

Frequently Asked Questions

Where do I schedule my appointments?

Please call Kellogg Cancer Center at (847) 570-2112.

Who do I call if I am feeling any side effects from treatment?

If you are experiencing side effects from your treatment, call Kellogg Cancer Center and ask to speak to a nurse. Your concern will be communicated to the care team via electronic message. The charge nurse will be paged if it is an urgent critical matter. ***If you are experiencing fever, pain or severe nausea, ask to speak to a nurse immediately.***

Kellogg Cancer Center Immediate Care offers expert, same-day care for patients experiencing adverse symptoms related to their disease or treatment. If you are feeling any symptoms or side effects, please call us at (847) 570-2112.

Who do I call about billing issues or to help me understand the bills?

Please contact NorthShore’s Financial Services Department or a Kellogg Cancer Center Patient Financial Advocate for questions regarding your statements.

NorthShore Financial Services Department (847) 570-5000

Patient Financial Advocate

Evanston Hospital.....(847) 570-1825

Glenbrook Hospital.....(847) 503-1181

Highland Park Hospital.....(847) 926-4724

Do I need a physician referral?

Patients at Kellogg Cancer Center should have a referral from either their primary care physician or a surgeon. Please be sure to check with your insurance company to verify any specific requirements.

How do I find out more about the Kellogg Cancer Center physician my doctor has sent me to?

See the physician bios by visiting northshore.org/cancer and clicking on “Our Team.”

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Where do I park when I come to Kellogg Cancer Center?

Evanston Hospital

Kellogg Cancer Center at Evanston Hospital is located on the north side of campus with a separate entrance on Ridge Avenue. Parking is discounted for patient visits lasting longer than six hours and is \$4.00. Valet parking is available at Kellogg Cancer Center's main entrance at no additional charge on the day of your appointment.

Glenbrook Hospital

The entrance to Kellogg Cancer Center at Glenbrook Hospital is at the Landwehr Entrance of the John and Carol Walter Ambulatory Care Center. Parking is complimentary. Valet parking is available.

Highland Park Hospital

Kellogg Cancer Center at Highland Park Hospital is located in the Ambulatory Care Center. Parking is complimentary. Valet parking is available.

What if I need help getting around once I get to the hospital?

Upon arriving at each hospital and when needed throughout each visit, caring and helpful transport staff will assist patients in need of wheelchair services.

Can I get a second opinion from a physician at Kellogg Cancer Center?

Many of our physicians are well known throughout Chicago, the country and even internationally. We are pleased to offer their expertise if you are seeking a second opinion. When calling to make an appointment for a second opinion, please be sure to let our staff know that your visit is for that purpose.

What does my insurance cover?

Every insurance plan is different and coverage can be very confusing. Cancer treatment may involve many different tests, drugs, and both inpatient and outpatient hospital visits. It is very important that you or your family understand what your insurance plan requires in order to make the billing process less complicated. Please contact your insurance provider for more information.

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Can patients bring friends or family with them for visits?

Please check with your care team for updated guidelines for visitors. Your loved ones are often very important parts of your support and recovery. Please recognize that due to many diseases and treatments, patients frequently have compromised immune systems. We ask that guests be sensitive to possibly exposing patients to additional viruses or other infections. Please see Patient Rights and Responsibilities in the Additional Resources section of this guide for further information.

Are interpreting services available?

A wide range of communication options based on individual needs are available at no cost to the patient or family. We offer these services to minimize communication barriers when providing comprehensive medical services to sensory-impaired and language-limited patients. Please notify a staff member if you are in need of services.

Do you have health education materials available?

The Kellogg Cancer Center Resource Center, located at Evanston Hospital Kellogg Cancer Center, and the Myra Rubenstein Weis Health Resource Center, located at Highland Park Hospital, provide educational materials and health resource tools to help you stay well-informed of medical care options and be proactive in maintaining good health. Call (847) 480-2727 or email mrwresource@northshore.org. Resource information can also be found online at northshore.org/cancerresources.

Who do I need to inform if I have an advance directive?

As part of our commitment to individualize each patient's care, we ask you to inform us of any advance directive you may have prepared. It is important for all patients to have considered their goals of care; please be sure to discuss these plans with your family members. Provide copies of your power of attorney, living will or other advance directives to your Kellogg Cancer Center team. NorthShore offers a comprehensive guide to patient goals and advance directives at northshore.org/acp.

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Are there dining options available for outpatients, family members and visitors?

Each Kellogg Cancer Center location has dining facilities available.

Evanston Hospital offers:

Atrium Café

The Atrium Café offers a variety of food and beverage options and is located north of the Main Entrance Atrium, just past the escalator. The Atrium Café is open from 6 a.m. to 4 p.m. Monday through Friday and reopens for night owls from 2 a.m. to 4 a.m. Monday through Friday. Phone orders for pickup may be placed by calling (847) 570-1890.

Dining Room

The Employee/Visitor Dining Room is located on the lower level and is open daily from 6:30 a.m. to 7 p.m.

Vending Area

The vending area, open 24 hours a day, is located near the Employee/Visitor Dining Room.

Glenbrook Hospital offers:

Dining Room

The Employee/Visitor Dining Room located in the basement of the building offers a wide variety of selections and is open for the following meals:

Breakfast	6:30 a.m.–9:15 a.m.
Continental Breakfast	9:15 a.m.–11 a.m.
Lunch	11 a.m.–1:30 p.m.
Snack, Deli and Salad Bar	1:30 a.m.–5 p.m.
Full-Service Dinner	5 p.m.–6:45 p.m.

Vending Area

The vending area, open 24 hours a day, is located adjacent to the Employee/Visitor Dining Room.

The Susan Barney Atrium Café

The café is located on the main level east of the John and Carol Walter Ambulatory Care Center entrance.

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Highland Park Hospital offers:

Dining Room

The Employee/Visitor Dining Room is located on the lower level of the hospital. Hours of service are:

Breakfast	6:30 a.m.–10 a.m.
Continental Breakfast	10 a.m.–10:30 a.m.
Lunch	11 a.m.–1:30 p.m.
Sandwiches and Snacks	1:30 p.m.–6:30 p.m.
Dinner	4:30 p.m.–6:30 p.m.

Park Avenue West Café

Visitors may enjoy sandwiches, snacks and assorted beverages in the Park Avenue West Café, located in the main lobby. The Park Avenue West Café is open Monday through Friday from 6:30 a.m. to 2:30 p.m.

Vending Area

Snacks and beverages are available in the 24-hour vending room located on the lower level next to the Employee/Visitor Dining Room.

Do you have gift shops?

Each hospital maintains a gift shop with a wide variety of gifts, flowers and more. All hospital gift shops hours have changed to account for patient and employee safety. Please call the number listed for availability.

Gift Shop Location

Evanston Hospital	(847) 570-2717
Glenbrook Hospital	(847) 657-5623
Highland Park Hospital	(847) 432-8000 ext. 4170