

IN PURSUIT OF *YOUR CURE*.™

New Patient Orientation

Welcome



A Cancer Center Designated by the
National Cancer Institute

Agenda

- Meet your healthcare team
- Overview of departments' functions
- Chemotherapy Treatment Unit (CTU) process
- Precautions during treatment
- Telephone access
- Support services offered
- CTU tour

Meet our Team

Patient Access/Registration

- Frontline team
- Responsible for check in and check out process
- Schedule appointments
- Handle questions and answers regarding registration

Patient Experience

- Address Patient rights and responsibilities
- Discuss policies with patients, family or guest
- Assist with translation or interpreter services
- Assist patients/families with a formal statement regarding their perception of care, including complaints, grievances, compliments, inquiries or suggestions
- Assist in expediting services when there are organizational difficulties

Social Worker

- Provide services to cancer patients, survivors, families and caregivers
- Provide comprehensive psychosocial service and programs across all phases of the cancer experience
- Services offered:
 - Difficulties coping with cancer diagnosis
 - Anxiety/Depression
 - Individual psychosocial support
 - Transportation/Lodging
 - Community resources
 - Medication issues (copay assistance)
 - General insurance issues
 - Financial assistance
 - Cancer support groups & Caregiver support groups

Nutritionist

- Registered Dietitian specialized in Oncology
- Works closely with the healthcare team to provide complementary nutrition assessment, counseling and education to patients and their caregivers

Nutritionist

- Complementary nutrition services for oncology patients include:
 - Health promotion and cancer survivorship
 - Therapeutic diet
 - Management of cancer treatment and side effects
 - Optimization of nutrition prior to and during treatment
 - Recommendations tailored to individualize patient needs
 - Diabetes management
 - Weight management
 - Tube feeding management
 - Dietary supplement education
 - Support groups and community outreach

Triage Nurse

- Registered Nurse available to patients via phone for:
 - Questions regarding treatment plan
 - Reactions to treatment
 - Side effects and symptom management
 - Prescription refills
 - Evaluation to determine if emergency care is needed, or if the patient can be seen in the doctor's clinic

Department Functions

Laboratory

- Onsite availability
- Patients with most insurance plans can get blood work and other laboratory tests done
- Courtesy draws available when attending follow up appointments, specimen will be sent to Quest or LabCorp
- Specialty test are forwarded to main lab in Miami

Radiology/Interventional Radiology

- Perform MRIs, CT Scans, PET/CT scans, Mammograms, and Ultrasounds
- Perform procedures for Central Venous Access placement (examples: Port, PICC Line) (Available at Plantation, Miami, Lennar)
- Perform diagnostic biopsies and other outpatient procedures

Pharmacy

- Onsite pharmacy formulates the medications based on providers orders and patient's height and weight
- Onsite preparation of chemotherapy drugs
- Staff available for any questions regarding chemotherapy, medications and side effects

Comprehensive Treatment Unit Process

CTU Unit

- **CTU Staff:**
 - Advanced Practice Provider (NP-Nurse Practitioner/PA-Physician Assistant)
 - CTU Nurse Supervisor
 - Charge Nurse
 - Treatment Nurses
 - Nursing Assistants
- **Accommodations:**
 - Supportive Care Services: rapid treatment chairs (i.e. injections, port flushes, dressing changes, etc.)
 - Warm blankets
 - Snacks, freshly brewed coffee, hot chocolate, water

Process Do's

- Ensure that COVID-19 Testing completed prior to treatment.
- Take pre-medications at home, if applicable.
- Ok to eat breakfast the day of treatment and feel free to bring a small cooler with preferred snacks.
- Wear warm and comfortable clothing.
- Ok to come with a family member or friend, please only 1 at a time.
COVID -19 may apply at this time

Process Do's

- Report to the facility 30 minutes before the appointment time.
- Patients with tube feedings should bring their supplies.
- Check with your doctor about potential drug-drug interactions and drug-food interactions.
- If applicable, before starting treatment discuss with your doctor fertility risks and concerns.
- Check with your doctor for Clinical Trials available at our Center.
- Contact us to cancel or reschedule an appointment.

Process Dont's

- No children under the age of 12 years old
- Only animals that are trained according to the ADA guidelines to do work or perform tasks for an individual with a disability are permitted in treatment areas, and would require us to be notified prior to the visit. Emotional support, therapy, comfort, or companion animals do not qualify as service animals under the ADA.
- No rushing during treatment (the length of your treatment can vary)

Amenities

- Valet parking
- Onsite security services
- Free shuttle services
- Free WIFI
- Free telephone charger
- Cable TV
- Earplugs
- Comfort package

Intravenous (IV) Access

- Peripheral IV
- Central lines:
 - Port-a-Cath
 - Peripherally Inserted Central Catheter (PICC) line
 - Trifusion catheter

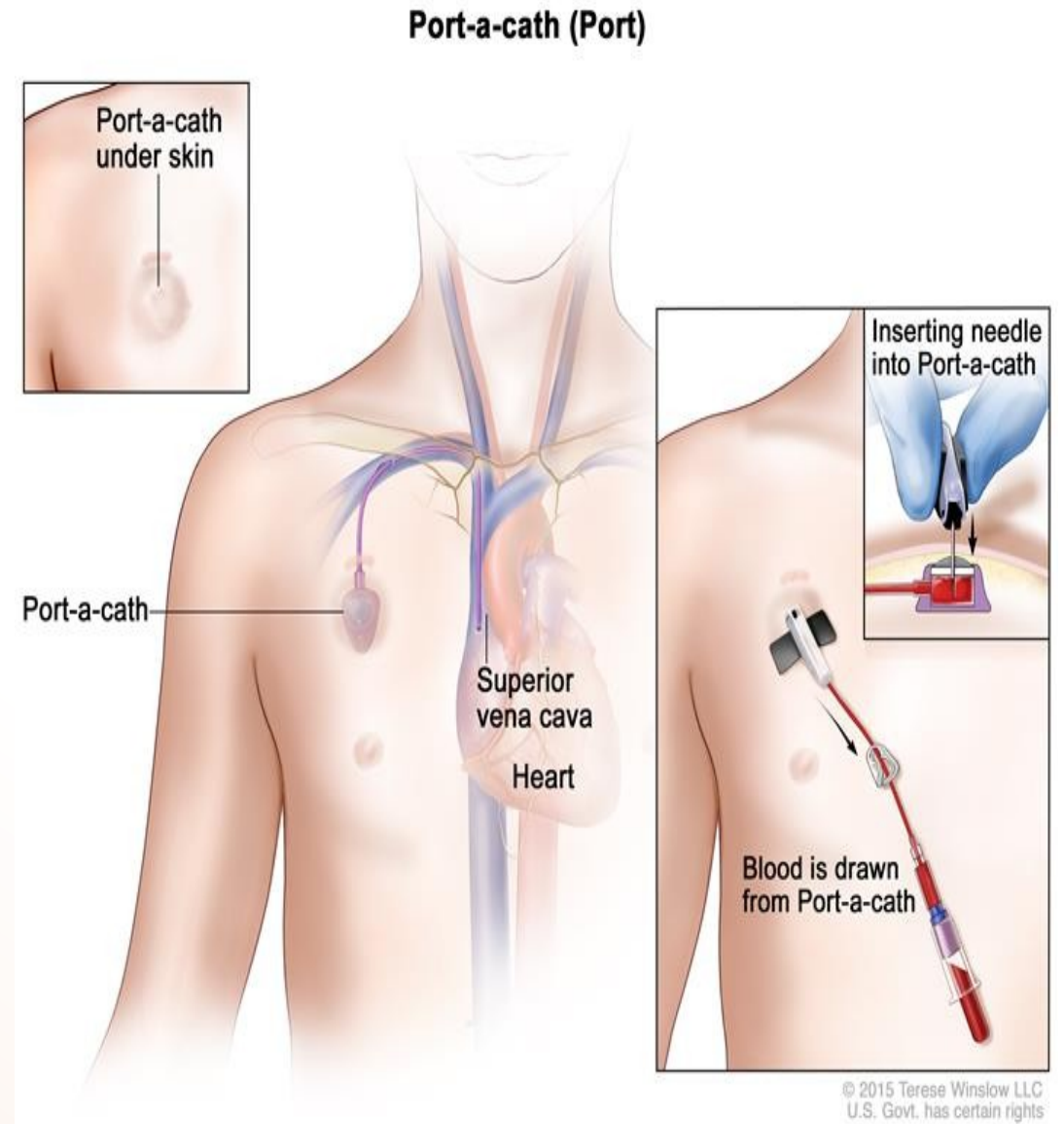
Peripheral IV

- Peripheral IV catheters in common use today are flexible plastic tubes that are inserted using a needle into a vein.
- Most often, IV access is used to provide therapies that cannot be administered by alternative routes such as by mouth



Port-a-Cath

- A port-a-cath is a surgically implanted device.
- This is a type of central venous line that allows for easy access to a patient's vein



PICC Line

- A PICC line is a type of central venous access that is inserted into your arm by a trained provider to administer intravenous therapy.



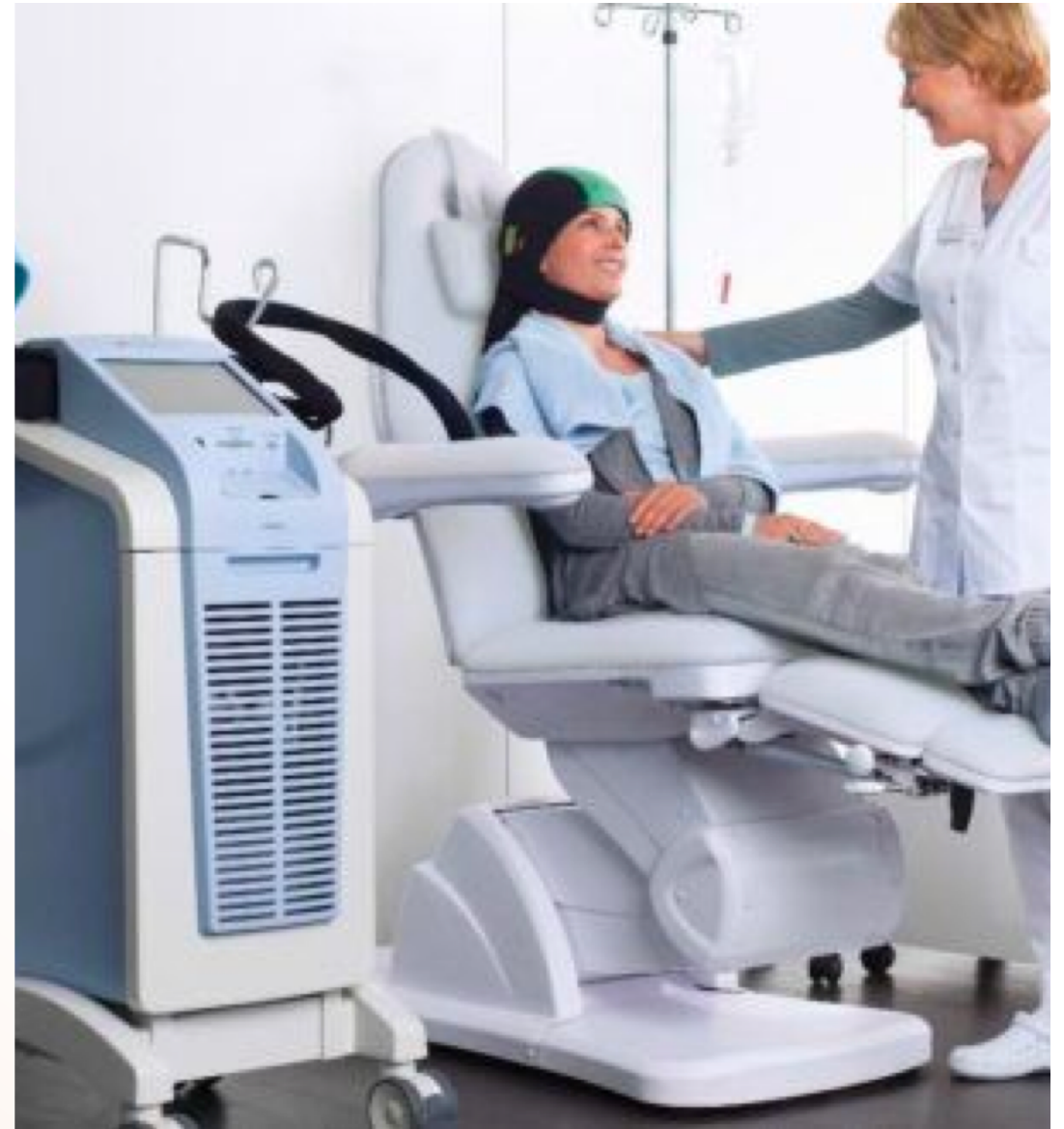
Trifusion Catheter

- Trifusion Catheter is a type of central venous access that is surgically inserted by a doctor to administer intravenous therapy.



Scalp Cooling

- Device to Potentially Prevent or Reduce Hair Loss
- Available at the following locations:
 - Miami
 - Lennar
 - Plantation
 - Deerfield
 - Aventura



Precautions During Treatment

Chemotherapy and Side Effects

- **What is chemotherapy?**
 - Chemotherapy are drugs designed to kill or stop the growth of cancer cells.
- **What are possible side effects?**
 - Myelosuppression
 - Fatigue
 - Nausea/Vomiting
 - Diarrhea/Constipation
 - Neuropathy
 - Hair loss (alopecia)
 - Mouth sores (mucositis)

Myelosuppression is the decrease of white cells, red cells and platelets.

- Low white cells is called **Neutropenia**
- Low red cells is called **Anemia**
- Low platelets is called **Thrombocytopenia**

Neutropenia

- Low white cells puts you at risk for infections and fever.
- **Neutropenic Fever** – If you have a temperature equal or higher than (>100.4 F or 38° C) must call your doctor or triage nurse. Seek medical care at your nearest Hospital Emergency Room. Let them know you are a cancer patient receiving chemotherapy and have a fever.
- Thrombocytopenia
- Platelets are responsible for coagulation. Low platelets puts you at risk for bleeding, bruising, petechia.

Anemia

What to do if you have Anemia?

- Diet: Eat healthy nutritious foods high in protein.
- Conserve energy – Plan your activities, take breaks, (i.e., if you have children take breaks when your children are asleep or away from home).
- Notify you MD if you experience palpitations or shortness of breath.

Prevent Infections

- Wash your hands frequently with soap and warm water or use an alcohol-based hand sanitizer. Encourage other people around you to wash their hands frequently as well.
- Avoid raw food (sushi, raw meat, fish, etc.).
- Clean fruits and vegetables well prior to eating.
- Avoid people that are ill, such as with a cold, flu, or other infections.
- Avoid large crowds.

Prevent Infections

- Do not clean up feces from your pets (bird cages, litter boxes, fish/turtle tanks).
- When gardening wear gloves.
- Do not go in hot tubs, ponds, lakes, rivers, or community pools.
- Avoid sharing cutlery.

Going Home with Chemotherapy Infusing

- Dressing should always be clean, dry, and intact.
- Do not let the catheter or dressing get wet.
- The dressing should have a BioPatch at the line insertion site.
- If you have pain, redness, drainage, bleeding, or swelling at the site notify your doctor right away.
- If the line pulls out notify the doctor immediately, do not try to reinsert it.

Going Home with Chemotherapy Infusing

- If your catheter is cut, leaks, cracks, or is damaged, clamp the lumens close to your chest and call your doctor immediately.
- For spills on the floor or in the home environment (not on your skin), use the chemotherapy spill kit. Follow the instructions on the package.
- If chemotherapy is spilled on skin, irritation or rash may occur. Wash the area thoroughly with soap and water. If redness lasts more than an hour, notify your doctor.
- Keep all chemotherapy medications, equipment, waste, needle boxes, etc. out of the reach of children and pets.

Chemotherapy Precautions at Home

- Chemo precautions need to be followed 48-72 hours after treatment.
- Use the toilet as usual but close the lid and flush twice after use. Be sure to wash hands with soap and water. %
- Caregivers should use gloves when emptying bedpan, commode, urinal, or basins used for vomiting. Rinse items well with water and wash with soap and water at least once per day.

Chemotherapy Precautions at Home

- If clothing or linen is soiled with chemotherapy or body fluids, use gloves and immediately put the soiled laundry in the washer separate from other laundry. If a washer is not available at the time, put laundry in a sealed plastic bag until it can be washed. %
- Use gloves when handling all oral chemotherapy pills. %
- Caregivers who are pregnant, breast-feeding, or children should not handle any chemotherapy medications or waste products.
- Sexually active patients should utilize barrier protection. For more information, please speak to your medical team.

Important

- Call your doctor if temperature is >100.4 and go to the nearest Emergency Room. Inform them you are a cancer patient receiving chemotherapy and you have a FEVER.
- Report all OR any side effects to your doctor.
- Write down the names of the treatment medications you are receiving. If you go to a hospital you need to be able to tell them what medication you have received.
- Hydrate – Drink 1-2 liters of fluid daily.

Patient & Family Education Handbook

- Remember to refer to your handbook for further information and resources.

CANCER TREATMENT: BEFORE, DURING, AND AFTER



PATIENT AND FAMILY EDUCATION HANDBOOK

Telephone Access

Important Clinical Numbers

- Ask the clinic staff for the phone number to the Triage Nurse & physician's office phone number.
- After hours/weekend physician line: 305-243-1000
- CTU Scheduler
- With MyUHealthChart, you can access your medical records electronically online. It provides new, convenient methods of communication with your doctor's office. You can renew prescriptions, send messages and schedule appointments – all online
- Tele-health services are available, please discuss with your provider
- Refer to AVS-After Visit Summary for additional information

Support Services

Survivorship

- You may be referred by your provider to the Survivorship Clinic. We look forward to seeing you upon completion of your treatment!
- This is where you receive your Survivorship Care Plan. It is a detailed document created with input from your medical team that can be used as a resource to you and your other non-oncology providers. This will inform them of what has occurred regarding your cancer diagnosis and treatment. You will also be provided with healthy lifestyle tips and a review of personalized recommendations geared towards your general medical follow-up and care.
- To make an appointment or learn more about the Cancer Survivorship Clinic call: 305-243-4922 or e-mail: scccsurvivorship@miami.edu

Support Services

- The following services are available to you free of charge:
 - **Arts in Medicine:** The Arts in Medicine program can help reduce feelings of anxiety, boost morale, and support wellness through creative expression.
 - **Exercise Physiology:** The Exercise Physiology program provides patients with an opportunity to develop practical ways of adopting a healthier, active lifestyle both during and after treatment.
 - **Medical Oncology Social Work:** Social work can provide crisis intervention, counseling, and support. Social workers also help with referrals to community-based resources, transportation assistance, home health referrals, financial programs and facilitate support groups.
 - **Music Therapy:** Music Therapy uses live music making and music-based activities to increase feelings of wellness in patients of all ages.

Support Services Continued

- The following services are available to you free of charge:
 - **Nutrition Counseling:** Sylvester's Licensed Registered Dietitians are specialized in Oncology and are an integral part of the medical team. Medical nutrition therapy can help with managing a variety of conditions including digestion problems, changes in taste, weight loss or weight gain. Recommendations are based on the latest research and are personalized to the type of cancer and treatment.
 - **Wigs:** Thanks to the generosity of EBeauty™, we offer complimentary wigs to our patients undergoing treatment at Sylvester. In order to receive a wig, you must have a note or prescription from your Oncologist or APRN.
 - **Yoga:** Can help improve physical fitness, lower levels of stress, and increase feelings of relaxation and well-being.
- If you are interested in these services or for more information, please contact: The Cancer Support Services at 305-243-4129.

National Cancer Support Websites

American Association for Cancer Research	www.aacr.org
American Cancer Society	www.cancer.org
American Society of Clinical Oncology (ASCO)	www.cancer.net
Cancer Care, Inc.	www.cancercare.org
Cancer Survivors Network	www.action.acscsn.org
Cancer Support Community	www.cancersupportcommunity.org
Journey Forward	www.journeyforward.org
LIVESTRONG	www.livestrong.org
National Cancer Institute	www.cancer.gov/about-cancer/coping/survivorship
National Comprehensive Cancer Network	www.nccn.org
National Coalition for Cancer Survivorship	www.canceradvocacy.org
Patient Advocate Foundation	www.patientadvocate.org
People Living with Cancer	www.plwc.org

Other Resources

- Financial and Legal Information - Federal Government websites, which can compare insurance information: www.healthcare.gov or www.healthcare.org
- Needymeds.org - Assisting patients find help with the cost of medication: www.needymeds.org/index.html or 1-800-503-6897
- Patient Advocacy - Solving insurance and healthcare access problems since 1996: www.patientadvocate.org or 1-800-532-5274
- Cancer and Careers - Information focused on your career while undergoing and after treatment: www.cancerandcareers.org

Other Resources

- Parenting with Cancer - Discussing a cancer diagnosis with different members of your family as well as young children: www.cancer.net or 1-888-651-3038
- American Cancer Society- Helping Children When a Family Member Has Cancer:
<http://www.cancer.org/treatment/childrenandcancer/helpingchildrenwhenafamilymemberhascancer/index> or 1-800-227-2345
- Local Resources for Support and Educational Groups: Gilda's Club of South Florida: <http://gildasclubsouthflorida.org> or 954-763-6776

CTU Tour

CTU Video

- English
 - <https://youtu.be/Pihyof68C8o>
- Spanish
 - <https://youtu.be/Ug8pcRTm6pM>

Thank You



A Cancer Center Designated by the
National Cancer Institute