

# Symptom Management Service

## PATIENT INFORMATION



### ABOUT THE SYMPTOM MANAGEMENT SERVICE (SMS)

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

Visit our website at: [cancer.ucsf.edu/sms](http://cancer.ucsf.edu/sms)

### HOW TO REACH THE SMS

Our hours are Monday through Friday, 8:30am-5:00pm, except holidays.

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

Option 1 = Refills; Option 3 = Scheduling/Admin; Option 4 = Nursing/Clinical Assistance

For non-urgent issues, MyChart is often the fastest and most efficient way to reach us. MyChart is an easy, confidential way to access your care team and medical information online. If you need help getting started, contact MyChart Customer Service at (415) 514-6000. They are available 24 hours a day, seven days a week.

As a consult service, we do not have after-hours or emergency on-call availability. After hours and for any urgent issues, please call your Primary Oncologist.

If you visit the Emergency Department or become hospitalized, please let us know so we can be of help.

### URGENT AND EMERGENT SITUATIONS

For medication refills, **please allow 5 business days.**

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

For any EMERGENCIES or if you have ANY concern about an increase in symptom severity and you cannot wait for response, **call 911** or go directly to the Emergency Department.

### SMS LOCATIONS

Appointments with the SMS are scheduled Monday - Friday, and are available at the following locations:

#### UCSF Mission Bay Campus

Bakar Precision Cancer Medicine Bldg  
1825 4<sup>th</sup> Street  
San Francisco, 94158

#### UCSF Parnassus Campus

400 Parnassus Avenue  
San Francisco, 94143

#### UCSF Mount Zion Campus

1600 Divisadero Street  
San Francisco, 94115

Patients may also be seen at home, if they meet the following eligibility criteria:

- Living in San Francisco
- Over 18 years old
- Homebound, meaning that one's ability to function outside the home and attend outpatient visits is limited by functional decline, severity of symptoms, or complex psychosocial needs
- Have cancer (of any stage or severity)
- Need assistance with symptom management, goals of care, or advance care planning
- Not currently enrolling/enrolled in Hospice care

### THE SMS TEAM

#### Medical Directors

Michael W. Rabow, MD (Director)  
Nancy Shepard Lopez, NP (Associate Director)

#### Attending Physicians

Brieze Bell, MD  
Kara Bischoff, MD  
Brook Calton, MD  
Danielle Chammas, MD  
Stephanie Cheng, MD  
Paul Lindenfeld, MD  
Mike Rabow, MD  
Sarah Sedki, MD  
Natalie Young, MD  
Carly Zapata, MD

#### Staff

Sarah Holland, RN (Practice Nurse)  
Elizabeth Stewart, RN (Practice Nurse)  
Christine Pollak, MBA (Administrative Director)  
Mikela Barulich (Practice Assistant)  
Alexander Tay (Practice Assistant)

#### Fellows

Meghan Jobson, MD  
Ian Kwok, MD  
Lee Spitzer, MD  
Sonali Tatapudy, MD

#### Other Providers

David Bullard, PhD  
Judy Long, Chaplain  
Cancer Center Social Workers