Letter from the Medical Directors

If you or someone you love has just been diagnosed with cancer, you may be experiencing a wide range of emotions. For more than two decades, we have been helping people just like you get through one of the most challenging times in their lives.

At UC San Diego Health, we are setting a new standard for excellence in caring for the whole person, not just the disease. We are ready to help you and your family every step of the way by providing a broad range of compassionate, personalized support and state-of-the-art medical treatments. Our goal is to help you and your family find strength, meaning and hope.

As the only National Cancer Institute-designated Comprehensive Cancer Center in San Diego County, our mission is to translate promising scientific discoveries into new and better options for the prevention, diagnosis and treatment of cancer. We have been nationally recognized by *U.S. News & World Report* for our efforts in providing outstanding cancer care and in conducting bench-to-bedside research. Patients from across the country come to us for our expertise and to receive the latest advancements in cancer care treatment.

We have designed our Patient Guide to provide you and your loved ones with additional information about our supportive programs and services that can help you through this experience. All of us at UC San Diego Health are deeply committed to helping you manage your disease to achieve the best possible outcome and quality of life.

Sincerely,

Scott M. Lippman, MD
Director, Moores Cancer Center at UC San Diego Health
Associate Vice Chancellor for Cancer Research and Care,
UC San Diego

Barbara A. Parker, MD
Deputy Director of Clinical Affairs
Medical Director, Oncology Services
Moores Cancer Center at UC San Diego Health
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Quick Reference Guide

Call Center
858-822-6100

Clinics, Centers and Care Services

After-Hours On-Call Physician
858-657-7000

Blood and Marrow Transplant Program
858-822-6600

Billing
Medical Group (physician services)
888-543-0999 or 619-543-1850

UC San Diego Health (hospital services)
858-657-8702

Emergency Department
866-803-2262
Chaplain
619-543-2103

Clinical Trials Office
858-822-5354

Dietitian
858-822-6100

Doris A. Howell Service (Palliative Care Services)
858-534-7079

Emergency Services
After-hours entrance: Emergency Department, Sulpizio Cardiovascular Center
For an emergency, call 911

Family Cancer Genetics Program
858-822-3240

Financial Counselor
858-822-7969

Healthy Eating Program
858-822-2237

Imaging Services at Moores Cancer Center
858-822-6122
Hours: Monday – Thursday, 7:30 a.m. – 6:30 p.m.,
Friday, 7:30 a.m. – 5 p.m.

Infusion Center
   Moores Cancer Center
858-822-6294
Hours: Monday – Friday, 7:30 a.m. – 9:30 p.m.,
Saturday, Sunday, and holidays, 8 a.m. – 6 p.m.
UC San Diego Health – Hillcrest
619-543-2639
Hours: Monday – Friday, 7:30 a.m. – 6 p.m.

UC San Diego Health – Encinitas
760-536-7700
Hours: Monday – Friday, 8:30 a.m. – 4 p.m.

Insurance Benefits and Financial Counseling
858-822-7969
Hours: Monday – Friday, 8 a.m. – 4:30 p.m.

Laboratory and Phlebotomy
858-822-6296
Hours: Monday – Friday, 7:30 a.m. – 5 p.m.

Medical Records
619-543-6704

Moores Cancer Center
858-822-6100

Multi-Specialty Clinic
858-822-6100
Hours: Monday – Friday, 8 a.m. – 5 p.m.

New Patient Office and Appointment Scheduling
858-822-6100

Patient and Family Resource Center
858-822-6152

Patient and Family Support Services
888-822-5381

Patient Experience
619-543-5678 (UC San Diego Health Experience Transformation / We Listen)
858-534-5661 (Moores Cancer Center Experience Specialist)
Pharmacy at Moores Cancer Center
858-822-6088
Hours: Monday – Friday, 9 a.m. – 5 p.m.

Physician Access Services (Referrals)
855-543-0555

Procedure Suite
858-822-6110
Hours: Monday – Friday, 8 a.m. – 5 p.m.

Psychology and Psychiatry Services
858-822-5381

Radiation Oncology
   Moores Cancer Center
   858-822-6040
   Hours: Monday – Friday, 6:30 a.m. – 6:30 p.m.

   UC San Diego Health – Encinitas
   858-246-0500
   Hours: Monday – Friday, 8 a.m. – 5 p.m.

   PET/CT building at UC San Diego Health – La Jolla
   858-822-6040

Registration
619-543-6404

Thornton Hospital Information Desk
858-657-7000

Thornton Hospital 3 West Inpatient Unit
858-657-6390
Welcome

At UC San Diego Health, we want to help ease the day-to-day physical and emotional challenges you face when dealing with cancer. Our goal is to walk with you through this journey — to provide the highest quality of care and to support you and your family with utmost compassion. Throughout UC San Diego Health, you will have access to all of the cancer-related treatments, care and services you may need, as well as our team of experts. We strive to ensure that, from your very first visit to Moores Cancer Center, you will never feel alone.

Finding Your Way

Please allow enough travel time to get safely and comfortably to your appointments on time.

Directions and Parking

From I-5: Exit La Jolla Village Drive and head east. Turn left onto Regents Road. Turn left onto Health Sciences Drive. Turn right onto Medical Center Drive. Park in the Athena parking structure on your right, across from Moores Cancer Center, or enter the circular driveway for valet service.

From I-805: Exit La Jolla Village Drive and head west. Turn right onto Regents Road. Turn left onto Health Sciences Drive. Turn right onto Medical Center Drive. Park in the Athena parking structure on your right, across from Moores Cancer Center, or enter the circular driveway for valet service.

Additional parking includes Lot P751, near Perlman Medical Offices, and Lot P760 near Shiley Eye Institute.

Fees are associated with parking. It is important to observe posted signs. Parking fees may be paid by credit card or cash. For Radiation Oncology or Infusion Center appointments, your parking will be
validated at no cost. All parking, including Moores Cancer Center valet, is free for patients with a handicapped placard or plate.

Patient Ambassadors will be available to give golf-cart rides to the hospital discharge pharmacy or the Athena parking structure during regular clinic hours.

Public Transportation

San Diego Bus: If you are a senior citizen (60+), disabled or on Medicare, you qualify for a reduced fare on fixed bus routes offered by San Diego Metropolitan Transit System. MTS bus routes 201 and 202 stop directly in front of Moores Cancer Center.

For more information, call 619-234-1060 or visit transit.511sd.com.
Building Information

UC San Diego Cancer Center was founded in 1978; the Moores Cancer Center building opened in 2005 and brought together, under one roof, all cancer-related activities that had previously taken place in 28 different locations at UC San Diego Health.

Moores Cancer Center and Other Locations

The beautiful building was designed with you and your family in mind. In 2008, it was awarded an Orchid Award for excellence in architecture by the San Diego Architectural Society, as it brings nature into the building and surrounds a bamboo courtyard.

Moores Cancer Center is the heart of our oncology (cancer) services. As our service to the community has grown, we have expanded to include the Radiation Oncology PET/CT building, the Comprehensive Breast Health Center in Perlman Medical Offices, and other outpatient locations in La Jolla, Encinitas, Vista and Chula Vista. Moores Cancer Center is for outpatient treatment only — no one stays overnight in this facility.

Moores Cancer Center is part of UC San Diego Health, which includes UC San Diego Medical Center in Hillcrest, Thornton Hospital, Shiley Eye Institute, Sulpizio Cardiovascular Center, Perlman Medical Offices and a number of nationally ranked clinical programs. Jacobs Medical Center has a planned opening of fall 2016.

Food Service

Food service is available at the café, located on the 2nd floor, and at an outdoor food and coffee kiosk located at the northwest corner of the building. Delivery is available to the Moores Cancer Center Infusion Center.

Come On In Café at Moores Cancer Center
Hours: Monday – Friday, 7 a.m. – 4 p.m.
Contact: 858-550-9643

A Healthy Food vending machine is located outside of the imaging and MRI clinic on the first floor. There is also a cafeteria at Thornton Hospital with extended hours.
**Lodging**

**Bannister Family House (BFH):** BFH, located in Hillcrest, is available to your family members and support persons if you are being treated at UC San Diego Health in Hillcrest or in La Jolla (one room per patient’s family). Guests must live at least 65 miles from either hospital and stay a minimum of three nights.

In some cases, if you have been discharged but still need to be near the hospital, you may move into the house, space permitting. There are no medical services provided at BFH so a caregiver, friend or loved one must stay with you. Priority is given to life-threatening circumstances, as opposed to procedural surgeries or diagnostic testing.

Although subject to change, the nightly rate for one-bed rooms (sleeps three people, including children and babies) is $30 per night. Two-bed rooms (sleeps five people, including children and babies) are $40 per night.

**Bannister Family House Hospitality Suites:** BFH has partnered with ARCH and Moores Cancer Center to provide two furnished, two-bedroom apartments with kitchens located in La Jolla. Currently, these suites are available for Moores Cancer Center patients only. They are conveniently located across the road to the right of Moores Cancer Center at UC San Diego North Mesa Apartments. The fee is $50 per night with a minimum stay of five nights.

Requesting to stay at BFH or the Hospitality Suites is done by a referral process. All referrals must be completed by a Moores Cancer Center social worker or staff member. Families are then placed on a waiting list and contacted by BFH staff when lodging is available.

**Local Discounted Hotels:** Several local hotels and motels offer special rates for patients of UC San Diego Health. Please check our website at [health.ucsd.edu/lodging](http://health.ucsd.edu/lodging) for the most up-to-date information on discounted lodging.

Bartell Hotels offer 15 percent off the best available rate at time of reservation, by phone or online, at all eight Bartell Hotels. The discount is available for all patients and their families. For more information, visit [health.ucsd.edu/bartell](http://health.ucsd.edu/bartell) or [ucsdmcpartnership.com](http://ucsdmcpartnership.com).
Your First Appointment

For your first appointment, we encourage you to bring:

→ Photo ID and insurance information

→ Your health insurance card(s), including Medicare or Medi-Cal cards

→ Any co-payment required by your insurance

→ Name and contact information of your primary care physician (PCP) and any others involved in your health care

→ Written lists (or bottles) of the medications you are taking, both prescribed and over-the-counter, including vitamins, supplements and herbal remedies

→ Information about your medical history

→ X-rays, films, lab results or pathology reports related to your current condition
We also recommend that you bring a family member or friend with you for support, and to listen and take notes during your appointment, so that you can review the information together afterward. Interpreter and translation services, as well as services for the deaf, are available. Please inform our appointment scheduling staff if you require these services.

Whenever possible, please do not bring children to your appointment since they may be a distraction for you in receiving your care. This will allow you to focus on the information your health care team provides.

**Communicating With Your Health Care Team**

Open and honest communication with your doctor and health care team is the first step in maximizing the quality of the care you receive.

Your UC San Diego Health care team wants to provide you with the best possible medical service and ensure that you understand all aspects of your care and treatment, and have the necessary information to make decisions. It is your responsibility to keep them fully informed about how you are doing and to ask the questions you need answered, including issues that may be uncomfortable to talk about, such as bladder control, memory loss, sexual function or other personal concerns.

**Communication Tips**

We suggest you write down your questions before each appointment and ask your most important questions first.

Some questions you may want to ask your health care team include:

*What is my diagnosis?*

*What is the stage of my cancer and what does that mean?*

*What are my treatment options?*

*What are the goals of treatment?*

*What are the benefits and the risks?*

*What symptoms and side effects might I expect, and what are some ways to manage them?*
Of these, which treatment are you recommending?

How will this impact my daily life?

Are there clinical research trials I may be eligible for?

Write down the answers. Always ask if you don’t understand.

We recommend keeping a notebook.

Please share with your doctor how you prefer medical information to be communicated. Do you want all the details or a summary?

Tell your health care team the name of the person to whom they may give medical information if you are not available, and who you trust to make decisions for you in the event you are incapacitated. Ask your health care team about an advance directive.

**MyUCSDChart**

Your health is important around the clock — not just during office hours. That’s why UC San Diego Health offers MyUCSDChart, a personalized and secure online tool to access portions of your medical records. It enables you to securely use the internet to help manage and receive information about your health. At your convenience, you can communicate electronically and securely with your health care team.

With MyUCSDChart, you can:

- Communicate with your physician and health care team
- View select test results
- Read messages from your physician
- View your current list of medications
- Request prescription renewals
- Receive important health reminders
- Request non-urgent appointments
- Track vaccinations and other information
- Link to related medical websites
If you wish to participate, talk to your health care team or visit myUCSDChart.ucsd.edu.

For more information call 619-543-5220, Monday – Friday, 8 a.m. – 5 p.m.

**NOTE:** Do not use this system for urgent medical matters. Responses may take three or more business days. If you are experiencing an emergency, call 911 immediately.

**MyChart Smartphone Application**

MyUSCDChart is also available as a free application for your mobile device. To download:

- Search for MyChart in your phone or tablet’s application store
- Download the MyChart application
- Once download is complete, open MyChart
- Select California
- Scroll down and select UC San Diego Health, MyUCSDChart
- Select UC San Diego Health
- Enter same username and password used when logging into MyChart online (or that was provided to you)

The main page will show test results, appointments, medications, health reminders and your health summary.
Health Care Team

UC San Diego Health uses an interdisciplinary health care team approach, bringing together specialists from all aspects of cancer care to ensure that you receive the best possible treatment, and to support you and your family with the utmost compassion. We recognize that cancer and its treatment may have profound effects on many aspects of your life and the lives of your family and loved ones. Your health care team may include physicians, surgeons, nurses, social workers and other specialists. Medical students, residents and fellows may also be part of your health care team. All of these team members, with their passion for taking exceptional care of people, play an integral role in your cancer care.

Physicians

UC San Diego Health physicians are widely recognized as some of the best minds in medicine. Each year, many of our physicians are named
by members of the San Diego County Medical Society as the best physicians in the region.

From research in molecular genetics to the most advanced treatments, our internationally recognized physician-scientists are at the forefront of cancer therapy. They are focused on developing the next generation of cancer therapies, cures and surgical procedures, and making them available to patients like you as quickly as possible. This translational, bench-to-bedside and bedside-to-bench approach to cancer research and patient care can only be found in an academic health system such as UC San Diego Health.

**Nurses**

We offer you and your family a unique nursing experience from the moment you enter our doors, as all of our patients are assigned their own nurse to assist them in the coordination of their health care. Our nurses serve as your advocate and provide emotional support before, during and after treatment. They also act as a liaison between you, your physicians and other health care providers.

Many of our nurses are oncology-certified and have advanced training, which allows them to address the special needs of you and your family. They are also responsible for educating you about your disease process, treatments and side effects of therapy.

**Psychologists and Psychiatrists**

Psychologists and psychiatrists play key roles in helping you and your family through your cancer experience, treatment and survivorship.

Cancer and its treatment side effects can make it difficult for you to cope with everyday life and can lead to additional stresses such as insomnia, depression or anxiety. Our psychologists and psychiatrists are available by referral and can assist you with the appropriate treatments. Some services require prior insurance authorization.

- Comprehensive assessment of needs and concerns
- Individual, couples or family counseling focused on coping with cancer
Consultation and medication treatment

Support groups and classes

Contact: 858-822-5381 or health.ucsd.edu/cancersupport

Genetic Counselors

Our genetic counselors within the Family Cancer Genetics Program specialize in helping you and your family members understand cancer risks in families. They also provide education about genetic testing, cancer risk reduction, supportive resources and research opportunities. Genetic testing is often ordered.

Cancer genetic counseling aims to identify individuals and families with heritable cancer susceptibility for the purpose of promoting cancer-risk assessment and awareness, early cancer detection and cancer prevention.

A cancer genetic counselor is a medical professional with expertise in genetics, heritable cancer syndromes, and counseling. Cancer genetic
counselors can use their unique training and specialized education to help you and your family translate complex genetic information into practical decision-making.

If you or your family members have any of the following risk factors, you are a good candidate for genetic counseling:

- Breast or colorectal cancer before age 45
- Invasive ovarian cancer at any age
- Multiple (more than 20) colon polyps
- Multiple relatives with combinations of the following cancers: breast, ovarian, colorectal, stomach, endometrial, kidney, ureter, melanoma, endocrine, pancreas or small intestine
- Individuals who have had genetic testing or genomic profiling, but who haven’t met with a genetic counselor to review their family history or test results

Contact: 858-822-3240 or cancer-genetics@ucsd.edu

Costs: Usually covered by most insurers, however contact them in advance to determine coverage.

Pharmacists

As part of your health care team, our pharmacists provide safe and effective drug therapy for you throughout your health care experience. Moores Cancer Center pharmacy encompasses three areas: retail, infusion and an investigational drug service.

Retail Pharmacy: Our retail pharmacy offers a full prescription filling service and many common over-the-counter medications. Our pharmacists are experts in cancer medications and can provide you with specialized counseling, as well as help you monitor your prescriptions to ensure safety.

Location: First floor, to the right of the lobby elevators

Hours: Monday – Friday, 9 a.m. – 5 p.m.

Contact: 858-822-6088

Refills: 619-543-6191 (please allow 48 hours for refills)
Infusion Pharmacy: Our pharmacists use a computerized medication dispensing system that provides accurate doses of medications in a safe and reliable way. They use a state-of-the-art sterile compounding clean room to prepare, safety check and monitor every patient’s parenteral (non-oral) medications, such as those used for chemotherapy. If you have questions about your medications, please ask to speak to one of our pharmacists.

Investigational Drug Service: Pharmacists within the Investigational Drug Service work with the Clinical Trials Office to prepare and dispense investigational medications used in clinical research.

Dietitians

Nutrition is an important part of your cancer treatment. Eating the right kinds of foods and optimizing your nutrition intake can help you feel better and stay stronger. A registered dietician is available to work with you to create an individualized nutrition plan that meets your specific needs.

One of our registered dietitians can also help you if you would like information about food safety or if you experience any of the following conditions:

- Loss of appetite or taste aversions
- Loss of weight or lean body weight
- Difficulty chewing or swallowing
- Lowered immune function
- Nausea and vomiting
- Constipation or fatigue

Working in conjunction with our nurses and physicians, our nutritionists and registered dieticians can also assist with oral, tube or intravenous (IV) feedings, as well as discuss nutritional supplements, such as Boost, Ensure or Juven.

Contact: 858-822-6100 (a referral is required to schedule an appointment)
Cost: Most insurance carriers will reimburse for a consultation with a registered dietician when referred by a physician.

**Clinical Social Workers**

Our master’s degree level and licensed social workers can help you and your family with the emotional, psychosocial, spiritual and practical needs that may arise during your cancer treatment. While respecting your individual needs, strengths and culture, we can assist you with crisis intervention, assessment and referral, community resources, quality-of-life issues, end-of-life issues, family meetings, support groups and patient education.

Ask your treatment team about a referral to the social worker designated to work with you.

Cost: Free of charge

**Chaplains**

After receiving a diagnosis of cancer, you may be faced with questions of faith, meaning, purpose, forgiveness and hope. Chaplains are available to offer spiritual support to you, your family and caregivers, regardless of your religious background. They will help you find a house of worship in the community, and offer prayer and readings of holy text from the Bible and other sacred writings. The Chaplains can also provide support at the request of the patient for decision making, end-of-life discussions, grief and bereavement.

Contact: 619-543-2103
Clinical Services

There are multiple areas where you may meet with your physician and other members of your health care team. You will be instructed which clinic to go to when you make your first appointment. They include:

- Multi-Specialty Clinic, located on the first floor of Moores Cancer Center
- Blood and Marrow Transplant clinic, located on the second floor of Moores Cancer Center
- Comprehensive Breast Health Center, located at Perlman Medical Offices (connected to Thornton Hospital)
- UC San Diego Health locations for cancer services in Encinitas or Vista

Multi-Specialty Clinic

The Multi-Specialty Clinic brings together medical oncologists, surgical oncologists, nurse practitioners, physician assistants, nurses and other team members in one place. Our integrated clinics allow different members of your health care team to focus and collaborate on your care.

Location: 1st floor of Moores Cancer Center

Hours: Monday – Friday, 8 a.m. – 5 p.m.

Contact: 858-822-6100 (the Call Center may direct your call to your team of health care providers)

After-hours on-call physician: 858-657-7000

Blood and Marrow Transplant Program

The Blood and Marrow Transplant (BMT) Program is a partnership between UC San Diego Health and Sharp HealthCare. Since 1999, we have teamed up to bring you the region’s largest and most highly accredited BMT program. Although it is called a transplant, a BMT is not an operation. It is an infusion of stem cells through an intravenous line. We offer all types of stem cell transplants, including autologous, where stem cells are collected from the patient’s own blood or bone.
marrow, and allogeneic, where the cells are obtained from one of your relatives, an unrelated donor or from a cord blood unit.

Once you have been selected for a BMT, you will be closely followed by a team of health care providers, including a transplant physician, advanced practice provider (NP or PA), pre-transplant nurse coordinator, inpatient and out-patient nursing staff, social worker and a team of BMT financial experts who specialize in helping you with your insurance questions.

Location: Moores Cancer Center, second floor (outpatient); 3 West in Thornton Hospital (inpatient); Jacobs Medical Center, 6th floor (inpatient)

Hours: Monday – Friday, 8 a.m. – 5 p.m.

Contact: 858-822-6600 (BMT program); 858-657-6390 (3 West, Thornton Hospital)

After-hours on-call physician: 858-657-7000

In an emergency, call 911.

Comprehensive Breast Health Center

The Comprehensive Breast Health Center at Perlman Medical Offices offers a multidisciplinary team approach to breast cancer care. Our team includes medical oncologists, surgical oncologists, oncology nurse case managers, a breast team dedicated social worker, a nurse navigator, nurse practitioners and physician assistants. The Center also offers integrated services such as reconstructive surgery specialists, genetic counseling, acupuncture, massage therapy and survivorship care.

Location: Perlman Medical Offices, 9350 Campus Point Drive, Suite 1D

Hours: Monday – Friday, 8 a.m. – 5 p.m.

Contact: 858-822-6100

After-hours on-call physician: 858-657-7000

In an emergency, call 911.
Cancer Care Locations in Encinitas and Vista

UC San Diego Health is committed to providing community oncology care at locations throughout San Diego County, including Encinitas and Vista. Patients have the convenience of receiving services close to home, but still have access to an expanded team of experts and the array of services at Moores Cancer Center in La Jolla.

UC San Diego Health – Encinitas
1200 Garden View Road, Suite 200
Encinitas, CA 92024

Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.
Appointments required
Contact: 760-536-7700

UC San Diego Health – Vista
910 Sycamore Avenue, Suite 102
Vista, CA 92081

Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.
Appointments required
Contact: 760-536-7737

Doris A. Howell Palliative Care Service

The Doris A. Howell Palliative Care Service provides specialized care for people with serious illness. This type of care is focused on providing patients relief from the symptoms, pain, and stress of a serious illness. The goal of our care is to improve quality of life for both patients and families. Our team of doctors, nurses, social workers and pharmacists work with other health care providers to provide an extra layer of support. Palliative care is appropriate and available at any age and at any stage of a serious illness and can be provided together with curative treatments. The service is named after Dr. Doris Howell, a pioneer in patient care in San Diego. Appointments can be arranged
through your doctor or by calling the Doris A. Howell Palliative Care Service directly.

Contact: **858-534-7079**

**Radiation Oncology**

Within the Radiation Oncology Department, physicians use radiation therapy — or radiotherapy — to treat cancer with radiation energy. Radiotherapy is a common treatment for many types of cancer and is an effective means of palliating, or soothing, your pain and other symptoms. It can be used to treat a multitude of cancers.

Radiation oncologists at UC San Diego Health can perform a wide range of state-of-the-art radiation therapy treatment approaches, including:

- Brachytherapy (breast, prostate, gynecology)
- Image-guided radiation therapy (IGRT) and Align RT
- Intensity-modulated radiation therapy (IMRT)
- Partial breast irradiation (PBI)
- Respiratory gating/4D-CT
- SAVI breast brachytherapy
- Stereotactic radiosurgery (SRS) of the brain
- Stereotactic body radiation therapy (SBRT) of the spine and other parts of the body
- Total body irradiation (TBI)

Locations:

1. Moores Cancer Center first floor, on the left as you enter the lobby
2. Radiation Oncology PET/CT Center on the hill across from the main entrance of Moores Cancer Center
3. Other locations throughout San Diego County are available. Please check with your health care team.

Hours: Monday – Friday, 6:30 a.m. – 6:30 p.m.
Contact: 858-822-6040 (Moores Cancer Center)

858-246-1515 (Radiation Oncology PET/CT)

Website: health.ucsd.edu/radonc

After-hours on-call physician: 858-657-7000 (Ask to speak with the on-call radiation oncologist.)

**Radiation Oncology PET/CT Center (La Jolla)**

Location: Across the street from Moores Cancer Center

Hours: Monday – Friday, 6 a.m. – 7 p.m.

Contact: 858-822-6040

**Imaging Services**

Imaging Services uses state-of-the-art technology, including positron emission tomography (PET), computerized tomography (CT) and magnetic resonance imaging (MRI) to pinpoint and map tumors so that they can treat cancer cells. Your physician may use a PET scan to measure certain body functions, such as blood flow, oxygen use and sugar metabolism to see how well your organs and tissues are functioning. CT imaging provides excellent three-dimensional anatomical views, and MRI scans, especially those captured on the most powerful and fastest MRI scanner — a 3T — making it possible to see semi-solid tissue, such as your ligaments, tendons and cartilage.

In 2005, Moores Cancer Center was the first to acquire a 3T MRI scanner for clinical use in San Diego. Our Imaging Services offer all-digital breast imaging and other services, including screening, diagnostic mammography, breast ultrasound and bone densitometry (DEXA).

Location: First floor to the right of the registration desk, at the end of the hallway past the Multi-Specialty Clinic

Hours: Monday – Thursday, 7:30 a.m. – 6:30 p.m.

Friday, 7:30 a.m. – 5 p.m.
Please ask our staff about Saturday hours.

Contact: **858-822-6122**

To schedule an MRI, CT, PET-CT, breast imaging, bone density scan or ultrasound, call **619-543-3405**.

To schedule nuclear medicine exams, call **619-543-1986**.

To schedule interventional radiology exams, call **619-471-0320**.

**Radiology Services (La Jolla)**

Location: Thornton Hospital, first floor on the right in the main lobby

Hours: Monday – Friday, 7 a.m. – 6 p.m.

Contact: **858-657-6640**

**Radiology Services (Hillcrest)**

Location: UC San Diego Medical Center, first floor, next to the pharmacy, room I-505

Hours: Monday – Friday, 7 a.m. – 6 p.m.

Contact: **619-543-2218**

**Procedure Suite**

The Procedure Suite is used to perform therapeutic and diagnostic procedures for acute and chronic pain management, as well as minor urologic, surgical, oncologic, and head and neck procedures.

- Always check in at the registration desk prior to your appointment. The registration staff will then direct you to the Procedure Suite waiting room, which is behind the Multi-Specialty Clinic.
- You should plan on remaining in Moores Cancer Center for at least two hours, depending on the need for lab work or other interventions.
- When making any appointment with the Procedure Suite, please let us know of any medications you are currently taking, especially if you are taking blood thinners, heart or blood pressure medication, antibiotics or aspirin.
Bring any materials your physician has given you.

Wear loose, comfortable clothing.

If you develop a cold, fever or other illness before your procedure, contact your physician as soon as possible.

When making your Procedure Suite appointment, the staff will inform you of any special instructions (for example, if you need a driver or special diet instructions).

Immediately after your procedure, you will be seen in the recovery area. Upon your discharge, we will discuss in detail the care you may require at home.

Location: First floor to the right of the registration desk, down the hallway to the Multi-Specialty Clinic.

Hours: Monday – Friday, 8 a.m. – 5 p.m.

Contact: 858-822-6110 (main clinic line and appointment scheduling)

After-hours on-call physician: 858-657-7000

**Infusion Center at Moores Cancer Center**

Common cancer therapy includes chemotherapy (chemo), which is a drug that can destroy cancer cells. Our Infusion Center is where you receive your chemo treatments. The Infusion Center also provides:

- Biologic therapy
- Blood draws from central lines
- Blood transfusions
- Dressing changes
- Hydration and electrolyte replacement
- Immunotherapy
- Injections
- Other non-oncology infusions

To make your visit as comfortable as possible, we have iPads and Wi-Fi available for use. Although we do provide nourishment items such
as crackers and juice, feel free to bring snacks or a lunch. Guests are welcome to join you in the Infusion Center and are invited to visit our outdoor Healing Gardens.

Please note:

→ Authorization will need to be obtained from your insurance company prior to beginning treatment.

→ The Infusion Center is staffed by certified physician assistants (PAs) to care for your needs and answer your questions.

→ Trained research nurses are available for patients enrolled in clinical trials.

→ After registration is complete in the main lobby, please wait in the Infusion Center lobby. If you have been waiting longer than 20 minutes, please notify the triage charge nurse. Please keep in mind that patient wait times depend on many factors and that we focus on ensuring your appointment proceeds as smoothly as possible.

→ At your scheduled appointment time, a medical assistant will escort you to the Infusion Center, where you will meet with a registered oncology nurse.

→ The length of your appointment depends on the type of treatment or procedure you are receiving. When scheduling your appointment, please ask how long it will take so you can plan accordingly.

→ If you are having lab tests performed on the same day as your treatment, your visit may be longer due to the time required for the lab to analyze your blood. Labs typically take between 60 and 90 minutes to process. If this is not convenient, you may have your labs completed the day before your scheduled treatment.

→ Dress in comfortable clothes and bring a sweater or jacket.

→ To ensure you are seen in a timely and efficient manner, please arrive at least 15 minutes prior to your appointment time.

Location: First floor to the right of the lobby elevators, past the retail pharmacy, through the double glass doors.

Contact: 858-822-6294, Option #2 (Infusion Center Appointments)

After-hours on-call physician: 858-657-7000

Hours: Monday – Friday, 7:30 a.m. – 9:30 p.m., Saturday and Sunday 8 a.m. – 6 p.m., Closed Thanksgiving Day & Christmas.
Infusion Center in Hillcrest

Location: UC San Diego Medical Center, 9th floor, room 926
Hours: Monday – Friday, 7:30 a.m. – 6 p.m.
Contact: 619-543-2639
After-hours on-call physician: 858-657-7000

We also have other Infusion Center locations to serve you:

UC San Diego Health – Encinitas
1200 Garden View Road, Suite 200
Encinitas, CA 92024
Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.
Appointments required
Contact: 760-536-7700

UC San Diego Health – Vista
910 Sycamore Avenue, Suite 102
Vista, CA 92081
Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.
Appointments required
Contact: 760-536-7737

If you are interested in receiving treatment at one of these locations, please discuss with your care provider.

Lab Draw Station

The lab is part of UC San Diego Health’s Clinical Laboratory and offers blood drawing services.

Please note:

- No appointments are required to have blood drawn from your arm. Walk-ins are accepted.
- Check in at the registration desk in the main lobby before you go to the lab.
→ Following registration, proceed to the lab drawing station and wait for your name to be called.
→ To avoid delays, verify with your physician or nurse that they have submitted your lab order prior to your visit.
→ Some tests require that you fast (do not eat or drink) prior to a blood draw. Always check with your ordering physician or nurse to determine if this is necessary prior to your visit.
→ Depending on your treatment, blood work may have to be done within 1 day, 72 hours, 7 days, etc. of treatment. Check with your doctor for your specific requirements prior to having blood work done.
→ If you have a central venous access device, such as a port-a-cath or peripherally inserted central catheter (PICC) line, blood draws will be done in the Infusion Center Fast Track and do require making an appointment.

Location: First floor, to the right of the lobby elevators, past the retail pharmacy, through the double glass doors into the lab reception area.

Hours: Monday – Friday, 7:30 a.m. – 5 p.m. Closed on weekends and holidays.

Contact: 858-822-6296 (lab front desk). For test results, please contact your physician’s office.

Lab services are also available at:

• **Perlman Medical Offices**
  Hours: Monday – Friday, 7:30 a.m. – 6 p.m., closed holidays
  Contact: 858-657-8690 (front desk). For test results, contact your physician’s office.

• **Encinitas Lab**
  Hours: Monday – Friday, 8:30 a.m. – 4 p.m., closed holidays
  Contact: 760-697-3049. Appointments required.

• **Vista Lab**
  Hours: Monday – Friday, 8:30 a.m. – 4 p.m., closed holidays
  Contact: 760-697-3049. Appointments required.
Clinical Trials Office

A clinical trial is a research study conducted with volunteer participants, usually to evaluate if a new treatment is safe and effective. Because physician-scientists at the Clinical Trials Office investigate new cancer drugs, surgical procedures and therapy combinations, you have access to some of the most advanced treatments for your cancer. Our clinical trials team is dedicated to educating patients about clinical trials options along with the physician and their health care team, always keeping our focus on delivering the best treatment for you and your family.

We can provide you with:

- Information about new and investigational cancer therapies
- Access to research treatments before they are widely available
- An opportunity to contribute to cancer research with the goal of improving treatments for generations of patients to come

Please ask your physician about clinical trial treatment options that may be available for your type of cancer. Your physician and the clinical research team will clearly explain the details of the costs of a trial if presented as a treatment option.

Hours: Monday – Friday, 8 a.m. – 5 p.m.

Contact: 858-822-5354 or email cancercto@ucsd.edu

Inpatient Services

At times, you may need to undergo certain cancer treatments, tests or procedures that are not available within Moores Cancer Center or our outpatient locations and may require a hospital stay. Patients needing surgery, inpatient treatment, certain radiology procedures or emergency services may be treated at Jacobs Medical Center in La Jolla, or UC San Diego Medical Center in Hillcrest.
The bone and marrow transplant inpatient unit has specialized nursing training and facilities to best meet the needs of the patients and their families.

Please note:

→ Your health care team will give you the information you need prior to your appointment or admission, including when and where to check in. Please feel free to ask questions.

→ You are encouraged to bring a family member or friend with you to your pre-admission appointment. Please do not bring children to the hospital, due to risk of infections.

→ Cafeterias are available for your convenience at both hospitals.
Patient and Family Education

Chemotherapy and Immunotherapy Classes

All patients, caregivers, and family members of patients who will be receiving or are currently receiving chemotherapy or immunotherapy are encouraged to attend our Chemotherapy and Immunotherapy Class. The goal of this class is to help prepare patients, caregivers, and family members about what to expect and how to better manage the side effects of cancer treatment. The class is held in Comer Commons on the second floor of Moores Cancer Center and lasts about one hour, followed by a question and answer session. Please refer to the calendar or our flyers for more information.

Cost: Free of charge
Registration: Not required

Video Education (Emmi®)

Emmi is an easy-to-use, online educational video program that is available to all UC San Diego Health patients. The program offers over 100 videos and 300 articles on topics such as chemotherapy, types of
cancer, surgical procedures and much more. The videos are offered in many languages and can be viewed in the comfort of your own home on your desktop computer, laptop or tablet. You can also review videos and share them with family and friends in your support system. Please ask your health care team to enroll you in this exciting educational program.

**Radiation Oncology Classes**

Radiation Oncology Classes for patients and caregivers are held on Wednesdays in the Radiation Oncology PET/CT Center building from 3 to 4 p.m. The purpose of this helpful class is to provide education specific to radiation therapy, including the steps, explanation of the planning and technology, information about the possible side effects, available resources, and your team. Please feel free to bring your questions.

Cost: Free of charge

Registration: Not required

**Healthy Eating Program**

The Cancer Prevention and Control Program at Moores Cancer Center provides nutrition services through our Healthy Eating Program.

- Nutrition seminars are offered monthly by a registered dietitian. While there is no charge for the class, registration is requested to ensure adequate seating.

- The Healing Foods Kitchen offers free food demonstration classes each month to teach you how to easily prepare recipes using foods that promote health and help fight disease. Classes are held at no charge; however registration is required to ensure adequate seating.

- A telephone counseling program that provides personalized coaching and support designed to help you adopt a diet and physical activity routine that will promote health and fight disease.

- Additional educational audio and video resources on nutrition topics are also available.

Contact: 858-822-2237

Website: health.ucsd.edu/healthyeating
Patient and Family Support Services

Many experts are available to assist you and your family in facing the challenges of cancer. Our team includes social workers, psychologists, psychiatrists, palliative care specialists, nutritional experts and volunteers through our Patient and Family Resource Center. Our Patient and Family Support Services program provides options for supportive counseling and advocacy, as well as a variety of mind/body modalities such as gentle yoga, massage, acupuncture and classes through our Healthy Eating Program to work safely with your medical treatment and help you to have the tools that maximize your wellness.

Patient and Family Resource Center

The Patient and Family Resource Center is located in the heart of Moores Cancer Center and is open to all community members seeking accurate information and resources about cancer and health. The center is a comfortable and peaceful environment that is staffed by well-trained volunteers, many of whom are cancer survivors. The center offers a variety of resources in various languages including free brochures, a lending library of books, and a selection of DVDs. Several computers with internet access are available and our volunteers will gladly assist with accessing the most up-to-date cancer information and community resources.

We recognize that image and comfort are essential to well-being. The center offers items that may ease your cancer experience, including:

- Comfortable head coverings for men and women, including wigs, hats, caps, turbans and nightcaps
- Stylish shawls and neck scarves
- Handmade lap blankets and small pillows
- “Bottles of Hope” sculptures
For comfort item donations, please contact our Volunteer Coordinator: 858-657-7133.

Location: UC San Diego Health – La Jolla
  Moores Cancer Center
  3855 Health Sciences Drive
  Room 1066, First Floor
  La Jolla, CA 92039

Hours: Monday – Friday, 9 a.m. – 4:30 p.m., Weekend schedules varies; call for most current hours.

Contact: 858-822-6152 or ccpatiented@ucsd.edu

Patient and Caregiver Support Groups

Moores Cancer Center offers a wide range of patient and caregiver support groups in both English and Spanish. A calendar is available in print and online. Some groups are general in nature, such as the Cancer Patient Support Group. For details and information about the types of support groups and our calendar, please visit: health.ucsd.edu/cancersupportgroups

Patient Experience

We’re here for you. Our Office of Experience Transformation is here to help you should you have any concerns, questions or suggestions for improvement. As experience specialists, we respond quickly to address any issues that might arise and are here to assist you and your family to ensure that your experience with us is a positive one. Your discussions with us will be kept confidential. We offer assistance with the following:

→ Requests for information
→ Requests for translators and sign language interpreters
→ Patient rights (health.ucsd.edu/patientrights)
→ Advance directives (health.ucsd.edu/directives)
→ Patient advocacy
Our goal is to provide outstanding service and we welcome your feedback. Submit comments by phone, mail, email or online via our We Listen program.

Phone: 619-543-5678
Email: welisten@ucsd.edu.
Website: health.ucsd.edu/thankyou

Patient and Family Advisory Council

The Patient and Family Advisory Council (PFAC) is a dedicated group of patients, caregivers, faculty and team members devoted to finding opportunities for improving every aspect of your Moores Cancer Center experience. This includes all of our service areas and satellite locations. PFAC members work together to shape innovative ideas, find solutions and implement optimal strategies for helping you, your family and caregivers. The council also uses feedback from “We Listen” and our patient satisfaction surveys to identify opportunities for improvement.

To learn more about our PFAC, visit: health.ucsd.edu/PFAC

Cancer Registry

Moores Cancer Center has a staff of data collection professionals who collect information about the types of cancers that are treated here, including details about diagnosis and treatment. Information is reported in a confidential manner to the State Public Health Department and the data may be used by cancer researchers to assist in their research. Strict procedures are in place to protect patient confidentiality. If you wish to learn more, please contact the Cancer Registry manager at 619-543-8264.
Today's your graduation
it's for a good cause
give the bell a good ring
and receive your applause.

UC San Diego
Moores Cancer Center
Financial and Insurance Assistance

Our aim is to provide you with financial guidance during the course of your treatment. We recognize that you may have questions regarding your insurance plan and coverage and paying for your medical bills. Our financial counselors are available, both in person and over the phone at your request, to help answer your questions.

Medical care at UC San Diego Health frequently involves two primary charge components; therefore, you may receive two billing statements regarding the same services rendered.

- A professional fee is for services provided by the physician within UC San Diego Medical Group: 888-543-0999 or 619-543-3000.

- A facility or technical fee is for procedures and services provided by Moores Cancer Center, Jacobs Medical Center or UC San Diego Medical Center. These might include bills from the clinic, radiation, pharmacy, lab or imaging: 800-755-1533.


Moores Cancer Center has a financial counselor on-site to assist you with any insurance or financial questions you may have.

Location: First floor, behind the Multi-Specialty Clinic check-in desk.

Hours: Monday – Friday, 8 a.m. – 4:30 p.m.

Contact: 858-822-7969

We can also assist low-income patients with resources on public assistance programs, and help answer questions on how to apply.

County Medical Services (CMS): 800-587-8118

Medi-Cal: 800-541-5555

Patient Advocate Foundation: 866-657-8634

Healthwell Foundation: 800-675-8416

Social Security Administration (Medicare): 1-800-772-1213

For more information, visit health.ucsd.edu/cancer-assistance
Supporting Moores Cancer Center

Volunteer Opportunities

Our volunteers are an important part of our health care team. Please look for our volunteers in the light blue shirts with a UC San Diego Health emblem and feel free to ask them for assistance.

To learn more about volunteer opportunities at Moores Cancer Center, please call 619-543-6370 or visit health.ucsd.edu/volunteer.
Charitable Opportunities

Generous support from donations helps us find ways to defeat cancer and continue to provide the most compassionate care possible to patients and their families. These charitable donations bring us ever closer to defeating cancer and provide hope to patients and their families. Whether you wish to support cancer research, patient care or education and outreach, your gift makes a meaningful impact. Thank you for your consideration. Please consider making a donation.

To make a donation or learn more, please email clrandolph@ucsd.edu, call 858-246-1685 or visit health.ucsd.edu/cancer-donations

Benefit Events

Interested in hosting or organizing an event to benefit Patient and Family Support Services at Moores Cancer Center? Third-party events provide support for our programs and help increase awareness of our cancer services in the community. For more information, please contact nbelt@ucsd.edu or 858-246-1230.

Planned Giving

Through planned giving, donors establish their personal financial goals through their estate plan that can include a gift to a charitable institution, such as Moores Cancer Center. Planned giving provides an opportunity to take advantage of tax benefits through philanthropy. Unrestricted gifts are applied where the need is greatest. Restricted gifts can be made to a specific program or service, such as counseling, writing workshops, acupuncture, music therapy or support groups.

If you have a specific use in mind for a potential gift, we can help identify funding opportunities. Call the Office of Gift Planning at 858-534-2249 or email giftplanning@ucsd.edu to learn how you can support our mission while ensuring your family’s financial security.

The UC San Diego Foundation is a 501(c)(3) nonprofit organization (Tax ID: 95-2872494).
Your Health Care Team

Write down your important contacts here.

Physician

Name:__________________________________________
Contact:________________________________________
Notes:__________________________________________

Nurse Case Manager

Name:__________________________________________
Contact:________________________________________
Notes:__________________________________________

Social Worker

Name:__________________________________________
Contact:________________________________________
Notes:__________________________________________

Administrative Staff/Other

Name:__________________________________________
Contact:________________________________________
Notes:__________________________________________

Your Questions and Answers

Write down your important questions and answers here.

Q: ____________________________________________

A: ____________________________________________

Q: ____________________________________________

A: ____________________________________________

Q: ____________________________________________

A: ____________________________________________

Q: ____________________________________________

A: ____________________________________________