

During this journey, you will meet several key members of our team who will help guide and assist you along the way. A brief overview and description of Kellogg Cancer Center's team members are provided below.

Patient Support Associate (PSA), Patient Account Representative (PAR) and Coordinators

Our **PSAs** are the first to greet you at the front desk upon your arrival. They are specially trained in patient registration to make the registration process as smooth and quick as possible. During this process, PSAs will obtain and update your insurance and applicable personal demographic information. They may present you with a list of your current medications, as noted in your electronic health record. You should verify the accuracy of this information with your nurse or physician during your visit. Additionally, NorthShore now routinely includes patient photos in the health record for patients 18 years and older as a way to improve patient safety and prevent medical identity theft or fraud. The PSAs will also provide you with a patient identification wristband, which is an additional safety protocol.

When you call Kellogg Cancer Center, the **PARs** are the team members answering our phones. They will communicate your request to the proper individual. They are also able to schedule appointments. If your call requires immediate medical attention, they will direct you to a clinical team member.

As you check out at Kellogg Cancer Center, you may ask the PSA or **coordinator** to assist you in scheduling future appointments. Our PSA will also ensure that you have received a copy of your **After Visit Summary**.

Phlebotomist

Many Kellogg Cancer Center patients require the service of our certified **phlebotomist** located on-site to save you a trip to the lab. This lab technician will draw your blood.

Medical Assistant

Medical assistants support the team with patient care. They may assist with obtaining vital signs, height and weight during a visit, and enter this information in your electronic health record, which is held confidential. They may also escort you to your exam or treatment room.

Medical Oncologist

You will be seen by specialized **medical oncologist** physicians who are MDs offering expertise in your specific type of cancer. They work with other members of the interdisciplinary team to coordinate your care and ensure state-of-the-art treatment.

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Nurse Practitioners (NPs) or Physician Assistants (PAs)

Established Kellogg Cancer Center patients may see a **nurse practitioner** or **physician assistant** in between their regularly scheduled appointments with their physician or if immediate medical attention is necessary and a physician is not available. Our nurse practitioners and physician assistants work closely with Kellogg Cancer Center physicians and are recognized as expert healthcare providers. They may perform physical examinations and procedures, obtain a medical history, order and interpret diagnostic tests, diagnose and treat acute and chronic health problems, provide patient education and counseling, prescribe and administer medications, and order or perform therapeutic treatments.

Collaborative Nurse or Nurse Navigator

The **collaborative nurse** or **nurse navigator** is a nurse specially trained in oncology. Each medical oncologist has a specialized nurse who practices with him or her in the clinic. Collaborative nurses and nurse navigators assist patients in care coordination, diagnosis and treatment education and are a primary resource throughout your journey.

As the diagnosis of cancer is often overwhelming, the collaborative nurse or nurse navigator will:

- Navigate you through the entire medical experience, including diagnosis, treatment plan, appointments, billing, and all tests and procedures.
- Coordinate your care to ensure that tests and procedures are conveniently scheduled.
- Facilitate referrals to surgeons and other cancer specialists, such as radiation oncologists, dietitians, psychosocial professionals, dentists and other medical specialists.
- Along with the the physician, promptly communicate your laboratory and test results.
- Offer one-on-one informational instruction about cancer, definitions of treatment, and information about cancer services available at Kellogg Cancer Center and throughout NorthShore.
- Provide educational materials on cancer that are meant to empower you throughout the treatment process. At the end of each of your physician visits, your nurse or physician will review your After Visit Summary with you to make sure you understand all your instructions.
- Serve as a contact throughout your care to help you and your family connect with existing community resources.

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Treatment Nurse

The **treatment nurse** is a nurse who collaborates with the entire care team to administer medications and therapies ordered by the medical oncologist. Nurses at Kellogg Cancer Center have a special competency in the administration of chemotherapy. The treatment nurses partner with you to set goals, provide ongoing education and support, and ensure that the best possible care is provided during each treatment visit. They work together as a team to provide care for all the patients at Kellogg Cancer Center. At the end of each of your treatment visits, your nurse will review your After Visit Summary to make sure you understand any possible side effects, the medications that have been prescribed and when to alert your physician to symptoms you experience.

Pharmacist

The Kellogg Cancer Center pharmacy team consists of specially trained and nationally certified **oncology pharmacists**. Our pharmacists partner with physicians and nurses to develop an individualized plan of care for you based on national standards and guidelines as well as your unique needs. The pharmacist is a resource to assist with your questions about medications and symptom management.

Research Department

Research nurses, clinical trial data managers and **certified research associates** will assist if you are interested in enrolling in clinical research studies.

Nutrition and Dietary Services

Registered dietitians are available for consultation if you are experiencing difficulty with your nutritional intake, including loss of weight and appetite. They will work with you and your family to outline strategies and set nutritional goals throughout therapy.

Psychosocial Support Services

Social workers are available not only for emotional support and referrals to programs and resources, but also to offer their help in navigating the assistance programs offered by government or nonprofit groups for those facing cancer.

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Patient Financial Advocates

Patient Financial Advocates are available to meet with patients throughout their journey. The team includes precertification specialists who work to have your treatment plans preauthorized for payment by your insurance company and can answer questions about your bills. For patients who demonstrate significant financial need, they will coordinate reduced-cost care through state programs, the hospital's charity care program or pharmaceutical companies' programs.

Integrative Medicine

Integrative medicine uses a humanistic approach, caring for the “whole person.” The **integrative medicine physician or practitioner** combines conventional Western medicine with safe, evidence-based complementary or alternative medicine approaches for a holistic approach to care, treatment and healing. For additional information, call **(847) 657-3540** or visit **northshore.org/integrative**.