Patient Guide
UC San Diego Cancer Services
Welcome to UC San Diego Cancer Services

If you or someone you love has just been diagnosed with cancer or related disease, 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 loved ones 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 outstanding cancer care and bench-to-bedside research. Patients from across the world come to us for our expertise and to receive the latest advancements in cancer treatment and access to clinical trials.

We have designed this guide to provide you and your loved ones with 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,

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We suggest you bring this reference guide with you to your first visit. If you received this guide in its digital format, please feel free to ask us for a printed copy.
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Quick Reference Guide

Questions for your care team? Need to schedule an appointment? Want to learn more about our services? We are here for you! Call 858-822-6100

If you need to reach a physician after-hours, call 858-657-7000
Greetings

At UC San Diego Health, we want to help ease the day-to-day physical and emotional challenges you face. Our goal is to walk with you through this journey by providing the highest quality of care and supporting you and your loved ones with the utmost compassion. Throughout UC San Diego Health, you will have access to all of the treatments, care and services you may need, as well as our team of experts. We strive to ensure that, from your very first visit, you will never feel alone.

Before Your First Visit

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

Your First Appointment

When getting ready for your first appointment, you may feel anxious or overwhelmed. This is completely normal and we are here to support you. Below are lists for what to bring, how to communicate effectively with your team and helpful tips to make your visit go as smoothly as possible. We also have provided helpful information on transportation, food services and lodging.

What 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

Communication Tips

Your UC San Diego Health care team wants to provide you with the best possible medical service, to ensure that you understand all aspects of your care and treatment and have the necessary information to make decisions. This works best when you keep staff fully informed about how you are doing and you ask the questions that are on your mind. Write down your questions before each appointment and ask your most important questions first.

- Write down all answers, and always ask for clarification if you do not understand an answer.
- Consider having one notebook where you keep all information and notes about your care.
- Share with your doctor how you prefer medical information to be communicated such as in details or summary form.
- 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.
- Use the MyUCSDChart patient portal or the MyUCSDHealth app if desired.
MyUCSDChart Patient Portal and MyUCSDHealth App

To help make communication with your care team easy, UC San Diego Health offers MyUCSDChart, a personalized and secure online tool to access portions of your medical records using the internet. With MyUCSDChart you can send secure messages to your care team, view test results, view your current list of medications, request prescription referrals, receive health care reminders, request non-urgent appointments and much more. To access MyUCSDChart through your mobile device, download the MyUCSDHealth app.

If you wish to participate, talk to your health care team, visit MyUCSDChart.ucsd.edu or download the MyUCSDHealth app. 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 up to three business days. If you are experiencing an emergency, call 911 immediately.

Helpful Tips Provided by Staff and Patients

- Dress in comfortable clothes and bring a sweater or jacket.
- Southern California traffic can sometimes be difficult. Give yourself plenty of time to get to your appointment, find parking and make your way to the buildings.
- Always check in at the registration desk prior to your appointment. The registration staff will direct you to the appropriate clinic.
- 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 individuals who are hearing impaired, are available. Please inform our appointment scheduling staff if you require these services.
- Do not bring children to your appointment for everyone’s safety.

Directions and Parking

Maps are included for your convenience at the back of this guide.

Parking fees vary by location. Please visit health.ucsd.edu/parking for more information

Patient Ambassadors are available to give golf-cart rides throughout the main campuses during regular clinic hours.

Public Transportation

For information on public transportation serving our hospital and clinic locations, visit transportation.ucsd.edu/alternatives/transit.

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.

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

Food Service

Food services are available at most locations. Please ask a team member for more information.

Lodging

Family Houses at UC San Diego Health, including Bannister Family House in Hillcrest and the La Jolla Family House, are available to your family members and support persons if you are being treated at UC San Diego Health. Guests must live at least 65 miles from the 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 the Family Houses, 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.

Rates and house descriptions are available at health.ucsd.edu/familyhouses. To request a stay at the Family Houses, talk with a UC San Diego Health social worker or a member of your care team.

Discounted Hotels: Several local hotels and motels, including Bartell Hotels, offer special rates for patients of UC San Diego Health. Please visit health.ucsd.edu/lodging.
Health Care Team Members and Services

UC San Diego Health uses a multidisciplinary care team approach, bringing together specialists from all aspects of your care to ensure that you receive the best possible treatment and support. Your health care team may include physicians, surgeons, advanced practice providers, nurses, and other specialists. All of these team members, with their passion for taking exceptional care of people, play an integral role in your care.

Additional team members and services include:

Center for Integrative Medicine

UC San Diego Health partners with UC San Diego School of Medicine’s Center for Integrative Medicine to offer you integrative therapies. These types of therapies can be empowering for those who are interested in a mind/body approach to healing illnesses diseases such as cancer. The Center for Integrative Medicine offers services including:

- Consultations with an integrative medicine physician
- Acupuncture
- Therapeutic massage
- Mindfulness classes
- And more!

For more information on services and fees or to schedule an appointment, visit cim.ucsd.edu, call 844-747-0474 or email ciminfo@ucsd.edu.

Clinical Social Workers

Our licensed clinical social workers are available throughout your treatment journey to assist you and your loved ones with psychological, social, emotional, spiritual, and practical needs that may arise. Social work services are planned with you, and with respect for your individual needs, strengths, and culture. They can include assistance in coping with your treatment, or education and information about community resources such as transportation or mental health referrals. There is no cost for their services.

Clinical Trials Services

A clinical trial is a research study conducted with volunteer participants, usually to evaluate if a new treatment is safe and effective. Because UC San Diego Health physician-scientists at the Clinical Trials Office investigate new drugs, surgical procedures and therapy combinations, you have access to some of the most advanced treatments. Our clinical trials team is dedicated to educating patients about clinical trials and helping you to access research treatments before they are widely available. Please ask your physician about clinical trials that may be available for your condition.

Genetic Counselors

Our genetic counselors specialize in helping you and your family members understand health risks in families. They also provide education about genetic testing, early disease detection, supportive resources and research opportunities.
Speak to your clinical team for more information and a referral.

Cost: Usually covered by most insurers, however contact your insurance company in advance to determine coverage.

Imaging Services
Your physician may use imaging technologies to see how well your bones, organs and tissues are functioning. Our Imaging Services department 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. Imaging Services also offers all-digital breast imaging, diagnostic mammography, breast ultrasound and bone densitometry (DEXA).

Pharmacists
As part of your health care team, our pharmacists are experts in cancer and other related medications and can provide you with specialized counseling, as well as help you monitor your prescriptions to ensure safety. In addition, our retail pharmacy offers a full prescription filling service and many common over-the-counter medications. There is no cost for specialized counseling related to your prescriptions.

Psychology and Psychiatry Services
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 to cope with everyday life or 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. Our support team offers:
- Comprehensive assessment of needs and concerns
- Individual, couples or family counseling focused on coping with cancer
- Consultation and medication treatment

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

Cost: Most insurance carriers will reimburse for a consultation with a registered dietitian when referred by a physician.

Rehabilitation Services
UC San Diego Health offers a full range of physical, occupational, and speech therapy. If appropriate, you will be evaluated so that services can be customized to your individual needs. The goals are to minimize pain, restore function, and promote adaptation to improve quality of life. Our experienced therapists have specialized training that ensures the best in diagnostic and treatment options, based on the most current research in the field.

Reproductive Health
At UC San Diego Health, we believe reproductive health care is important for every young cancer patient at every stage of the care journey. Reproductive health issues — including the ability to have healthy pregnancies and children, prevent unintended pregnancies, and manage menopause or testicular failure — are all important to young cancer survivors. Both female and male patients facing cancer therapy have effective options to preserve their fertility. Ask your care team for more information.

Speech Language Pathologists
Our speech language pathologists help care for those with complex disorders of the voice and swallowing systems. Our team offers a wide range of state-of-the-art surgical and behavioral therapy options to help restore and optimize the ability to talk, eat and breathe. They can address voice, swallowing and/or feeding disorders and create a diagnostic and therapeutic plan for your specific needs. Please speak with your care provider for a referral and more information.
Patient and Family Education and Support

In addition to the excellent clinical care you will receive at UC San Diego Health, we are also here to support you and your loved ones emotionally throughout your care journey. We offer a variety of options to help you find the best way to address your individual needs. For more information on all supportive services available please visit health.ucsd.edu/cancer-resources.

All Classes and, Groups and Services are Free of Charge.

Supportive Classes
We offer a variety of classes on topics such as expressive arts, expressive writing, tai chi and meditation to provide whole-person care to you and your loved ones. Classes are designed to provide emotional support and promote wellness before, during and after treatment.

Patient and Caregiver Support Groups
During your care journey, you may want to connect with others going through similar situations. We offer a wide range of patient, caregiver, and family support groups in both English and Spanish. A calendar is available in print and online. Some groups are general in nature, and others are for specific cancer or other disease types.

Chemotherapy and Immunotherapy Education Class
If your care team recommends for you to begin chemotherapy or immunotherapy we encourage you and your loved ones to attend this class. The goal is to prepare you about what to expect and how to better manage the side effects of treatment.

Radiation Oncology Class
This class is an orientation for patients who will receive radiation therapy and their caregivers. It includes what to expect from an initial consultation to the end of radiation treatment, the planning behind the scenes, technology used, common side effects, resources, and your treatment team. Please bring your questions.

Healing Foods Program
The Healing Foods Program provides UC San Diego Health patients, staff and the community with resources, monthly nutrition seminars and cooking classes focusing on the benefits of nutrition and cancer prevention. Learn evidence-based nutrition information and obtain accurate state-of-the-science information from our nutrition professionals.

- Food Demonstration Classes showcase a nutrition theme followed by a food demonstration, taste testing, and discussion of the recipe’s nutrient content and preparations.
- Nutrition Seminars provide participants with evidence-based nutrition information and an opportunity for discussion with a nutrition professional. Seminars explore different topics on food, nutrition and cancer survivorship.

Child Life Services
Teen and young adult patients facing a cancer diagnosis, as well as, children of adult patients who are navigating their parent’s serious illness, face unique challenges. Through the use of therapeutic play and expressive arts, developmentally appropriate education, family resources and memory making interventions, our certified child life specialists work to support you and your family through all phases of your cancer journey. Ask your care team for more information.
**Smoking Cessation**

The California Smoker’s Helpline — a partnership between researchers at UC San Diego Cancer services and the California Department of Health — offers phone counseling and other free services, including supportive text messaging and self-help materials. You may qualify for free nicotine patches. Studies show that smokers who use Helpline counseling are twice as likely to quit as those who don’t. Call **1-800-NO-BUTTS** to choose from a range of services to help you reach your goal.

**Patient and Family Resource Center**

Patient and Family Resource Centers are open throughout outpatient oncology service locations to all community members seeking accurate information about cancer and other related diseases. The centers are designed with your needs in mind and are a comfortable and peaceful environment staffed by well-trained volunteers, many of whom are cancer survivors. We offer a variety of resources in various languages, including free brochures, a lending library of books, and a selection of DVDs. Computers, scanners and printers are available for you to use, and our volunteers will gladly assist with accessing the most up-to-date cancer information and community resources.

**Patient Navigation**

Patient Navigators provide personalized support to you and your families from the first visit through survivorship care. They serve as a single point of contact to answer your non-medical questions, orient you and your families to cancer services, and help you navigate the UC San Diego Health system.

**Patient Experience**

Our goal is to provide outstanding service and we welcome your feedback. Patient Experience Specialists are here for you if 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. Please submit comments by phone, mail, email or online via our We Listen program.

For experience related comments, call **619-543-5678**, email **welisten@ucsd.edu** or visit **health.ucsd.edu/thankyou**

**Billing Department**

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 coverage and paying for your medical bills. We are available to help answer your questions. For billing questions, call **855-827-3633**, email **askus@ucsd.edu** or visit **health.ucsd.edu/billing**.
Locations, Parking and Maps

UC San Diego Health provides oncology care at locations throughout San Diego County, including La Jolla, Hillcrest, Encinitas and Vista. Additionally, we have partnerships throughout southern California. We look forward to finding you the best location and will provide you instructions where to go to when you make your first appointment.

1. Moores Cancer Center (MCC)
   3855 Health Sciences Drive
   La Jolla, CA 92037
   Closest Parking Lots – Athena Structure, Valet available (cash only)

2. Jacobs Medical Center (JMC)
   9300 Campus Point Drive
   La Jolla, CA 92037
   Closest Parking Lot – Campus Point structure, Athena structure, Valet available (cash only)

3. Koman Family Outpatient Pavilion (KOP)
   9400 Campus Point Drive
   La Jolla, CA 92037
   Closest Parking Lot – Campus Point structure, Athena structure, Valet available (cash only)

4. Radiation Oncology PET/CT Building (ROPCC)
   3960 Health Sciences Drive
   La Jolla, CA 92037
   Closest Parking Lot – Athena Structure

5. Encinitas Cancer Care
   1200 Garden View Road
   Encinitas, CA 92024
   Closest Parking Lot – UC San Diego Health Parking Lot

6. Perlman Medical Offices
   9350 Campus Point Drive
   La Jolla, CA 92037
   Closest Parking Lot – Campus Point structure, Athena structure

7. Medical Offices North (inside Hillcrest Medical Center)
   200 West Arbor Drive
   San Diego, CA 92103
   Closest Parking Lot – Arbor Parking Structure (at the end of Arbor Drive) or in Lot 964 (at First Avenue and Montecito Way)

8. Vista Cancer Care
   910 Sycamore Avenue
   Vista, CA 92081
   Closest Parking Lot – UC San Diego Health Parking Lot

Parking Services
Self-parking is available in parking structures for a fee. Valet Parking (cash only) is available at our La Jolla and Hillcrest campuses. Both self-park and valet are complimentary with a disabled placard. For current information please visit our website health.ucsd.edu/parking.
Map: Moores Cancer Center