Welcome!

NEW PATIENT ORIENTATION
OBJECTIVES

- To provide you with the resources and reassurance you need as you begin your care at the UNM Cancer Center.

- Specifically, you will learn:
  - About the UNM Cancer Center.
  - About the Center’s departments and services.
  - How to find your way around the Cancer Center.
  - About your healthcare team and types of cancer treatments.
  - How to access community resources, programs and support services.
  - Some helpful information to use throughout your care.
ABOUT THE UNM CANCER CENTER
MISSION STATEMENT

- To assure that all New Mexicans have access to world-class cancer treatment and benefit from advances in cancer research.

Goals

- To provide state-of-the-art cancer diagnosis and treatment for all New Mexicans.

- To conduct world-class laboratory, clinical, and community-based research to discover the causes and cures for cancer.

- To train the next generation of cancer healthcare professionals.

- To overcome New Mexico’s significant cancer health disparities through community-based public health programs.
The UNM Cancer Center is:

- The Official Cancer Center of the State of New Mexico.
- The only National Cancer Institute-designated cancer center in New Mexico and one of just 68 nationwide.
- Home to more than 100 board-certified oncology physicians from some of the world’s most prestigious cancer institutions.
- Home to 132 cancer scientists supported by more than $72 million in federal and private funds.
OUR STATE-OF-THE-ART FACILITY

Designed to accommodate all of our patients and their families and friends in a friendly, healing environment.
ADDRESS

- **UNM Cancer Center**
  - 1201 Camino de Salud NE
  - (Located at the northwest corner of University and Camino de Salud)
MAPS

- Where you can find maps:
  - **Patient Guide**
  - **Website** – cancer.unm.edu
  - Reception & Check-In desk (first floor)
  - Available in English and Spanish
PARKING

- **Main Entrance (First Level)**
  1) Patient parking, drop-off and pick-up
  2) Handicapped parking
  3) Free valet parking *(attendants will park your car upon request)*

- **West Parking Lot (Ground Level)**
  1) Patient parking
  2) Handicapped parking
  3) A parking pass is required
PATIENT GUIDE

▪ New patients will receive a Patient Guide and bag when they register at the registration desk.

▪ Read the Patient Guide to learn about:
  • The UNM Cancer Center
  • Your Care
  • Your Team
  • Your Treatment
  • Patient & Family Support Services
  • Community Resources

▪ Helpful resource.

▪ Keep it in a place where it is easy to find.

▪ You can view it or download it from our website.
OUR WEBSITE

- **Website Address:** cancer.unm.edu

- **Find Information about:**
  - Appointments
  - Maps & Directions
  - Patient Care
  - Patient Services
  - Physicians
  - And more
PHONE & FAX NUMBERS

- **Main Number**
  - (505) 272-4946

- **New Mexico Statewide Toll-free Number**
  - 1-800-432-6806

- **Clinic Fax Number**
  - (505) 925-0100
HOURS OF OPERATION

- **Monday – Friday, 8:00 AM – 5:00 PM**

- **Closed on weekends and the following holidays:**
  - Martin Luther King, Jr. Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day and the day after
  - Christmas Eve and Day
  - New Year’s Eve and Day
AFTER HOURS - PHONE NUMBERS

- After Hours are:
  - Weekdays before 8:00 AM and after 5:00 PM, weekends and holidays

- UNM Cancer Center After Hours Phone Numbers
  - (505) 272-4946 or 1-800-432-6806
TRIAGE NURSE - PHONE SERVICE

- Some examples why you may need to contact a Triage Nurse
  
  - Urgent Medical Need
    - Severe pain
    - Fever greater than 100.5
    - Swelling, redness and/or tenderness in one leg or arm
    - Feeling dizzy or lightheaded
    - Nausea, vomiting or diarrhea lasting over 24 hours

- UNM Cancer Center Triage Nurse Phone Service – (505) 272-4946
  
  - Ask for the Triage Nurse.
  - Provide your name, medical record number, phone number & detailed message.
  - Calls will be returned within 1 hour (Monday – Friday, 8:00 AM – 4:30 PM)
MEDICAL EMERGENCY

- Call 911 or go to the nearest Emergency Room.

- Some examples of a medical emergency:
  - Chest pain
  - Shortness of breath
  - Difficulty breathing
  - Excessive bleeding
CONTACT INFORMATION

- Keep important contact numbers handy.

- Here are some suggestions where you may want to keep them:
  - Wallet or purse
  - Near your phone
  - Program them into your phone
  - Refrigerator
  - Binder
FINDING YOUR WAY
Look for these signs outside and throughout the clinic to help you find your way
FLOOR BY FLOOR

- GROUND FLOOR – Radiation Oncology
- FIRST FLOOR – Main Entrance
- Second Floor – Not Yet Open
- THIRD FLOOR – Multidisciplinary Clinic
- FOURTH FLOOR – UNM Hospital Infusion Suite
GROUND FLOOR

- West Entrance

- Radiation Oncology
  - Check-In & Waiting Area
  - Radiation Treatment
  - Exam & Consultation Rooms

- Medical Records Office
In accordance with HIPAA regulations, patients may request copies of their medical records by contacting our Medical Records office.

All Cancer Center related notes are available for release.

A Release of Information Form and valid identification are required.

Located on the Ground Floor - (505) 925-0106
MEDICAL RECORDS (continued)

- For UNM Hospital records, call UNM Hospital at 272-2141.

- For image requests, contact the UNM Hospital Radiology Department at (505) 272-2093.
  - First floor of the main hospital.
  - Fee for CD’s, approximately $10.00 each.
  - Patient can request several films be put on one CD.
FIRST FLOOR

- Main Entrance
- Valet & Information
- Patient Check-In & Registration
- Financial Assistance
- Billing
- TriCore Laboratory
- UNM Hospital Radiology PET/CT
- Hereditary Cancer Assessment Program
- Patient & Family Support Services
- Patient Education Resource Library
VALET & GENERAL SERVICES

- General Service Assistants (GSAs) provide:
  - Parking passes
  - Free valet parking on request
  - Wheelchairs
  - Directions and maps
  - UNM Hospital shuttle information
  - Transportation assistance - calling cabs, UNM Shuttles or other city transportation services.

- First Floor – Reception & Check-In Desk

- Phone Number: (505) 925-0101
UNIVERSITY OF NEW MEXICO CANCER CENTER

RECEPTION, CHECK-IN & REGISTRATION
RECEPTION & CHECK IN

- Check-in at the check-in desk on the first floor.
- You will receive a pager and will be directed where to go.
- You may be asked to sit in the waiting area until paged.
- When the pager lights up and vibrates, a screen in the middle will show you which registration desk to go to.
NEW PATIENT REGISTRATION

- At the registration desk, you will be required to provide:
  - Your contact information.
  - A written referral or authorization from your primary care doctor, if needed.*
  - Medical insurance card(s).
  - A co-payment and/or down payment, if needed.

- Registration may take up to 30 minutes to complete.

* If your healthcare is provided by Indian Health Services you will need a referral for each appointment.
REGISTRATION (continued)

- You will receive a wristband when you register.
- Then you will proceed to your appointment and check in at the reception desk on the appropriate floor.
- At the check-in desk you will receive labels with your name, birthdate and medical record number. Labels are provided:
  - For safety and identification purposes.
  - To provide to staff when required.
- You will be asked to provide your name and birthdate to ensure the information on your wristband is correct.
CHECK-IN & REGISTRATION

- Clinic, Chemotherapy & Lab Appointments
  - Always check-in at the reception & check-in desk before each appointment.

- Radiation Oncology Appointments
  - For your first radiation oncology appointment, check in at the reception & check-in desk on the first floor.
  - Established patients, check-in at the Radiation Oncology reception desk on the ground floor.
BILLING & FINANCIAL ASSISTANCE
BILLING

- It is important that you understand your health insurance policy, coverage, benefits and co-payment responsibility.

- You may receive billing statements from different sources, including:
  
  1) **UNM Medical Group** for visits to your doctor
  
  2) **UNM Hospital** for chemotherapy treatments, radiology, CT/PET scans, X-rays and lab work (TriCore), in-patient admissions, etc.

- Why?
  
  - These groups work together at the UNM Cancer Center to provide services to our patients.
BILLING CONTACT INFORMATION

- For Billing Questions
  - Contact UNM Hospital Patient Financial Services at (505) 272-2521
  - A representative is also available in the Cancer Center on the first floor next to registration.

- TriCore Reference Laboratories Billing Office
  - (505) 938-8910
  - 1 800-541-9557
  - (505) 938-8833 (fax)
FINANCIAL ASSISTANCE

- Assists patients who do not have health insurance and need help paying their medical bills.
  - Determine if patients meet specific criteria required to apply for financial assistance programs.
  - Help patients create payment plans to cover their medical treatment.

- Call (505) 925-6617 to schedule an appointment.
UNIVERSITY OF NEW MEXICO CANCER CENTER

APPOINTMENTS, SCHEDULING & INTERPRETER SERVICES
BEFORE YOUR APPOINTMENT

- You should receive an appointment reminder call.

- For all your medical appointments, it may be helpful to confirm your appointment the day before, especially if you live out of town.

- Plan to arrive a little early.

- If you need lab work completed before your next appointment, ask your health care provider when you should have it done.

- Consider bringing a family member or friend with you for support.
WAITING FOR YOUR APPOINTMENT

- Your time at the Cancer Center may take longer than expected based on:
  - Laboratory tests involved
  - Diagnostic procedures (X-rays, CT scans, etc.)
  - Number of appointments you have
  - Types of treatments
  - Doctor’s schedules

- Wireless internet service is available.

- Bring a book, food, snacks, or a laptop computer, etc. to enjoy.

- **Satellite** is the closest restaurant, just south of the Cancer Center.
SCHEDULING YOUR APPOINTMENTS

- **Appointment Scheduling**
  
  - After your doctor’s appointments, most often you will go to the main check out windows or to a specific scheduling area on the third floor to schedule your follow-up appointments.
  
  - If required, you will be called by our scheduling staff to schedule follow-up appointments.

- To cancel or reschedule appointments, please call **(505) 272-4946** at least 24 hours before your scheduled appointment.
INTERPRETER LANGUAGE SERVICE

- UNM Hospital Interpreters are available.
  - Professional medical interpreters can facilitate communications between patients and their healthcare team in the following languages:
    - Spanish
    - Navajo
    - Vietnamese
    - Sign
    - Other languages
  - Interpreters are available during clinic hours.
  - They are either available in person, via telephone or by computer services.

- If you need an interpreter, please ask for one every time you schedule an appointment.
LABORATORY
LABORATORY

- Tri-Core Laboratories - [www.tricore.org](http://www.tricore.org)

  • **Statewide Tri-Core Laboratories** – provides lab services for UNM hospitals, clinics, physicians, employees and other healthcare providers throughout New Mexico.

  • **Our on site** Tri-Core Diagnostic Lab allows patients with most insurance plans, including Lovelace Healthcare, to get blood work and other tests done on the first floor.
LABORATORY

- However, not all insurance plans cover lab costs at statewide Tri-Core Labs.

- Find out which labs your insurance plan covers.

- Ask your doctor or nurse for instructions, especially if you chose to go to a laboratory that is not part of the UNM system.
HEREDITARY CANCER ASSESSMENT

- Is available for people who want to determine if they have a higher risk for developing cancer based on their family history.
- Ask your doctor if you would benefit from a Hereditary Cancer Risk Assessment.
- Contact Information: (505) 925-0156 or visit our website.
PATIENT & FAMILY SUPPORT SERVICES

- **Nutritionist - (505) 925-0108**
  - Provides expert nutrition counseling to help you stay strong before, during and after cancer treatment.

- **Psychology/Counseling - (505) 925-0104**
  - Help patients cope with anxiety, depression and other emotions.
  - Provide educational information and resources to help patients learn about their diagnosis, treatment, coping and more.
  - Offer a variety of support groups

- **Patient Education & Resource Library - (505) 925-0188**
PATIENT & FAMILY SUPPORT SERVICES

- Social Workers
  - Provide counseling and emotional support.
  - Assist patients with barriers to treatment which may include transportation, housing, and financial issues.
  - Provide education.
  - Assistance in completing advanced directives, disability, back to work releases and other forms. Some forms may take up to 7 days to be completed and/or processed.
  - Link patients to community resources.
PATIENT & FAMILY SUPPORT SERVICES

- Patient Navigators - (505) 272-4946

  - Serve as a consistent point of contact for patients throughout their care.

  - Call a patient navigator to help with:
    - ✔ Navigating the healthcare system.
    - ✔ Scheduling and appointment issues.
    - ✔ Connecting you with appropriate services, programs and resources.
On-Site American Cancer Society (ACS) Patient Navigator

- Provides free information about specific types of cancer, transportation, lodging and other ACS resources, including:

  - **Look Good Feel Better Program**
    - A community-based, free, national service which teaches female cancer patients beauty tips to look better and feel good about how they look during chemotherapy and radiation treatments.

  - **Reach to Recovery**
    - Matches volunteers with patients who will talk with patients about coping with a breast cancer diagnosis and treatment.

- **Call (505) 272-0228**
PATIENT EDUCATION & RESOURCE LIBRARY

- **Offers local, state and national information on:**
  - Cancer
  - Cancer treatment
  - Coping
  - Support
  - Survivorship
  - Community resources
  - Cancer organizations

- **Located on the first floor.**
- **For more information, call (505) 925-0188.**
THIRD FLOOR

MULTIDISCIPLINARY CLINIC

- Medical & Surgical Oncology
  Where most doctor’s appointments will be
- Check-in & Waiting Area
- Check-out & Appointment Scheduling
- Exam Rooms
- Nutritionist
- Meditation Room
- Patient & Family Quiet Seating Areas
FOURTH FLOOR

UNM HOSPITAL ADULT INFUSION CENTER

- Chemotherapy Treatment
- Check-In & Waiting Area
- Blood Draw/Shot Clinic
  - Blood Transfusion
  - Hydration and electrolyte replacement
  - Injections/shot clinic
  - Blood draws from ports and central lines
  - Port Flush
To help prevent patients from catching a cold:

- Children under age 14 are not allowed in the Chemotherapy Suite, where patients receive their treatment.
- Those with a cough will be asked to wear a mask.
- Family or friends who have a cold are encouraged to stay home.
YOUR HEALTHCARE TEAM
MULTIDISCIPLINARY TEAMS

- Breast
- Gastrointestinal (colon, liver, stomach, esophageal, pancreatic, rectal and anal)
- Gynecological (cervical, ovarian, uterine, vaginal)
- Head & Neck
- Hematologic (leukemia, lymphoma, myeloma & stem cell transplantation)
- Neurological (brain and spinal cord)
MULTIDISCIPLINARY TEAMS (continued)

- **Genitourinary** *(prostate, bladder, kidney, testicular, penile)*
- **Skin**
- **Sarcoma** *(soft tissue and bone)*
- **Thoracic** *(lung, esophagus and chest)*
YOUR HEALTHCARE TEAM

- Medical Oncologists
- Pediatric Oncologists
- Radiation Oncologists
- Surgical Oncologists
- Hematologists
- Attending Physicians
- Fellows
- Resident Physicians
- Interns
- Medical Students
YOUR HEALTHCARE TEAM

- Midlevel Providers
  - Physician Assistant (PA)
  - Nurse Practitioner (NP)

- Registered Nurses (RN)
  - Clinic, Chemotherapy, Radiation & Research Nurses

- Radiation Physicists, Dosimetrists, Therapists

- Nutritionist, Psychologist and Social Workers
COMMON CANCER TREATMENTS & CARE OPTIONS
CANCER TREATMENTS & CARE OPTIONS

- Treatment for each person may vary; you and your team of doctors will determine the best course of therapy for you.
  
  - Surgery
  - Chemotherapy
  - Radiation Therapy
  - Hormonal Therapy
  - Targeted Therapy
  - Biological Therapy
  - Clinical Trials
Clinical Trials are research studies designed to:

- Test new cancer treatments.
- Find new and better ways to diagnose and prevent cancer.

Our Clinical Trials Office offers interested patients who qualify the option of participating in a Clinical Trial.

Your doctor along with a research or protocol nurse may talk with you about participating in a clinical trial as a treatment option.
To learn more about clinical trials, the potential benefits and risks, or to find out if a clinical trial is right for you:

- Talk to your doctor

- UNM Cancer Center Clinical Research Office  
  Phone: 272-5490, website: unm.cancer.edu.

- New Mexico Cancer Care Alliance  
  Statewide Clinical Trials Network  
  Phone: 272-7813, website: www.nmcca.org

- National Cancer Institute, Phone: 1-800-422-6237,  
  website: www.cancer.gov/clinicaltrials

- National Institute of Health, website: www.clinicaltrials.gov
PSYCHOSOCIAL SERVICES

- Oncology services that address the emotional and social needs of our patients throughout a patient's care.
  - Emotions may include fear, stress, sadness, denial, grief, and everything in between.
  - Social issues may include financial, transportation, and lodging needs.
  - All of the above can affect patients' coping, adaptation, treatment, and recovery.

- We have a team of counselors and social workers who are available to help.
UNM HOSPITAL (UNMH) SERVICES

- Patients undergoing cancer treatment may need services or certain tests and procedures offered at:

  1) UNM Hospital (UNMH)

  2) UNMH Outpatient Surgery and Imaging Service (OSIS)

  3) UNMH Radiology PET/CT
UNM HOSPITAL (UNMH)

- **UNM Hospital**
  2211 Lomas Blvd. NE
  Albuquerque, NM 87106
  Information: (505) 272-2111
  [Map to UNMH](#)  [Floor Maps](#)

- **FREE Patient & Visitor Parking**
  - UNM Hospital west parking lot

- **Website** – [http://hospitals.unm.edu/](http://hospitals.unm.edu/)

- **Free Shuttle Service pick-up & drop off locations**
  - UNM Cancer Center by request
  - UNMH Outpatient Surgery & Imaging by request
  - UNM Family Health Clinic shuttle stop, across the street, south, of OSIS
West Garage: Patient Parking
UNM HOSPITAL - Outpatient Surgery and Imaging Service (OSIS)

- **OSIS** (east of the Cancer Center) - (505) 925-7680
  1213 University NE
  Albuquerque, New Mexico 87102
  [Map and Driving Directions](#)
UNM HOSPITAL RADIOLOGY PET/CT

- **Two Locations**
  1) East of the Cancer Center, west of Outpatient Surgery and Imaging Services OSIS.
  2) UNM Hospital Radiology

- **If your doctor orders an imaging procedure,** you will receive a call from the UNM Hospital Department of Radiology, to schedule the procedure.

- **If you do not receive that call within two (2) working days,** after your appointment with your doctor, please call Radiology scheduling at (505) 925-0158.

- [The National Cancer Institute – Information about Imaging Tests](#)
MEDICATIONS

1) Fill out the Medication List form which was sent to you in your packet. Remember to include all:
   - Prescriptions
   - Vitamins or supplements
   - Over-the-counter medications
   - Herbal preparations

2) Update the form regularly.

3) Bring the updated form with you to every appointment.
1) The fastest way to get your medication prescription refilled is to ask your doctor during your doctor’s appointment.

2) Call your pharmacy and ask your pharmacist to contact your doctor for the prescription.

3) Call the Cancer Center’s prescription refill line at (505) 925-0290. Allow 48 hours.

4) If possible, try to get all of your medicines from the same pharmacy so the pharmacist can check for drug interactions and can help answer questions about side effects.
PATIENTS NEED INFORMATION

- Patients need good information in order to make good decisions about their health and health care.

- Some reasons why it may be hard to learn new information may include:
  - Hearing problems
  - Speaking a different language
  - Not understanding medical terms
  - Feeling nervous, scared, anxious and/or overwhelmed
  - White Coat Syndrome – blood pressure rises due to anxiety when you meet with a doctor
  - Trying to learn a lot of information in a short amount of time
  - Different learning and communication styles
ASK QUESTIONS

- Write down specific questions to ask your doctor before each appointment.
- Ask the most important questions first.
- Write down the answers.
- Ask questions until you understand.
- To make sure you understand, use your own words and explain to your healthcare provider what you heard him/her say.
- Consider bringing a family member or friend with you for support.
- No question is a bad or wrong question.
QUESTIONS YOU MAY WANT TO ASK

- What is the name of my cancer?
- What is the stage of my cancer and what does it mean?
- What are my treatment options?
- What are the goals of the treatment, and what is the success rate?
- How long will the treatment last?
- What are the risks of this treatment?
- What are the side effects of this treatment?
- Will you provide written material about the cancer that I can take home to read?
RESOURCES FOR PATIENT EDUCATION

- **Cancer Information** on our website.

- **National Cancer Institute’s “Understanding Cancer” educational series** – Online Educational Classes

- **National Cancer Institute’s Cancer Publications**

- **www.cancer.org/onlineclasses** - I Can Cope – American Cancer Society
HELPFUL HANDOUTS

- From the **National Cancer Institute**
  - *How Can We Help*
  - *What You Need To Know About Cancer*
  - *Taking Part in Cancer Treatment Research Studies*
  - *Caring for the Caregiver*
  - *Taking Time – A support book for people with Cancer*
STAYING ORGANIZED

- Keep a binder to store your medical information so you can keep track of your medications and appointments.

- Keep your Patient Guide handy so you can look up contact information, services and programs you may need.
EVALUATING CANCER INFORMATION ON THE INTERNET

- Who operates the website? Check the “About Us” section.
- Who is responsible for the website's content?
- Where do they get their information?
- Who are the authors and what are their credentials?
- How current is the information on the website?
- How is the information reviewed before it posted on the Web site?
- What does your doctor say?
- Discuss the information you find on the Internet with your doctor or health care provider. Your doctor can help you evaluate the information and determine whether it applies to you.
EVALUATING CANCER INFORMATION ON THE INTERNET

- A Web address that ends in:
  - .edu – is published by an organization that is associated with an education institution such as a university.
  - .gov – is a web page belonging to a governmental organization.
  - .org – is a web page that belongs to a non-profit.
  - .com – is a web page that belongs to a for-profit company.
SOME NATIONAL ONLINE RESOURCES

- **The National Cancer Institute** (NCI) - www.cancer.gov
- **Medline Plus** - www.nlm.nih.gov/medlineplus
- **Center for Disease Control** - www.cdc.gov
- **The National Cancer Institute – Information about Imaging Tests**
COMMUNITY RESOURCES

Albuquerque Cancer Coalition

- Mission Statement:
  A coalition of cancer support agencies, hospital treatment centers, and governmental agencies uniting together to inform the community of resources, to educate, to advocate and to meet the needs of cancer patients and their families.
SUGGESTIONS FOR EMOTIONAL SUPPORT

- Listen to music you enjoy.
- Make time for a hobby.
- Meditate.
- Take a walk, in nature, if possible.
- Ask friends, family or service organizations to help with chores/tasks.
- Talk it out, meet with a counselor, psychologist or social worker.
- Give and get support; join a support group.
- Write in a journal.
- Spiritual or religious practice.
- Spend time with close family members and friends.
- Do all, some or none of the above, the idea is to do things you enjoy.
HOW TO FIND INFORMATION & SERVICES

- Just **ASK** and use the following resources:

  - Patient Navigators
  - *Patient Guide*
  - Website
  - Reception & Check-in Desk on the first floor
  - UNM Cancer Center staff
  - Patient Education & Resource Library on the first floor
  - TV monitors - located in the patient waiting areas
YOU CAN MAKE A DIFFERENCE

- **How to make a donation** - There are many ways to make a gift to the UNM Cancer Center. All gifts are tax deductible. Call the UNM Cancer Center Development Office at 505-272-2443 to find out more.

- **Interested in Volunteering?** - UNM Cancer Center volunteers are an important part of the support and service we provide to patients. For more information about volunteer opportunities, call (505) 925-0188.

- **How to provide feedback** - The UNM Cancer Center takes patient and family feedback very seriously and we welcome your input. Please contact the front desk to pick up a compliment or complaint form, which is also available on our website.

If you wish to speak with someone about a quality issue, please call (505) 272-4946 and ask to speak with the Director of Quality.
Thank you for choosing the UNM Cancer Center for your care.