

Symptom Management Service

About the SMS—An extra layer of support

The Symptom Management Service (SMS) is a consultation service focused on improving the quality of life and care of patients at UCSF's Helen Diller Family Comprehensive Cancer Center. Patients can be referred to the SMS by their cancer doctor. Patients will be seen by one or more of the members of the SMS interdisciplinary team. The SMS provides treatment and counseling for both physical and emotional symptoms caused as a result of cancer. This includes treatment for pain, fatigue, depression, anxiety and spiritual distress. Treatments for these symptoms include integrated medical, psychological, social work and spiritual approaches, offered along with your regular cancer care. All SMS care is coordinated along with your cancer treatments and with the support of your cancer doctor.

The SMS CLINIC

To reach the SMS, please call (415) 885 – SMS1 (885 – 7671).

Appointments with the SMS are scheduled Monday – Friday.

SMS appointments are scheduled are available at the following locations

UCSF Gateway Medical Building at Mission Bay

1825 4th Street, 4th Floor,
San Francisco, CA 94158

Or

UCSF Mount Zion Campus

1600 Divisadero, 2nd, 3rd, or 4th floor
San Francisco, CA 94115

Website: <http://cancer.ucsf.edu/sms/>

FOR MEDICATION REFILLS, PLEASE ALLOW 7 BUSINESS DAYS

After hours and for any urgent issues, please call your Primary Oncologist and follow the instructions for their service.

For any EMERGENCIES or if you have ANY concern or doubt due to an increase in difficult symptoms and you cannot wait for response, you should call 911 or go directly to the Emergency Room.

The Symptom Management Service

(Consultation Service working with you and your Oncology Team)

Michael W. Rabow, MD (Director)
Nancy Shepard Lopez, NP (Associate Director)
Sarah Holland, RN (Practice Nurse)
Elizabeth Dito, RN (Practice Nurse)
Gayle Kojimoto (Program Coordinator)
Christine Pollak (Practice Manager)
Alexander Tay (Practice Assistant)

Attending Physicians:

Sarah Adkins, MD
Kara Bischoff, MD
Brook Calton, MD
Danielle Chammas, MD
Stephanie Cheng, MD
Brieze Keeley, MD
BJ Miller, MD
Timothy Poore, MD
Laura Schoenherr, MD
Natalie Young, MD
Carly Zapata, MD

Fellows:

Joshua Biddle, MD
Olivia Gamboa, MD
Daniel Eison, MD
Ramy Salah, MD
Grant Smith, MD

Cancer Center Social Workers

Other Providers

David Bullard, PhD
Judy Long, Chaplain
Mary Lovely, RN
Lisa Ploss, RD
Greta Macaire, RD

We are able to respond to your calls Monday - Friday, 8:00-4:30pm, except holidays. Please call (415) 885-SMS1 (885-7671). Choose option 1 for refill requests, option 2 for the Advanced Breast Cancer Clinic, option 3 for scheduling and other administrative questions, or option 4 for the nursing staff.

UCSF MyChart is another tool you can use to contact us. To sign-up for MyChart, you will need an activation code, which you can obtain at the front desk, or by calling (415) 514-6000 (M-F, 8:00am – 5:00 pm) or by e-mailing ucsfmychart@ucsfmedctr.org.

As a consult service, we do not have after-hours or emergency on-call availability but work directly with your Oncologist for this need. Your doctor is kept abreast of the details of your medication and symptom management needs that you have discussed with us. If you should go into the ER or become hospitalized, please let us know so we can be of help.

How You Can Help:

The SMS is deeply appreciative of donations to support our work and special programs. If you are interested in donating to the SMS, please contact Sydney Pietrzak at 415-502-1197 or Sydney.pietrzak@ucsf.edu.

You can also designate a donation to go to the SMS on the UCSF “Make A Gift” website at <https://makeagift.ucsf.edu/sms>.

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