

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 is provided below.

Patient Support Associate (PSA)

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, the PSA 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 medical record. You should verify the accuracy of this information with your RN or MD during your visit.

Once you have registered, our PSAs will direct you to our reception area where we offer a variety of beverages and a free Lending Library for our patients' reading pleasure. Thanks to philanthropic support, personal DVD players may be available for your use while waiting. These are loaned on a first-come, first-served basis – please see a front desk staff member if you are interested. If you would like to donate books or DVDs to our Lending Library, you may also give them to the front desk staff.

When you call Kellogg, the PSAs are the team members answering our phones and they will connect you with the proper individual. They are also able to take care of you if you need to schedule an appointment. If your call requires immediate medical attention, they will direct you to a clinical team member.

As you check-out at Kellogg, you may ask your PSA to assist you in scheduling future appointments and to print a copy of your **After Visit Summary** for you.

Phlebotomist

Many Kellogg 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

The **medical assistant** supports 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 medical record, which is held confidential. They may also escort you to your exam or treatment room.

Medical Oncologist

Patients will be seen by a specialized **medical oncologist** physician who is an MD 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 (NP) or Physician Assistant (PA)

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 physicians and are recognized as expert healthcare providers. They may perform physical examinations and 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, perform procedures, and order or perform therapeutic treatments.

Collaborative Nurse or Nurse Navigator

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

An oncology certified nurse serves as a collaborative nurse or nurse navigator, and is available to you and your family as a primary contact throughout your cancer diagnosis and course of treatment. Since the diagnosis of cancer is often overwhelming, the oncology 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, psycho-social professionals, dentists and other medical specialists.
- Promptly sharing and explaining your laboratory and some of your test results.
- Offer one-on-one informational instruction about cancer, definitions of treatment, and information about cancer services available at Kellogg and throughout NorthShore.
- Provide educational materials on cancer, which helps empower you throughout the treatment process. At the end of each of your Medical Doctor Visits, your nurse will print and review your After Visit Summary with you to make sure you understand your physician's instructions.
- Serve as a contact once you are home to help you and your family connect with existing community resources.

By looking after the best interests of you as a patient, our oncology nurse navigator makes the transition from diagnosis to treatment smoother and simpler.

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Treatment Nurse

The **treatment nurse** is an RN who collaborates with the entire care team to administer medications and therapies ordered by the medical oncologist physician. Nurses at Kellogg Cancer Center have a special national certification in the administration of chemotherapy. The treatment nurses partner with you to set goals, provide ongoing education and support, and ensure 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. At the end of each of your treatment visits, your nurse will print and review your After Visit Summary to make sure you understand what side-effects you may anticipate, what medications have been prescribed, and when to alert your physician to symptoms you experience.

Pharmacist

The Kellogg 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

A **registered dietitian** with special certification in oncology is 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.

Psycho-social Support Services

Social workers and **psychologists** are available not only for emotional support, but also to offer their help in navigating the assistance programs offered by government or non-profit groups for those facing cancer.

Patient Financial Advocates

Patient Financial Advocates meet with new patients as they start chemotherapy treatments. They oversee a team of pre-certification specialists who work to have your treatment plans pre-authorized for payment by your insurance company, and can answer questions about your bills. They assist in the pre-certification of some diagnostic tests, such as MRIs, CT or PET scans. 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.