

# Welcome to Lurie Cancer Center

If you are facing cancer, you want a comprehensive care team that supports your medical, social and emotional needs, and one that is a leader in the field. We are here for you at every step of your cancer journey.

Robert H. Lurie Comprehensive Cancer Center of Northwestern University at Northwestern Memorial Hospital is dedicated to providing state-of-the-art treatment options and medical expertise.

We offer a full range of specialized services, personalized support, and programs for patients and their families — before, during and even after treatment is over.

As a new patient at Lurie Cancer Center, you may have questions about what to expect. You may also want to know about the resources, support and services available to you. This guide will help answer those questions. It also gives you quick and easy access to important information about your care.

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To contact us, please call **312.695.0990** (TTY: 711). For non-urgent messages, send us a message through MyNM via the mobile app or **[mynm.nm.org](https://mynm.nm.org)**.



## Who we are

The cancer center at Northwestern Medicine was founded in 1974 and dedicated in 1991 through an endowment from Ann and Robert H. Lurie. The center was renamed in 1997, when Lurie Cancer Center received the prestigious “Comprehensive” designation from the National Cancer Institute (NCI).

In 2018, Lurie Cancer Center earned the highest possible rating from NCI — an overall “exceptional” score — on the renewal of its designation.

As an NCI-designated comprehensive cancer center, Lurie Cancer Center is among the top cancer centers in the nation. It is also a founding member of the National Comprehensive Cancer Network, an alliance of the leading cancer centers devoted to improving the quality and effectiveness of cancer care throughout the world.

Our commitment to providing patients with seamless, state-of-the-art cancer care can be seen across the Northwestern Medicine Cancer Care Network. By extending our innovative treatment approaches, we offer you the advanced care and resources you have come to expect from us — including more than 500 clinical trials for nearly every type of cancer — no matter where you enter our health system.

# Your healthcare team

Your multidisciplinary team includes clinicians who specialize in different types of care. They work together to develop the best treatment plan for you. Below is a closer look at who may be on your team.

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## Physicians

An oncologist is a physician who specializes in treating people with cancer.

**Medical oncologists** treat cancer with chemotherapy or other anticancer medications. They may also focus on diagnosing and treating specific types of cancer.

**Radiation oncologists** use radiation therapy to shrink or remove tumors.

**Surgical oncologists** perform surgery to remove tumors. Many of our surgeons are trained to use specialized instruments or minimally invasive techniques.

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Your care team may also include students and physicians in training. As an academic medical center, Northwestern Memorial Hospital educates tomorrow's clinicians in quality cancer care. All trainees will identify themselves. An attending physician will supervise them.

**Medical student:** A 3rd or 4th year student at Northwestern University Feinberg School of Medicine who works closely with your medical team. You may also meet students from other schools who are visiting for their training.

**Intern or resident:** A physician who has completed medical school and is undergoing more, specialized training.

**Oncology fellow:** A physician who has completed residency training and is now learning a subspecialty, such as breast surgery or medical oncology. Fellows work closely with oncologists.

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## Advanced practice providers

**Advanced practice providers (APPs)** are specially trained health professionals who help provide care. They include physician assistants and nurse practitioners.

**Physician assistants** work under a physician's supervision.

- › They diagnose and treat illnesses.
- › They help in surgeries.
- › They perform physical exams and procedures.
- › They provide counseling and patient education.

**Nurse practitioners and advanced practice nurses** are registered nurses with at least a master's degree or higher.

- › They assess patients.
- › They make diagnoses.
- › They order and interpret tests.
- › They may prescribe medications.
- › They work with a physician to start and manage care plans.

# Your healthcare team (continued)

## Nurses

Registered nurses serve as liaisons between patients and the rest of the care team. Our nurses have special training in treating patients with cancer. Your nurses will help carry out the treatment plan your oncologist or surgeon creates and will help guide you through treatment. Nurses are often the staff members who respond to patient phone calls during the workday.

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### At Lurie Cancer Center, nurses have various roles:

**Nurse coordinators** work with physicians and APPs. They will educate you, advocate for you, and guide you before, during and after treatment, and throughout survivorship. Your coordinator may also help you with home health needs and coordination.

**Infusion nurses** give chemotherapy and other medications. These nurses teach you about treatment, side effects and how to manage symptoms. They also check for side effects and work with your medical oncology team to manage symptoms.

**Port draw nurses** draw blood for testing from an implanted port or peripherally inserted central catheter (PICC) line. This nurse may also give short treatments and/or injections.

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## Patient care professionals

Many other professionals work together to make sure you get the care you need.

**Medical assistants** help you and the care team during your lab, clinic and infusion visits. They will escort you to the exam or infusion room and take your vital signs.

**Phlebotomists** draw blood for tests.

**Team administrative assistants** work with your care team to help with nonclinical needs, like paperwork, referrals, medical records and other tasks that improve your experience.

**Research coordinators** help identify and monitor patients who may be part of clinical trials. They make sure the study follows all guidelines and share important trial information with the care team.

**Pharmacists** prepare immunotherapy, chemotherapy and supportive medications. Pharmacists may also teach you about medications, help with insurance coverage and answer any pharmacy-related questions.

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# Your healthcare team (continued)

## Supportive Oncology services

We may refer you to Supportive Oncology. You may also ask us for a referral there.

**Social workers** provide a range of support and resources for you and your loved ones. These are some of the things they offer.

- › Support as you work through emotional adjustments to illness and treatment
- › Relaxation techniques
- › Skills and strategies to help you cope with treatment
- › Support for loved ones
- › Help for children coping with a family member's illness
- › Support for grief and loss
- › Connections to resources such as:
  - Support groups
  - Home care
  - Financial resources, including help paying for prescription medications
  - Advanced directives
  - Transportation
  - Temporary places to stay in the area

**Registered dietitians** understand the unique concerns associated with cancer and treatment-related side effects. They can help you plan and follow a healthy diet during and after your cancer treatment.

**Psychologists** work with patients and family members to manage the anxiety, sadness, anger and fatigue that can often come with a cancer diagnosis.

**Psychiatry team** provides psychiatric evaluation and treatment to patients in need of additional mental health services.

**Fertility preservation coordinators** can work with your care team and reproductive specialists to help you learn how cancer treatment may affect your ability to have children. They can help you understand available treatment options and access fertility preservation care.

**Supportive oncology education coordinators** help patients and loved ones get information about:

- › The cancer diagnosis
- › Treatment options
- › Support groups
- › Clinical trials

## Palliative Care team

This team works to ease symptoms, pain and side effects. Their goal is to improve your quality of life. You may receive this type of care at any stage of illness.

## Survivorship

After cancer treatment, we offer survivorship care. It helps ensure that you remain in the best health possible after your treatment.

Talk with your care team to learn more.

# Your healthcare decisions

At Lurie Cancer Center, we want to understand your values, beliefs, and concerns about your health, illness and potential end-of-life care. This helps us provide you with better care.

Advance directives are an important part of your health care because they let you share your preferences for medical decisions. These documents guide your family and physicians if you cannot make decisions for yourself.

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## Advance directives:

- › Document your wishes and preferences.
- › Ease the decision-making burden on your loved ones.
- › Let you choose someone you trust to make decisions about your care.
- › Encourage your peace of mind and sense of control.
- › Provide guidance for care for sudden accidents, illness and getting older.
- › Help you avoid unwanted treatments.

## We encourage you to talk about your wishes with people who are important to you.

- › Openly discuss your wishes with your significant other, family, physician and other key people in your life.
- › Choose an agent. This is someone with whom you have discussed your wishes. They must be able and willing to represent your wishes.
- › Discuss your values, beliefs (about health, illness, dying, fears) and wishes with your agent.
- › Let your significant other and family know how to contact your agent and attorney, if you have one.
- › Discuss organ donation with your significant other and family.

## 4 types of advance directives

### Power of attorney for health care

A power of attorney for health care allows you to choose a family member, friend or other trusted person as your medical decision-maker. This person, called your agent, will make decisions for you if you cannot communicate your wishes.

If you do not complete a power of attorney document, your physicians will ask your family for input. In Illinois, this document cannot be used for mental health care.



# Your healthcare decisions (continued)

## **Living will**

A living will explains your wishes about life-sustaining treatments if you are terminally ill. In Illinois, the Living Will Declaration states that you do not want treatments that would only prolong the dying process during an end-of-life situation. It tells your healthcare team to focus on keeping you comfortable during your final days.

## **Physician orders for life-sustaining treatment (POLST)**

A POLST form is a medical order that reflects your wishes for healthcare decisions.

## **Mental health treatment preference declaration**

This document lets you choose a family member or friend to represent your wishes as your mental health decision-maker.

The Health Learning Center offers information about advance directives. Call us at **312.695.1805** to discuss or complete the Illinois power of attorney for health care form.

If you do not complete advance directives and cannot communicate your wishes, your medical treatment will be decided based on the Healthcare Surrogate Act.

# Patient services

## Safety

At Northwestern Medicine, we care about your safety and security. We will check your name and date of birth before performing any procedures. We may check this several times during your visit.

If you have any safety concerns, talk with your care team or a Lurie Cancer Center leader right away. You can also visit the Patient Services Center on the 2nd floor of Galter Pavilion.

## Wheelchairs

We have wheelchairs near the valet stand at each entrance to Northwestern Memorial Hospital.

## Visitor policies

We understand that support of family and friends is important for your healing. However, for the safety of all patients and visitors, we ask that you follow these guidelines:

- › Visitors who are feeling ill or have recently been exposed to a contagious disease should not visit Lurie Cancer Center.
- › Children under age 13 may not be in an area where chemotherapy is being given.
- › Children may be in the waiting area under the supervision of a responsible adult visitor.
- › Other restrictions (such as flu season precautions) may be posted as needed.

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Please visit [nm.org/visitors](https://www.nm.org/visitors) to see our current visitor policies.

## Wait times

Sometimes, unexpected events may result in longer wait times. Please ask the patient service representative or a volunteer in the waiting room to let you know your expected wait time.

## Interpreter services

Please let a patient service representative know if you need an interpreter. We offer video remote interpreting services or in-person interpreters, as needed.

There is **no cost** for interpreters if you have limited English or if you have hearing or sight impairments.

## Confidentiality

Northwestern Medicine is committed to protecting your privacy and the confidentiality of your health information. You can find information about your privacy rights at patient registration or in MyNM, our patient portal. You may also ask your care team.

For your privacy and safety, we can only give medical updates to loved ones if you sign a communication consent form.

You can get this form at Patient Registration or when you check in.

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For more information, go to [nm.org](https://www.nm.org). Click on Patients and Visitors, and then **Patient Rights and Policies**.



# Patient services (continued)

## Online resources

Having the right information about your medical condition and care is important. We can help you make the best possible healthcare choices by providing disease-specific information and treatment options. For more information, go to **cancer.northwestern.edu**.

We also offer many materials on a variety of tests, procedures, treatments and follow-up care.

To access these, go to **nm.org/patients-and-visitors/patient-education**.

## Educational events

Lurie Cancer Center offers educational events and programs, including Cancer Connections, Gilda's Club activities and more. For information, go to **cancer.northwestern.edu/events**.

## Patient Services Center

A patient liaison can help you with:

- › Scheduling
- › Billing
- › Parking
- › Directions
- › Where to stay
- › Interpreter services

For help finding Patient Services, call **312.695.1920**.

## Pharmacy

An on-site Walgreens pharmacy is on the 2nd floor of Galter Pavilion.

### Pharmacy hours

Monday – Friday  
7 am – 8 pm

### Weekends

8 am – 4 pm

## Billing questions

For outpatient billing with Northwestern Medical Group, call **312.695.9696**.

For inpatient billing at Northwestern Memorial Hospital, call **312.926.6900**.

## Financial help

If you cannot pay your medical bills, call Financial Counseling at **312.926.6906** to learn about your options.

## Medical records

Please call **312.695.8642** to ask for your outpatient Northwestern Medical Group medical records.

Call **312.926.3248** to ask for your inpatient Northwestern Memorial Hospital medical records.

# Communicating with your healthcare team

We provide comprehensive cancer care, Monday through Friday, in 4 outpatient locations in Chicago.

## **Robert H. Lurie Comprehensive Cancer Center of Northwestern University at Northwestern Memorial Hospital**

Galter Pavilion  
675 North St. Clair Street  
Chicago, Illinois 60611

Clinic hours:  
Monday – Friday, 8:00 am – 5:00 pm

Infusion hours:  
Monday – Friday, 7:30 am – 6:30 pm  
*Saturday options for eligible patients.*

## **Arkes Family Pavilion**

676 North St. Clair Street  
Chicago, Illinois 60611

Clinic hours:  
Monday – Friday, 8:00 am – 5:00 pm

Infusion hours:  
Monday – Friday, 8:00 am – 6:00 pm

## **Maggie Daley Center for Women's Cancer Care**

250 East Superior Street  
Chicago, Illinois 60611

Clinic hours:  
Monday – Friday, 8:00 am – 5:00 pm

Infusion hours:  
Monday – Friday, 7:30 am – 6:30 pm

## **Northwestern Medicine Old Irving Park Cancer Center**

4445 Irving Park Road, Suite 400  
Chicago, Illinois 60641

Clinic and infusion hours:  
Monday – Friday, 8:00 am – 5:00 pm

Our goal is to provide you with compassionate care, and we have a long history of doing just that.

This achievement placed the center among the top cancer centers in the nation.

These achievements reflect the expertise, experience and dedication to putting patients first that we will bring to your care. Every day, we work to ensure our patients benefit from the latest discoveries and technology. Here, you will have a care team of leading experts and support throughout your cancer journey and beyond.

**Call 312.695.0990  
to contact your care  
team.**

If you have a concern or question, we're here to help. A patient service representative will ask for your name, physician and a brief message. They will send your message to a member of your care team, and that person will contact you.

For urgent matters, the representative will page the care team.

# Preparing for your clinic visits

## Questions to ask

Many people find it hard to remember questions when they are with their care team. Please write down your questions before your appointment to help make the most of each visit. Consider the following questions.

### Surgery questions

- ☐ What type of surgery/incision will I have?  
Is there a minimally invasive option?
- ☐ What are the benefits and risks of the procedure?
- ☐ Are there other procedure options?  
If so, what are the benefits and risks?
- ☐ How long will the surgery take?  
How long will I be in the hospital?
- ☐ What is the recovery process? Will there be limitations (such as driving, work, food)?
- ☐ When and how will I receive surgery results?
- ☐ Other questions:

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### Treatment questions

- ☐ What type of cancer do I have? What stage is it? What is the recommended treatment for me? What are the benefits and risks?
- ☐ Are there other treatment options?  
If so, what are the benefits and risks?
- ☐ How often will I receive treatment?
- ☐ How long will I be in treatment?
- ☐ What are the common side effects?
- ☐ When should I report side effects?
- ☐ How do I deal with side effects?
- ☐ Are there any clinical trials available to me?

### General questions

- ☐ What is the typical course for this disease?
- ☐ What are the goals for my care?
- ☐ Who is my main contact for questions or concerns?
- ☐ How can I reach my physician or nurse during normal working hours, nights and weekends?
- ☐ What else do I need to know?