

Transcript *(Many of these services/details about these services have changed since the time of this recording, and change frequently due to COVID. For programs of interest please write to, or call the Patient and Family Cancer Support Center for current status of any of the content below)*

1. Welcome

Hello and welcome! This presentation is designed to help those new to the UCSF Helen Diller Family Comprehensive Cancer Center, learn about the Center and the many supportive services available during your care.

You are not alone:

If you or a loved one has been recently diagnosed with cancer this can be a scary confusing and often overwhelming time for you. We want you to know that you are not alone in this experience and that there are many people and resources to help you through it. This presentation will cover several strategies and supportive services but please know that there are so many more than we could ever mention here. The good news is that many have walked before you on this path and have created systems and support for others to follow. We are here to help you find that support.

How to navigate this presentation:

While we cover many components of care the program here is meant to help you easily access the topics you need whenever you need them. Click along the sidebar to go to the area of interest or use the bottom functions on the screen to skip forward or to play the audio on the slide again. Please also check out the resources section along the top of the page for additional links you might find helpful.

2. Topic outline:

We recognize that UCSF is a large organization, and that navigating through the healthcare system can be complex. The goal of this session is to make sure you are well informed of the many resources available to you at the Helen Diller Family Comprehensive Cancer Center, and that you know how to access these services.

The topics we will be covering in this presentation include:

- campus location and parking information
- what you can expect at your doctor's visit
- your healthcare team members and how to best communicate with your team
- social work services available to you
- other clinical services
- how to find the health information you need to learn about your diagnosis or to help make decisions which are right for you
- personal support including services and programs available to you
- wellness and lifestyle programs to help you with the healthiest you possible

3. Locations and parking.

First we'll cover campus locations and parking.

3.1 Campuses

Our Oncology clinics are spread among three main campuses:

the Mount Zion campus located at 1600 Divisadero Street

the Mission Bay campus located at 1825 4th Street

and the Parnassus campus located at 400 Parnassus Avenue

patients are primarily seen at one of these locations depending upon the type of cancer being treated.

3.2 Shuttle Service

Should you need to travel between campuses, our award-winning shuttle service allows registered visitors to easily commute from campus to campus at no charge. Shuttle schedules are available at the shuttle stop, or you can access the shuttle schedule, shuttle stop location, and shuttle routes online at the website appearing at the bottom of this page.

<https://campusliveservices.ucsf.edu/transportation/services/shuttles>

3.3. Parking Outline

If public transportation is a viable option for you, we recommended it as a cost-saving strategy. 511.org can help you plan your trip to any of our campuses. Click on the link here to enter the site. If you drive to your appointment this section will help you locate the parking options available at your campus location. We'll talk about garage and valet parking, street parking, and disabled parking.

3.3.1 Parking - Mount Zion

Mount Zion offers a valet service during business hours. You can drop off your car in front of the building between 8:00 a.m. and 3:00 p.m.; the valet service ends at 5:00 p.m.. After that you can pick up your car at the garage located at 2420 Sutter Street. The cost is \$6 per hour with a maximum of \$30 per day. Valet parking is reduced for persons with a disability placard.

Parking rates have increased since this presentation was recorded.

3.3.2 Parking – Mount Zion (additional parking garages)

At the Mount Zion campus there are several privately owned garages and parking lots nearby. The arrows here (on the map) point to the entrances of a few of these lots. Rates and business hours for each garage are available at the lobby desk and the Patient and Family Cancer Resource Center (formerly Cancer Resource Center) has an updated list of parking options.

3.3.3. Parking - Mission Bay

At the Mission Bay campus valet services are available in front of the Gateway Medical Building Monday to Friday from 8:00 a.m. to 6:00 p.m. Vehicle drop off is available until 3:00 p.m. and vehicle retrieval until 6:00 p.m.. After 6:00 p.m. vehicle keys will be available with an on-site UCSF parking attendant who can direct you to the location of your vehicle. The main parking garage is located directly in front of the Gateway Medical Building. The current rates are listed here and there is a discount for those with a disability placard.

\$4/hr; \$32/dax maximum. \$7 max with disability placard

Parking rates have increased since this presentation was recorded.

3.3.4 Parking - Parnassus Campus

At the Parnassus campus there is a large main parking lot with entrances on both Irving Street, and on Parnassus. There is another lot on Kirkham Street. Rates and business hours for each garage vary but current rates at the time of this recording are listed here.

\$4/hr; \$32/dax maximum. \$7 max with disability placard

Valet parking is available at the ambulatory Care Center at 400 Parnassus Avenue from 8:00 a.m. to 3:00 p.m. The valet service is free but patrons pay the regular parking fee.

Parking rates have increased since this presentation was recorded.

3.3.5 Street Parking

Street Parking guidelines change from block to block and day-to-day. Parking is heavily enforced in the San Francisco area and we encourage you to be conscious about the signs, the time limitations, and parking regulations. Specific things you might want to look out for are 2-hour parking zones, signs for street cleaning, and yellow and white painted curbs which are indications the parking is not allowed.

3.3.6 Street Parking

Street parking is often available around the Mount Zion campus however there is no street parking at the Mission Bay campus and there is extremely limited street parking around the Parnassus campus

3.3.7. Disabled Parking

If your doctor determines that you qualify for a disabled placard, you may apply for one from the California Department of Motor Vehicles (DMV). A link to the application is included here. Once you have the placard, you will be entitled to park free at the meters and may park all day in the 2 hours zones. The placard, however, does not override other No Parking regulations such as street cleaning or the yellow or white loading zones.

<https://www.dmv.ca.gov/portal/uploads/2020/06/reg195.pdf?mod=ajperes>

4. At your visit

We'll now talk about what you can expect at your doctor's visit

4.1 What to bring.

As you prepare for your doctor's appointment there are a few things we'd like you to keep in mind. It is important that you bring your insurance card and identification card to your appointment as we are required to verify your identity at each visit. To make the most out of your visit with your doctor, we encourage you to think about your most important questions and write them down ahead of time. Bring your list of questions as well as a pen and paper to take notes. It can be difficult to remember everything said to you during your visit, so we also suggest you bring another person with you (check with clinic prior due to COVID restrictions), or a recording device. Most smartphones are capable of recording, however please first check with your doctor to obtain permission before recording your session. Our doctors try to take as much time as is necessary with each patient including you, so you might experience an extra wait time. We do have Wi-Fi on site, and we suggest that you bring a snack with you in case you have to wait. At Mission Bay there are public computers available in the clinic waiting area. It is also okay to let the front desk staff know that you need to step out to get some food or fresh air and to see if they can text or call you when your appointment is ready.

4.2 Helpful Tips

Over our years of working with many savvy patients we have gathered some key suggestions that we feel will help you manage your care in the best way possible.

Tip 1: The first is to have a notepad or smartphone handy to write down questions that occur to you over the days and weeks between appointments so that you don't have to try to keep it all in your head. If a question or concern comes up, write it down and file it in one place so you can forget about it until you are the time and place where you can get answers or do research. There's an excellent free service that will help you create your questions called Open to Options. It is offered through the Cancer Support Community and involves live, trained facilitators who will help you develop your list of questions over the phone. You can do this prior to any upcoming oncology appointment. Their toll free helpline number is listed here: 1-888-793-9355

Tip 2: We want you to know that it's okay to ask about anything you don't understand or you want to know more about. Our practitioners want you to understand what is being said, and they will gladly say things in a different way or repeat what was just said for you. Don't hesitate to ask for clarification

Tip 3: By keeping your cancer-related materials all in one place, you will not only have easy access to your information but it can also help lessen the feeling of overwhelm. The American Cancer Society offers patients a free personal health manager kit to help serve this purpose. You can keep track of appointments, medications, test results, insurance, bills, provider contact information, and various other logistical and practical details associated with cancer.

Click on the link shown here to learn how you can get your free kit or stop by the Patient and Family Cancer Support Center (formerly Cancer Resource Center) at Mount Zion on your next visit to the cancer center

1-800-277-2345

<https://www.cancer.org>

Click the "Live Chat" and ask to receive your personal health management kit.

5. Your Healthcare Team

We'll now talk about your healthcare team members and who's who

5.1 Team Members

UCSF uses a team approach to healthcare treatment so you'll most likely encounter a number of different people during the course of your care. The physician specializing in the treatment of your cancer is called your Primary Provider. Note that this is different from your Primary Care Provider who oversees all your health concerns. The Primary Provider here at the Cancer Center specifically oversees your cancer care and is responsible for designing your treatment plan. Depending upon your diagnosis, the primary provider could be a Medical Oncologist who treats cancer primarily through medications; a Radiation Oncologist who treats cancer primarily through radiation therapy; or a Surgeon who treats cancer primarily with surgery.

There are also other providers on the team who work very closely with your primary provider. These are Nurse Practitioners, Medical Fellows, Medical Residents and sometimes Physician Assistants. Among other things, these providers can prescribe medications and order tests for you. Your follow-up visits

may be with one of these other providers but your primary provider will always be in charge of your care.

5.2 Support Team

You will also encounter a number of healthcare support team members during your time with us.

The support numbers of your healthcare team include:

Practice Coordinator: The practice coordinator is the gateway to your provider and works very closely with them and scheduling appointments and procedures. The Practice Coordinator also fields communication between you and your health care team.

Medical Assistant: The Medical Assistant will take your vital signs at each appointment and make sure your health information is up to date including your medications and allergies.

Nurses: Nurses assist with all kinds of medical procedures and are excellent at providing information and education to patients and can help with symptom management

6. Communicating with your Doctor. Now let's look at how you can best communicate with your team.

6.1 MyChart

My chart is our secure online communication system which allows you to stay in touch with your team members and view aspects of your health record. It allows you to request an appointment, review your health summary, ask non-urgent medical questions, and request medication refills. It's important to understand that this is not email and please expect a 48-hour turnaround for a response. All communication becomes part of your medical record.

6.2 MyChart (Cont'd)

Because all of our practitioners and staff are trained in MyChart it is our preferred way to communicate with you. To get started, you will need an activation code which you can pick up at your appointment, find on your after visit summary report, or obtain by calling MyChart customer service at 415-514-6000. Once you have your code you can activate your account online by clicking this image here. You can also download a free MyChart app found in the iTunes store search for MyChart.



6.3 Phone

We encourage you to keep the number of your Cancer Center practice handy. UCSF has a centralized call center for fielding calls. The call is documented and relayed to the right person to get back to you.

Calling your practice may be preferable when you need to have a back and forth discussion around scheduling or around a symptom you are experiencing. Calls will be returned within 24 hours

6.4. 911

We want to remind you that the UCSF Hellen Diller Family Comprehensive Cancer Center is not an emergency facility so please call 911 if you are experiencing any urgent symptoms that need to be addressed immediately.

7. Social Services: We will now discuss social work services and the assistance they can provide you

7.1. Social Work

Our social work team here at the Cancer center play an important role in helping patients navigate through some of the complexities of the healthcare system and potential barriers to care during the course of their treatment. Our social workers can be seen as problem solvers and can help you with some very practical issues around questions related to:

Health insurance

MediCal & Medicare

Social Security

State Disability

how to find financial assistance and resources during your course of treatment

completing disability placards

transportation assistance you may need to and from your appointments here

for those of you who live out of town you may need help finding lodging both short-term or long-term and a link is included here for possible options.

finding In-Home Care during your treatment or after your treatment

and completing advanced health directives which is recommended for all patients a link to the advance health directive page is included here.

7.2 Social Work

Your provider's practice has a designated social worker that can work with you to help solve your particular need. You may call your social worker directly to schedule an appointment. To find this number ask your practice or the Patient and Family Cancer Support Center (formerly Cancer Resource Center). The number for the PFCSC is listed here. 415-885-3693.

8. Other clinical services

In addition to our social work team we have many other physician-led services that are available to you

8.1 Outline

These physician-led services include Psycho-Oncology, Symptom Management Service, Genetic Counseling, Fertility Preservation and the OSHER Center for Integrative Medicine.

8.2. Psycho-Oncology

Our Psycho-Oncology service is a team of psychologists and psychiatrists who are available to help you with difficult emotions that may come about as you adjust to a cancer diagnosis. They use behavioral approaches and/or medication, and will work with UCSF patients individually, as couples, or with families. They also regularly offer sleep management and stress management courses for our patients. It is okay to contact the service directly. More information about this service and contact information can be found by clicking on the link here:

<https://cancer.ucsf.edu/support/psycho-oncology/psycho-oncology>

8.3. Symptom Management Service (SMS)

The Symptom Management service is a physician-led practice that works closely with your primary provider to help manage a broad range of symptoms that might accompany a diagnosis of cancer such

as troubling physical, or psychological symptoms. The Symptom Management team often collaborates with other professionals such as social workers, chaplains, psychologists, psychiatrists, and dietitians.

8.4. Genetic Counseling

For those of you who may have a lot of cancer in your family or who have had cancer before in a different area of your body, you may want to consider genetic counseling through our cancer risk program here at UCSF. About 10% of families with a history of cancer can be identified as having a genetic component. Our program is the largest most comprehensive genetic testing center for cancer in Northern California and it involves meeting with the genetic counselor to assess personal and family history, receiving education and counseling, and if appropriate, genetic testing for cancer predisposition genes. If through this process it is determined that you may have a genetic predisposition to cancer then there are preventative measures that can be taken to reduce or eliminate future disease. The contact information is shown here: (415) 885-7779

8.5. Fertility Preservation

For those of you who have future plans to have children it is important to know that some cancer treatments can have an adverse effect on reproductive functioning. UCSF has a highly respected fertility preservation center that will schedule an appointment with you quickly and provide you with the information you need to make active informed decisions about your family planning options prior to cancer treatment. The contact information is shown here: (415) 353-9115.

8.6. OSHER Center for Integrative Medicine

The OSHER Center for Integrative Medicine has services that compliment your traditional medical treatment with ancient healing arts from around the world such as acupuncture, Ayurveda, biofeedback and traditional Chinese medicine. They offer individual consultations with integrative medical doctors who specialize in Cancer Care. These services are available for a fee though some insurance plans will cover them. The OSHER center also has a wonderful Prepare for Surgery class which is free. The Prepare for Surgery class has shown to decrease anxiety among patients scheduled for surgery as well as improve recovery times of participants after surgery. To learn more about the services of the OSHER center for integrative medicine click on the website link shown here:

<https://osher.ucsf.edu/patient-care/clinical-specialties>

9. Finding Health Information

Let's now look at how you can find the health information you need to learn about your diagnosis or to help make informed treatment decisions.

9.1. Sources of Health Information

Before we talk about where to find information, we encourage you to first think a little bit about your information comfort zone. There is an endless amount of information out there but sometimes too much can just add to the feeling of overwhelm. It may help to ask yourself how much do I really want to know, and don't be afraid to tell your doctor how much or how little information you want. Some people feel better when they have all the facts. Others prefer a general overview with simple directions (what pill to take, what treatment you'll have and when you'll be done), and be aware that comfort zones may differ between family members and even your own comfort zone may change over the course of your treatment.

If you do want information on your diagnosis, treatment options or side effects, we can help you find what you're looking for. The Patient and Family Cancer Support Center, located on the first floor of 1600 Divisadero Street at Mount Zion offers a number of free pamphlets and brochures. There's also an extensive cancer-related lending library available to you at no membership cost, and we've put together an internet guide full of credible websites in various cancer-related categories. In addition to the lending library, there's also a Patient Health Library at the Mount Zion campus staffed by professional librarians who are available to help you with more rigorous research projects. The Patient Health Library conducts a monthly seminar on tips and strategies for gathering credible online health information. We encourage you to attend one of these seminars or at least pick up an internet guide if you plan on doing your own gathering of health information online. Sometimes it's helpful to hear information in a seminar setting.

The Helen Diller Family Comprehensive Cancer Center hosts regular free events facilitated by experts in the field designed to provide you with support information and tools for navigating your way through treatment and beyond. Events are a great way to get a lot of information on a particular topic as well as to get your individual questions related to the topic answered. If you'd like to stay abreast of all the free events and offerings here click on the link and sign up to receive mailings.

<https://lp.constantcontactpages.com/su/uTifWF5>

The lending library in Mount Zion is presently closed due to COVID. Our events schedule has also reduced in frequency for the same reason, and events are conducted via webinar for the time being.

10. Personal Support

Let's now turn to the ways we can offer you personal support as you go through treatment and beyond.

10.1. Groups and Service

Sometimes it's helpful both for patients and for their loved ones to connect with others outside their personal circle of family and friends for support. We have a number of groups and services available to you and your loved ones that serve this purpose. Our support groups, some defined by cancer type and others by demographics, meet regularly and there is no charge to participate. Here is a link to view our current on-site support group offerings

If you can't find a group you're looking for, contact the Patient and Family Cancer Support Center to see if they can find another community group that meets your needs. Sometimes people prefer to simply talk one-on-one rather than in a group format. Our Peer Support Program will try to match you with a post-treatment survivor who has been in your shoes. Perhaps someone who has had the same diagnosis as you, or someone who has a similar life circumstances. You can speak with this person over the phone for more a personal perspective on the road ahead. Our interfaith chaplains are available 24 hours a day for on-site spiritual and emotional support or counseling. For those who have a more somatic sensibility and prefer more creative modes of sharing, we have some expressive arts-based groups that can help you do this. Our Healing Through Dance class led by psychologist Ann Krantz is a wonderful movement therapy program for all levels of ability and stages of treatment. We also offer a weekly drop in open art studio through the Art for Recovery department. Here you will do a thoughtful creative project with others and have an opportunity to express your hopes and dreams, anger and fear, and become part of a community of folks coping with similar feelings. No artistic experience is necessary to participate. Our Knitting Gathering offers a casual fun way of getting to know others while creating beautiful woolly items. No knitting experience is necessary and yarn and needles are provided. Finally, we know that

more and more people are turning to social media for support and information. The Patient and Family Cancer Support Center can help you find a forum that meets your needs.

Feldenkrais and Knitting programs are presently on hold. OSHER has latest information about Dance Classes and Yoga

10.2. Friend to Friend Specialty Shop

Our Friend to Friend Specialty Shop offers more than just great gift items and personal merchandise. They have many services to help women going through cancer look and feel their very best. They offer free shopping consultations, often with a staff who is a cancer survivor themselves, where you can be fitted privately for wigs, mastectomy bras, and swimsuits. They also host the Look Good Feel Better monthly program and partnership with the American Cancer Society which provides beauty technique workshops for female cancer patients. The Friend to Friend Specialty Shop is located at the Mount Zion campus (New location also now open at Mission Bay).

10.3 Patient and Family Cancer Support Center (formerly Cancer Resource Center)

We want to remind you to contact the Patient and Family Cancer Support Center if you need help locating a service or support group in your area. We have an extensive support group and community resources database that may include just what you're looking for. The number for the Patient and Family Cancer Support Center is included here:

415-885-3693

10.3.1 Patient and Family Cancer Support Center (formerly Cancer Resource Center)

***Please note that with COVID/Omicron, the center is accessible by email and phone only at this time.*

We are hoping to re-open our locations in the coming months

Our Mount Zion location has a comfortable place to relax, a free lending library and staff and volunteers on hand to sign you up for classes or help you find the resources and information you're looking for. Our Patient and Family Cancer Support Center satellite desk at Mission Bay is located on the first floor next to the Friend to Friend Specialty Shop at the 1825 4th Street address.

11. Wellness & Lifestyle Programs:

Finally, we'd like you to know about the wellness and lifestyle programs that we offer to help you be the healthiest you possible.

11.1 Outline

Here at the Helen Diller Family Comprehensive Cancer Center, we encourage and support you to do all that you can on your end to create your healthiest life possible even through cancer. That means eating well, exercising appropriately, quitting smoking, and finding ways to help manage your stress. As such we offer UCSF Cancer Patients a number of free services and programs that we encourage you to take full advantage of.

11.2 Nutrition Counseling

As research progresses in the field of cancer and nutrition, we are finding more and more data that supports good nutrition for helping to reduce the risk of cancer recurrence and disease progression. Our nutritionists Greta McCaire and Anna Hom specialize in nutrition during cancer treatment and are available for individual consultations with UCSF oncology patients. Simply make an appointment through your oncology practice. In addition Greta and Anna offer monthly ongoing seminars on nutrition and prostate cancer and nutritional breast cancer. They also offer great cooking classes and other pertinent

topics related to proper nutrition. Please make sure you sign up for a calendar mailings if you would like to be notified of all our upcoming seminars and events.

Neha Shah and Ayana Davis are additional dietitians in the Cancer Center. Seminars are held less frequently presently.

11.3 Exercise

Just as with nutrition, we are also continuing to learn more about the importance of exercise in warding off cancer progression and in symptom management. Our yoga, Feldenkrais restorative movement and exercise classes are offered weekly and designed specifically for people with cancer. These classes are held at the OSHER Center for Integrative Medicine at the Mount Zion campus on the corner of Post and Divisadero. While there is no charge you will need to complete a health history and signed waiver to begin your first class. These can be obtained online or at the class itself. We are also proud to be one of the first in the nation to offer Cancer Exercise Counseling to our patients. This program allows you to meet one-on-one with a certified oncology exercise specialist to design a personalized exercise program that fits with your needs and abilities. Here is the number to schedule a personalized exercise consultation: 415-502-5547

Feldenkrais classes are on hold presently, and most offerings are conducted virtually at this time.

11.4 Smoking Cessation

If you are a smoker this is a great time to quit smoking. The resource center can help you locate smoking cessation programs in your area. If you do live close by we have an excellent 4-week class here at UCSF through the Fontana Tobacco Treatment Program which includes ongoing relapse prevention support. There is a refundable fee for this class and more information is available on the website listed here <https://www.ucsfhealth.org/services/stop-smoking-classes>

11.5. Stress Management

A cancer diagnosis can no doubt create added stress for you and your loved ones. While we cannot prevent the stress of a cancer diagnosis, there are ways we can help support you in managing it so that it doesn't negatively affect your health and well-being. We offer a free weekly meditation and guided imagery class for patients and caregivers. The Psycho-Oncology service mentioned earlier holds regular six to eight week courses for patients designed to offer concrete strategies for stress management. The resource center library at Mount Zion mentioned earlier also has a category of books and CDs specifically for managing stress. And finally, please know that we have meditation rooms at all campus locations. There are places available to staff, patients and families for reflection, prayer, meditation, or simply to have a space to cry. At Parnassus are meditation room is located on the ground floor of the main hospital. At Mount Zion the meditation room is located in the main lobby behind the information desk. At Mission Bay there is a large meditation room on the ground floor near the children's hospital lobby with an adjacent meditation garden and labyrinth. Smaller meditation rooms are also available near the elevators on the 3rd, 4th, 5th, and 6th floors of the Mission Bay hospital. All meditation rooms are open daily from 7:00 a.m. to 9:00 p.m.

The lending library at Mount Zion is closed at the moment.

12. HDFCCC

On behalf of the UCSF Helen Diller Family Comprehensive Cancer Center we want to welcome you to our facility, and thank you for entrusting us with your care. We are proud to be designated a Comprehensive

Cancer Center by the National Cancer Institute. The comprehensive designation is NCIS's highest ranking and is awarded after rigorous evaluation process which shows that the center pursues scientific excellence in research and has the capability to integrate advances in research into best practices in the treatment of cancer. The UCSF Medical Center is a world leader in healthcare known for innovative medicine, advanced technology, and compassionate care. Our exceptional doctors, nurses, and other healthcare professionals are all deeply committed to bringing you excellent medical care, and to offering you a broad range of services to help you through your course of treatment here.

13. Questions?

This concludes the Helen Diller Family Comprehensive Cancer Center patient and family orientation. If you have additional questions, please do not hesitate to call us at 415-885-3693. Thank you for viewing this presentation