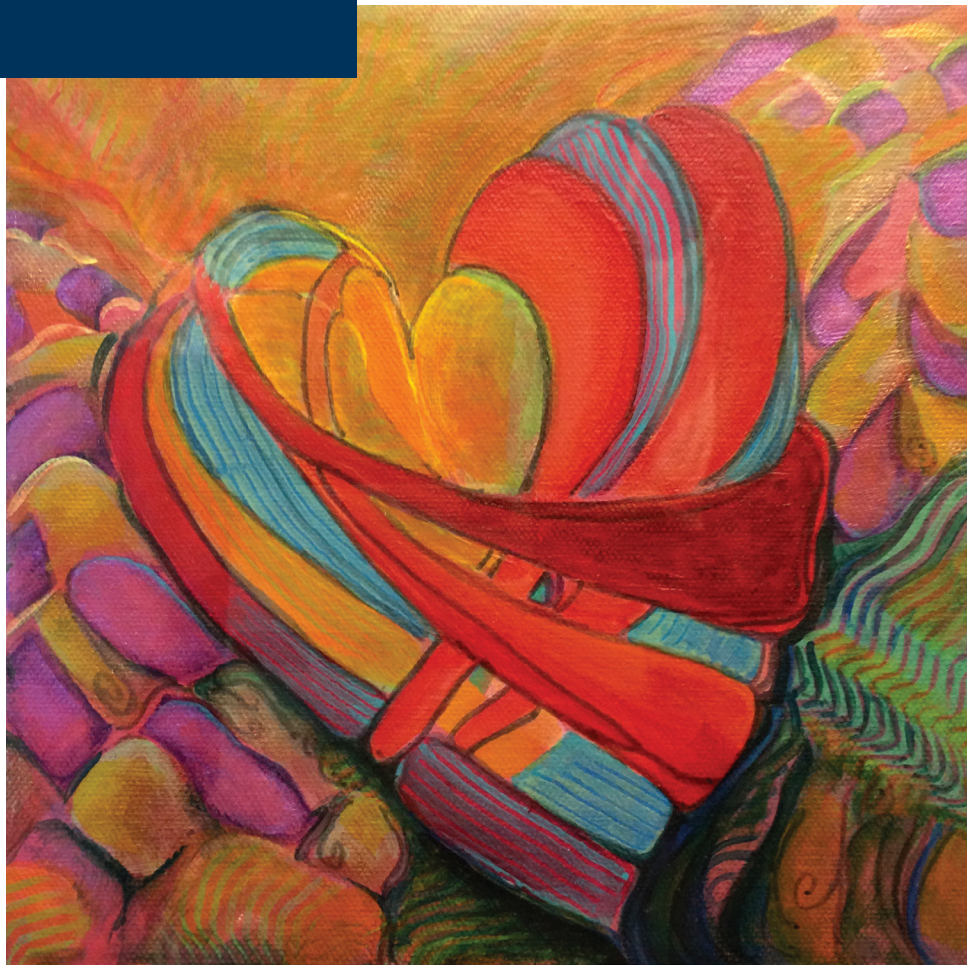
UCSF Helen Diller Family Comprehensive Cancer Center

Patient Guide to Cancer Services at UCSF

Information, Support & Resources



This guidebook would not have been possible without the contribution of numerous individuals throughout the cancer center, including staff, doctors, and nurses.

A special thanks goes to members of the Patient and Family Advisory Council for their contribution.

The artwork used in this guidebook was created by patients, families, caregivers, and medical staff in Art for Recovery, a program at the UCSF Helen Diller Family Comprehensive Cancer Center.



Introduction: How to Use This Guide

You have received this guidebook because you have an appointment at the UCSF Helen Diller Family Comprehensive Cancer Center. This does not mean that you have cancer, but it does mean that you are seeing one of our specialists.

This guidebook provides an overview of our cancer services and programs, as well as tips and suggestions to help you manage your care. Some of the resources may be helpful in the future as you move through care and have different needs.

You can bring this guidebook to every appointment, use it as a reference, jot down notes, and keep track of your care in the last pages which have been left blank for your use.

In this guide, you will find lots of useful information, including:

- How to make the most of your visit
- How to prepare for your appointment
- Programs to support you as you navigate your care
- Transportation and Parking at UCSF and so much more….

This guidebook and additional information can be found online on our patient-facing website cancer.ucsf.edu/support.

You can also find additional information about your cancer and treatment options on the website of the department where you are being treated.


Symptom Management
Doctors & Nurses
Interpreters
Support Groups & Peer Support
Nutrition & Exercise Counselors
Parking Info & Shuttle Services
Patient Relations
Fertility Specialists
Integrative Cancer Care
Therapy & Counseling

Partner with Us to Improve the Patient Experience

Share Your Improvement Ideas through Our Online Suggestion Box

Let us know how we can improve your experience by sharing your suggestions and feedback.

- Scan the QR code to the right
- Send an email to **CC-Improvement-Suggestions@ucsf.edu**,
- Visit **tiny.ucsf.edu/SuggestionBox**

Become a Patient Advisor

Patient and Family Advisors provide feedback to improve the patient and family experience.

The first step is to have you fill out the online application at **ucsfhealth.org/pfac_application**. Once you have completed the application you will be contacted to determine your interests and the ways you can contribute.

Become a PeerTalk Mentor

Becoming a Peer Mentor is an opportunity to share your lived experience with cancer – along with your insight, wisdom, and empathy - to support someone else. To become a Peer Mentor, you need to have been diagnosed at least 6 months ago and to have received the bulk of your care at UCSF. Mentors need to undergo training and can continue to connect for skill building and skill sharing through monthly meetings.

Cancer can bring up many different feelings, including uncertainty. If you are feeling overwhelmed, focus on the present and ground yourself in the moment with deep slow breathing.

Recognizing that uncertainty is part of life and that none of us knows with certainty how long we each will live is part of what makes each day precious and worth living as fully as possible.

Guide to Cancer Services at UCSF

Information, Support, and Resources

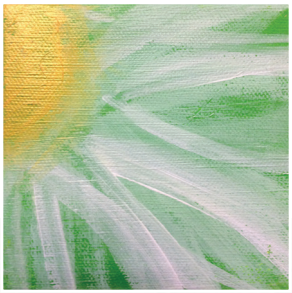


Table of Contents

What is Cancer? 8
Getting Ready for Your Visits at UCSF 10
UCSF MyChart – Accessing Your Health Information 11
Your Care Team 14
Making the Most of Your Visit 17
Billing, Insurance, and Finances 21
Transportation, Lodging, Food, and Financial Resources 22
UCSF Cancer Programs and Services 23
Advance Care Planning: Making Your Wishes Known 34
Care in Life's Last Chapter (End of Life Care) 40
Finding Your Way Around UCSF 42
UCSF Directory - Phone Numbers and Links 46
Tracking Your Care (Your Notes) 52

An online PDF of this guidebook can be found at
cancer.ucsf.edu/Guidebook

What is Cancer?



"We tend to get caught up in statistics and averages, but no two cancers ever behave exactly the same way. Each individual has different genes and an immune system, a distinctive will to live, and an urge to fight. These cannot be measured on charts or graphs."

~ National Cancer Institute

Cancer is caused by an overgrowth of abnormal cells. These cells divide and multiply in an uncontrolled fashion and can spread to other parts of the body. When damaged cells travel to another part of the body and invade healthy tissue, it is called a metastasis.

The type of cancer you have is based on where the abnormal cells originate in the body. If the cancer cells start growing in the breast, it is called breast cancer, even if those cells spread to other parts of the body, such as the bones or liver.

Cells can become cancerous for many different reasons, including genetic inheritance (where the trait is passed on from one generation to the next), exposure to cancer-causing chemicals, as well as other factors which are still being studied.

The goal of treatment is to destroy, remove, or control the cancer cells. Some of the most common types of treatment include:

- **Surgery**, which involves removing the cancer cells
- **Chemotherapy**, which uses medications to destroy cancer cells that may be circulating in the body
- **Radiation therapy**, which uses high energy particles to wipe out cancer cells
- **Immunotherapy**, which uses the body's own immune system to find and destroy cancer cells
- **Targeted Therapy**, which involves using treatments that target specific characteristics of cancer cells to block their growth and spread. Because targeted therapy is directed just at the cancer cells (and has less effect on healthy cells), these treatments tend to have fewer side effects.

A person's plan of care may include one or more of these treatments, as well as others not listed here. As our understanding of cancer improves, new treatments are emerging that help people live longer healthier lives.

Although we don't always control what happens to us, we can have some say over how we respond and relate to our experience.

~ Oren, UCSF patient

Getting Ready for Your Visits at UCSF



"When people tell me that my experience with cancer inspires them, it sometimes dumbfounds me. I think that I got through my experiences by just putting one foot in front of the other and by counting on a lot of support."

~ Natalie, UCSF patient

Being diagnosed with cancer and navigating the health care system can feel overwhelming. These tips will help your visits go more smoothly.

Scheduling Your Appointment

We offer two types of appointments:

- In-person visits, where you come into the clinic for your appointment.
- Video visits (telehealth), where you meet with your clinician from the comfort of your home using your smart phone, tablet or computer.

In-person and video appointments are billed in the same way, and all the same rules for copays and deductibles apply.

Helpful Tip: When scheduling your appointment, allow extra time before your next commitment (like picking up kids or catching a flight). This way, you won't feel stressed if the appointment runs late.

In-Person Appointments

Please bring the following to your in-person appointments:

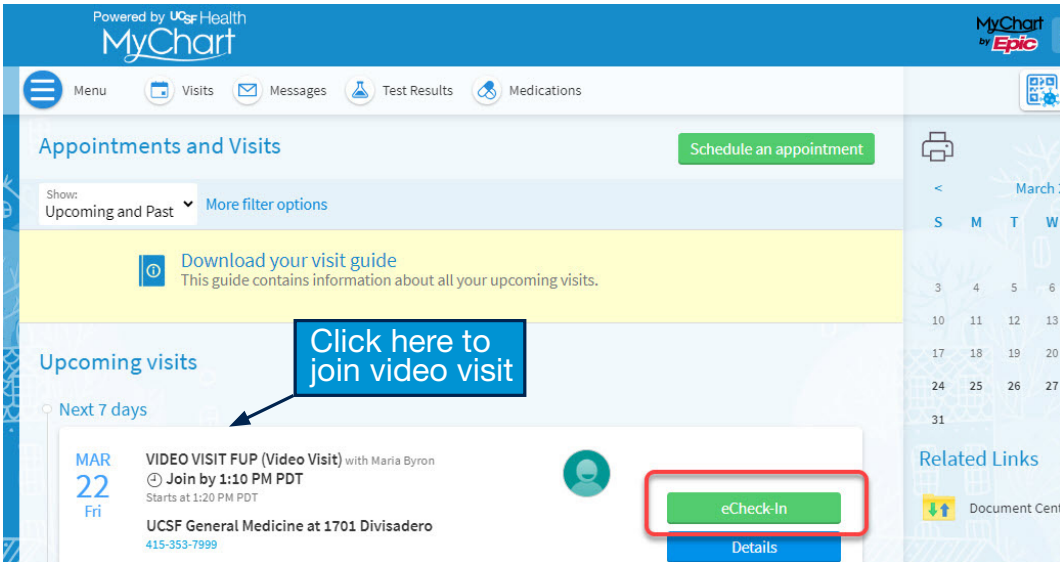
- Your insurance card and photo ID
- A list of questions to ask your doctor
- Information about new symptoms or other health issues
- A list of medications you are taking, including herbal supplements

Video Visit (Telehealth Appointment) - videovisit.ucsf.edu



1. Download the free Zoom Cloud Meetings app onto your smart phone, tablet, or computer
2. Test your set up to make sure it is working at **zoom.us/test**.
3. You will receive a Zoom link and a Meeting ID shortly before your visit.
4. Five minutes before your appointment, click on the Zoom link to join the video visit. If this does not work, open Zoom on your device or go to **ucsf.zoom.us**, Click "Join a Meeting" and type in the Zoom Meeting ID number that you received.

Or, a simple way to join your Video Visit is to log into MyChart and click on your Video Visit appointment, as shown in the image below.



UCSF MyChart: A Secure Way to Manage Your Care

MyChart website: **ucsfhealth.org/mychart**

Phone Support: **415-514-6000**

Signing up for MyChart

To sign up for MyChart, you will need an activation code.
You can get one by:

- Asking for it at your appointment
- Finding it on your After Visit Summary (AVS) report
- Logging on to the MyChart website (**ucsfhealth.org/mychart**)

Need help? Call MyChart customer service at **415-514-6000** or ask at the front desk.

With MyChart, you can:

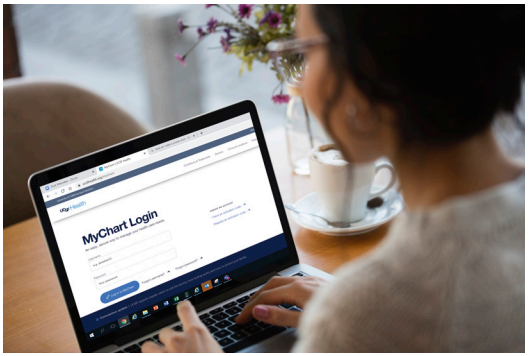
- View upcoming appointments and join video visits
- Review your After Visit Summary (AVS) and Notes
- Schedule or cancel appointments in some clinics
- Complete questionnaires before your visit
- Message members of your health care team
- View your medications and request refills
- View health information and test results (You can see most test results as soon as they are complete. This might be before your health care team has a chance to review and talk to you about them.)

Use MyChart for	Call the clinic for
■ Scheduling, changing or canceling appointments ■ Non-urgent medical questions or concerns ■ Viewing test results or requesting medication refills ■ Viewing your After Visit Summary or Notes ■ Paying your medical bill, and more…	■ Scheduling, changing or cancelling appointments ■ Urgent medical questions or concerns (unexpected symptoms, fever, rash, etc.)

Designating a Proxy: Granting a Trusted Person Access Your MyChart Account

You can allow a trusted friend or family member to access your MyChart account. This process is called “designating a proxy”. Designating a proxy is useful because it allows a trusted person to:

- View your medical record and be involved in your care
- Message your care team
- Manage your appointments



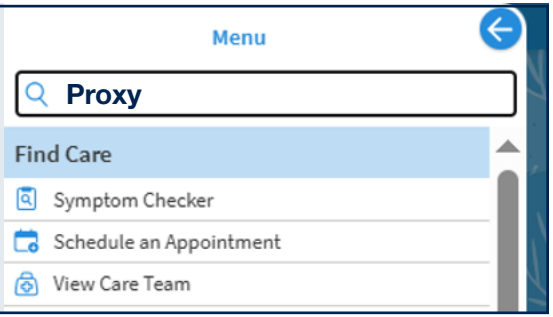
Why is Granting Proxy Access Important?

If you have difficulty managing your healthcare due to illness or other reasons, it can be helpful to have another person who can do so for you when needed.

Proxy access can also be helpful to family members or friends if a patient dies. In this situation, the proxy can continue to access the patient’s medical records for 90 days to:

- Communicate with the care team to ask questions or thank them
- Get medical records that are needed for insurance or other reasons.

To give proxy access to a family member or a friend, go to the main menu in the upper left-hand corner of MyChart and type in **“Proxy”** in the Search bar.



Your Care Team



You are a key member of your healthcare team!

You and your caregivers are important members of the healthcare team. Your participation in your care will help you make informed decisions. Your care team is here to support you, answer your questions and address any difficulties you have in following your treatment plan.

We refer to the members of your care team as your healthcare **providers**. Everyone on your care team has access to your health records and collaboratively decides the most effective care for you.

The types of doctors you will see depends on your condition and treatment. Some of the specialists may include:

- Radiation oncologists who oversee radiation treatment
- Surgeons who perform surgeries to remove cancerous tissue
- Oncologists who manage chemotherapy and immunotherapy treatments

During your visits, you may also interact with other healthcare providers, including:

- Physicians, such as Fellows and Residents, who are getting additional specialty training.
- Physician Assistants (PA) and Nurse Practitioners (NP), who have advanced medical degrees, as well as Registered Nurses and Medical Assistants.

Social Workers (MSW or LCSW) provide emotional support and can connect you to community resources and programs, including lodging, transportation and food resources. They can also provide education on health insurance and disability benefits. You can request to speak to a social worker by asking your provider's office for a referral or by calling (415) 353-4762 for general information.

Chaplains in the Spiritual Care department offer spiritual support and comfort to patients and families. They also lead religious rituals for individuals and groups and facilitate grief groups.

Mission Bay Phone 415-514-4200,

Parnassus and Mount Zion Phone: 415-353-1941

Integrative Cancer Care Team at the **UCSF Osher Center for Integrative Medicine**

Physicians and other clinicians at the Osher Center provide holistic therapeutic approaches to supplement your medical treatment, including nutrition, exercise, acupuncture, yoga, qigong, mind-body medicine, and more. The Osher Center offers individual and group visits and can be reached at 415-353-7700, or **osher.ucsf.edu**.

Medical Interpreters: If you prefer to discuss your medical care in your native language, you can ask to have a medical interpreter free of charge. Medical Interpreters can be added to phone calls when you call the clinic and can join your in-person and video visit appointments Even if you bring a family member or friend who speaks English to your appointment, having a Medical Interpreter who understands medical terminology can be helpful.

Psychologists, psychiatrists, and nurse practitioners in **Psycho-Oncology** help patients cope with the emotional challenges, anxiety and depression associated with a cancer diagnosis and its treatment. Ask a member of your care team for a referral or call directly. Services are billed to your insurance.

Phone **415-353-7019**

You are not alone! There are many people and services here to help you to navigate your cancer care.

The Symptom Management Service (SMS) provides interdisciplinary treatment to improve the quality of life and care of cancer patients. This type of care, also known as palliative care, includes treating pain, digestive symptoms, fatigue, sleep problems, spiritual distress, and other symptoms. Services include helping with advance care planning. A referral from your cancer doctor is required to see the SMS team.

Additional Care Team Members to Know About:

- **Cancer Support Center** staff can direct you to support groups, peer support and other programs and resources. They can be reached at 415-885-3693 or at **cancer.ucsf.edu/support**.
- **Dietitians** give advice on healthy eating during and after cancer treatment.
- **Financial Counselors** help you understand your bill, make a payment plan, and can offer financial assistance to those who qualify.
  Phone: 866-433-4035
- **Physical or occupational therapists** help you regain strength and mobility and improve daily living skills.

Keeping Track of Who is on Your Care Team

Maintaining a list of names of the different providers caring for you with their role can be helpful in knowing who to reach out to for different needs. (You can jot down their names in the blank pages at the back of this guide or convenient location. Here is an example.

Name	Role/Specialist	Contact
Jane Doe	Nurse	415-123-4567
Susan Smith	Oncologist	MyChart
Nancy Lee	Acupuncturist	Osher Center
John Romero	Dietitian	415-885-7608

Concerns About Your Care?

If you have concerns, ask to speak with the Practice Manager in charge of the clinic where you are being seen. If your concerns remain unresolved, you can contact Patient Relations at **patient.relations@ucsfmedctr.org** or **415-353-1936**.

Making the Most of Your Visit



"I was getting really anxious and depressed that I would have to put off my travel plans to see my family on the East Coast, but when I brought it up with my doctor, she tweaked my treatment schedule so that I could still enjoy my long awaited plans!"

~ Jason, UCSF patient

Communication is a two-way street. You and your medical care team have important roles to play.

Your Medical Team's Role

Your healthcare providers are responsible for explaining your treatment options, including their benefits and risks, and answering your questions.

Your provider is also responsible for:

- Writing up an After Visit Summary (AVS), where you can review the key points from your appointment.
- Documenting your condition and next steps in Notes, which is used by your care team to track your care.

To view your After Visit Summary or doctor's clinical Notes, log into MyChart, click on the **Visits** tab and go to **Past Visits** to review what was discussed at each of your visits.

Your Role

Before Your Visit:

- Write down the questions you want to have answered before your appointment, listing the most important ones first.
- Consider sending your questions to your provider ahead of time through MyChart or bring a copy to share at your appointment.

During Your Visit Share:

- Information about your health problems and symptoms
- Your treatment goals or any religious or cultural beliefs that may influence your care decisions
- Important plans that may need to be coordinated with your treatment, such as a family vacation, college graduation, a wish to start a family, etc.
- Issues that might make it difficult for you to follow the treatment plan, such as difficulty getting to appointments, paying for parking, taking your medications correctly, etc.
- The name of the person you choose to make decisions for you in case there is a time when you are unable to make your wishes known. (This can also be documented in a form called an advance directive.)



If you would like some help preparing for your appointment (including video visits)…

The **Patient Support Corps Program** has student interns (usually pre-medical students) who can help you:

- Make a list of your most important questions and concerns.
- Make an audio recording of your visit with your doctor. (Please make sure to get permission from those being recorded.)
- Take notes and summarize the meeting.



Photo provided courtesy of Susan Merrell, UCSF Public Affairs

Phone: **415-476-6004**
Email: **psc@ucsf.edu**
Website: **psc.ucsf.edu**

"I always dreaded getting scans. This changed when I shifted my perspective and came to see the scans as a ***gift of vision****.*

When I get anxious of what the scan might show, I remind myself that the scan itself changes nothing in my body.

I now have come to see the scan as providing me with the ***gift of vision****, giving me visibility into my body and allowing me to know what steps I should take to take care of myself."*

~ Phoebe, Cancer patient

Track Your Care and Symptoms

Find an easy-to-access place - such as a notebook, smart phone, or the blank pages at the end of this guidebook to document:

- The names and roles of your doctors, nurses and other members of your care team
- Your medications, treatment plan, and changes in your symptoms and health

Date	Symptom/Event/Description
November 17	Started chemo: carboplatin
	Light nausea – level 2
Nov. 18	Spoke to nurse Jan and
	started Zofran for nausea –
	feel no nausea, some fatigue,
	need afternoon nap.
Nov. 21	Problem with constipation. Spoke to nurse Jan
	Increase fluids and fiber
	Start stool softener – Miralax
	(1 packet daily, as needed).

Before the End of Your First Appointment, ask about:

- The name of your diagnosis
- Your treatment plan and next steps (You can look in MyChart to see your After Visit Summary or ask that it be printed for you.)
- The time and place of your follow-up appointments
- How to sign up for MyChart (page 12)
- The name of my doctor, nurse, and other key members of the team and how to contact them

Name of the diagnosis:	Breast Cancer
Stage of diagnosis: (if known/relevant)	Stage 2
Names of your doctor(s):	Dr. Hope Rugo

Billing, Insurance, and Finances



"Cancer can have serious financial implications. Taking time to review my insurance coverage and resources was very helpful. And, if you are facing financial barriers, ask for help."

~Joelle, UCSF patient

Before starting treatment, we recommend that you contact your insurance plan to find out if:

- Your plan covers care at UCSF
- Has a deductible, which is a specific amount that you need to pay out of pocket before the insurance will cover the charges

There are certain treatments or procedures that your insurance needs to pre-approve or pre-authorize in order for the cost to be covered. Our office staff will usually work with your doctor and insurance company to get the pre-authorizations you need.

Self-Pay Patients: If you don't have insurance or pre-authorization for the visit, we will consider you a self-pay patient and will collect a deposit at the time of your first appointment. The deposit amount will be deducted from your total bill.

Need Help with Your Medical Bill?
Patient Financial Services can help you after your appointment, once you have received your bill. They can help you to:

- Understand your statement balance
- Arrange a payment plan, and
- Get financial assistance. Those with a family income at or below 400 percent of federal poverty guidelines qualify for assistance.

Phone: **866-433-4035**
Website: **ucsfhealth.org/billing-and-insurance**

You can also communicate with the office through MyChart messaging.

Filing for Disability and Leave of Absence - edd.ca.gov/disability

Ask to speak to a UCSF social worker for information on short-term and long-term disability options. You can complete your state disability forms online at **edd.ca.gov/disability**. You may also need to complete forms from your employer. To get information about the forms that your employer requires, contact your employer's Human Resources Department. Once you have filled out your portion of the form, your doctor or nurse will need to complete the medical section.

Transportation, Lodging, Food and Financial Resources

UCSF Findhelp connects patients with thousands of local and national resources for transportation, housing, utilities, insurance, and more.

To find a resource, visit **ucsfhealth.findhelp.com**, type in your zip code and look up the service you need by using the search button. You will also be able to filter the services by cancer type, your age, and other characteristics. The services available in your area will be displayed. To talk to someone about available resources, call 211.

Need More Help?

- Staff at the **Cancer Support Center** can provide information about the many support programs at UCSF. They can also help you find local and national programs that can help with insurance counseling, transportation and other services to help you navigate your care. For more information, visit **cancer.ucsf.edu/support** or call the Cancer Support Center at **(415) 885-3693**.
- **Social workers** are available to support patients with emotional needs, coping, advance care planning, insurance and disability benefits, as well as transportation, lodging and other resources. To get in touch with a social worker, ask a member of your care team for a referral or call **(415) 353-4762**.
- **Check the financial section of cancer.ucsf.edu/support** to find more information on financial support and information.
- **Lodging** - To view hotel listings, visit the UCSF lodging website at **tiny.ucsf.edu/lodging.**

UCSF Cancer Programs and Services



cancer.ucsf.edu/support

"If I feel my emotions, I'll move through them. If I fear my emotions and thoughts, then the one constant I will live with is fear..."

~ Lauren, UCSF patient

All programs and services are offered free of charge, unless stated otherwise. Interpreting services are available for some programs. Please note that many of the support groups and other programs are offered online, providing you with the option of participating from the comfort of your home.

More information about each of the programs is available at cancer.ucsf.edu/support.

If you are experiencing financial difficulties with transportation costs, lodging, or other expenses, contact the Cancer Support Center, let a member of your care team know, or ask to speak with a social worker.

Art for Recovery

The Open Art Studio provides workshops in multiple locations for patients and their caregivers to express themselves through drawing, collage, poetry, writing and music. You don't need to have any art experience to participate in this supportive and welcoming program.

Phone: 415-885-7225

I know actual happiness when immersed in art.

~Greg

Cancer Clinical Trials

A clinical trial is a research study used to test new medical approaches to detecting, preventing, diagnosing and treating diseases. It is through clinical trials that researchers determine whether new treatments are safe and work better than current treatments. Each study has its own rules about who can participate. Some clinical trials, for example, may require individuals to be within a certain age range or have a particular type of cancer. UCSF offers many clinical trials to study new cancer treatments.

Phone: 877-827-3222

Cancer Diagnostic Service

Some patients have cancers that are hard to diagnose, which can delay the start of treatment. This service streamlines the process of diagnosis for patients with suspicion of cancer or cancers of unknown origin. By using a variety of diagnostic technologies and drawing on the expertise of a multidisciplinary team of cancer specialists, this service expedites the process so that patients can get connected to appropriate specialists and care as soon as possible.

Phone: 415-476-2237
tiny.ucsf.edu/CancerDiagnostics

Cancer Genetics and Prevention Program

If you have had cancer before, or cancer runs in your family, a licensed genetic counselor can review your personal and family medical history and provide information to you and members of your family about cancer risk, cancer screening, and prevention measures. They may also recommend additional genetic testing. Services are available for a fee. Most insurance companies cover these services.

Phone: 415-885-7779

Cancer Support Center



The Cancer Support Center supports wellness and healing by providing patients and their loved ones with information, emotional support, community resources, and a listing of cancer-related events both within and outside of UCSF. You are invited to visit our our Mission Bay campus.

To find out more about our many cancer support programs and calendar of events, go to cancer.ucsf.edu/support and click in the Cancer Support Center.

Phone: 415-885-3693
Email: CancerSupportCenter@ucsf.edu
Mission Bay: PCMB Building, 1825 4th Street, in the main Lobby, next to the gift shop

Cancer Immunotherapy Toxicity Evaluation (CITE) Program

The CITE program provides expert consulting to patients who are experiencing difficult-to-treat side effects from their immunotherapy. The multi-disciplinary team serves both patients and health care providers who are seeking further evaluation and second opinions regarding immunotherapy toxicity.



Clinical Cancer Genomics Laboratory (CCGL)

UCSF's **Clinical Cancer Genomics Laboratory (CCGL)** is one of the few facilities in the country that uses the UCSF500 Gene Panel test to identify genetic changes (called mutations) in the DNA of a patient's cancer cells. This test can help identify the exact type of cancer a patient has and can indicate potential targeted treatments to slow or eliminate the cancer. To understand whether the UCSF5000 Gene Panel test could be an appropriate next step in your cancer treatment, talk to your doctor or read more about it online.

"I always dreaded getting scans. This changed when I shifted my perspective and came to see the scans as a gift of vision.

When I get anxious of what the scan might show, I remind myself that the scan itself changes nothing in my body.

I now have come to see the scan as providing me with the gift of vision, giving me visibility into my body and allowing me to know what steps I should take to take care of myself.""

~Phoebe, Cancer patient

Exercise and Movement Classes

Exercise can help you improve your strength, reduce fatigue, improve your mood, reduce side effects, and reduce risk of recurrence. Our exercise classes, which are specifically designed for people with cancer, include Core & More strengthening exercises and also yoga. A completed waiver and health history form is required. The waiver is available on the website or at your first class.



For Yoga, call the Osher Center for Integrative Medicine at 415-353-7718

For Core and More (Pilates strengthening exercises), call 415-514-6430

Exercise Counseling

If you are receiving your cancer care at UCSF, you may also make a free one-hour appointment with a professional trainer to design an exercise program tailored to your needs.

Phone: 415-502-5547

Exercise is an important part of cancer recovery and survivorship.

Research shows that regular physical activity can help people living with cancer feel stronger, improve fitness and quality of life, and may also improve cancer outcomes and lower the risk of cancer returning.

Our exercise programs can help you find safe, achievable ways to become more active, build confidence, and support your health during and after cancer treatment.

Fertility Preservation Program



Cancer treatments such as chemotherapy, radiation, and surgery can impact fertility in both men and women. If you are considering having children in the future, it's important to discuss fertility preservation before starting treatment, as some options may no longer be available once treatment begins.

The UCSF Fertility Preservation Program provides timely access to care, including evaluation of ovarian or sperm function and personalized fertility preservation plans based on your diagnosis timeline. Our team will work closely with your oncologists (at UCSF or other centers) to coordinate your fertility care with your cancer treatment.

Our multidisciplinary team includes reproductive endocrinologists, urology specialists, genetic counselors, psychologists, and a nationally recognized embryology laboratory team.

Center for Reproductive Health: 415-353-9115
Sperm Preservation (Urology): 415-353-9146

Friend to Friend Specialty Shop



This boutique store offers many cancer-related products, including wigs, hats, breast prostheses, mastectomy bras, scarves and other items. The services also include a free wig trim, which you can get by calling to schedule an appointment in advance. Women with Medi-Cal insurance can receive a free wig, hat, scarf and breast form. Women struggling financially, can also receive this benefit with a referral from their provider. The store has two locations – one at Mission Bay (1825 4th Street) and the other at Mount Zion (1600 Divisadero Street).

Phone: 415-353-7776

Lodging

The UCSF Short Term Lodging Guide lists hotels in the area. You also may be eligible to stay at the Koz Hospitality House, which primarily serves cancer patients. It is available at discounted rate, and price is set on a sliding scale. To get assistance finding lodging, ask a member of your care team for a referral to a Social Worker.

Social Work Phone: 415-353-4762
Lodging Website: tiny.ucsf.edu/lodging

Meditation and Guided Imagery

The Cancer Support Center offers weekly meditation and guided imagery sessions for people living with and recovering from cancer. All levels of experience welcome!

Phone: 415-885-3693



Meditation Rooms
are available at the following locations:

- The Mission Bay Meditation Room is in C1401 at 1975 4th Street, near the Children's Hospital lobby. There is also an adjacent meditation garden and labyrinth.
- The Parnassus Meditation Room is in M193 at Moffitt/Long Hospital, 505 Parnassus Ave, next to the information desk, as well as at several other locations.
- The Mount. Zion Meditation Room is in the main lobby of the Cancer Center at 1600 Divisadero Street.

Newsletter with Calendar of Programs and Events

Subscribe to the Cancer Support Center newsletter to find out about upcoming cancer programs, educational seminars, and more. You can view the most recent copy of the newsletter by going to the main cancer support site **cancer.ucsf.edu/support** and clicking on the "Latest Newsletter" tab.

To sign up to receive monthly newsletters go to the Cancer Support Center website and click on the **SUBSCRIBE to our monthly newsletter** button. Or you can call or email to ask to be added to the email list.

Phone: 415-885-3693
Email: CancerSupportCenter@ucsf.edu

Nutrition Counseling and Workshops

Our dietitians, who specialize in cancer care, hold free workshops and classes about diet and cancer They also meet individually with patients receiving cancer care at UCSF to provide advice on healthy eating during and after cancer treatment. To schedule a free appointment, contact your oncologist's office for a referral.



Nutrition Counseling: 415-502-5547
Nutrition Workshops: 415-885-3693

Online Overview of Our Programs and Services

You can view an online presentation of programs and services offered at UCSF in English and several languages including Spanish (Español), Cantonese (廣東話), Mandarin (普通話), and others.



Osher Center for Integrative Medicine

The Osher Center for Integrative Health specializes in holistic healing approaches to supplement and support the traditional medical care you are receiving. Expertise is available in nutrition, exercise, acupuncture, yoga, qigong, mind-body medicine, nature therapy, East Asian and Ayurvedic medicine, and more. The Osher Center offers both individual consultations and group medical visits with providers who specialize in cancer care to develop an integrative treatment plan. Some insurance companies cover these services. Ask your provider about a referral.

Phone: 415-353-7700
Website: osher.ucsf.edu/patient-care

PeerTalk: Share Your Expeerience



PeerTalk connects patients with Peer Mentors, fellow patients who have received care at UCSF and completed our mentorship training program.

Peer Mentors offer personalized, one-on-one support by sharing their experiences, practical tips, and insights. Patients can be matched with a Peer Mentor based on their diagnosis, treatment type, or life circumstance, such as having young children at home.

To be matched with a Peer Mentor or to become a Peer Mentor, register by scanning the QR code below or visiting tiny.ucsf.edu/PeerTalk.

To become a Peer Mentor, you must have received cancer care at UCSF, be at least six months past your initial diagnosis, and complete the PeerTalk training program.

Phone: 415-885-3693 Option # 3
Website: ucsfhealthpeertalk.com
Email: PeerTalk@ucsf.edu

Resources – Local and National

UCSF Findhelp is an online platform with thousands of local and national resources for transportation, housing, utilities, insurance, and more.

To find resources on Findhelp, visit **ucsfhealth.findhelp.com**, type in your zip code and look up the service you need by using the search button. You can then filter the resources by your age, the language you speak, or other characteristics. The services available in your area will be displayed. Or you can call 211 to speak to a live person to get support.

If you need additional help accessing resources, you can contact the Cancer Support Center or talk to a social worker.

Stop Smoking Programs

Quit smoking, or prevent smoking relapse, with help from the UCSF Fontana Tobacco Treatment Center. Group classes are available for a fee.

Phone: 415-885-7895

Support Groups

Receive support and information by speaking with others who are going through a similar experience. UCSF offers many support groups for cancer patients and loved ones. The Cancer Support Center can also refer you to other groups throughout the Bay Area.

Phone: 415-885-3693

Survivorship and Wellness Institute (Post-Treatment)

The UCSF Cancer Survivorship and Wellness Institute supports adult cancer survivors who have completed their treatment by offering personalized, holistic care to address both physical and emotional needs, as well as manage the lasting effects of cancer.

With survivorship clinics in several specialties, our providers work closely with your oncologist and care team to develop a plan tailored to your long-term health. Talk to your oncologist to learn more.

Phone: 415-515-2882

Survivorship Wellness Group Program (Post Treatment)

Survivorship Wellness is an 8-week program to help UCSF patients who have completed their cancer treatment. Participants will learn about nutrition; physical activity; managing stress; sleeping well; and sexual, emotional, and spiritual wellness.

Registration is required prior to program participation. To register, call or visit **cancer.ucsf.edu/support/survivorship.**

Phone: 415-353-3931

More information at cancer.ucsf.edu/support

Urgent Care for Non-Life-Threatening Symptoms

(For life-threatening emergencies, call 911.)

The Cancer Acute Care Clinic (CACC) provides same-day appointments to any patients with urgent symptoms related to their cancer care at UCSF. Symptoms addressed by the CACC team include dehydration, fever, diarrhea or constipation, nausea or vomiting, new or worsening pain, rash, swelling to arm or leg, or other reactions related to cancer treatment.

- **To make an Appointment,** ask a care team member for a referral.
- **Hours:** Mon-Fri 8:30 AM - 7 PM, Referring hours 8:30 AM-4 PM
- **Website:** ucsfhealth.org/clinics/infusion-center
- **Location:** Mission Bay, Infusion Center, 1825 4th St., San Francisco

The UCSF Health Bayfront Urgent Care Clinic provides same day appointments for urgent medical problems in adults age 18 and older. The location includes on-site X-ray and ultrasound services; an outpatient surgery center; and access to a wide range of specialists.

- **To make an appointment,** call 415-353-9188. (Walk-in appointments are available.)
- Schedule an appointment online.
- **Hours:** Open 7 days a week, 8 a.m. - 8 p.m.
- **Location:** Bayfront Medical Building, 520 Illinois St., First Floor, San Francisco

Advance Care Planning: Making Your Wishes Known



We all come into this world with an uknown expiration date. Knowing that I am mortal, that we are all mortal, reminds me to appreciate each day and do that which makes me come alive and brings joy.

~ Kerim, UCSF patient

What is Advance Care Planning?

Advance care planning involves talking to your doctors and the people who matter to you about the type of treatment you would like to have if you are unable to state your wishes or make medical decisions about your treatment.

You can bring up your wishes for care at one of your medical appointments. This way, your wishes will be documented in your medical record and your medical providers will know the type of care you want to receive in an emergency or in the event you can no longer participate in medical decision-making. You can also document your medical wishes in one of the many different kinds of advance care planning documents that are available.

Advance care planning is for everyone. Something unexpected can happen at any age.

An advance directive reduces confusion in the case of an emergency by letting your doctors and caregivers know who should make decisions for you and what type of care you want and don't want.



Advance Care Planning Documents:

There are several types of advance care planning documents, including an **Advance Directive**, a **Living Will**, a **Health Care Power of Attorney**, or a **POLST**. While they have different names, they all serve the same purpose: to guide your medical care based on your wishes.

Many patients choose to document their wishes for care in a document called an Advance Directive.

What is an Advance Directive?

An advance directive is a legal document that allows you to:

- Let your caregivers and doctors know what kind of treatments and care you may want in different situations.
- Name a trusted person to help make medical decisions for you if you are unable to do so.

Why Is It Useful to Have an Advance Directive?

Having an advance directive can:

- Help you feel more secure in knowing that your wishes for treatment and care will be respected
- Reduce stress for family and caregivers because they don't have to "guess" what type of care you may want in different situations
- Prevent conflict among family members if there is disagreement about the type of care to provide or whose opinion should be followed

Examples of Advance Directive statements include:

- *"I want my sister to make decisions on my behalf."*
- *"If my care team says that my condition is incurable and I have a short time to live, I do not want to be put on a ventilator."*
- *"Pain control is my priority. I do not want to suffer."*

Where Can I Get an Advance Directive?

You can obtain an Advance Directive from the:

- Front desk, when you check-in
- Cancer Support Center at the PCMB Building, 1825 4th Street in the main lobby
- UCSF MERI Center webpage or the PREPARE webpage
- Monthly **What Matters Most Workshop (see below).**
- **Advance Care Planning page in** MyChart. To find this page, click on the upper left corner of your MyChart account on the square with the four lines.

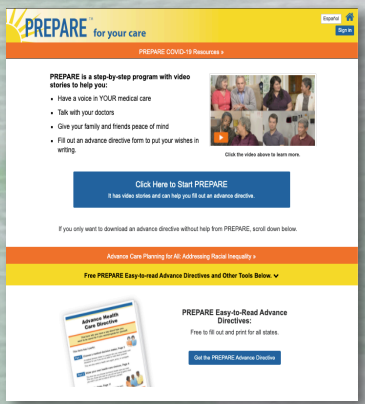


- This will open a menu and search bar where you can type in “Advance Care Planning”. On this page, you will be able to get a blank advance directive, see advance directive documents already in your medical record, or upload a new one.



Type in Advance Care Planning or scroll down find it.



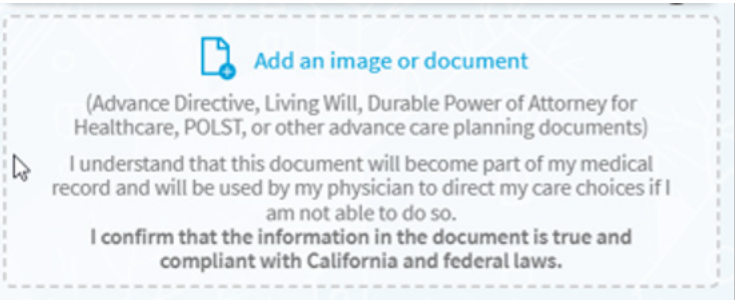


Remember, you can change and update your advance directive at any time.

Uploading Your Advance Directive

To add your advance directive or advance care planning document to your medical record you can:

- Hand a copy to a member of your care team who will scan and upload it.
- Or, you can upload it into your medical record yourself through MyChart. Go to the Advance Care Planning page and click on the box “Add an image or document” to upload your document. If you have questions about the process, you can email Advance.Directive@ucsf.edu.



Need Help Completing Your Advance Directive?

A social worker or a member of the **Symptom Management Service** team can help you. You can also attend a free monthly **Advance Care Planning Workshop** for guidance.

Notary Services

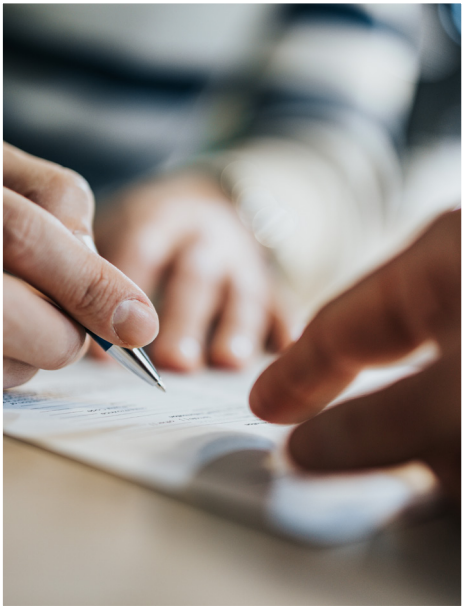
You get your advance directive signed by a Notary Public free of charge at the Cancer Support Center. Please contact to schedule an appointment.

Phone: 415-509-8645
Website: meri.ucsf.edu/acp-workshops

Advance Care Planning Workshop - What Matters Most?

The MERI Center offers free monthly workshop called **What Matters Most?** This workshop is offered online and is for everyone – patients and their caregivers, old and young, and healthy and sick. It is designed to help you write down your wishes in a document called an advance directive. To sign up for the "What Matters Most Workshop" or to find out about other program offerings, contact the MERI Center.

Phone: 415-509-8645
Website: **meri.ucsf.edu/acp-workshops**



What Should You Do with Your Advance Directive (or other Advance Care Planning Document?)

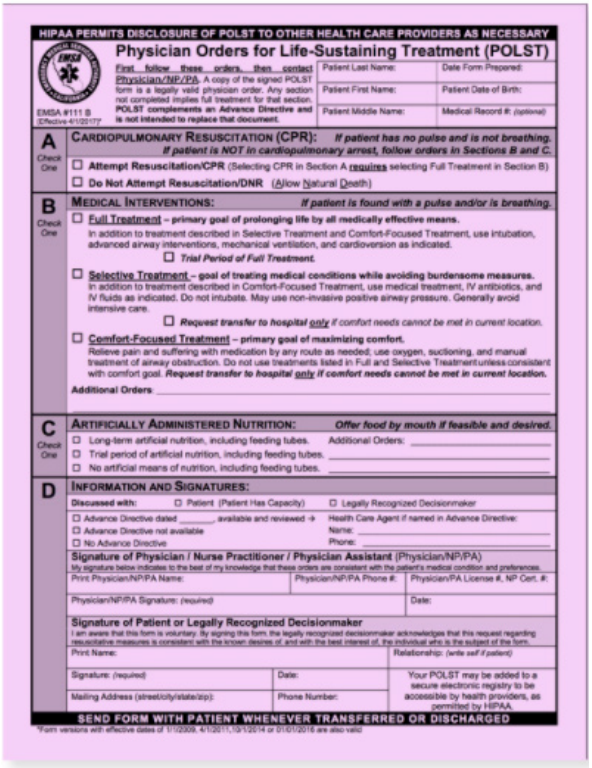
Once you have completed your advance care planning document, give a copy to your doctor and to family members or friends involved in your care or scan and upload a copy into MyChart.



POLST FORM – Another type of Advance Care Planning Document https://capolst.org/

A Physician's Order for Life Sustaining Treatment, also referred to as a POLST form, describes your wishes for care and is designed to be carried with you and to be easily identified by emergency personnel. This way, if 911 is called and emergency personnel show up, they will know what your wishes for care are without having to look for an advance directive. A POLST can be rolled up in an easily identifiable bracelet or put on your fridge. Emergency personnel are trained to look for a POLST form and will follow the instructions on the POLST form when providing emergency care.

Patients with advanced or serious illness can get a POLST form from their physician.



HIPAA PERMITS DISCLOSURE OF POLST TO OTHER HEALTH CARE PROVIDERS AS NECESSARY

Physician Orders for Life-Sustaining Treatment (POLST)

First follow these orders, then contact Physician/NP/PA. A copy of the signed POLST form is a legally valid physician order. Any section not completed implies full treatment for that section. POLST complements an Advance Directive and is not intended to replace that document.

Patient Last Name: | Date Form Prepared:
Patient First Name: | Patient Date of Birth:
Patient Middle Name: | Medical Record #: (optional)

EMSA #111 B (Effective 4/1/2017)

A Check One — **CARDIOPULMONARY RESUSCITATION (CPR):** *If patient has no pulse and is not breathing. If patient is NOT in cardiopulmonary arrest, follow orders in Sections B and C.*

- ☐ **Attempt Resuscitation/CPR** (Selecting CPR in Section A requires selecting Full Treatment in Section B)
- ☐ **Do Not Attempt Resuscitation/DNR** (Allow Natural Death)

B Check One — **MEDICAL INTERVENTIONS:** *If patient is found with a pulse and/or is breathing.*

- ☐ **Full Treatment – primary goal of prolonging life by all medically effective means.** In addition to treatment described in Selective Treatment and Comfort-Focused Treatment, use intubation, advanced airway interventions, mechanical ventilation, and cardioversion as indicated.
  - ☐ *Trial Period of Full Treatment.*
- ☐ **Selective Treatment – goal of treating medical conditions while avoiding burdensome measures.** In addition to treatment described in Comfort-Focused Treatment, use medical treatment, IV antibiotics, and IV fluids as indicated. Do not intubate. May use non-invasive positive airway pressure. Generally avoid intensive care.
  - ☐ *Request transfer to hospital only if comfort needs cannot be met in current location.*
- ☐ **Comfort-Focused Treatment – primary goal of maximizing comfort.** Relieve pain and suffering with medication by any route as needed; use oxygen, suctioning, and manual treatment of airway obstruction. Do not use treatments listed in Full and Selective Treatment unless consistent with comfort goal. *Request transfer to hospital only if comfort needs cannot be met in current location.*

Additional Orders: _____

C Check One — **ARTIFICIALLY ADMINISTERED NUTRITION:** *Offer food by mouth if feasible and desired.*

- ☐ Long-term artificial nutrition, including feeding tubes.
- ☐ Trial period of artificial nutrition, including feeding tubes.
- ☐ No artificial means of nutrition, including feeding tubes.

Additional Orders: _____

D — **INFORMATION AND SIGNATURES:**

Discussed with: ☐ Patient (Patient Has Capacity) ☐ Legally Recognized Decisionmaker

- ☐ Advance Directive dated _____, available and reviewed →
- ☐ Advance Directive not available
- ☐ No Advance Directive

Health Care Agent if named in Advance Directive: Name: _____ Phone: _____

Signature of Physician / Nurse Practitioner / Physician Assistant (Physician/NP/PA)

My signature below indicates to the best of my knowledge that these orders are consistent with the patient's medical condition and preferences.

Print Physician/NP/PA Name: | Physician/NP/PA Phone #: | Physician/PA License #, NP Cert. #:
Physician/NP/PA Signature: (required) | Date:

Signature of Patient or Legally Recognized Decisionmaker

I am aware that this form is voluntary. By signing this form, the legally recognized decisionmaker acknowledges that this request regarding resuscitative measures is consistent with the known desires of, and with the best interest of, the individual who is the subject of the form.

Print Name: | Relationship: *(write self if patient)*
Signature: (required) | Date:
Mailing Address (street/city/state/zip): | Phone Number:

Your POLST may be added to a secure electronic registry to be accessible by health providers, as permitted by HIPAA.

SEND FORM WITH PATIENT WHENEVER TRANSFERRED OR DISCHARGED

*Form versions with effective dates of 1/1/2009, 4/1/2011,10/1/2014 or 01/01/2016 are also valid

Care in Life's Last Chapter (End of Life Care)



"I've found that sitting with my feelings, not running away from them, has helped me resolve my sadness and anger."

~ Dan, UCSF patient

Hospice

Hospice care refers to care provided by a team of providers that focuses on reducing suffering, providing comfort, and improving quality of life. Hospice care is available for individuals who are expected to live for about six months or less and are no longer pursuing curative care. However, some patients in hospice live longer, or, in some cases, recover.



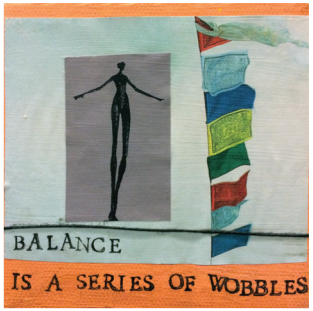
You can request information about hospice from a social worker, Symptom Management Service, or any one of your providers. Hospice care is covered by Medicare and most insurance companies. When selecting a hospice, you can compare the quality of hospice options near you on the Medicare Hospice Compare website.

There are a few hospice facilities that specialize in providing around-the-clock comfort care. But most hospice services are provided in the home of the patient, with nurses and other care providers visiting a few times a week to help with bathing, pain management, and care to help patients feel more comfortable. The rest of the care is generally provided by family members, friends, or paid caregivers.

Hospice care provides:

- Drugs and treatment to provide relief from pain and symptoms
- Emotional and spiritual support to the patient and family
- Care at home or at a hospice facility
- Medical equipment and supplies
- Education to the family about how to care for the patient





Finding Your Way Around UCSF

UCSF offers cancer care at several campuses in San Francisco and around the greater Bay Area, including in Berkeley, Burlingame, Greenbrae, Redwood City, and San Mateo.

Driving directions can be found at **ucsfhealth.org/locations**.

UCSF San Francisco Parking Rates

- Hourly parking is $5/hour, with a maximum daily rate of $35.
- Patients with a disabled placard pay a daily parking rate of $7.

(Parking rates may change over time. Updated parking rates can be found at **tiny.ucsf.edu/Parking**

Parking and directions:

Website: parking.ucsf.edu
Phone: (415) 476-1511

To avoid parking congestion and fees, you may consider getting dropped off or using valet parking, UCSF shuttles, public transportation, or ride sharing services, such as Taxi, Lyft, Uber.

Public Transportation

For information on Muni streetcar and bus services, visit **SFMTA.com** or call **(415) 673-6864** (MUNI).

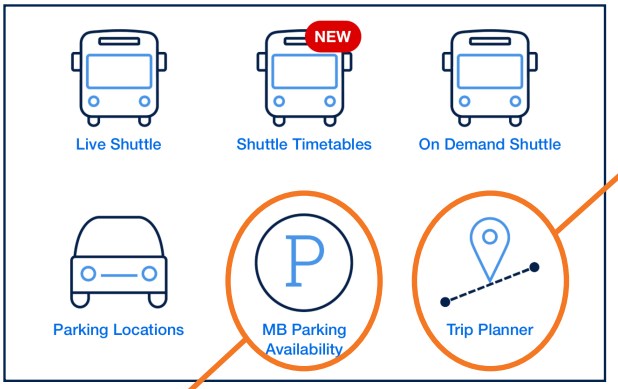
Valet Parking services will park your car at no charge, but you will need to pay regular parking fees charged by the garage. Valet services for our main campuses are located at:

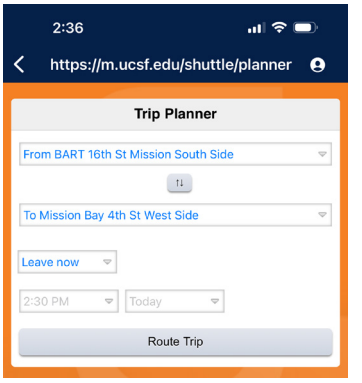
- **Mission Bay**
  1825 4th Street,
  San Francisco, CA 94158
- **Parnassus Heights**
  400 Parnassus Avenue,
  San Francisco, CA 94117
- **Mount Zion**
  1600 Divisadero Street,
  San Francisco, CA 94115

UCSF Free Shuttle Service: Serving Patients, their Caregivers, and Staff

UCSF Shuttles are free to patients and their caregivers. UCSF Shuttles connect all UCSF campuses to BART stations. Some shuttles have **limited hours**, so check shuttle schedules and station locations on the **UCSF Mobile app**.

Phone: **(415) 476-4646**
Website: **shuttles.ucsf.edu**





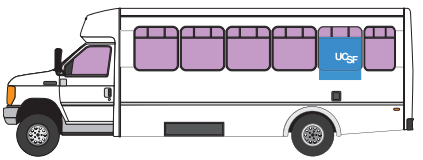
Use **MB Parking Availability** to see available parking spaces at Mission Bay garages.

Use **Trip Planner** to see shuttle routes and schedules from BART to UCSF

Mission Bay TMA Shuttle - A free shuttle system that provides mobility to, from, and within the Mission Bay development area. Take it from the Embarcadero, the Transbay Terminal, Powell Bart and Civic Center to get to the Mission Bay campus. Website: **www.missionbaytma.org**

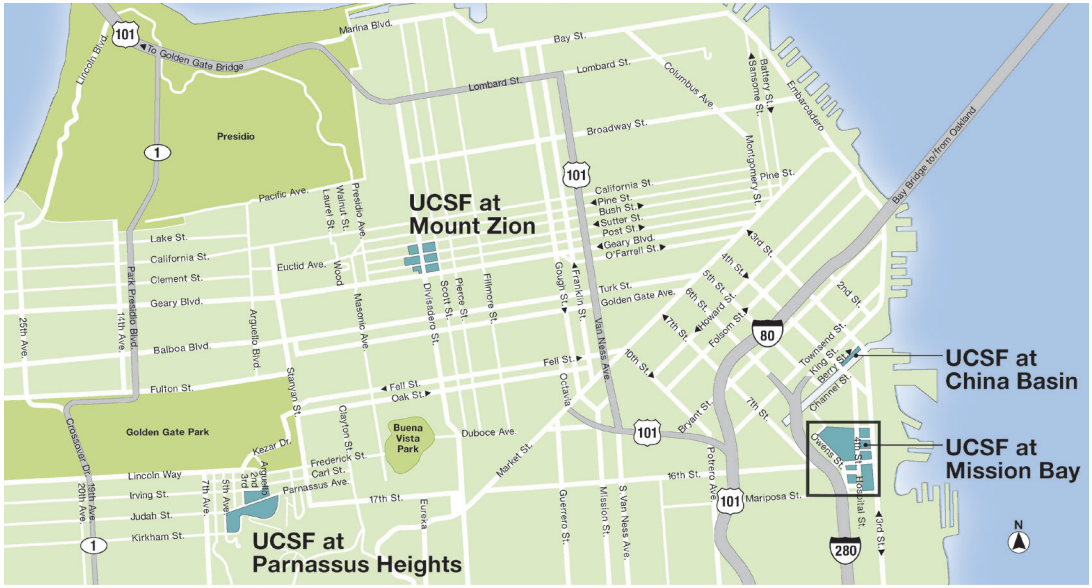
Mission Bay Jitney (On Demand Shuttle)
Picks up patients and families within a half-mile radius of Mission Bay.

Website: tiny.ucsf.edu/DemandShuttle
Phone: (415) 476-1511





San Francisco Cancer Services Map and Parking



cancer.ucsf.edu/support

UCSF Cancer Services Locations



1 SAN FRANCISCO

ucsfhealth.org/cancer

UCSF Health at Mission Bay
Bakar Precision Cancer Medicine Building
1825 4th St.
San Francisco, CA 94158

UCSF Health at Parnassus
Medical Building 1
400 Parnassus Ave.
San Francisco, CA 94143

UCSF Health at Mount Zion
Helen Diller Family
Comprehensive Cancer Center
1600 Divisadero St.
San Francisco, CA 94115

2 BURLINGAME

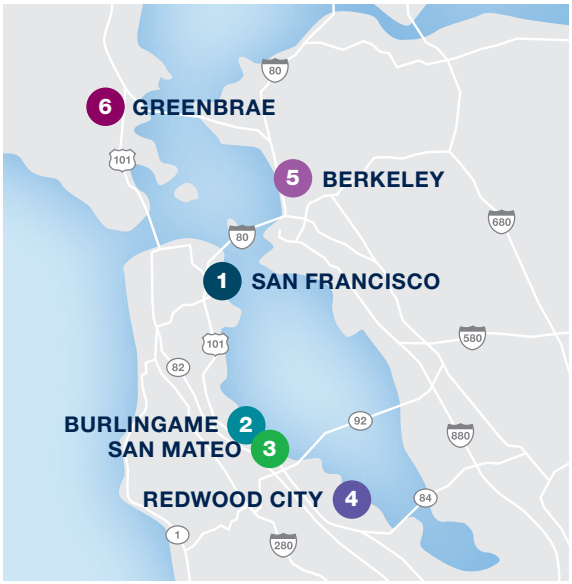
UCSF Cancer Center Burlingame
225 California Dr., 4th Floor
Burlingame, CA 94010
Phone: (650) 341-9131
ucsfhealth.org/clinics/cancer-center-burlingame

3 SAN MATEO

UCSF Cancer Center San Mateo
Crystal Springs Village
218 De Anza Blvd.
San Mateo, CA 94402
Phone: (650) 341-9131
ucsfhealth.org/cancer-center-san-mateo

4 REDWOOD CITY

UCSF Cancer Center Redwood City
2900 Whipple Ave., Suite 130
Redwood City, CA 94062
Phone: (650) 341-9131
ucsfhealth.org/cancer-center-redwood-city



5 BERKELEY

UCSF-John Muir Health Cancer Center
Berkeley Outpatient Center
3100 San Pablo Ave., Suite 280
Berkeley, CA 94702
Phone: (510) 420-8000
ucsfhealth.org/cancer-berkeley

6 GREENBRAE

UCSF Cancer Center Greenbrae
1100 S. Eliseo Dr., Suite 1
Greenbrae, CA 94904
Phone: (415) 502-4334
ucsfhealth.org/locations/greenbrae

UCSF Directory: Phone numbers and links

More Information about programs at cancer.ucsf.edu/support

UCSF Operator 415-476-1000 directs you to UCSF departments and patients in the hospital.

*For those who would prefer to speak a language other than English, please ask to speak to an **Interpreter**. You can do so by saying your name, phone number, and the language you speak. This service is free.*

Advance Care Planning and What Matters Most workshops	415-509-8645
Art for Recovery	415-885-7225
Cancer Clinical Trials	877-827-3222
Cancer Diagnostics Service	415-476-2237
Cancer Genetics and Prevention Program	415-885-7779
Cancer Immunotherapy Program (CIP)	415-353-2051
Cancer Support Center	415-885-3693
Cancer Immunotherapy Toxicity Evaluation (CITE)	415-514-5860
Exercise Classes: - Core and More - Yoga	 415-514-6430 415-502-5547
Exercise Counseling	415-502-5547
Fertility Preservation Program Sperm Preservation (Urology	415-353-9115 415-353-9146
Financial Services- Understanding medical bills arranging payment plans or getting financial assistance	866-433-4035 Or through MyChart messaging
Friend to Friend Specialty Shop	415-353-7776

UCSF Directory: Phone numbers and links

Imaging Library/Film Library (to obtain CDs with images from Radiology)	415-353-1640
Infusion Center - Mission Bay and Mount Zion - Parnassus	 415-353-7155 415-353-2272
Improvement suggestions	CC-Improvement-Suggestions@ucsf.edu tiny.ucsf.edu/SuggestionBox
Interpreting Services	Call the Practice providing your care
Lodging Resources (Short Term)	Discuss with your social worker or call 415-353-4762 | tiny.ucsf.edu/lodging
Medical Records (to obtain copies of your medical records)	415-353-2221
Medication Disposal Information- Safe and Environmental	tiny.ucsf.edu/MedicationDisposal
Meditation and Guided Imagery	415-885-3693
MyChart Assistance	415-514-6000
Neuro-Oncology Support ■ Patient Program ■ Caregiver Program	 braintumorcenter.ucsf.edu/support/survivorship 415-514-3421 braintumorcenter.ucsf.edu/support/caregiver (415) 514-5674
New Patient Orientation (online)	cancer.ucsf.edu/orientation
Nutrition Counseling	415-502-5547
Nutrition Workshops and Events	415-885-3693
Operator	415-476-1000
Osher Center for Integrative Medicine	415-353-7700

UCSF Directory: Phone numbers and links

Parking Information	
- Mission Bay	415-476-1511
- Mount Zion	415-514-8935
- Parnassus	415-476-2566
Available spaces Mission	Baypark.ucsf.edu
Patient Cost Estimates Program (Getting a cost estimate for care)	844-678-6831 (844-6-QUOTE-1) PatientEstimate@ucsf.edu
Patient Relations Office	415-353-1936
Patient Support Corps (help with notetaking)	415-476-6004
PeerTalk: Share Your Experience	415-885-3693 Option 3
Psycho-Oncology Service	415-353-7019
Radiology scheduling (Imaging and scans)	415-353-3900
Radiology/imaging/Film Library	415-353-1640
Security	415-885-7890
Social Work	415-353-4762
Spiritual Care	
- Mission Bay	415-514-4200
- Parnassus and Mount Zion	415-353-1941
Stop Smoking Programs	415-885-7895
Suggestion Box / Improvement Ideas	Email: CC-Improvement-Suggestions@ucsf.edu Or tiny.ucsf.edu/SuggestionBox
Support Groups	415-885-3693
Survivorship Wellness Group Program (Post Treatment)	415-353-3931
Symptom Management Service (SMS)	415-885-7671

UCSF Directory: Phone numbers and links

Thank and Recognize Exceptional Staff	ucsfhealth.org/thank-an-employee-or-physician thanks@biworldwide.com
UCSF500 Gene Panel Test	ccgl@ucsf.edu genomics.ucsf.edu/UCSF500
Urgent Care	
Cancer Acute Care Clinic	Ask a care team member for a referral
UCSF Bayfront Urgent Care (8 AM -8 PM daily)	415-353-9188
Video Visit Instructions	415-514-6000
Wheelchair Escort	
- 400 Parnassus	415-353-1664
- 505 Parnassus	415-353-1188
- Mission Bay	415-476-1540
- Mount Zion	415-885-7255
Cancer Workshops and Events	415-885-3693

Notes

Notes

My Healthcare Team

Name	Role/Specialist	Contact

Things to know before your next appointment

What is my diagnosis?

Next Steps

Date and location of follow-up appointment:

Whom did I see for my care today?

What is the best way to get my questions answered between visits?

(To review what was covered in the visit, go to “Visits” in MyChart, and view After Visit Summary or Clinical Notes.)

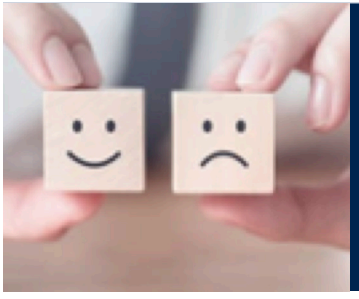
Calendar of Symptoms and Healthcare Events

Use these pages to record your important medical information.

Date	Symptom/Event/Description

Notes

Notes



Comments about this Guidebook?

If you have comments about this guidebook or would like to provide feedback, please do so by sending an email to **guidebookfeedback@ucsf.edu**.





This guidebook is available in English, Espaniol (Spanish), and 中文(Chinese)

Copies of the guidebook can be requested at the front desk or by calling the Cancer Support Center 415-885-3693.

They are also available online at cancer.ucsf.edu/guidebook.

cancer.ucsf.edu/support

June 2025