



WELCOME TO FOX CHASE CANCER CENTER

GUIDE FOR NEW PATIENTS

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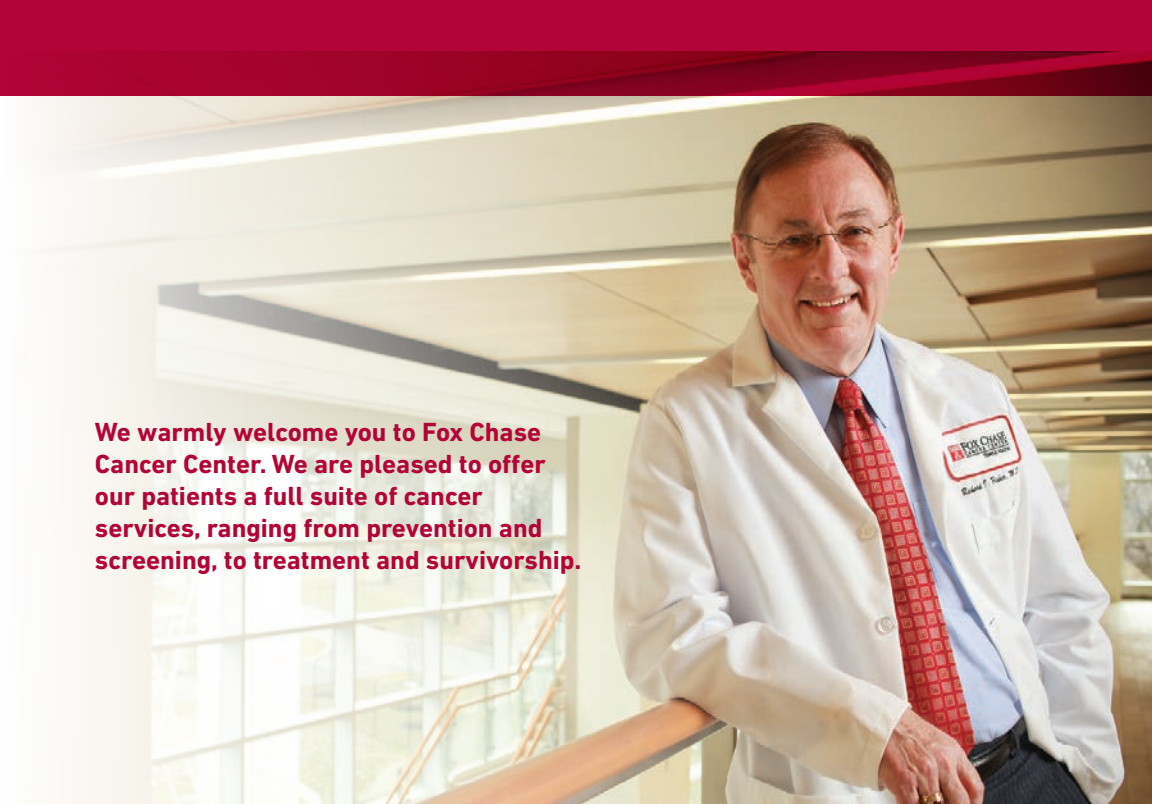
Important Information Regarding Your Care

Certain services at Fox Chase Cancer Center’s main campus are provided by Temple University Hospital. These services include outpatient infusion and some outpatient visits in our Women’s Cancer Center, West Building, and Young Pavilion.

Cover: J. Nicholas Bodor, MD, PhD, MPH

Temple Health refers to the health, education and research activities carried out by the affiliates of Temple University Health System (TUHS) and by the Lewis Katz School of Medicine at Temple University. TUHS neither provides nor controls the provision of health care. All health care is provided by its member organizations or independent health care providers affiliated with TUHS member organizations. Each TUHS member organization is owned and operated pursuant to its governing documents.

Non-discrimination notice: It is the policy of Fox Chase Cancer Center and Temple University Hospital, that there shall be no exclusion from, or participation in, and no one denied the benefits of, the delivery of quality medical care on the basis of race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or source of payment.



We warmly welcome you to Fox Chase Cancer Center. We are pleased to offer our patients a full suite of cancer services, ranging from prevention and screening, to treatment and survivorship.

Richard I. Fisher, MD *President and CEO, Fox Chase Cancer Center*

WELCOME

No matter what brings you to Fox Chase Cancer Center, your decision to come here provides you with access to leading physicians, cutting-edge research and clinical trials, state-of-the-art technology, novel treatments and therapies, and a truly excellent support staff. Our entire team is committed to treating you with respect, dignity and compassion.

We are proud to say our hospital is nationally recognized for cancer care. Our physicians are named among the best in their specialties, and our nurses are recognized for their excellence.

Fox Chase Cancer Center offers a full range of services right on our campus. This guide—specially designed for you, your family and your caregivers—includes important information about our services and answers questions you may have throughout your visit.

Thank you for trusting your care to us.



FOX CHASE CANCER CENTER DESIGNATIONS AND AWARDS



NATIONAL COMPREHENSIVE CANCER NETWORK

Fox Chase Cancer Center is a member of the National Comprehensive Cancer Network (NCCN), a not-for-profit alliance of leading cancer centers. NCCN centers are at the forefront of cancer diagnosis, treatment and supportive care, and lead the way in conducting groundbreaking research.

COMPREHENSIVE CANCER CENTER

Fox Chase Cancer Center holds the highest designation from the National Cancer Institute (NCI) as a Comprehensive Cancer Center. These elite centers are recognized for excellence in cancer treatment, research, prevention and education.



THE JOINT COMMISSION

Fox Chase Cancer Center is accredited by The Joint Commission. Accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

PRIZES AND PRESTIGE

Fox Chase physicians have won numerous awards—including two Nobel Prizes, a Kyoto Prize and a Lasker Prize.

TOP DOCTORS

Our physicians are consistently named among the best in their specialties in *Philadelphia* magazine's annual Top Doctors list.

CLINICAL TRIALS AND RESEARCH EXCELLENCE

Our physicians and researchers frequently set new guidelines for breakthrough medicine and comprehensive care. We are a powerhouse for innovative research, with hundreds of clinical trials and basic research studies occurring at any one time.

NURSING EXCELLENCE

Fox Chase is the first hospital in Pennsylvania and first acute specialty hospital in the U.S. to earn Magnet® designation for excellence in nursing services through the American Nurses Credentialing Center's (ANCC) Magnet® Recognition Program. We have continuously held this designation since 2000.



GETTING HERE

LOCATIONS

Fox Chase Cancer Center includes the main hospital in Philadelphia as well as other locations within Philadelphia, Bucks and Montgomery Counties.



Fox Chase Cancer Center Main Campus

Fox Chase - Temple University Hospital Outpatient Services

333 Cottman Avenue
Philadelphia, PA 19111-2497
888-FOX-CHASE (888-369-2427)

Fox Chase Cancer Center East Norriton– Hospital Outpatient Center

(Located on the campus of
Suburban Community Hospital)
2701 Dekalb Pike
Norristown, PA 19401
888-FOX-CHASE (888-369-2427)
610-275-1517

Fox Chase Cancer Center at Temple University Hospital

3401 North Broad Street
Philadelphia, PA 19140
800-TEMPLE-MED (800-836-7536)

Fox Chase Cancer Center at Temple University Hospital– Northeastern Campus

Mandell Pavilion, 1st Floor
2301 East Allegheny Avenue
Philadelphia, PA 19134
215-926-3880

Fox Chase–Temple University Hospital Bone Marrow Transplant Program

Temple University Hospital – Jeanes Campus
7600 Central Avenue
Philadelphia, PA 19111
215-728-CARE (215-728-2273)

Fox Chase Cancer Center Buckingham

2365 Heritage Center Drive
Furlong, PA 18925
215-794-2700

Fox Chase Cancer Center Huntingdon Pike

8 Huntingdon Pike
Rockledge, PA 19046
888-FOX-CHASE (888-369-2427)

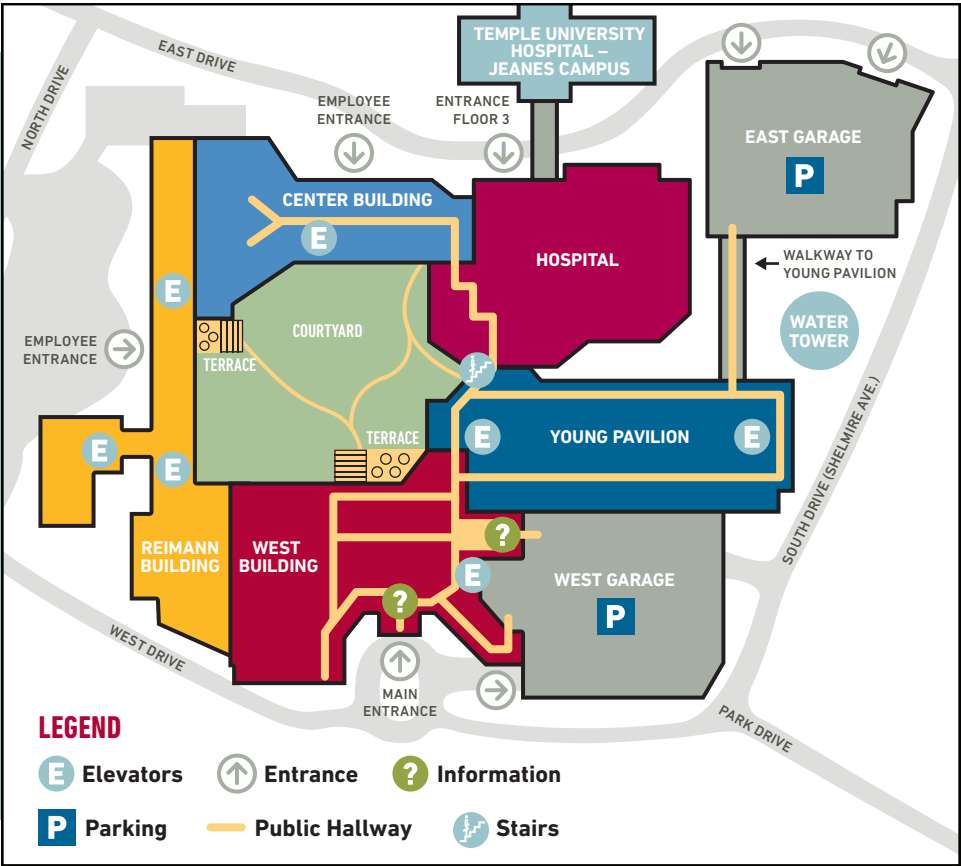
DIRECTIONS AND TRANSPORTATION

Public transportation and driving directions to Fox Chase Cancer Center and our satellite locations can be found at [FoxChase.org/locations](https://www.foxchase.org/locations).

PARKING AND DROP-OFF

Parking is free on our main campus. You may park in the West Garage or the East Garage. In the West Garage, Levels 1 and 2 have entrances to the West Building. In the East Garage on parking Level A, an indoor walkway leads to the Young Pavilion. Patient drop-off areas are located on Level 2 of the West Garage and the circle in front of the West Building.

Wheelchairs can be found at most entrances. Patients who need oxygen can borrow tanks during their visit. Stop at the Patient Support Services desk on Floor 1 of the West Building for help with wheelchairs or oxygen tanks.



A detailed campus map, regional map and travel instructions can be found in the back pocket of this guide.



HOTELS AND LODGING

The Philadelphia area offers many places to stay for patients and their families. For help in finding a place near the hospital, please call our patient coordinator for housing and transportation at **215-728-3628** or visit **[FoxChase.org/locations](https://www.foxchase.org/locations)**.

HOTELS

Many local hotels offer special rates to Fox Chase patients and their families. When making a reservation, be sure to mention you are a patient or family member. A list of hotels can be found at **[FoxChase.org/locations](https://www.foxchase.org/locations)**.

ASTRAZENECA HOPE LODGE

The AstraZeneca Hope Lodge of the American Cancer Society offers lodging at no cost to Fox Chase patients and one guest. Hope Lodge is a quiet, short-term home located near Fox Chase. To stay, patients must have a cancer diagnosis, live at least 40 miles away from the hospital, be accompanied by a caregiver over age 18, and be referred by the Philadelphia area doctor/hospital where they are receiving care.

COVENTRY HOUSE APARTMENTS

Within walking distance of Fox Chase, Coventry House offers one-bedroom apartments for patients and families planning a long-term stay. Apartments are offered for a minimum of two nights. Patients must be able to care for themselves without help.

HOSTS FOR HOSPITALS

484-380-2999 | hostsforhospitals.org/becoming-a-guest

This nonprofit program offers lodging for \$20 per night at volunteer host homes for out-of-town patients and/or their families. Guests provide their own meals and transportation. This program has flexibility regarding family size and length of stay.

YOUR FIRST VISIT

On your first visit, plan to be at Fox Chase for two to four hours. At this time, you will meet with your care team, who will review your health records and provide a care plan that's right for you. Team members will also answer your questions about your diagnosis and treatment options. You may wish to bring a list of written questions with you, as well as a pen and paper to take notes during your discussion.

VISITORS

The health and safety of our patients and staff is our top priority. As a result of the COVID-19 pandemic, we continue to make changes to our regular visitor policy. For the most up-to-date information, please visit [FoxChase.org/coronavirus](https://www.foxchase.org/coronavirus) or call **888-FOX-CHASE (888-369-2427)**.

TELEHEALTH OPTIONS AT FOX CHASE

As an alternative to an in-person appointment, Fox Chase is offering telehealth video and phone appointments for eligible patients. Whether you are a new or existing patient, a member of your care team will contact you before your first or next appointment if you are eligible for a telehealth visit. We treat telehealth appointments as we would an in-person appointment. To learn more, please visit [FoxChase.org/telehealth](https://www.foxchase.org/telehealth).

REGISTRATION

When you arrive at the Fox Chase main campus, please go to New Patient Registration in the West Building. Plan on arriving 45 minutes prior to your first scheduled visit so we can complete your registration intake process.

If you are getting radiation treatment, please go directly to the Department of Radiation Oncology on the lower level of the Young Pavilion. If you need to go to one of our satellite locations, you will be provided with directions on how to get there when you make your appointment. For help finding your way during your visit, please visit the Patient Support Services desk on Floor 1 of the West Building.

MYFOXCHASE

Patients may register for a MyFoxChase online account. MyFoxChase is an easy-to-use website that lets you:

- Check your health record and appointments
- Send secure messages to your healthcare team
- View and print your schedule and appointments using a monthly calendar view
- See your lab results when they become available, with the option to let your referring physician see them as well

All you need to safely and securely enroll in MyFoxChase is access to the Internet and an activation code, which can be obtained after your first visit to Fox Chase on your After Visit Summary. Go to [FoxChase.org/activate](https://www.foxchase.org/activate) to activate your code and begin to use your MyFoxChase account today.

CANCELING OR RESCHEDULING YOUR FIRST APPOINTMENT

If you have questions before your first appointment, or if you need to change your pre-registration information, please call **215-728-2570**.

If you need to change your new patient appointment, please contact us as soon as possible, at least 24 hours beforehand, at **215-728-2570**.

AUTOMATED APPOINTMENT REMINDER SERVICE

A few days before your scheduled visit, our automated phone system will call to remind you of the date, time and location of your appointment at Fox Chase. In the event your appointment must be canceled or rescheduled, we will mail you a letter or call you directly with new appointment information.

WHAT TO BRING TO YOUR FIRST APPOINTMENT

- All health insurance cards, including separate prescription benefit cards, and a referral form (if your insurer needs a written referral). You are responsible for finding out from your insurance carrier if a referral is needed for the services you will receive at Fox Chase. This includes provider visits, laboratory services, radiology studies and so on. You must also make sure that required referrals are issued in advance of any future visits.
- Depending on your type of insurance, you may be asked to make a co-payment at this time. If you are not sure if this will be required, call your insurance company's member services department or contact your Fox Chase nurse navigator.
- State- or government-issued picture ID, such as a driver's license or passport.
- Your health history, including a list of your doctors, allergies, and any prescription and over-the-counter medications you take (including dosages and how often you take them).
- A copy of your advance directive, if you have one. An advance directive may be created regardless of your life stage or physical health. This legal document, also known as a living will, tells your provider what healthcare you would like provided or withheld in case you are not able to provide directions as a result of your health status. You should bring a copy of any power of attorney you may have as well as this legal document authorizing another person to make healthcare decisions for you.
- Questions for your doctor.

Before your first visit, if applicable, your nurse navigator may have already worked to obtain your records, but if you have these records already in your possession please bring the following:

- A copy of your health records
- Lab slides and reports
- X-ray CDs and reports



Catherine Neumann, MS, LCGC

LANGUAGE INTERPRETER SERVICE

Many of our patients speak a language other than English. When you arrive at Fox Chase Cancer Center, you will be asked the language in which you want to have your healthcare information communicated to you. We offer the following language services 24 hours a day, 7 days a week, at no cost to you:

- Clinicians and staff who speak many languages and are credentialed to communicate with patients
- Face-to-face professional medical interpreters, including American Sign Language interpreters
- Video remote interpreters, especially for American Sign Language
- Special telephones (up to 239 languages) to connect you with a professional medical interpreter
These telephone units are available throughout all areas of our facility, including satellite offices
- Translated vital documents

Please let us know if you have additional needs or concerns regarding language, sensory impairment or cultural needs.

YOUR CARE TEAM

In treating cancer, we take a team approach to your care. Our surgeons, medical oncologists, radiation oncologists, medicine sub-specialists, pathologists, radiologists and nurses work closely to diagnose your cancer. Along with your doctor, our pathologists and radiologists define the type, stage (extent) and other traits of your cancer.

Based on the results, your doctor will talk to you about treatment options and help you choose the best one for you. Depending on your needs, this may include a clinical trial offering a new drug or treatment for your cancer.

Our researchers and doctors work together to bring new discoveries right to patient care. Often, the latest cancer treatments are offered at Fox Chase first, before they are offered in the community.

CLINICIANS

On your first visit to Fox Chase, you may meet with many clinicians.

- **Attending physicians** are the primary doctors in charge of your care.
- **Fellows** are licensed doctors who have finished training in surgery or medicine and are here for additional training.
- **Residents** are doctors who are finishing training in medicine, surgery or radiation.
- **Hospitalists** are doctors whose focus is the general medical care of hospitalized patients.
- **Advanced practice providers** (APPs) have an advanced degree and work closely with your doctor. They include physician assistants and nurse practitioners.
- **Genetic counselors** are licensed healthcare professionals who specialize in genetic testing for inherited cancer risk.

NURSING PERSONNEL

Fox Chase nursing personnel meet the highest standards of care. During your stay, you may meet many nurses who tend to your special needs. To clearly communicate their roles, our registered nurses wear navy blue scrubs, and our clinic and medical assistants wear burgundy scrubs.

- **Nurse and medical navigators** are oncology nurses who help to coordinate your care and answer any questions you may have.
- **Ambulatory care nurses** work closely with your doctor and provide nursing care during and between your doctor visits.
- **Inpatient nurses** provide nursing care during your hospital stay.
- **Clinical nurse specialists** provide skilled nursing services and act as a resource to help other nurses solve complex problems.
- **Clinic and medical assistants** work closely with your clinicians to care for you during your visit.

AFTER YOUR VISIT

To decide the best care for you, your doctor may suggest other tests or procedures. He/she may also send you to other clinicians at Fox Chase. A member of your care team will talk to you about follow-up care and help you plan any future visits.

CONTACTING YOUR CARE TEAM

If you have medical questions while you are at home, please call **215-728-4300** during weekdays (Monday–Friday, 8am–5pm). You may talk to someone live, or your call will go to voice mail. Please leave a message with your name, medical record number, date of birth and the reason for your call. A nurse will call you back on the same day. Be sure to tell us the best phone number to reach you.

For an urgent problem after business hours and on weekends, call **215-728-4300** and press 0 for the main operator, or call the hospital main number at **215-728-6900**.

SCHEDULING

If you have already had your first appointment and need to cancel or reschedule a follow-up appointment, please contact us as soon as possible, at least 24 hours in advance, at **215-728-2600**.

EMERGENCY CARE

DIRECT REFERRAL UNIT (DRU)

Fox Chase Cancer Center does not have an Emergency Room (ER). If you have a true emergency, please call 911 or go to your nearest hospital with an emergency room. The DRU is for urgent needs and is where we take care of medical problems you might have in between your doctor visits or treatments. If you have a need to be seen by your physician in between your scheduled visits, please follow the directions below.

- **Monday–Friday, 8:30am–5pm | 215-728-4300**

Call the number your doctor or nurse gives you, or call the number above. He/she may send you to be seen in their clinic, the DRU at Fox Chase Cancer Center, your local ER or Temple University Hospital – Jeanes Campus (which is next to Fox Chase). Please follow directions of where staff tell you to go for your urgent care. This will allow us to make sure you receive the treatment you need.

- **Evenings or Weekends | 215-728-6900**

For an urgent problem after business hours and on weekends, call **215-728-4300** and press 0 for the main operator, or call the hospital main number at **215-728-6900**.



David Y.T. Chen, MD, FACS

CLINICAL TRIALS

Clinical trials are research studies that may help to find new and better ways to prevent, screen for, diagnose and treat cancer. For some patients, a clinical trial may be the recommended option for treatment. Fox Chase researchers conduct hundreds of clinical studies at any given time to determine new treatments for both common and rare cancers. Our patients have access to clinical trial options that may not be available elsewhere. Your doctor can help you determine if a clinical trial is right for you. For more information, please call **215-214-1515** or visit **[FoxChase.org/clinicaltrials](https://www.foxchase.org/clinicaltrials)**.

PREVENTION SCREENING

Cancer prevention and early detection begin with knowing your cancer risk and then doing something about it. Regular screening may help prevent cancer altogether or find it at an early stage, when the chance of cure is highest. Fox Chase offers a full range of traditional and advanced screening options, including screening for colon (colonoscopy), lung (low-dose chest CT scan), breast (mammography, MRI, MBI and ultrasound), prostate, skin, esophagus (endoscopy), liver, pancreatic, thyroid and cervical cancers. To schedule a screening test, please call **888-FOX-CHASE** (888-369-2427) or visit **[FoxChase.org/screening](https://www.foxchase.org/screening)**.



Andrea S. Porpiglia, MD, MSc

INSTITUTIONAL ADVANCEMENT

The Institutional Advancement Department at Fox Chase Cancer Center works with individuals and groups interested in providing philanthropic support for groundbreaking research for the prevention, detection and treatment of cancer, as well as clinical efforts that allow our physicians to deliver the best care possible to patients and their families. To learn more about individual giving, community fundraising, corporate sponsorships, and other ways to make a difference at Fox Chase, please call **215-728-2745** or email **giving@fccc.edu**.

PATIENT SUPPORT SERVICES

Fox Chase offers a wide range of support services to address all of your needs—physical, spiritual and emotional. For information, please visit **[FoxChase.org/services](https://www.FoxChase.org/services)**.

BOO'S BOUTIQUE

215-728-2627

This specialty shop helps patients during their cancer journey by offering breast forms, bra fittings, referrals to wig vendors, clothing, skincare products, head coverings, scarves and other accessories. Visit **[FoxChase.org/wigs](https://www.FoxChase.org/wigs)** for more information.

Hours: Monday–Wednesday, 9:30am–4pm or by appointment

Floor 1 of the Young Pavilion

(Please call ahead, as hours may vary due to COVID-19 restrictions.)

CARE CONNECT

215-728-3536 | Find a physician: [FoxChase.org/careconnect](https://www.FoxChase.org/careconnect)

Care Connect is a program linking Fox Chase and community physicians. Primary care/internal medicine doctors throughout the region are working with Fox Chase in programs that focus on cancer prevention education, screening, treatment and survivorship care. The result is a seamless continuum of care for patients.

CAREGIVER RESOURCE GUIDE

A caregiver is someone who supports a patient during treatment, such as a spouse, partner, parent, sibling, son, daughter or friend. Our Caregiver Resource Guide provides useful information to help support caregivers in their important role and is available at [FoxChase.org/caregiver](https://www.FoxChase.org/caregiver).

CARINGBRIDGE

[FoxChase.org/communications/social](https://www.FoxChase.org/communications/social)

This free web service lets patients and their families create a private web page to stay in touch with loved ones and provide personal updates during and after treatment.

MEN'S SEXUAL HEALTH PROGRAM AND ERECTILE DYSFUNCTION CLINIC

888-FOX-CHASE (888-369-2427)

Our team is committed to providing men with support for issues surrounding sexual health. Our clinics are staffed by providers who are well-versed in the latest treatments of male sexual dysfunction. We welcome all patients, regardless if one's condition is related to cancer treatment.

NUTRITION COUNSELING

Schedule an appointment: 215-728-2600

Meeting nutritional needs is challenging for some patients. Nutrition-related symptoms may lead to loss of appetite, weight loss, a need for a modified diet texture, dietary restrictions or specialized feeding approaches. Our registered dietitians offer a variety of services, including pre-treatment nutrition advice and monitoring; nutrition evaluation, counseling and recommendations; support through treatment-related side effects; and specialized nutrition assessment and evaluation for feeding tubes (enteral feeding) or intravenous (parenteral feeding).

OUTPATIENT PHARMACY

215-728-3178

The Fox Chase Cancer Center Pharmacy serves Fox Chase clinic patients and inpatients and carries a range of medications for their care, including oral specialty chemotherapy drugs often not readily available in local retail pharmacies. Oncology-trained pharmacists offer prescription medication counseling in a patient-friendly environment. We also offer bedside delivery of medication for patients being discharged and a free medication disposal service to properly dispose of unused and unwanted medication. The Fox Chase Cancer Center Pharmacy participates with most major insurers covering Pharmacy Benefit and Medicare Part D benefits. Contact your insurance company to determine your specific coverage. If you need a new prescription filled after hours or on weekends when the Fox Chase Cancer Center Pharmacy is closed, your provider must send your prescription to your local pharmacy to be filled.

Hours: Monday–Friday, 9am–6pm

Located across from the Terrace Café in the West Building

PASTORAL CARE AND CHAPEL

215-728-2944

The goal of Pastoral Care Services is to offer a compassionate presence and provide spiritual and emotional support with a particular sensitivity and respect for one's personal values and beliefs. Oncology chaplains visit patients in the hospital on a regular basis and upon request. Chaplains also oversee the chapel daily. This interfaith sacred space is available to patients, families and staff for meditation and prayer.

Chapel hours: Open every day, 8am–8pm

Chapel location: Floor 3 of the main hospital building next to the reception desk

PATIENT-TO-PATIENT NETWORK (P2PN)

215-214-1618 | FoxChase.org/rec | recstaff@fccc.edu

The Patient-to-Patient Network (P2PN) is a telephone-based support program that matches patients and caregivers with Fox Chase cancer survivors or caregivers who have faced a similar cancer or underwent similar treatments. Our volunteers are trained to talk with patients and caregivers about their concerns, share their personal journeys, provide encouragement, and explain what patients can expect during cancer treatment. The P2PN is coordinated by the Lippincott Resource and Education Center (REC), located on Floor 1 of the Young Pavilion. To be matched with a volunteer, please contact the REC.

PHYSICAL MEDICINE AND REHABILITATION

215-728-2592

Our cancer rehabilitation specialists help patients prevent loss of mobility through early intervention programs and maximize recovery of physical abilities to improve quality of life and return to everyday activities. We offer physical and occupational therapy services for patients dealing with the effects of cancer treatment with special programs for lymphedema management, pelvic floor dysfunction, like bowel and bladder incontinence, and a program to help manage cancer-related fatigue (CRF). Speak with your care team to learn more about our rehabilitation programs.



Angel McAuliffe, Reiki Master

PSYCHIATRY, PSYCHO-ONCOLOGY AND PSYCHOSOCIAL SUPPORT PROGRAMS

215-214-3940

Cancer and medically complicated illnesses can cause much stress for patients and their families. Our psychiatrists, psychologists and nurse practitioners will work with your team of providers at Fox Chase to support you and your family during this challenging time. Psychiatric evaluations, medication management, therapy and stress management skills training are provided to help to ease symptoms, such as anxiety, insomnia, fatigue, depression, grief, mood swings/irritability and cognitive issues.

Supportive programs include:

- **Yoga | 215-214-3940**

Our gentle yoga classes focus on breathing, relaxation and meditation for patients and caregivers.

- **Reiki | 215-728-2411**

This form of energy healing relies on a gentle touch and simple transfer of energy to promote healing of the mind, body and spirit. Reiki is free for patients and caregivers.

- **Pet Visitation Program | 215-728-2804**

To provide comfort, volunteers with pets visit patients throughout the Fox Chase facility. Inpatients may request a pet visit through their nurse or by calling the volunteer department. Pet visits must be approved by a nurse.

RESOURCE AND EDUCATION CENTER (REC)

For patient information: 215-214-1618 | FoxChase.org/rec | recstaff@fccc.edu

The Naomi P. and Philip E. Lippincott Resource and Education Center (REC) is a patient and family learning center. We offer accurate information you can trust to all Fox Chase patients and their families, people at high-risk, staff, and the public. Our staff is here to help you learn more about cancer risk, prevention, screening, and treatment, such as clinical trials. If you need support services, we can also refer you to other Fox Chase departments and programs or to local and national organizations.

REC resources include:

- Health educators onsite to help you
- Visitor computers with internet access and reviewed websites
- iPads, brochures, books, fact sheets and newsletters on health and cancer-related topics
- Charging stations for your phones and electronic devices
- Community resources
- Information about other Fox Chase programs, such as the Patient-to-Patient Network and MyFoxChase portal
- **REOnline**
Many brochures and pamphlets available at the REC can also be found on our website. Just type in search terms to find links to credible, informative resources. To access REOnline, please visit FoxChase.org/REC.

We offer two convenient locations within the hospital on Floor 1 of the Young Pavilion:

- Young Pavilion hallway near the East Garage entrance
- Women's Cancer Center Lobby (This location is temporarily closed.)

Hours: Monday–Friday, 8am–4pm

Note: Due to the COVID-19 pandemic, in-person hours may vary. However, staff is available either over the phone and through e-mail during business hours.

RESPIRATORY CARE

215-728-3515

The Respiratory Care Department comprises Pennsylvania State Board of Medicine—licensed professionals who provide quality care using some of the latest techniques and technology. Our therapists work with pulmonary physicians to assist with complex bronchoscopy and perform pulmonary function testing. They play a key role in airway management, critical care, preventative therapy and patient education.



Leah Powers, health educator for The Naomi P. and Philip E. Lippincott Resource and Education Center

RISK ASSESSMENT PROGRAM/GENETIC TESTING

877-627-9684 | [FoxChase.org/rap](https://www.FoxChase.org/rap)

Fox Chase offers a Risk Assessment Program for persons and families at risk for cancer and those with cancer—including cancers of the breast, ovaries, prostate, skin, colon, kidney and uterus. Our team of physicians, nurses and genetic counselors provides clinical and genetic evaluation and testing, screening and cancer risk-reduction services.

SOCIAL WORK SERVICES AND SUPPORT GROUPS

215-728-2668

Oncology social workers have specialized training in how to help patients and their families deal with the many life changes that can result from having a chronic disease, such as cancer. They hold a master of social work (MSW) degree and are available to address psychosocial (individual, family and group counseling/support), cultural, financial and continuing care needs of patients and their families. Oncology social workers also provide information and education about a variety of issues, such as advance directives, hospice, family leave and disability benefits, lodging, transportation, and cancer-related support programs. Our social workers can also connect you with Fox Chase Cancer Center support groups, as well as other places that offer groups to meet your special needs.

SPEECH PATHOLOGY DEPARTMENT

215-728-2592

Cancer treatment can impact voice, speech, cognition and swallowing functions, which are key to communication and interaction. The Speech Pathology Department offers diagnostic and therapeutic treatments for these conditions. Early diagnosis and treatment can improve quality of life and help you return to work and everyday activities. Talk with your doctor if you notice changes in your communication or swallowing abilities. A prescription is required for these services.

SUPPORTIVE ONCOLOGY AND PALLIATIVE CARE PROGRAM

215-728-3544

The Supportive Oncology and Palliative Care Program provides pain and symptom management to support the best possible quality of life for patients and their families. Palliative care complements cancer care and can be helpful for patients struggling with side effects of treatment at any stage of disease. Our multidisciplinary team includes board-certified physicians, nurse practitioners, social workers and nurses trained to support patients and families through the continuum of care.

TOBACCO TREATMENT PROGRAM

For information: 215-214-1618 | Schedule an appointment: 215-728-2570

This program offers individual therapy for persons who currently use tobacco products, or have in the past year. Individuals meet with a nurse who is trained in tobacco treatment to talk about their tobacco use and set up a treatment plan for how to quit.

VOLUNTEER SERVICES

215-728-2804 | [FoxChase.org/community/volunteering](https://www.foxchase.org/community/volunteering) | volunteerservices@fccc.edu

Our volunteers provide a range of services to patients, families and staff in a variety of settings, including the hospital, offices and research. Please contact us to learn about becoming a volunteer or visit the volunteering website. Fox Chase offers opportunities for both community members and survivors to make a difference. Volunteers support our colleagues in the mission of reducing the burden of cancer for our patients.

WOMEN'S MENOPAUSAL AND SEXUAL HEALTH PROGRAM

888-FOX-CHASE (888-369-2427)

Our team is dedicated to supporting women as they adjust to changes during and after cancer treatment. This program provides education, strategies and counseling to female patients dealing with menopausal changes, sexual/intimacy issues and fertility concerns. We also offer survivorship gynecologic services.

BE AN ENGAGED PATIENT

Being an engaged patient means having the power and information you need to ask important questions, to expect better, more coordinated care, and, ultimately, to be a partner in improving the way you manage and maintain your health. For more information, please visit **[FoxChase.org/engaged-patient](https://www.foxchase.org/engaged-patient)**.



GUEST SERVICES FOR PATIENTS AND VISITORS

DINING

- **Cafeteria**
Hours: Monday–Friday, 7am–2pm | Floor 2 of the Center Building
- **Coffee Cart**
Hours: Monday–Friday, 7am–2pm | Floor 1 of the West Building lobby
- **Terrace Café**
Hours: Monday–Friday, 7am–6:30pm; Saturday, 9am–4:30pm; Sunday, 11am–3pm
Floor 1 of the West Building near the West Garage entrance
- **Vending Machines**
Cafeteria, Infusion Waiting Area (near front entrance), Surgical Waiting Area and Radiation Oncology
Vending machines are also available at Temple University Hospital – Jeanes Campus
- **Café Jeanes**
Hours: Open every day, 7am–7pm
Temple University Hospital – Jeanes Campus main lobby
- **Cafeteria at Temple University Hospital – Jeanes Campus**
Hours: Monday–Friday, 11am–2pm
Temple University Hospital – Jeanes Campus 1st floor



Jason A. Castellanos, MD, MS

KAREN'S KORNER GIFT SHOP

215-214-1617

Karen's Korner sells a host of gift items, including women's head scarves, lotions, slippers, cards, stamps, candy, Fox Chase branded merchandise and other items. Money earned from sales goes to patient care at Fox Chase through the Friends of the Hospital of Fox Chase Cancer Center.

Hours: Monday–Friday, 9:30am–5:30pm | Floor 1 of the Young Pavilion
(Please call ahead, as hours may vary due to COVID-19 restrictions.)

MONEY MACHINE/ATM

An ATM is located on Floor 1 of the Young Pavilion behind the gift shop.

NEWSPAPERS

Newspapers are available at the Patient Support Services desk in the West Building and in outpatient waiting areas. Inpatients receive complimentary papers.

SECURITY

We are constantly working to keep a safe environment. Our policies are for your safety. Security officers are on duty around the clock for your protection.

WIRELESS ACCESS

Free WiFi is available throughout the Fox Chase Cancer Center campus. Choose **FCCCguest** in your device's list of available wireless connections. Once the Internet is accessed via a browser, click on the "Login" button to accept the Terms of the Guest Wireless Network.

FINANCIAL QUESTIONS AND ISSUES

BILLING PROCESS/FINANCIAL RESPONSIBILITY

Customer Service: 888-378-0357 | Monday – Friday, 8:00 am – 5:00 pm

Services at Fox Chase Cancer Center's Main Campus operate under one of two hospital licenses: the Fox Chase Cancer Center hospital license and the Temple University Hospital license. Therefore, a single visit to the main campus may result in multiple doctor and hospital bills. Please be assured that you will not be charged twice for the same services. These bills represent your out-of-pocket expenses, such as co-pays, co-insurance and deductibles. For some services, a co-pay may be required at the time of service. Fox Chase and Temple University Hospital accept Visa, MasterCard, and Discover credit cards.

FINANCIAL ASSISTANCE PROGRAMS

Financial Counseling Department: 215-728-2678 or 215-728-3162

Fox Chase provides free or reduced-priced care to persons who qualify, as well as assistance in applying for and obtaining government-funded insurance programs and ACA Marketplace plans. If you are uninsured and/or cannot afford the cost of your care, you are encouraged to contact one of our financial counselors, who will be happy to supply you with information, applications and assistance.

GRANTS AND OTHER PROGRAMS

Social Work Services Department: 215-728-2668

Grants and other programs may be available if you are having a hard time paying your mortgage, rent, utilities or living expenses.

INSURANCE

Fox Chase Cancer Center accepts many health insurance plans. Please visit **[FoxChase.org/patients/insurance-financial](https://www.FoxChase.org/patients/insurance-financial)** to make sure that we accept your plan. You should also contact your insurance company to go over your benefits and patient liability. Patient liability is what you might have to pay out-of-pocket and includes deductibles, co-payments, co-insurance and any care and services not covered by your health plan.

MEDICAL FORMS

For help with filling out medical leave forms (disability, family medical leave, etc.), please talk to your Fox Chase doctor.

POLICIES AND PROCEDURES

CELL PHONES AND AUDIO/VIDEO RECORDING

Cell phones and communication devices may be used in compliance with the Fox Chase policy on audio and video recording. It is the following policy of Fox Chase to comply with state and federal privacy and confidentiality laws; therefore, we do not permit the use of cell phones, cameras or any other electronic device to audio- or video-record patients, visitors, staff or the facility itself. This includes patient and staff conversations and/or phone calls. Fox Chase is not responsible for lost or damaged cell phones or other electronic devices.

CONDUCT POLICY

Fox Chase has rules for patients, families, visitors, caregivers and staff to help us keep a safe and respectful environment. This includes:

- **No** weapons of any kind
- **No** illegal drugs or alcohol
- **No** smoking (We are a smoke-free campus.)
- **No** threats or violence of any kind. This includes:
 - Oral, written or physical threats to cause harm to someone at Fox Chase or to Fox Chase property
 - Language that threatens, abuses, offends or discriminates in person or by phone, email, text message or social media
- **No** yelling, pushing, hitting, kicking or throwing objects
- **No** sexual gestures or advances
- **No** actions that affect safe patient care

Failing to follow these rules may result in being asked to leave Fox Chase, transferring the care of a patient to another hospital, or bringing in our security staff and/or the local police.

HIPAA, PATIENT PRIVACY AND INFORMATION SECURITY

We take the privacy and security of our patients and their protected health information seriously. Fox Chase is subject to regulation under the federal Health Insurance Portability and Accountability Act (HIPAA), which, among other things, protects the privacy and confidentiality of patient-protected health information. Our goal is to ensure that patient privacy and confidentiality is a top priority, and all employees are aware of their role in regard to the proper handling of protected health information.

COMPLIANCE/HIPAA PRIVACY HOTLINE

TUHS Hotline: 800-910-6721

Fox Chase provides a confidential hotline for patients and staff to put you directly in touch with our Office of Compliance and Privacy through Temple University Health System (TUHS). You may choose to leave your message anonymously, but please give enough detail so we may address your concern.

HOW TO REQUEST A COPY OF YOUR MEDICAL RECORDS

Medical Records Department: 215-728-2640

Requests for medical records must have a patient authorization completed and signed by the patient. To complete your request, we may charge a fee for costs of copying, mailing or other supplies.

HOW TO REQUEST A COPY OF YOUR RADIOLOGY X-RAY STUDIES

Radiology Department Film Library: 215-728-3878

Requests for imaging CDs and or imaging study reports must have a patient authorization completed and signed by the patient. To complete your request, we may charge a fee for costs of copying, mailing or other supplies.

NON-DISCRIMINATION POLICY

It is the policy of Fox Chase Cancer Center that there shall be no exclusion from, or participation in, and no one denied the benefits of, the delivery of quality medical care on the basis of race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or source of payment.

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, family member, or guardian of a patient at Fox Chase, we want to inform you of your rights under Pennsylvania state and federal law. We are committed to honoring your rights. You and your family also have certain responsibilities to help us provide the best possible care. A complete copy of patient rights and responsibilities can be found starting on the following page.

PATIENT SURVEYS

During your care, you may receive patient satisfaction surveys sent to you by mail or email from Press Ganey. We value your feedback and ask that you fill out and return these to us at your earliest convenience.

PATIENT TEST RESULT INFORMATION ACT

Act 112, known as the Patient Test Result Information Act, is a Pennsylvania law made effective in 2019. Based on what is required by the law, if Fox Chase patients have an outpatient diagnostic imaging test (CT, MRI, PET, etc.) performed that shows an unanticipated and significant abnormality, patients will either receive that information directly from their healthcare provider (for example, treating clinician) before leaving or will have a letter with that information sent to their address through the U.S. Postal Service. This provides patients with the opportunity to have a discussion with their providers about the results.

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YOUR RIGHTS

Fox Chase Cancer Center provides medical treatment without regard to race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or who will pay your bill. As our patient, you have the right to safe, considerate, respectful, and dignified care at all times. You will receive services and treatment that are medically suggested and within the hospital's capacity, its stated mission, and applicable law and regulation.

You have the right to:

Communication

- Visitors with equal visitation privileges, regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- An interpreter, free of charge, if you or your surrogate decision maker do not speak or are not fluent in English or are hearing impaired.
- Have another authorized person, if necessary, act on your behalf and who would assert and protect your patient rights.
- Limit who knows about your being in the hospital and to decide if you want visitors or not while you are here. You also have the right to change your decisions while you are here. The hospital may need to limit or not allow visitors because of your condition or because the presence of a visitor might put in danger the health or safety of another patient or hospital staff or disrupt hospital operations.
- Have access to an individual or agency that is authorized to act on the patient's behalf.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.

Informed Decisions

- Receive information about your current health, treatment, outcomes, recovery, ongoing health care requirements, and future health status in terms that you understand.
- Be informed about proposed treatment options including the risks and benefits, other treatment options, what could happen without treatment, and the outcome(s) of any medical care provided including any unanticipated bad outcomes. You must sign your name before the start of any procedure and/or treatment. This "informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care. This includes your right to be informed of your current health status, diagnosis, and future expectations of your condition.

- Request treatment; however, this right does not mean you can demand treatment or services that are not medically necessary or not appropriate.
- Refuse any treatment, drug, or procedure against the medical advice of a doctor.
- Receive assistance in obtaining consultation with another physician at the patient's request and own expense.
- Expect the hospital to get your authorization before taking photos, recording, or filming if the purpose is for something other than patient identification, diagnosis, or treatment.
- Decide to take part or not take part in research or clinical trials for your condition that may be suggested by your physician. Your participation in such treatment is voluntary and written consent must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

Advance Directives

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make such decisions. You have the right to have hospital staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise including, but not limited to, deciding against, withholding, or withdrawing lifesustaining treatment.

Care Planning

- Receive emergency care without unnecessary delay.
- Participate in the care that you receive in the hospital.
- Receive instructions on important follow-up care and to participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is unable to provide treatment or service. You have the right to know why a transfer might be necessary as well as other options for care that exist. The hospital cannot transfer you to the other hospital unless that hospital has agreed to accept you.

Care Delivery

- Receive care in a safe setting free from any form of abuse, harassment, exploitation, and neglect.
- Access protective or advocacy services, if needed.
- Receive considerate, respectful, safe, quality care delivered by competent personnel.
- Know the names of doctors and nurses providing care to you and the names and roles of other healthcare workers and professionals that are caring for you.
- Receive proper evaluation and management of pain.
- Receive good quality care along with high professional standards that are continually maintained and reviewed.

Privacy and Confidentiality

- Personal and informational privacy as required by law.
- Be advised why certain persons are present and to ask visitors or others to leave during sensitive discussions or procedures.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record.

Hospital Bills

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive full information and counseling on ways to help pay for the hospital care that you received.

Complaints, Concerns, and Questions

You have the right to:

- Tell hospital personnel about your concerns, complaints, or dissatisfaction regarding your care without any chance of not receiving care in the future.
- Expect a response to your complaint from the hospital. Complaints may be in writing or made face-to-face. The hospital has an obligation to respond to these complaints. To register your concerns with the hospital, please contact:
 - Patient Advocacy Department – Fox Chase Cancer Center: 215-728-3798
- You can contact the following to assist you with any questions or concerns:
 - Pennsylvania Department of Health: 800-254-5164
 - Joint Commission: www.jointcommission.org using the “Report A Patient Safety Event” or by mail to the Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL 60181
 - Office for Civil Rights: 215-861-4441
- You can call your insurance company. Medicare patients should contact Livanta BFCC-QIO at 866-815-5440.

YOUR RESPONSIBILITIES

Respect and Consideration

As a patient, family member, representative of the patient, or guardian, we ask that you:

- Comply with hospital rules policies and your treatment plan during your hospital stay.
- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital’s no-smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital may need to report it to the police.

Provide Information

As a patient, family member, or guardian, we ask that you:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report perceived risks and unexpected changes in your condition to the healthcare professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, and/or Durable Power of Attorney for health care, and any organ/tissue donation authorizations to the healthcare professionals taking care of you.

Safety

As a patient you are encouraged to promote your own safety by becoming an active, involved, and informed member of your healthcare team. We ask you to:

- Ask questions

REFUSING TREATMENT

As a patient, you are responsible for your actions if you refuse treatment or do not follow treatment instructions.

Charges

As a patient, you are responsible for paying for the health care that you received as promptly as possible.

Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor.

IMPORTANT PHONE NUMBERS

FOX CHASE INFORMATION LINE	888-FOX-CHASE (888-369-2427)
Admissions	215-728-2635
After-Hours Hotline for Urgent Medical Issues	215-728-6900
Appointments and Scheduling	215-728-2600
Billing (Hospital and Physician Bills) and Insurance	888-378-0357
Care Connect	215-728-3536
Clinical Trials	215-214-1515
Compliance/HIPAA Privacy Hotline	800-910-6721
Contacting Your Care Team	
Nurse Phone Triage	215-728-4300
<i>Medical questions, Monday–Friday, 8:30am–5pm (speak to a registered nurse)</i>	
After-Hours Hotline for Urgent Medical Issues	215-728-6900
<i>Urgent medical issues and questions after hours, weekends and holidays</i>	
<i>Ask for the nursing supervisor</i>	
Endoscopy, Minor Procedure, Bronchoscopy (EMB) Suite	215-214-1460
Financial Counseling/Assistance Programs	215-728-2678
Lost and Found (Security)	215-214-1601
Medical Records Department	215-728-2640
Nutrition Counseling	215-728-2600
Operator	215-728-6900
Outpatient Pharmacy	215-728-3178
Pastoral Care	215-728-2944
Patient Advocacy Line	215-728-3063
Physical Medicine and Rehabilitation Department	215-728-2592
Pre-Admission Testing	215-728-2566
Psycho-Oncology and Psychosocial Support Programs	215-214-3940
Radiology Department Film Library	215-728-3878
Resource and Education Center (REC)	215-214-1618
Respiratory Care	215-728-3515
Risk Assessment Program/Genetic Testing	877-627-9684
Social Work Services Department/Support Groups	215-728-2668
Speech Pathology Department	215-728-2592
Supportive Oncology and Palliative Care Program	215-728-3544

To learn how Fox Chase is keeping you safe during the COVID-19 pandemic, visit [FoxChase.org/coronavirus](https://www.FoxChase.org/coronavirus).

You will be asked if you prefer that your health care be provided in a language other than English. If so, we will arrange for an interpreter for you or other appropriate means to enhance your communication with us.

Le preguntarán si prefiere que se le brinde atención médica en un idioma distinto del inglés. En dicho caso, tomaremos las medidas necesarias para proporcionarle un intérprete u otro medio que resulte adecuado para mejorar nuestra comunicación con usted.

Вас спросят, хотели ли бы вы получать медицинское обслуживание не на английском языке. Если это так, мы пригласим для вас переводчика или найдем другие способы улучшить общение с вами.

我们会问您，是否希望我们以英语之外的其他语言提供医疗服务。如果您回答是，我们会为您安排口译员或其他适当方式，以便强化您与我们的交流。



FOX CHASE CANCER CENTER

333 Cottman Avenue | Philadelphia, PA 19111-2487

888-FOX-CHASE (888-369-2427)

FoxChase.org