



DukeHealth


A Reference Guide

to your care with Duke

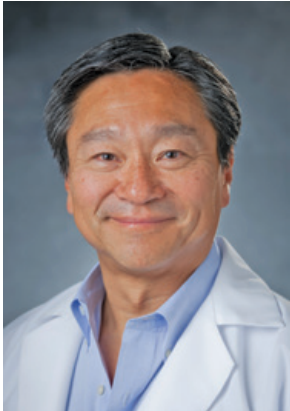
Hematologic Malignancies & Cellular Therapy

Bring this
Reference Guide
with you!

See page 4.



Cover: Thomas Goode, who was diagnosed in 2005 with multiple myeloma, poses with his hematologic malignancies & cellular therapy specialist Cristina Gasparetto, MD. Goode has survived multiple recurrences of the deadly disease, undergoing many rounds of chemotherapy, radiation, and stem cell transplants. His cancer, however, has been in remission since 2011 — the longest stretch of time without a recurrence since he was first diagnosed. Today, Goode leads the Triangle Area Multiple Myeloma Support Group he helped establish. He counsels others who have been diagnosed with a blood cancer, sharing with them his long and arduous journey to survivorship.



Welcome

Thank you for choosing the Duke Cancer Institute and the Duke Division of Hematologic Malignancies & Cellular Therapy for your healthcare needs. As one of only 49 National Cancer Institute-Designated Comprehensive Cancer Centers in the nation, the Duke Cancer Institute (DCI) is a single entity that effectively integrates and aligns cutting-edge research and world-class education with compassionate clinical care.

The Division of Hematologic Malignancies & Cellular Therapy is integrated within the DCI, and is internationally recognized for its novel approaches to treating leukemia, lymphoma, myeloma and other life threatening diseases through innovative, and holistic patient care, research and education. Our clinicians and physician scientists work in close

proximity, bringing patients the benefit of a true “bench-to-bedside” approach to care that offers promising new therapies to those who need them most. Our physicians provide comprehensive, multidisciplinary outpatient care for patients at the Duke Cancer Center and the Duke Adult Blood & Marrow Transplant (ABMT) Clinic. Oncologists meet at least weekly to review difficult cases, debate new therapy plans and formulate treatment algorithms. The result of these efforts is a program unsurpassed anywhere in the country or the world.

I am also excited to announce that in August 2018, we are expanding our Adult Blood & Marrow Transplant Clinic at North Pavilion to bring together under one roof the Hematologic Malignancies Program and the ABMT Program to better serve our patients and their loved ones. Our newly expanded facility will be known as the Duke Blood Cancer Center. The updated space will allow us the opportunity to offer enhanced multidisciplinary and holistic care in treating blood cancers through the care continuum. We expect the center to be completed in late 2020.

Thank you for choosing the Duke Cancer Institute and the Duke Hematologic Malignancies & Cellular Therapy Program for your care. It is our privilege to provide you and your family cancer care as it should be.

Sincerely,

A handwritten signature in black ink, appearing to read 'N. Chao'.

Nelson Chao, MD, MBA

Professor of Medicine

Chief, Division of Hematologic Malignancies & Cellular Therapy

Director, DCI Hematologic Malignancies & Cellular Therapy Program



Your Appointment

- Your appointment times are included in this reference guide's insert.
- Your first visit, what to expect, what to bring—see Frequently Asked Questions section.
- Please arrive 30 minutes prior to your first appointment to allow time for parking, walking to clinic, and patient registration.
- Neither children under the age of 6 nor pets are allowed at the Adult Blood & Marrow Transplant Clinic, due to the risk of transmitting infections to our immunocompromised transplant patients.

For appointments
and triage nurse, call
919.684.8964.

Important Phone Numbers

- **For New & Return Appointments, 919.684.8964**

Our new patient coordinators serve as the main contacts for new patients and referring offices and support all tasks related to new patient access, including scheduling appointments, collecting outside records, coordinating multidisciplinary care options, providing initial medical review, and ensuring that all new patients are prepared for their first visit.

- **For Triage Nurse, 919.684.8964**

- **If running late to current day's appointment, call clinic front desk at:**

Cancer Center Hema Malig Clinic 5-1: 919.613.2022

Adult Blood & Marrow Transplant Clinic: 919.668.1008



Patient-Friendly Facilities

The Duke Hematologic Malignancies & Cellular Therapy Program provides patient care services across two outpatient units and two inpatient units.

Duke Adult Blood & Marrow Transplant (ABMT) Clinic

The Duke Adult Blood & Marrow Transplant (ABMT) Clinic is located in the inviting North Pavilion, two blocks from Duke University Hospital. Open for treatment 365 days a year, the facility is open from 8 a.m. to 5 p.m., and provides extensive outpatient services for transplant patients, including apheresis, chemotherapy, daily supportive care, and other treatments. Amenities include a patient and family resource center and lounge, a quiet room, and a market pantry in Level 0. Due to the risk of transmitting infections to our immunocompromised transplant patients, we do not allow children 6 and under or pets at the ABMT Clinic.



ABMT Inpatient Unit (9200)

The BMT Inpatient Unit is located on the 9th floor of Duke University Hospital in the 9200 Unit. All rooms in this 16-bed unit are private. Patients are provided with critical care monitoring and protected with a state-of-the-art air filtration system. Amenities include televisions in the rooms, as well as an exercise room and a food galley that offers a flexible way to meet patients' dietary needs.

Both BMT locations employ a dedicated nursing staff who have extensive experience in caring for transplant patients. As patients transition between the inpatient and outpatient settings, our nurses and other team members work closely with each other to provide a strong continuity of care.

Duke Hematologic Malignancies Clinic

The Hematologic Malignancies Clinic is located in the welcoming, supporting, and healing environment of the Duke Cancer Center, located adjacent to Duke University Hospital. The Cancer Center is open Monday through Friday and provides valet parking and extensive outpatient services for cancer patients including those with hematologic malignancies. Lab services are on Level 0; the Hematologic Malignancies Clinic is on Level 5; chemotherapy and other treatments are at the Oncology Treatment Center on Level 4; and Radiation Oncology is on Level 00. Amenities include a Café, Resource Center for cancer patients and their families, Retail Pharmacy, Quiet Room, and Belk Boutique.

Hematology/Oncology Inpatient Unit (9100)

The Hematology/Oncology Inpatient Unit is located on the 9th floor of Duke University Hospital in the 9100 Unit. All rooms in this 31-bed unit are private. Patients are provided with routine and step-down care monitoring for chemotherapy, cellular therapies, and supportive care. Amenities include televisions in the rooms and a food galley that offers a flexible way to meet patients' dietary needs.

Frequently asked questions

What information is collected from my referring physician prior to my appointment?

- All medical and chemotherapy records that need to be reviewed
- Pathology slides and reports
- Radiology films

What should I bring to my appointment?

- Photo ID
- Insurance cards
- Pharmacy cards
- Enclosed Patient Health Information Form (completed)
- HMO and Managed Care Insurance Referral Forms. Contact your primary care doctor to be certain you have the correct referral forms.
- All medications and supplements (in original containers)
- Any medical records that were not collected prior to your appointment
- Copy of your advanced directive, if you have one
- Required co-pay(s) based on your specific insurance coverage
- Member's benefits guide (from insurance or employer) (for transplant or CAR-T evaluation)
- This reference guide

Where should I park?

Our clinics are located at and both offer parking:

- Duke Adult Blood & Marrow Transplant Clinic
North Pavilion
2400 Pratt Street
Durham, NC 27705
- Duke Hematologic Malignancies Clinic
Duke Cancer Center
20 Duke Medicine Circle
Durham, NC 27710

See the "Parking & Transportation" information provided in this packet on page 11 for further information.

What can I expect when I first visit?

At both Duke Cancer Center and North Pavilion, you will check in at the clinic front desk to handle all registration needs. You will be asked for a copy of your photo ID and insurance cards. At this time, you will be asked to pay your required co-pay(s). We ask that you arrive about 30 minutes prior your first appointment to allow ample time for parking, walking to clinic, and registration at the front desk.



Please plan on spending up to four hours at the Duke Cancer Center for your full evaluation. If you are being evaluated at North Pavilion for a stem cell or bone marrow transplant, please plan on spending up to six hours as your full evaluation would also include meeting with a patient financial coordinator as well as a clinical social worker if your physician deems you as a transplant candidate.

Your new patient appointment may begin with a nurse, nurse practitioner, or physician assistant. At that time, your healthcare provider will review and discuss with you your health history. He or she may also ask additional questions to establish a complete overview of your diagnosis and treatment history.

At Duke Cancer Institute, we are devoted to the mentoring of future healthcare health care providers. Therefore, at times, you may be seen by a medical resident or fellow pursuing specialty training in healthcare. Both work closely with your hematologic malignancies and cellular therapy specialist and are vital members of your health care team.

After meeting with your health care team, you will be seen by a hematologic malignancies and cellular therapy specialist who will discuss with you in detail treatment options and next steps.

Required lab tests, imaging studies, or procedures such as a bone marrow biopsy may increase the length of your visit, so we encourage you to make any necessary childcare or pet care arrangements.

You are encouraged to bring a sweater or light jacket, reading material, a laptop or mobile device and paper and pencil to take notes. Free wireless Internet service is available throughout Duke Cancer Center and North Pavilion. Additionally, we encourage you to bring a

family member or friend to your appointment to participate in the discussion. They may hear something you missed, think of different questions to ask or assist by taking notes.

If deemed a candidate for transplant

If you are being evaluated for a stem cell or bone marrow transplant or a cellular therapy, please allow extra time as you can also expect the following additional meetings at your first visit:

Pre- and Peri-BMT Optimization Program (PPOP)

– Depending on the type of transplant you would be receiving, you may need further assessment as part of this BMT-specific innovative program. The significant question PPOP aims to answer is whether patients can improve physical and cognitive function pre-transplant, thereby improving outcomes post-transplant.

Transplant Coordinator Consult – The transplant coordinator will be the primary contact for you, your family, and your “local physician” as you prepare for the transplant process. The coordinator will communicate with you and arrange any testing to be done. The coordinator will provide you with a calendar to outline your treatment. Your coordinator is a registered nurse who is skilled in caring for transplant patients. The coordinator may also provide a tour of the ABMT Clinic.

Personal Time (time permitting) – Following your transplant coordinator consult, you and your family will be given some time to reflect on your visit with the physician and coordinator and to review your education materials. You and your family will then return for the remainder of your scheduled visits with a social worker and a financial coordinator.

Social Work – A social work assessment is required for insurance approval. The social worker will evaluate and discuss any psychosocial needs you may have during the next steps of your treatment. They also assist with referrals to community agencies.

Patient Financial Coordinator – Your last scheduled appointment for the day is with a financial coordinator. They will verify that the insurance information we have been provided is correct and also review your transplant benefits. They will be your primary contact for any insurance or billing questions. ▶

Medical question?
Need to speak with
a nurse?

Call our oncology triage
line at 919.684.8964.

(Details on Page 2.)



Frequently asked questions

What can I expect on subsequent visits?

On subsequent visits, your medication and symptoms will be reviewed by a nurse. You will then see either your cancer specialist or the nurse practitioner or physician assistant who works with your cancer specialist. Our physician assistants and nurse practitioners are experienced in caring for cancer patients and they are experts in symptom management.

The Duke Cancer Institute offers disease-site nursing—nurses who are focused on your particular cancer and treatment options. At each appointment, you will see the same nursing team. This approach gives you a consistent point of contact for questions and concerns that arise outside of the clinic.

A portion of your care will likely take place in the inpatient setting or in the outpatient BMT treatment center. These units are covered by a rotating hematologic malignancies and cellular therapy specialist and by dedicated physician assistants, nurse practitioners, and nursing staff who specialize in your disease and treatment. The covering medical team meets at least weekly to involve your primary hematologic malignancies and cellular therapy physician and provide progress on your treatment and formulate continued treatment plans.

Delays

Every effort will be made to have you meet with your provider and clinical team on your scheduled appointment times. However, care of patients with cancer is complex and it can be difficult to predict how long each patient may require when scheduling appointments. Please keep that in mind if your appointments are delayed and know that the health care team will spend all the time with you that is needed and will answer any questions you may have. The health care team will keep you updated on any delays.

What do I need to know about clinical trials offered at Duke?

As an academic medical center and in keeping with Duke's mission to share knowledge and expertise to improve the care of our patients, our patients will be offered the opportunity to consider participation in one or more relevant clinical trials. A cancer clinical trial is a research study in which patients participate as volunteers to test leading-edge therapies, including new drugs, and new approaches to treatment, some of which have only been made possible through the



courage and generosity of prior patients. These trials range from securely storing your medical information in an outcomes-reporting registry, to sample repositories, and to national clinical trials and investigator-initiated trials designed to prevent, detect, or treat your underlying disease with the most advanced treatment methods.

Your participation may help you and others in the future. In fact, any and all improvements that we have made have only been possible through the courage and generosity of prior patients who have allowed us to study the underlying disease and its therapies. Some of these trials are only offered at the Duke Cancer Institute. As a result, we offer a broad selection of treatment options to our patients, including some who are not considered candidates for treatment elsewhere. For a complete list of active clinical trials, visit dukecancerinstitute.org/clinical-trials.

What should I know about insurance and my bill?

We will process claims for services with your insurance carriers. At the time of your visit, you may be asked to pay amounts not covered by your insurance, such as co-pays, deductibles, and co-insurance. Duke participates with most insurance companies, Medicare and North Carolina Medicaid. Prior to your visit, check with your employer or insurance company to see if you have access to healthcare services at Duke. If you are being evaluated for transplant or a cellular therapy (such as chimeric antigen receptor T-cell therapy, also known as CAR-T), please further check with your employer and

insurance company to see if your benefits include both medical and transplant benefits as you could have access to one set of benefits and not the other. Otherwise, you may be responsible for all or a large portion of your bill.

Bring your complete health insurance information, including identification, insurance cards, and authorization forms. If being evaluated for transplant or CAR-T, also bring your member benefits guide supplied to you by your employer or insurance carrier.

Co-payments for physician and hospital care and other balances you may owe are due on the day you receive services. Your insurance may also require you to pay for estimated coinsurance or deductibles related to your care. If you have multiple appointments, your insurance company may require multiple co-payments.

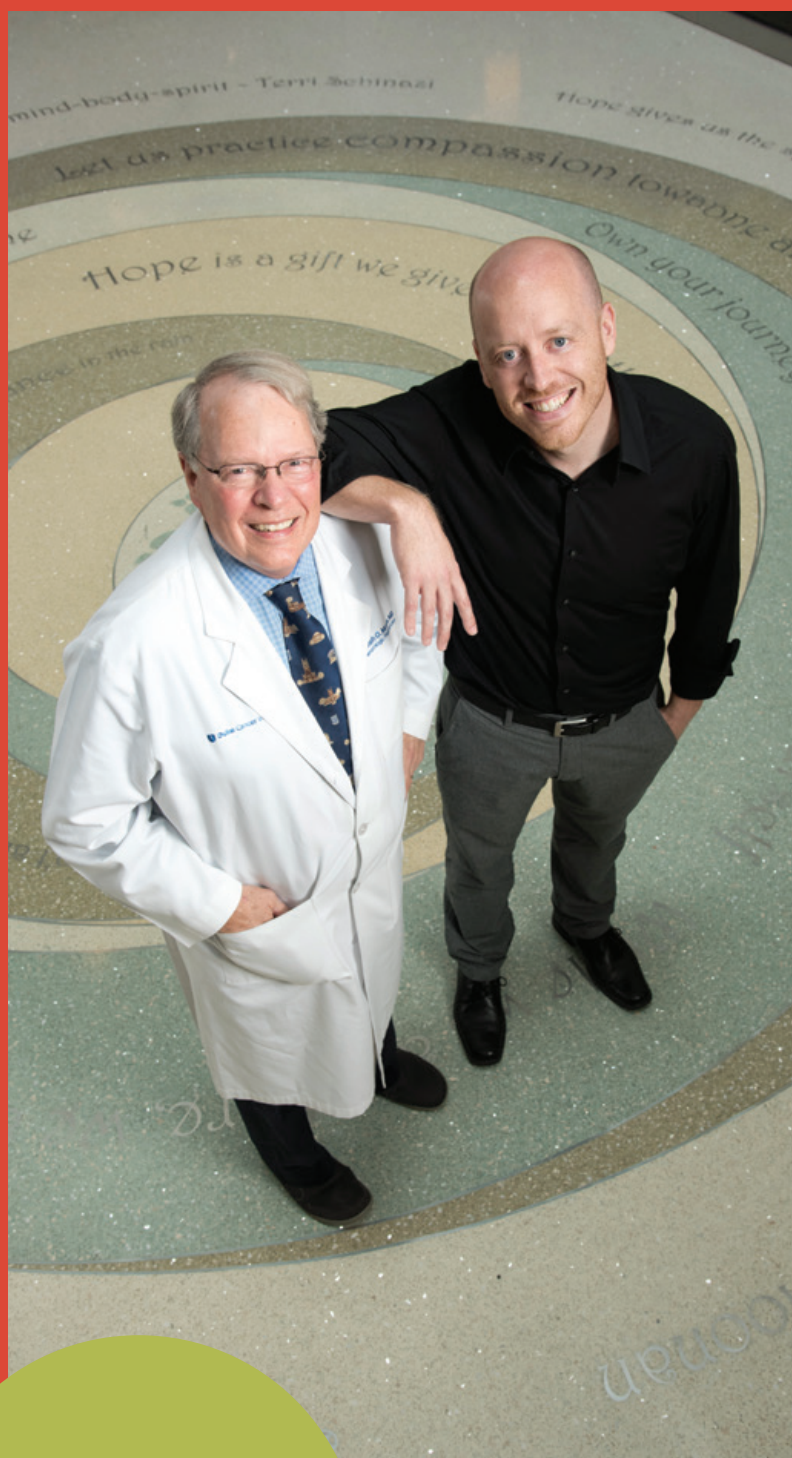
Duke is committed to providing care with dignity and respect. If you have questions or cannot pay your bill in full, please tell us and let us help. Our patient service associates, financial care counselors and patient financial coordinators, located in both the Cancer Center and North Pavilion, will assist you with filling out applications for monthly payment plans, financial assistance programs, and government-sponsored programs.

Who do I call with questions about billing or insurance before or after my visit?

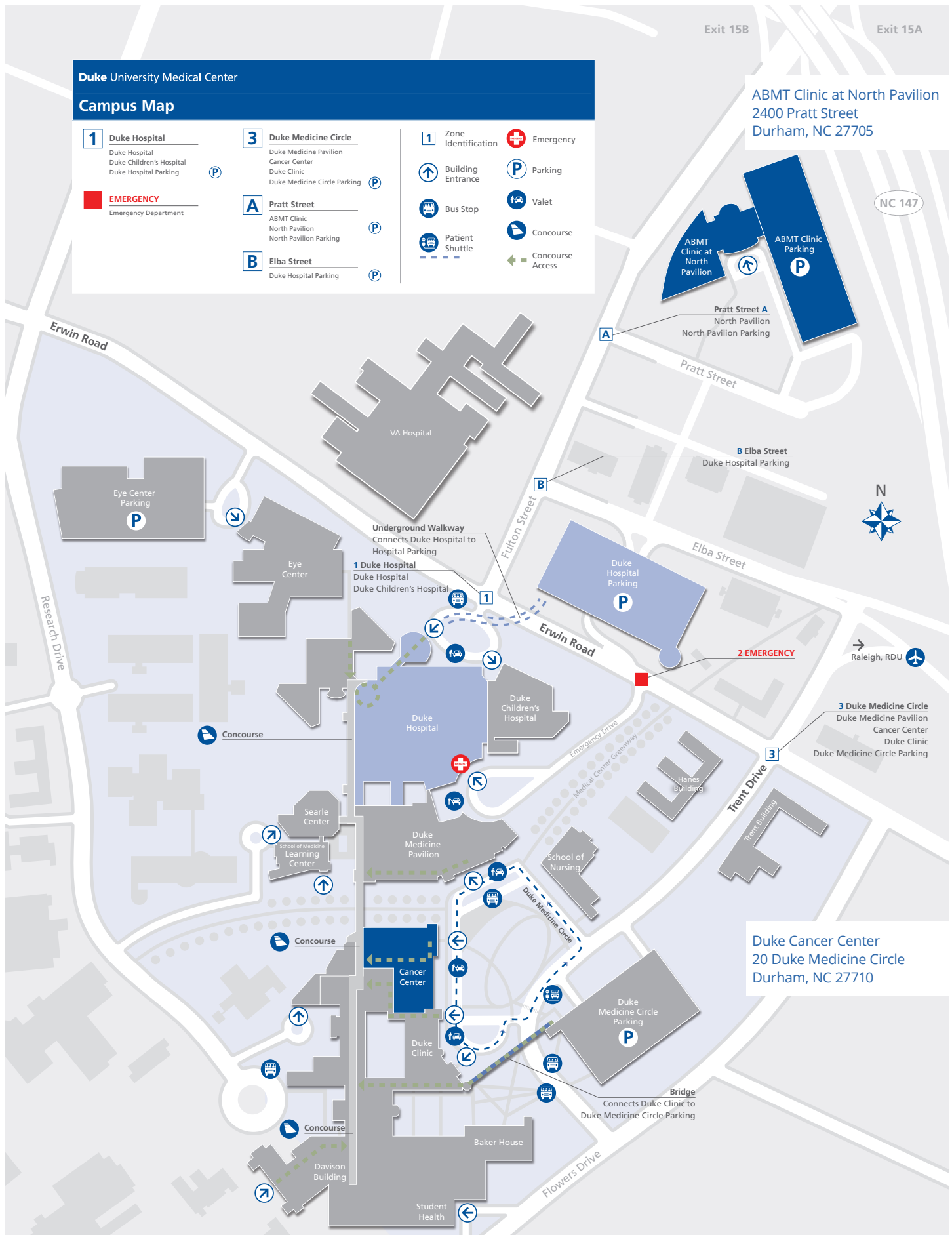
If you have any questions about your co-payments, deductibles, or coinsurance requirements, please call your insurance company. If you have questions about your bill or would like to speak with someone about financial assistance, contact the Duke Health Customer Service Center at 800.782.6945 or 919.620.4555.

Who do I contact about my experience at the Duke Cancer Center or the Duke Adult Blood & Marrow Transplant Clinic?

Our goal is to provide you with the highest quality care and an outstanding patient experience. To help serve you better and to identify opportunities for improvement, we depend on the feedback of our patients. About two weeks after your appointment, you may receive in the mail a patient satisfaction survey. Please take a few moments to complete the survey and return it in the postage-paid envelope provided. If your feedback is urgent or if you wish to speak with someone, please contact our patient advocates at 919.681.2020.



For more information,
visit
dukecancerinstitute.org.



Directions, Parking & Maps

From Richmond and points north

- From I-85, take Exit 174B—Hillandale Road. Turn left onto Hillandale Road.
- Drive 1.5 miles south and continue without turning as Hillandale Road becomes Fulton Street.

Cancer Center

- Turn left onto Erwin Road.
- Turn right onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302 Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.

ABMT Clinic

- Turn left onto Pratt Street, follow signs for patient parking.
- Patient parking is available in the parking garage adjacent to Adult Bone Marrow Clinic.

From RDU Airport, Raleigh, and points east

- From I-40, take Exit 279B—NC 147 North.
- From NC 147, take Exit 15A—Elba Street/Trent Drive.

Cancer Center

- At the top of the ramp, turn left onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302m Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.

ABMT Clinic

- At the top of the ramp, keep straight onto Elba Street.
- Turn right onto Elf Street.
- Turn right onto Pratt Street, follow signs for patient parking. Patient parking is available in the parking garage adjacent to Adult Bone Marrow Clinic.

From Fayetteville and points south

- From I-95 N, take Exit 81—1-40 W toward Raleigh.
- Take Exit 279B to merge onto NC 147 N toward Durham.
- From NC 147, take Exit 15A for Elba Street/Trent Drive.

Cancer Center

- At the top of the ramp, turn left onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302m Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.

ABMT Clinic

- At the top of the ramp, keep straight onto Elba Street.
- Turn right onto Elf Street.
- Turn right onto Pratt Street, follow signs for patient parking. Patient parking is available in the parking garage adjacent to Adult Bone Marrow Clinic.

From Greensboro and points west

- From I-85, take Exit 172—NC 147 South.
- From NC 147, take Exit 15B—Fulton Street.
- Turn right onto Fulton Street.

Cancer Center

- Turn left onto Erwin Road.
- Turn right onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302 Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.

ABMT Clinic

- Turn left onto Pratt Street, follow signs for patient parking.
- Patient parking is available in the parking garage adjacent to Adult Bone Marrow Clinic.

Parking & Transportation

Wheelchairs and assistance are available at both the Duke Cancer Center and the ABMT Clinic. Parking is available at all the Duke garages for \$2 per hour or \$8 per day (fee subject to change).

Adult Blood & Marrow Transplant Clinic at North Pavilion

Parking is available at the North Pavilion parking garage, located at 2400 Pratt Street. When construction is completed, there will be convenient drop-off just outside the ABMT Clinic's doors. Please refer to "Duke Blood Cancer Center" insert for more information during construction.

Duke Cancer Center

For Cancer Center patients, parking is available in the Duke Medicine Circle parking garage, located at 302 Trent Drive. A courtesy shuttle is available free of charge for patients and visitors. The white shuttle van picks up passengers at Level 1 of the Duke Medicine Parking Garage on Trent Drive, just outside the elevator lobby near a tall "Courtesy Shuttle" sign located outside on the sidewalk. The shuttle makes stops at the Cancer Center, Morris Building, and Duke Clinic. After appointments, patients and visitors can catch the shuttle at drop-off locations for transport back to the parking garage. The van runs regularly every five to eight minutes throughout the day, Monday through Friday, beginning at 6:30 a.m. and ending at 6 p.m. For \$9 (fee subject to change) valet parking is available at the main entrance of the Duke Cancer Center. Attendants will provide you with a claim check and then park your car in the parking garage. This service accepts cash only.

Travel & Lodging

Both the Duke Cancer Center and the Duke Adult Blood & Marrow Transplant Clinic are located on the Duke University Medical Center campus, located approximately 16 miles from the Raleigh-Durham International Airport (RDU). Taxis, shuttles, and public transportation are available at the airport. Some hotels also offer transportation assistance. The following hotels are located near both facilities. Information is provided as a courtesy and is not representative of all area lodging options. When making reservations, be sure to ask about shuttle services and a medical room rate. Many local hotels offer discounts to patients receiving care at the Duke Cancer Center and the Duke ABMT Clinic. Duke Concierge Services partners with select hotels and inns to secure special medical rates. *To secure a Duke Concierge Services medical rate, patients and their families must call Duke Concierge Services at 919.681.4947. Rates are subject to change.

Long-term lodging

Stem Cell or Bone Marrow Transplant patients and caregivers must stay within a 30-minute radius of Duke University Hospital for the course of their treatment. Due to transplant patients being immunocompromised, minimal contact with others is encouraged, and we ask that you stay at one of the ABMT Program's approved lodging options as they have been vetted for safety and infection control standards:

Oakwood Housing

- Your transplant social worker will provide you with a brochure for addresses.
- 919.957.2565
- Fully-furnished Two Bedroom/Two Bathroom Apartments
- \$84 per day plus hotel/lodging taxes
- Amenities: All utilities, wireless internet, nationwide
- Phone service, cable TV, full-size washer/dryer.
- All apartments non-smoking, located on the 1st Floor
- Approximately 5 to 6 miles from Duke
- All major credit cards accepted
- Direct Bill: Aetna and United Healthcare.

Other long-term lodging

Caring House *special requirements* (Not during active transplant)

- 2625 Pickett Rd, Durham, NC 27705
- 919.409.5449

Caring House offers comfortable and affordable housing for adults receiving outpatient treatment at the Duke Cancer Center and their caregivers. Rooms are \$35 per night and are available for long- and short-term stays. A referral from a clinical social worker or patient resource manager is needed for first-time guests. For more information, call 919.490.5449 or visit caringhouse.org.

Home or Room Rentals

Your transplant social worker can also provide you with options for local landlords who rent out their properties.

Short-term Lodging

Cambria Hotel Durham – Near Duke University

2306 Elba St
Durham, NC 27705
919.286.3111
(.3 miles from Duke)

Candlewood Suites Durham/RTP

1818 East NC Hwy 54
Durham, NC 27713
919.484.9922
(15 miles from Duke)

Comfort Inn Medical Park

1816 Hillandale Rd
Durham, NC 27705
919.471.6100
(1.6 miles from Duke)

Comfort Inn University Durham-Chapel Hill

3508 Mt. Moriah Rd
Durham, NC 27707
919.490.4949
(1.5 miles from Duke)

**Duke Concierge Services medical rate: \$49 per night + tax)*

Extended Stay America

1920 Ivy Creek Blvd
Durham, NC 27707
919.402.1700
(4.41 miles from Duke)
**Duke Concierge Services medical rate: \$44 per night + tax)*

Hilton Garden Inn

2102 W Main St
Durham, NC 27705
919.286.0774
(1 mile from Duke)

Hilton Durham near Duke University

3800 Hillsborough Rd
Durham, NC 27705
919.383.8033
(3.0 miles from Duke)

Holiday Inn Express Durham

2516 Guess Rd
Durham, NC 27705
877.834.3613
(2.7 miles from Duke)

Homewood Suites by Hilton Durham-Chapel Hill / I-40

3600 Mt. Moriah Rd
Durham, NC 27707
919.401.0610
(6.4 miles from Duke)

Home2 Suites by Hilton Durham Chapel Hill (new extended stay hotel)

3305 Watkins Rd
Durham, NC 27707
919.680.9000
(4.8 miles from Duke)

Marriott City Center Durham

201 Foster St
Durham, NC 27701
919.768.6000
(1 mile from Duke)

Millennium

2800 Campus Walk Avenue
Durham, NC 27705
919.383.8575
(1.4 miles from Duke)

Staybridge Suites Durham-Chapel Hill-RTP

3704 Mt. Moriah Rd
Durham, NC 27707
919.401.9800
(5.2 miles from Duke)

University Inn

502 Elf Street
Durham, NC 27705
800.313.3585
(.4 miles from Duke)

Washington Duke Inn & Golf Club

3001 Cameron Blvd
Durham, NC 27705
919.490.0999

**Free shuttle to the medical center. Advise staff at time of reservation that you are a Duke patient to receive special rates.*



Resources and support

We are committed to treating you as a whole person, mind and body, not just your cancer. We believe comprehensive cancer care involves attending to issues beyond the scope of traditional models of medicine. We understand cancer not only affects you; it also touches the lives of those surrounding you. The care we provide extends to your family and your support network. In fact, most of our cancer support services are provided at no additional charge to you and your loved ones.

Duke Consultation & Referral Center

For more information on services offered at the Duke Cancer Institute or Duke Health in general, contact the Duke Consultation & Referral Center at 888-275-DUKE (888.275.3853). The referral center is open Monday through Friday, from 8 a.m. to 6 p.m.

Reschedule an appointment

If you need to reschedule an appointment, call the number listed on your appointment letter or email reminder. If this number is not readily available, please call 919.684.8964, Monday through Friday, 8 a.m. to 5 p.m.

Cancer patient support services

The Duke Cancer Patient Support Program (DCPSP) offers services for patients and their loved ones. We help patients understand their options, make decisions, and manage the effects on cancer and its treatment. Services include: individual, couple, and

family therapy; support groups; self-image resources; child-life services; recreation therapy; and more. There is no charge to patients and their families. For more information, call 919.684.4497 or visit dukehealth.org/cancersupport.

Chemotherapy and transplant education classes

It is recommended that you attend a chemotherapy class early on in your treatment. Led by a nurse, we offer chemotherapy education classes in the Resource Center, Room 0N10 of the Duke Cancer Center—classes are available daily and no registration is required. Additionally, chemotherapy education classes are also available on the 9100 inpatient unit and in the ABMT Clinic. Friends and family are welcome to attend.

Specific stem cell transplant classes are also available at the ABMT Clinic for those undergoing transplant. Your transplant coordinator will schedule this class for you. Friends and family are welcome to attend.

Clinical social work

Oncology and palliative care social workers help patients and their loved ones cope with the emotional and practical concerns that accompany the diagnosis and treatment of cancer. Our social workers assess individuals and family members to identify and address their specific needs. Social workers establish interventions to help our patients



alleviate stressors and the financial burden associated with a cancer diagnosis, as well as connect patients and families to resources such as lodging, disability, home health/hospice, advance directives, and end of life care. All transplant patients are evaluated by a clinical social worker prior to starting transplant. If being seen in the Cancer Center, please contact the Patient Resource Center at 919.684.6955 if you are in need of a social worker.

Child-life services

The diagnosis of cancer impacts every member of the family, including children and teens. Our certified child life specialist strives to help children and teens better understand and cope with serious illness in the family. Education and supportive activities can reduce the stress experienced by children and teens and make it easier for families to talk about the illness experience. To schedule an appointment with our child life specialist, call 919.684.2913.

Clinical trials

As an academic medical center and in keeping with Duke's mission to share knowledge and expertise to improve the care of our patients, our patients will be offered the opportunity to consider participation in one or more relevant clinical trials. A cancer clinical trial is a research study in which patients participate as volunteers to test leading-edge therapies, including new drugs, and new approaches to treatment, some of which have only been made possible through the courage and generosity of prior patients. These trials range from securely storing your medical information in an outcomes-reporting registry, to sample repositories, and to national clinical trials and investigator-initiated trials designed to prevent, detect, or treat your underlying disease with the most advanced treatment methods.

Your participation may help you and others in the future. Some of these trials are only offered at the Duke Cancer Institute. As a result, we offer a broad selection of treatment options to our patients, including some who are not considered candidates for treatment elsewhere. For a complete list of active clinical trials, visit dukecancerinstitute.org/clinical-trials.

Pre- and Peri-BMT Optimization Program (PPOP)

This unique program for allogeneic transplants and only available at Duke aims to answer the question as to whether patients can improve physical and



cognitive function pre-transplant, thereby improving outcomes post-transplant. Animal studies suggest that it is possible to improve clinical outcomes with improved exercise training, but such findings have yet to be translated to humans. Self-directed referrals for improved exercise and stress management have not shown significant benefits in clinical outcomes. To address these challenges, we instituted a comprehensive pre- and peri-BMT optimization program (PPOP) that 1) evaluates physical function, cognitive function, diet & nutrition, mental health, social support, falls, simultaneous use of multiple medications &/or simultaneous medical conditions, and 2) refers patients to needed services (e.g. physical therapy, occupational therapy, psychiatry, nutrition, etc.) This ensures individualized provider attention and feedback.

Quit at Duke

Quit at Duke is a program designed to help people quit using tobacco products. Services are provided by tobacco treatment specialists and behavioral medicine clinicians. A certified tobacco treatment specialist is also available at the Cancer Center's Patient Resource Center all day on Thursdays and in the afternoons on Fridays. For more information or to schedule an appointment, please call 919.613.QUIT (7848).

Cancer nutrition

Our registered dietitian specializes in oncology, working with your team to make sure you are well-nourished throughout your treatment. Dietitians help to prevent and treat malnutrition, restore digestive health, minimize the side effects of your cancer treatment, and work with you in survivorship.



If you are being seen in the Cancer Center and seek additional information about dietetic counseling, please call 919.613.6379. If you are undergoing a stem cell or bone marrow transplant, the ABMT Clinic offers a dietitian on site who will see you during the course of your transplant.

Patient resource center

The Cancer Center and ABMT Clinic both have a Patient Resource Center that provides free cancer and transplant-related brochures for additional education. Chemotherapy and transplant education classes are held in the Patient Resource Centers as well. When not in use for classes, patients and their family also have access to computers with access to printing and faxing capabilities.

Free legal services

Duke Law School's Health Justice Clinic offers free legal assistance to help you deal with legal issues that may accompany your medical diagnosis and treatment. Volunteer law students from the Cancer Pro Bono Project are also available to help prepare important legal documents, such as healthcare power of attorney, living will, and general power of attorney. Free legal services through the Office of Public Interest and Pro Bono are available at the Cancer Center on the first and third Fridays of the month, from 10 a.m. to noon and from 1 p.m. to 3 p.m. To schedule an appointment, please call 919.613.7169.

Interpreters

Medical interpreters are available and can be requested when scheduling your appointment.

Oncology recreation therapy

This program assists inpatient adults with cancer adjust to illness, treatment, and hospitalization. Recreational therapy treatment interventions and general recreational activities and resources are offered. For more information, please call 919.681.2928.

Pastoral services

Duke chaplains are on-site seven days a week, 24 hours a day to offer spiritual support to patients and their families. When requested, they connect patients and their families with faith-specific representatives from the community. To learn more, please call 919.684.3586.

Physical and occupational therapy services

Duke Health provides a variety of outpatient physical and occupational therapy services, including a Lymphedema Management Program, ABMT Multidisciplinary Program, and falls risk assessments. Services also include assessments and treatments for the following conditions: general weakness and deconditioning, chronic pain, changes in cognition, impairment with fine motor dexterity, alterations in vision, and incontinence and sexual health issues. To schedule an appointment or to seek further information regarding our programs, please call 919.684.2445.

Survivorship support

Our cancer survivorship initiative focuses on the design and delivery of high-quality care following cancer treatments. We partner with patients and their families to help them achieve healthy, fulfilling lives beyond cancer. Areas of care addressed by your oncology or transplant care team include both physical and emotional long term and late effects that may result from your cancer experience as well as cancer screenings. For transplant patients experiencing graft versus host disease (GvHD), we have a team of experts who can work with you and your transplant care team to treat your symptoms.

Volunteer services

The Duke Cancer Patient Support Program offers volunteers trained to work with you and your family members. They provide conversation and companionship. Our volunteers guide patients to locations and resources within the clinics and hospital. Our volunteers play a vital role in the day-to-day activities at both the Cancer Center and the ABMT Clinic.

Additional programs

Duke MyChart

Visit our convenient and secure website, dukemychart.org to:

- View your lab and radiology reports and other health information (including notes from your doctor, if applicable)
- Communicate with your provider
- Request appointments (if applicable)
- Request medication refills

To start using MyChart services, visit dukemychart.org and follow the instructions to sign up. You can also add a loved one or a caregiver to your account so he or she is able to view your health information and use the MyChart features. If you have any questions about MyChart or need assistance setting up an account, contact the Duke Health Customer Service Center at 800.782.6945.

Duke Cancer Institute Office of Development

Many of our patients and their families want to know what they can do to help make a difference in the lives

of others battling cancer. Philanthropic support from patients and their loved ones enables us to advance new models of patient-centered care; to prepare the next generation of compassionate cancer providers, nurses, and researchers; and to continue to bring novel, improved treatments to patients at Duke and beyond. Ultimately, patient support accelerates our quest to cure cancer. There are many ways to support the Duke Cancer Institute and the Hematologic Malignancies & Cellular Therapy Program and our efforts. To learn more or to make a donation, contact the DCI Office of Development at 919.385.3120 or visit dukecancerinstitute.org/donors.

American Cancer Society Road to Recovery program

The Road to Recovery Program is a free service that matches Durham County and Wake County patients who need transportation with local volunteers willing to drive them to their oncology appointments at Duke. Cancer patients needing transportation to their appointment or who would like more information about the program can call 800-ACS-2345.





For more information on events, contact Erin Tait at 919.385.3126.

Connections Count

At Duke, we are moving further, faster and with greater purpose. By doing so, we exponentially increase the probability of advances to transform cancer prevention and care. To help keep cancer research moving forward, Duke Cancer Institute partners with many local and national health charities. We also team with passionate individuals who, by uniting their passions with their commitment to help fund a cure, organize their own special events to benefit ongoing science at Duke. We invite you to team with Duke to change the rules on cancer.

Light the Night Walk

Each year, the Leukemia & Lymphoma Society (LLS) organizes Light the Night, an event raising funds to support ongoing science and support services. Held each year in October at the Booth Amphitheatre in Cary, North Carolina, the walk begins at dusk on the scheduled date. In 2016, the walk raised more than \$700,000. Duke Cancer Institute partners with LLS by hosting the ever-popular Glam Station featuring makeovers, salon services, and much more. Lastly, LLS brings the annual Light the Night Walk to Duke University Hospital each October for inpatients on the 9th floor who are unable to participate in the Cary walk due to them receiving inpatient treatment for their cancer. For learn more about LLS and Light the Night, visit lightthenight.org/north-carolina.

BLUM Multiple Myeloma 5K

Organized by cancer survivor Scott Blum and his family, the annual BLUM 5K takes place in March at Bond Park in Cary, North Carolina. To date, the event has raised more than \$72,000 for multiple myeloma research at Duke. For more information, visit blum5krace.com.


Multiple Myeloma Bike Ride

The Duke Multiple Myeloma Bike Ride is a 25K or 50K or 100K road bike ride from Duke's North Pavilion building at 2400 Pratt Street in Durham, through rural Durham and Orange counties before returning to Duke. The terrain is typical for the Piedmont area of North Carolina with roads winding through forests and farms with short, but frequent rolling hills. Your registration fee will help support the families and patients undergoing treatment at the Multiple Myeloma Program at Duke as well as to support research against this disease. For more information, visit dukemyelomaride.com.

Spring for Support 5K and Fun Walk

Spring for Support benefits the Cancer Patient Support Program at Duke Cancer Institute. The annual event is hosted at Duke's East Campus and is usually hosted in late March or early April. In 2017, Spring for Support raised a record \$35,000 to benefit vital programs and services offered by Duke Cancer Institute. For more information, visit springforsupport5k.org.





**Our supporters grasp the electrifying implications
of what we have done, and the astonishing potential
of what we could do.**

With you on our team, we are moving further, faster and with greater purpose.

We're changing the rules on cancer.



Duke Cancer Institute

Support the Duke
Hematologic Malignancies
and Cellular Therapy
program at
gifts.duke.edu/dci.

*(Select "Hematologic Malignancies
and Cellular Therapy")*