

Let's get started

YOUR TEAM IS READY FOR YOU.

I know how you feel

You've just heard your doctor say the word cancer.

You're scared. Your head is spinning. In an instant, everything in your life has changed and you can't imagine what comes next.

I know how you feel. I was you a few years ago. Over the years, this is what I've learned:

You have a great team to support you, no matter your choices – doctors, nurses, therapists and many others behind the scenes. But most of all, you are supported by patients like me who have lived through it.

Try to stay in the day. “Keep your head where your feet are.” To remember this, glance down at your feet when you're stressed. Stay grounded in who you are, because you are not your cancer; you will always be you, a person living with challenges, just like the rest of us.

Finally, be strong enough to ask for help. It will improve your comfort level and progress.

– *Barbara Black, Patient & Advocate*



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How we work with you

You will learn more about the University of Vermont Cancer Center over time. **For now, it helps to know that we work with you to:**

BUILD A PERSONALIZED CARE PLAN

Your situation is unique, and your cancer is not like anyone else's. We work to understand your cancer and create a personalized care plan based on what we've learned.

LEARN ABOUT THE LATEST TREATMENT OPTIONS

As an academic medical center, we offer cutting-edge treatments and run clinical research trials for which you might be eligible. Your team can help you decide which options will best suit you.

SUPPORT YOUR WHOLE SELF

You will have questions and concerns beyond your medical treatment. Your team can help address these, and we can help refer you to others in our care network.

You are part of a team

The health care providers at the UVM Cancer Center work together to support you. Learn more about your team in the next few pages.



NURSE NAVIGATOR

Advocate, educator, guide & team liaison



DOCTORS

Surgeons, Specialists, Residents, Medical & Radiation Oncologists, Fellows



GENETIC COUNSELING

Hereditary evaluation



PALLIATIVE CARE

Symptom management & pain control



NURSES

Registered Nurses (RNs)



YOU & YOUR FAMILY

are the most important team members, and you know your own body best. Please speak up whenever you have a question or concern so that we can improve our care for you.



ADVANCED PRACTICE PROFESSIONALS

Nurse Practitioners (NPs), Physician Assistants (PAs)



SUPPORT STAFF

Medical Assistants, Intake Coordinators, Radiation Therapists, Schedulers, Treatment Specialists, Volunteers



WHOLE SELF SUPPORT

Nutrition, rehabilitation and survivorship services, support groups, mindfulness & more



SOCIAL WORKERS

Financial, disability & other practical matters



AMERICAN CANCER SOCIETY NAVIGATOR

Transportation, lodging, hair loss & wigs, educational materials



RESEARCH STAFF

Research coordinators, nurses



COUNSELORS

Emotional support for you and all family members affected by cancer

Your care team, over time

Your personalized care plan will determine who is on your team. Here are some team members you may work with:

REFERRAL PROCESS

YOUR REFERRING DOCTOR

will kick off the referral process by contacting the UVM Cancer Center.

INTAKE COORDINATOR

will work to collect needed information (like your medical records) and help set up initial tests, procedures or consultations you may need completed before your first appointment.

NURSE NAVIGATOR

may work with you depending on your type of cancer. The nurse navigator serves as an educator, advocate, guide and liaison between you, your family, the medical team, and our extensive network of support resources.

INITIAL TESTING

SURGEON: If you need to have a biopsy or other surgical procedure, you may meet with a surgeon.

RADIOLOGIST: This doctor interprets any scan images or biopsies you may have.

A one-time '**MULTI-DISCIPLINARY CLINIC**' visit may be scheduled for you, depending on your type of cancer. This is a meeting with a team of experts who make recommendations for you.

PATIENT NAVIGATOR from the American Cancer Society helps with transportation, lodging, hair loss and other concerns that come up. You will receive an organizer to help you keep track of information.

RESEARCH STAFF may help to enroll you in a clinical trial based on initial testing and other factors.

FIRST APPOINTMENT THROUGH TREATMENT

Your treatment team will be set up. You may have multiple teams if you have different types of treatment. **Residents, fellows,** and others with a medical degree may care for you on this team.

ADVANCE PRACTICE PROVIDERS work as a team with your physician to deliver your care.

MEDICAL ONCOLOGIST This is the cancer specialist who will see you through your treatment.

RADIATION ONCOLOGIST
The cancer specialist who directs the team that delivers radiation and who will see you throughout your radiation treatments.

PRIMARY NURSE Your nurse is your main contact for treatment-related questions.

SOCIAL WORKER helps coordinate with the medical team and helps with work, financial, emotional and other concerns.

SCHEDULER works with you to create your treatment schedule.

More care team members:

COUNSELORS are available to help you and immediate family members with the emotional experience of having cancer.

FRONT DESK STAFF will greet you and collect your insurance information.

MEDICAL ASSISTANTS get information from you and guide you through your visit.

VOLUNTEERS in green vests are often present in common areas to help with questions and support you.

DIETITIAN If it makes sense for you, this person will suggest dietary changes.

RADIATION THERAPISTS operate machines called Linear Accelerators, which are used to deliver radiation therapy.

REHABILITATION & SURVIVORSHIP Physical, occupational, and speech therapists and others will help you through recovery.

Your first visit

“Bring someone to your visits with you – a family member, friend or advocate. They can help listen, take notes and make sure your questions get answered.”



PATIENT TIP

YOUR TEAM WILL SCHEDULE YOUR FIRST VISIT

Usually, your referring doctor's office will work with the UVM Cancer Center to schedule your first visit. You will get information about: **who** you will see and their phone number, **where** to go, **how long** your visit will last, and other important details. If you need to have extra testing done before your first visit, this will be set up.

YOUR MEDICAL RECORDS WILL BE GATHERED

Don't worry about getting your medical records. Our team at the UVM Cancer Center will gather the records they need for you.

HOW TO PREPARE:

- Apart from asking someone to come to your visit with you, it helps to write down your questions. There is space in the back of this book to get started.
- Bring your insurance card, pharmacy information and a list of your current medications. It helps to know whether you have a co-pay. If so, we will collect it at your visit.

Treatment options

At your visit, your team will discuss treatment options with you. Keep in mind that **no two cancers are alike**, so your treatment will be customized for you. Below are common treatments:

SURGERY

This procedure involves removing all or part of a tumor, which will then be sent to a lab for further testing. If you have surgery, this might happen before or after other types of treatments.

IMMUNOTHERAPY

Immunotherapy is a whole-body (or “systemic”) treatment that works with your body’s immune system to target specific cancer cells.

CHEMOTHERAPY

This is another systemic treatment in which anti-cancer drugs are put into the bloodstream, either through an infusion into your vein or through medication you take by mouth. Chemotherapy, or “chemo” affects both cancer cells and healthy cells.

RADIATION

This treatment directs energy at a very specific part of the body to target cancer cells. Radiation is more effective with certain kinds of cancers, and it is often done along with chemotherapy.

Clinical Trials

As part of an academic medical center, the UVM Cancer Center offers access to new types of treatments through clinical trials. Ask if you might be eligible for these research studies.

Today’s clinical trials provide hope for tomorrow.

Common concerns

Cancer impacts your whole life and the people around you. Your team at the UVM Cancer Center is here to help you with many of the non-medical concerns that will come up.

Call **(802) 847-8400**, and we'll find someone who can help.

BALANCING WORK AND TREATMENT

Are you having a hard time understanding how you'll be able to manage working or caring for your family during this time? Do you need help with disability paperwork? Ask for a social worker. This is their specialty.

EMOTIONAL SUPPORT

Our psychologists, mental health counselors and social workers are here to help you and your immediate family members cope with your diagnosis and treatment, help you speak with family and friends about cancer and refer you to other specialists.

FINANCIAL AND INSURANCE QUESTIONS

Are you worried about how you will pay for your medical care? Our social workers can help you navigate and understand health insurance coverage, Social Security and disability programs and cancer-specific financial assistance.

If you have questions about a specific bill, call Patient Financial Services at **(802) 847-8000**.

HAIR LOSS & WIGS

Depending on your treatment, you may experience hair loss or other body appearance changes. This is different for each patient. If you think you may need help finding a wig, or if you have more questions about hair loss, ask to speak with our American Cancer Society patient navigator.



PLACES TO STAY

An American Cancer Society patient navigator or social worker can give you options for low- or no-cost places to stay during your treatment. One is Hope Lodge, which offers free lodging to cancer patients and their caregivers who have to travel away from home for treatment. Hope Lodge provides a nurturing environment where you can retreat to private rooms or connect with others. To request a referral, call our American Cancer Society patient navigator or social workers. Learn more at Cancer.org/HopeLodgeBurlington.

SYMPTOM, PAIN AND STRESS MANAGEMENT

You might need more help getting relief from the symptoms, pain and stress of a serious illness. The team of doctors, nurse practitioners, registered nurses, social workers, psychologists and chaplains at the Palliative Care clinic are here for you. Call us or visit UVMHealth.org/MedCenterPalliative.

TRANSPORTATION

Do you have questions about how you're going to be able to make it back and forth to your treatments? Do not let transportation issues stop you from getting treatment. Our American Cancer Society patient navigator or social workers can help find a solution.



Reducing stress

You are going to go through a lot of emotions. This is normal. During this time it's important to make sure you're keeping up with the activities that keep you centered and help keep your stress low.

This is different for each person. For you it might be getting outdoors, writing in a journal, doing yoga or meditation, taking a bath, doing artistic or crafts activities, or even driving your tractor.

WELLNESS ACTIVITY CALENDAR

The UVM Cancer Center keeps a calendar of support services and activities for people who have (or have had) cancer:

- Support groups
- Exercise classes
- Yoga and meditation classes

Learn more at UVMHealth.org/MedCenterCancerEvents.

“Use the resources available to you – like the Frymoyer Resource Center and the counselors. I can’t say enough good things about them.”



PATIENT TIP

Getting more information

FRYMOYER COMMUNITY HEALTH RESOURCE CENTER

Get help finding the latest evidence-based health information. Staff members can help find information on treatment options, medications, surgical procedures, local resources, wellness and nutrition, and more. Call **(802) 847-8821**, email **ResourceCenter@UVMhealth.org** or visit **UVMHealth.org/MedCenterCHRC**.

MORE ONLINE RESOURCES

- The UVM Cancer Center: **UVMHealth.org/MedCenterCancer**
- The American Cancer Society: **Cancer.org**
- The National Cancer Institute: **Cancer.gov**

Access your medical record online

MyHealth Online offers secure 24/7 access to your medical record and more:

- View test and lab results
- Pay your medical bills
- Request prescription renewals
- Request & view appointments
- Send messages to your doctor
- Review visit summaries

Sign up now: **UVMhealth.org/MedCenterMyHealth**

“Make a list of your questions and bring them to your appointments. That way you don’t have to remember everything you wanted to say.”



PATIENT TIP

STARTER QUESTIONS

- What treatments might make sense for me?
- What are the risks and expected outcomes of these treatments?
- How will my treatment affect my daily life and work?
- How long will my treatments usually last?
- How should I expect to feel?
- How will I get test results?
- How many patients have had this treatment at the UVM Cancer Center?
- Is there a clinical trial for me?
- What are the goals and milestones during my recovery?
- Will I be able to continue my same lifestyle after I recover?



Handwriting practice lines consisting of 18 horizontal grey lines.

YOUR NOTES

DATE/TIME	NOTES (What happened? Who did you speak with?)

Many patients have found it helpful to write down the names of their team members. Here is a place to start.

PRIMARY NURSE:

NURSE NAVIGATOR:

DOCTOR(S):

SCHEDULER:

OTHER TEAM MEMBERS:

Parking & finding us

The University of Vermont Cancer Center

111 Colchester Avenue (Main Campus)

East Pavillion, Level 2 (*Orange level of parking garage*)

Burlington, VT

Medical Oncology (802) 847-8400

Surgical Oncology (802) 847-2262

Radiation Oncology (802) 847-3506

CURBSIDE DROP-OFF

A drop-off area is located at the main entrance. Help is available to those who need assistance getting in and out of their vehicles.

VALET PARKING

Valet parking is offered at the main entrance M-F, 6 am - 5 pm, for \$8 per car. If you have a handicap permit or license plate, valet parking is free. You may pick up your car until 9 pm. After hours, contact Security at **(802) 847-2812**.

PARKING GARAGE RATES

Hourly rates apply when parking in the patient and visitor garage. Less than one hour is free, and the maximum cost for a 24-hour period is \$7. If you have financial concerns, speak with a member of your team to discuss help that is available.

HANDICAP PARKING

Those who display a valid state handicap parking permit or license may park for free in the parking garage (handicap spots are on Level 2) or may valet park their car for free.

FIND US ON LEVEL 2 OF THE MAIN CAMPUS

From the main entrance, which is on Level 3, an information desk attendant can help guide you to the Cancer Center one floor below. From the patient and visitor parking garage, enter the hospital and go to Level 2 (the Orange level). The Cancer Center, Hematology & Oncology, Breast Care Center, Surgical Oncology and Radiation Oncology locations are all just around the corner.

NEED HELP FINDING YOUR WAY?

The information desks on Levels 2 and 3 can help guide you to your destination. You can also contact Security at (802) 847-2812, Medical Oncology at (802) 847-8400, Surgical Oncology at (802) 847-2262, or Radiation Oncology at (802) 847-3506.



THE UNIVERSITY OF VERMONT CANCER CENTER

111 Colchester Ave
East Pavilion, Level 2
Burlington, VT 05401

MEDICAL ONCOLOGY

(802) 847-8400

RADIATION ONCOLOGY

(802) 847-3506

SURGICAL ONCOLOGY

(802) 847-2262

FOR MORE INFORMATION

To find health information, or for convenient and
secure access to your medical record through
MyHealth Online, please visit
UVMHealth.org/MedCenterCancer



— THE —
University of Vermont
CANCER CENTER