a disruption in sleep patterns that may lead to insomnia, fatigue, and moodiness.

Smoking cessation is an integral component of any lung screening program because it is the most effective way to reduce the morbidity and mortality of lung cancer. We know that it is difficult to quit smoking and encourage discussion with our dedicated smoking cessation team, which offers individualized support based on the latest research.

As part of the clinical care team, professional social work staff help patients and families understand and cope with medical, psychological, and social issues related to their illness. These licensed mental health professionals provide support through counseling, patient advocacy, assistance with discharge planning, and leadership of numerous support groups. For a complete list of support groups, please see the Support Groups section in this guide.

Provides ongoing care to survivors of pediatric and young adult cancers after completion of therapy for complications from their treatment, and the effects of surgery, radiation, or chemotherapy that was administered.
Support Groups

Sometimes patients and their caregivers need special support that can best be found in the company of others who are sharing a similar experience. A wide range of peer support groups is available for patients, family members, and caregivers.

**Oncology Inpatient Support Groups**

**Established Patient (Diagnosis One Year +)**
Each Monday, 2-3PM  
Contact to register: 212-746-3265

**New Patient Support Group**  
(Diagnosis Under One Year)
Each Wednesday, 2-3PM  
Contact to register: 212-746-4325

**Caregiver Support Group**
Each Thursday, 2-3PM  
Contact to register: 212-746-3265

**Disability & Insurance Educational Group**
Each Tuesday, 2-3PM  
Contact to register: 212-746-3224

**Oncology Outpatient Support Groups**

**Outpatient Oncology Support Group**
1st and 3rd Thursday of each month, 12-1PM  
Contact to register: 212-746-9039

**Bereavement Support Group**
Meets on a bi-weekly basis, 12-1PM  
Contact to register: 212-746-3094

**Look Good Feel Better**
Contact to register: 212-746-9039

**Breast Center Support Groups**

**Breast Cancer Support Group for Women 50+**
2nd and 4th Tuesday of each month, 6-7:30PM  
Contact to register: 646-499-0674

**Breast Cancer Support Group for Women under 50 years old**
1st and 3rd Tuesday of each month, 6-7:30PM  
Contact to register: 646-499-0674

**Bone Marrow Transplant Group**

**BMT Caregiver Support Group**
Every 3rd Friday of the month, 1-2PM  
Contact to register: 212-746-4952 or 212-746-3114

**Head and Neck Cancer Support Group**
1st Friday of the month from 2-3PM  
Contact to register: 917-565-2661

**Brain Tumor Support Group**
Meets monthly  
Contact to register: 212-746-3159

**Kidney Cancer Support Group**
Meets every two months on Saturdays, 10-11AM  
Contact to register: guonc@med.cornell.edu

**Multiple Myeloma Support Group**
2nd Tuesday of each month, 6-7:30PM  
Contact to register: 917-565-2661

**Support Groups from Outside Organizations**

**Chronic Lymphocytic Leukemia (CLL) Support Group**
2nd Sunday of each month, 3-5PM  
Contact to register: NYCgroup@cllsociety.org

**Waldenstrom’s Macroglobulinemia Support Group**
Contact to register and receive dates: 212-831-1306

**Us TOO New York Prostate Cancer Support Group**
3rd Thursday of every month, 6PM  
Contact to register: info@ustoonewyork.org
Clinical Services

Our variety of medical specialties allows for flexible and comprehensive cancer treatment. These include, but also go beyond, cancer-specific specialties to offer the most tailored, coordinated cancer care experience.

**Cancer Pain | 646-962-7246**
weillcornell.org/services/pain-management

Pain control is an integral part of a patient’s care and has been associated with better outcomes in cancer treatment in the inpatient and outpatient setting. At Weill Cornell Medicine Pain Management and NewYork-Presbyterian, we offer a range of therapies to treat pain at all levels and specialize in advanced techniques to treat complex, cancer-related pain.

**Cancer Rehabilitation | 212-746-1500**
weillcornell.org/cancer-rehabilitation

Our cancer rehabilitation physicians focus on patients’ bone, muscle, and nerve health and works with their oncologists, as well as physical and occupational therapists, to develop individualized treatment plans. Treatments may involve diet and lifestyle modifications like an “anti-inflammatory diet” and exercise regimens, as well as medications, imaging to look for the spread of cancer, and injections administered with the guidance of ultrasound for the most accurate placement.

**Center for Female Pelvic Health | 646-962-9600**
urology.weillcornell.org/center-female-pelvic-health

The Center for Female Pelvic Health is home to the most advanced clinical care and research in the field of female urology/urogynecology, including treatment options for urinary incontinence and pelvic organ prolapse. Urogynecologists at the Center provide comprehensive, personalized treatment while collaborating with the patient’s oncologist(s) for the best continuity of care.

**Clinical Trials | 646-962-8215**
jcto.weill.cornell.edu

Clinical trials are intended to advance medical knowledge and are the safest and most effective way to find new treatments and interventions to improve health outcomes. Our physicians are dedicated to the pursuit of breakthrough research and the safe and ethical management of clinical trials. Research study volunteers play a critical role in determining the effectiveness of new treatments. By participating in clinical trials, you may gain access to promising new therapies before they are widely available.

**Dermatologic Oncology | 646-962-3376**
weillcornell.org/dermatologic-oncology

Provides comprehensive, personalized care for patients using the latest medical breakthroughs and technology to diagnose and treat a wide range of skin diseases and conditions. Drug treatment regimens and dermatologic surgeries like Mohs micrographic, flap, and general biopsies are utilized.

**Cardio-Oncology | 646-962-HART (4278)**
weillcornell.org/hearthealth

HeartHealth, a program of the Dalio Institute of Cardiovascular Imaging, is a clinical program that evaluates individuals at risk of cardiovascular disease. It is among the few cardiology programs in the country that focus on prevention of cardiovascular disease in cancer patients and cancer survivors. A team of experts advises and guides patients who are undergoing or have completed cancer treatment in preventing, monitoring, and managing cardiovascular risks and cardiovascular injuries. In addition, our heart failure program offers the most up-to-date therapies and support for chemotherapy-induced cardiac conditions.
Clinical Services

**Geriatrics & Palliative Care | 212-746-1664**
weillcornell.org/services/geriatrics-and-palliative-medicine

A collaboration between the Division of Oncology and the Palliative Care Consultation Service, Geriatrics & Palliative Care’s mission is to provide compassionate care that focuses on maintaining quality of life and relief of physical, spiritual, and emotional suffering. Our services include expert symptom management, supportive counseling, and advance care planning. The Irving Sherwood Wright Center on Aging is dedicated to providing comprehensive primary outpatient medical care to older adults to optimize health and day-to-day functioning.

**Men’s Sexual Medicine Program | 646-962-9600**
urology.weillcornell.org/sexual-medicine

Within the Department of Urology at Weill Cornell Medicine, the Sexual Medicine Program is a world-renowned state-of-the-art facility for diagnostic and therapeutic care. With subspecialty expertise in disorders of the penis, erections, ejaculatory and orgasmic dysfunction, and male hormone issues, among others, we offer compassionate and in-depth services for men with a broad spectrum of problems.

**Oral Oncology | 212-746-5175**
weillcornell.org/services/dentistry-oral-and-maxillofacial-surgery

NewYork-Presbyterian and Weill Cornell’s Division of Dentistry and Oral & Maxillofacial Surgery provides supportive oral and dental care for patients undergoing cancer treatment. Patients receiving cancer therapies such as radiation to the head and neck or stem cell transplant can be at risk of oral infection, and certain cancer treatments can also cause oral adverse effects.

**Peripheral Neuropathy | 646-962-3202**
neuropathy.weillcornell.org

Weill Cornell Medicine’s Department of Neurology is consistently ranked among the nation’s best, and the department’s Neuropathy Division offers cancer patients and survivors with peripheral neuropathies — a nerve disorder that can cause weakness, numbness, tingling, and pain in arms, legs, hands, or feet — treatments to alleviate symptoms and prevent further damage.

**Thrombosis & Venous Health | 646-962-9179**
veintreatment.weillcornell.org/thrombosis-deep-venous-health/understanding-thrombosis

Cancer patients may have a higher risk of deep vein blood clots (deep vein thrombosis or DVT) because of factors in their blood, chemotherapy drugs, damage to their blood vessel walls by surgery and/or chemotherapy, tumors compressing their veins, and being less active. The Weill Cornell Medicine Vascular Program for Thrombosis and Deep Venous Health offers cancer patients and survivors medical and minimally invasive procedural interventions and strategies to prevent and treat blood clots.

**Weill Cornell Imaging at NewYork-Presbyterian 212-746-6000**
wcinyp.org

Weill Cornell Imaging at NewYork-Presbyterian is an outpatient diagnostic center that provides superior imaging and interpretation services in a caring, compassionate environment. With a distinct focus on safety, quality, and access, we have been able to achieve consistently high levels of patient and referring physician satisfaction.
Clinical Trials

Weill Cornell Medicine investigators conduct research-based clinical care. Our physicians and researchers are internationally recognized for cutting-edge research that helps find new treatments for a wide range of health conditions. All of today’s standard treatments were developed in clinical trials, many of them at Weill Cornell Medicine and NewYork-Presbyterian.

When exploring treatment options for yourself or a loved one, you might consider participation in a clinical trial. Clinical trials advance medical knowledge and are the safest and most effective way to discover new treatment interventions and improve health outcomes.

Studies on our website are organized by health condition, and you can find clinical trials recruiting participants across the Weill Cornell Medicine and NewYork-Presbyterian network. Information on the website also provides information that will help you better understand what clinical trials are, how they work, and why people participate in them.

To view currently open clinical trials, visit jcto.weill.cornell.edu/open-clinical-trials.
For additional information, contact JCTOSRC@med.cornell.edu.
Related Resources

We aim to go beyond clinical care by offering our patients continued support before, during, and after their treatment. These resources address the practical needs of patients and their families to help ease the stress of hospitalization.

**Accommodations | 1-800-468-6937 | 212-472-8400**
nyp.org/patients-and-visitors/guest-accommodations

To ensure patients and their families can remain close during the patient’s hospital stay, we have compiled a range of accommodation options near our facilities. NewYork-Presbyterian offers short-term facilities on campus as well as special rates for hotels and apartments.

**Financial Assistance | 1-866-252-0101**
nyp.org/pay-my-bill-charity-care

NewYork-Presbyterian has a long-standing policy to assist patients who receive healthcare services at our hospital and are in need of financial aid, regardless of age, gender, race, national origin, socio-economic or immigrant status, sexual orientation, or religious affiliation.

**Interpreter Services**
nyp.org/patients-and-visitors/interpreter-services

For any NewYork-Presbyterian patients and families with limited English proficiency (LEP), speech or visual impairment, or who are deaf or hard of hearing, the hospital will provide you communication assistance free of charge. Please advise a staff member if you require communication assistance.

**Global Patient Services | 1-212-746-9100**
1-888-728-7945 (toll free in US)
nyp.org/globalservices/global-patient-services

Our patient services team of multi-cultural and multi-lingual Patient Coordinators, Financial Representatives, and Referral Liaisons guide patients through their medical care experience. The team provides international patients an unparalleled level of customized service and personal attention every step of the way.

**Patient Services Administration | 212-746-4293**

Provides a central location for patients and families to voice their opinions — both positive and negative — about any aspect of Hospital care or services. Our Patient Services Administration personnel can help you and your family with questions and concerns, explain Hospital policies and procedures, and take appropriate steps to see that your rights as a patient are respected.
Cancer Care Locations

NewYork-Presbyterian Ronald P. Stanton Clinical Cancer Program Infusion Center
520 East 70th Street, 3rd Floor
New York, NY 10021
212-746-2086

Weill Cornell Solid Tumor Oncology Practice and Infusion Center
1305 York Avenue, 12th floor
New York, NY 10021

Weill Cornell Medicine Myeloma Center
425 East 61st Street
8th Floor
New York, NY 10065
646-962-6500

Breast Center Locations
NewYork-Presbyterian
David H. Koch Center
1283 York Avenue, 4th Floor
New York, NY 10065
646-962-2330

NewYork-Presbyterian
Lower Manhattan Hospital
156 William Street, 12th Floor
New York, NY 10038
646-962-0157

Radiation Oncology Locations
NewYork-Presbyterian/
Weill Cornell Medical Center
Stich Radiation Oncology Center
525 East 68th Street
New York, NY 10065
212-746-3607

NewYork-Presbyterian
Lower Manhattan Cancer Center
21 West Broadway
New York, NY 10007
212-746-6600

NewYork-Presbyterian
David H. Koch Center
1283 York Avenue, 4th Floor
New York, NY 10065
212-746-3607
Ask Questions During Your Visit

Speak up. By asking your doctor and other providers questions, you are collaborating in your care and being an active patient. This can help you to make more confident, empowered, and informed decisions when it comes to your care. Use this space to write down questions before your visit.

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**ANSWER:**

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