

For a patient requesting a Peer Support Volunteer:

Patients can be matched according to criteria such as diagnosis, stage, and gender. Talking with someone who has lived with cancer can often be comforting and reduce the sense of anxiety and isolation during the initial period of diagnosis. Peer support volunteers are a wonderful group of individuals who can provide special support, comfort, and practical advice to others who have been newly diagnosed or who are facing new decisions with their cancer. Please note that peer support volunteers are not professional counselors or health care providers, and do not provide medical advice.

If you are interested in speaking with a peer support volunteer, please take a minute to read the information below which provides important program details:

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- Read this information thoroughly (download a copy from the website).
- A signed consent form must be received prior to being matched.
- An intake form requesting your particular needs along with relevant medical information needs to be completed.
- Once these are received, the personal and medical information taken on the intake form is released to a peer support volunteer with whom you will be matched.
- Information contained on the intake form is entered into a database for matching purposes and released to the peer support volunteer.
- Matches are made within a week of receiving the consent and intake forms, sooner if possible.
- A peer support volunteer contacts you via the phone and will make 2-3 attempts to connect.
- When possible, more than one peer support volunteer can be matched with you. You may receive calls from up to 3 peers who are matched according to your needs.
- When no match is possible through the UCSF peer support program, the program manager will contact you and provide you with other options.
- Once you've completed an intake/consent and you choose not to participate, you can contact the program manager at UCSF to request your information not be released to a peer support volunteer.

Ways to access the consent form:

1. Come into the Cancer Resource Center (CRC) at 1600 Divisadero Street, Suite B101, San Francisco, CA to request a consent form, read, sign, and leave it with a staff (along with your intake form).
2. Download a copy of the consent form, read, sign and fax it back to the CRC at 415-885-3701.
3. Mail the signed consent to the Cancer Resource Center, Attention: Idonah Molina, 1600 Divisadero Street, Box 1725, San Francisco, CA 94143-1725.
4. Call the CRC at 415-885-3693 and request that a packet be mailed to you (includes program information, consent and intake form)

Ways to complete the intake form:

1. Come into the CRC, meet with a staff member to complete the intake form (along with your consent form).
2. Download a copy of the intake form, complete and fax it to the CRC at 415-885-3701.
3. Download a copy of the intake form, complete and mail it to the Cancer Resource Center, Attention: Idonah Molina, 1600 Divisadero St., Box 1725 San Francisco, CA 94143-1725.
4. Call the CRC at 415-885-3693 and request that a packet be mailed to you (includes program information, consent and intake form)
5. Call the CRC and speak to a staff member over the phone that can complete it for you.

If you would like further information about the program or if you are interested in talking with a peer support volunteer and need help with completing any of the forms, please call the Cancer Resource Center at 415-885-3693 or send an email to idonahway.molina@ucsfmedctr.org. Once we receive your email, we can correspond through our secure email system which will require you to set up a user name and password.