
Kellogg Cancer Center
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About Our Team

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), 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 medical 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 medical 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.

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. If you would like to donate reading material to our Lending Library, you may provide these to the front desk staff.

When you call Kellogg Cancer Center, the PARs are the team members answering our phones and 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 medical 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.

(continued)
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. They 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 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 of your instructions.
- Serve as a contact throughout your care to help you and your family connect with existing community resources.

(continued)
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 the side effects you may anticipate, 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.

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.
### General Information

#### Kellogg Cancer Center

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Kellogg Cancer Center</td>
<td>(847) 570-2112</td>
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<tr>
<td>Evanston Hospital Kellogg Cancer Center</td>
<td>(847) 570-1041</td>
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<tr>
<td>Glenbrook Hospital Kellogg Cancer Center</td>
<td>(847) 503-1100</td>
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<tr>
<td>Highland Park Hospital Kellogg Cancer Center</td>
<td>(847) 480-3805</td>
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#### Kellogg Cancer Center Outpatient Pharmacy

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<tr>
<th>Pharmacy</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Kellogg Outpatient Pharmacy—Evanston:</td>
<td>(847) 570-1130</td>
<td>(847) 733-5320</td>
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<tr>
<td>Kellogg Outpatient Pharmacy—Glenbrook:</td>
<td>(847) 503-1206</td>
<td>(847) 503-1220</td>
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<tr>
<td>Kellogg Outpatient Pharmacy—Highland Park:</td>
<td>(847) 926-6560</td>
<td>(847) 926-5390</td>
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#### Nurse Managers

<table>
<thead>
<tr>
<th>Hospital</th>
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<tr>
<td>Evanston Hospital Kellogg</td>
<td>(847) 570-3609</td>
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<tr>
<td>Glenbrook Hospital Kellogg</td>
<td>(847) 503-1171</td>
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<tr>
<td>Highland Park Hospital Kellogg</td>
<td>(847) 480-3870</td>
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#### Dietitian/Nutritionist

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<tr>
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<tr>
<td>Evanston Hospital Kellogg</td>
<td>(847) 570-4089</td>
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<tr>
<td>Glenbrook Hospital Kellogg</td>
<td>(847) 503-1193</td>
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<tr>
<td>Highland Park Hospital Kellogg</td>
<td>(847) 480-3867</td>
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#### Hospital Outpatient Pharmacy

<table>
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<tr>
<th>Hospital</th>
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<tr>
<td>Evanston Hospital Kellogg</td>
<td>(847) 570-2210</td>
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<tr>
<td>Glenbrook Hospital Kellogg</td>
<td>(847) 657-1785</td>
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<tr>
<td>Highland Park Hospital Kellogg</td>
<td>(847) 433-9808</td>
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#### Billing Information

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<tr>
<th>Service</th>
<th>Phone</th>
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<tbody>
<tr>
<td>NorthShore Financial Services Department</td>
<td>(847) 570-5000</td>
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#### Patient Financial Advocate

<table>
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<tr>
<th>Hospital</th>
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<tbody>
<tr>
<td>Evanston Hospital Kellogg</td>
<td>(847) 570-1825</td>
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<tr>
<td>Glenbrook Hospital Kellogg</td>
<td>(847) 503-1181</td>
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<tr>
<td>Highland Park Hospital Kellogg</td>
<td>(847) 926-4724</td>
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#### Test Scheduling

<table>
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<tr>
<th>Test Type</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Radiology</td>
<td>(888) 364-6400</td>
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<tr>
<td>Mammography</td>
<td>(888) 364-6400</td>
</tr>
<tr>
<td>Nuclear Medicine</td>
<td>(847) 570-2584</td>
</tr>
<tr>
<td>Interventional Radiology</td>
<td>(847) 570-2638</td>
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General Billing

Kellogg Cancer Center offers the unique service of having dedicated financial advocates help explain your bills. Bills for services and procedures, and physician services completed at Kellogg Cancer Center come from NorthShore University HealthSystem. These bills will reflect procedures, laboratory tests, pharmacy charges and chemotherapy administration. Reimbursement for these charges varies.

We ask that you confirm your coverage with your insurance company to identify services covered and not covered. For example, some insurance policies do not cover the cost of drugs that are self-administered. Please inform us of any special requests or exclusions made by your insurance plan.

Visit the billing section of our website at northshore.org to pay a hospital or NorthShore Medical Group physician bill online.

You may also use the following phone numbers for billing questions:

**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
Evanston Hospital
2650 Ridge Avenue
Evanston, IL 60201
(847) 570-2000

Phone Number Extensions
Admitting/Financial Services 2130
Cardiac Catheterization 2216
Cardiac Graphics 2065
Center for Maternal and Fetal Health/Fetal Diagnostics 2860
Concierge Services
Internal: Dial 4-YOU (4968)
External: Dial (224) 364-4-YOU
or (224) 364-4968
Dental Center 2380
EEG/Sleep Center 2575
Emergency Dept. 2111
Gastroenterology/GI Lab 2236
Kellogg Cancer Center 2112
Labor and Delivery 2222
Nuclear Medicine 2591
Observation Unit 2844
Outpatient Pharmacy 2210
Outpatient Clinic/CAC 2700
Outpatient Lab 3903
Pastoral Care/Healing Arts 2330
Preadmission Testing Service 4710
Radiology 2528
Well Wishes Gift Shop 2717
Glenbrook Hospital
2100 Pfingsten Road
Glenview, IL 60026
(847) 657-5800
Where do I schedule my appointments?

Please call the 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 the 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.*

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

Please contact NorthShore’s Financial Services Department or 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.”

(continued)
Frequently Asked Questions (FAQs)

General Information | Kellogg Cancer Center

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.

Additionally, NorthShore is a member of the Mayo Clinic Care Network. This exclusive relationship provides access to Mayo Clinic physician second opinions via e-consults (a review and opinion on treatment options without the need to travel to the Mayo Clinic). Patients first have a visit with a NorthShore Kellogg Cancer Center physician and then can request an e-consult with a Mayo Clinic Care Network physician.

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.

(continued)
Can patients bring friends or family with them for visits?

We encourage you to bring up to two adult friends or family members for visits to the Kellogg Cancer Center (children under age 12 are not allowed). Your loved ones are often very important parts of your support and recovery. Please recognize that due to many of the 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 Visitor Guidelines 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.
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:

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<tr>
<th>Meal</th>
<th>Time</th>
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<tbody>
<tr>
<td>Breakfast</td>
<td>6:30 a.m.–9:15 a.m.</td>
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<tr>
<td>Continental Breakfast</td>
<td>9:15 a.m.–11 a.m.</td>
</tr>
<tr>
<td>Lunch</td>
<td>11 a.m.–1:30 p.m.</td>
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<tr>
<td>Snack, Deli and Salad Bar</td>
<td>1:30 a.m.–5 p.m.</td>
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<tr>
<td>Full-Service Dinner</td>
<td>5 p.m.–6:45 p.m.</td>
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**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.

(continued)
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.

<table>
<thead>
<tr>
<th>Gift Shop Location</th>
<th>Phone Number</th>
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<tr>
<td>Evanston Hospital</td>
<td>(847) 570-2717</td>
<td>M–F: 9 a.m.–5 p.m.</td>
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<td>Sat. 10 a.m.–4 p.m.</td>
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<tr>
<td>Glenbrook Hospital</td>
<td>(847) 657-5623</td>
<td>M–F: 9 a.m.–5 p.m.</td>
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<tr>
<td></td>
<td></td>
<td>Sat. 10 a.m.–4 p.m.</td>
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<tr>
<td>Highland Park Hospital</td>
<td>(847) 432-8000, ext. 4170</td>
<td>M–F: 9 a.m.–4:30 p.m.</td>
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<td>Sat. 9 a.m.–3:30 p.m.</td>
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Information About My Treatment
Pharmacy Information
First Day of Chemotherapy
Symptom Management Log
Treatment Precautions
Scheduling Diagnostic Tests

At Kellogg Cancer Center, we believe in customized treatment that is individualized for your specific situations, including type and stage of cancer, medical history, the effectiveness of various treatment options and more.

Our patient-centered approach to care offers ongoing, consistent treatment from a physician and nurse who work together on all aspects of your care. They are the nucleus of a collaborative team that may include surgeons, radiologists, social workers, clinical oncology pharmacists, registered dietitians, nationally certified nurses, pain management specialists and representatives from relevant medical departments that are needed in your care.

Your treatment plan may focus on a specific treatment or use a combination of therapies. Treatment may include surgery, anticancer medications, chemotherapy, radiation, immune therapy or biological agents.

Cancer treatment may cause side effects such as fatigue, nausea and vomiting, pain, depression, hair loss, mouth sores and eating problems. Your collaborative nurse and physician will work closely with you to discuss your options, such as medication that can reduce or counteract nausea or fatigue, dental hygiene regimens and medications for mouth issues. They may recommend a consultation with a dietitian to change your diet to one that is both nutritious and appealing as well as easy to chew and absorb. They may recommend massage or diuretics for edema and swelling, and intervention for other symptoms that may include anxiety, numbness and tingling, constipation or diarrhea, or shortness of breath. Integrative medicine such as massage therapy and acupuncture are also available on-site at the Kellogg Cancer Centers or NorthShore’s Park Center in Glenview. Please make sure you follow instructions for all appropriate tests and blood work so that your medical team can help you prevent or treat issues of anemia or blood count changes.

When you are going through cancer treatment, your immune system is compromised and not as able to fight even common conditions such as a cold or flu. It is very important to follow the recommendations listed in this guide in the section entitled Treatment Precautions. Also, if your visitors may be sick or have been recently exposed to someone who is ill, please ask them not to visit you until they are completely healthy.
Medications are frequently an integral part of cancer treatment. Our Kellogg Cancer Center pharmacy and specially trained pharmacists understand the specific needs of cancer patients, potential side effects or interactions of medications, and they are here to provide convenience and expertise throughout your journey.

Kellogg Cancer Center Pharmacy

What is the Kellogg Cancer Center Pharmacy?
Each Kellogg Cancer Center contains a dedicated oncology pharmacy, which is staffed by specialized oncology pharmacists and pharmacy technicians. The pharmacy staff work closely with the physicians and nursing staff in order to provide you with the highest quality of care during your course of therapy. All of the medications given in Kellogg Cancer Center for your treatment are prepared in the Kellogg Cancer Center Pharmacy.

How can the Kellogg Cancer Center Pharmacy help me during my course of treatment?
Kellogg Cancer Center pharmacists are available to provide information regarding any treatment regimen, as well as any side effects you may encounter during your course of therapy. Working with your physician and nurse, our pharmacists are also on hand to make recommendations regarding necessary changes in medications. After receiving chemotherapy at one of our Centers, a pharmacist will help evaluate and manage any side effects or symptoms. You may also call us to address any questions or concerns that you may have regarding your therapy. For your convenience, our pharmacies in Kellogg Cancer Center are also able to dispense your oral chemotherapy or supportive take-home medications.

How can I contact the Kellogg Cancer Center Pharmacy Department?

**Evanston Hospital**
IV Infusion Pharmacy  
(847) 570-2205  
2650 Ridge Avenue  
Evanston, IL 60201  
9 a.m.–5 p.m.

**Glenbrook Hospital**
IV Infusion Pharmacy  
(847) 503-1200  
2180 Pfingsten Road, Suite 1000  
Glenbrook, IL 60025  
9 a.m.–5 p.m.

**Highland Park Hospital**
IV Infusion Pharmacy  
(847) 480-3803  
757 Park Avenue West  
Highland Park, IL 60035  
9 a.m.–5 p.m.
Here are a few recommendations to make your first day of chemotherapy proceed as easily and comfortably as possible:

• Bring an adult family member or friend for support if you wish. Children under the age of 6 are not allowed in treatment areas of the Kellogg Cancer Center for their safety and to maintain an appropriate environment for all patients. Please see Visitor Guidelines in the Additional Resources section for more information.

• Come to your first appointment 15 minutes before your scheduled appointment time to complete the check-in process and have your lab work done. Please have your insurance and drug prescription cards with you.

• Eat a light breakfast at home.

• You may want to bring a light snack. Coffee, juice, tea and water are available in the treatment area. If you will be at the Kellogg Cancer Center’s treatment area for an extended period, you may bring a small cooler or thermal lunch bag with food and beverages.

• Take your regular prescriptions that day, unless instructed otherwise by your oncologist.

• Please bring a complete list of your current medications, including over-the-counter drugs, vitamins and herbal supplements.

• It is recommended that you have someone drive you to your first appointment. You may want to arrange for child care for the entire day, so you can focus on yourself, your treatment and take time to ask any questions. This is not a day to feel rushed.

• If you are the main cook in the family, you may want to arrange to have dinner brought in or have someone else do the cooking tonight.

• Your nurse will review all medications given during your treatment and for you to take when you go home. You will receive a copy of your After Visit Summary (AVS), which includes home instructions and any return appointment details.

• You are encouraged to bring reading materials, a personal audio player, laptop or tablet. In addition, instructional videos are available on our interactive patient television system. Ask your nurse for details.

• All Kellogg Cancer Center locations have wireless internet connectivity available for your convenience.

Our goal is to make this journey as smooth as possible. Please let us know if there is anything we can do to help you or your family.
You can make daily or weekly notations, or just write down anything significant when it happens. Using the rating system suggested, and comments, may help you spot trends and see how the side effects may be related to your treatment schedule, activities, diet, etc.

**Symptom Codes:**

<table>
<thead>
<tr>
<th>S</th>
<th>FA</th>
<th>P</th>
<th>F</th>
<th>MEM</th>
<th>INT</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
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<td>A = appetite loss</td>
<td>E = emotional issues (depressed, irritable/sad)</td>
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</table>

**Example of Personal Management Symptom Log**

<table>
<thead>
<tr>
<th>Name</th>
<th>James Smith</th>
<th>Date of Chemotherapy</th>
<th>6/25</th>
<th>Week Starting</th>
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</table>

<table>
<thead>
<tr>
<th>Monday</th>
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<tbody>
<tr>
<td>Symptom/Severity</td>
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<tr>
<td>Relief? (Circle One)</td>
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<td>Y / N</td>
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See the next page for your personal Symptom Management Log >
## Symptom Management Log

**Your Treatment | Kellogg Cancer Center**

<table>
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**Comments:**

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**Symptom Codes:**

- **S** = sleep issues
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- **MEM** = memory/fogginess
- **INT** = Sexual interest or activity problems
- **O** = other (write in comment section)
If you are undergoing chemotherapy, the treatment kills both the cancerous cells and the healthy cells in your body. The healthy or normal cells that are most likely to be destroyed by the chemotherapy are those that are growing at a fast rate.

You have three different kinds of blood cells: red blood cells (RBCs), white blood cells (WBCs) and platelets. This section discusses precautions to take when you may develop a low white blood count or low platelets, because low blood counts can put you at greater risk for infections.

Neutropenic Precautions

What does it mean to have a low absolute neutrophil count (ANC) lower than 500?

The normal neutrophil (a type of WBC) count is 2,500 to 6,000. When you have 1,000 or fewer neutrophils, your risk for infection is increased. When your ANC is lower than 500, you are at risk for getting a serious infection. This condition is called “neutropenia.” If you are neutropenic and develop a fever or signs of infection, contact your doctor immediately. You may be given antibiotics to fight the infection.

The following list contains information to help you care for yourself while you are neutropenic:

• Check your temperature twice daily. Notify your nurse or doctor if you have a temperature above 100.4°F.
• Notify your doctor or nurse of any new redness, swelling, tenderness, drainage or odor on any part of your body, including your central line site.
• Shower or bathe daily.
• Perform mouth care every four hours, especially before and after meals.
• Wash your hands frequently. Many infections are transmitted through hands and things you touch. Washing your hands thoroughly is the most important thing you can do to prevent infection.
• Avoid having contact with crowds and people with active infections (like colds, flu and sore throats).
• Do not have manicures or pedicures.
• Use gloves when you do gardening.
• Avoid cleaning birdcages, cat litter boxes and fish tanks.
• Avoid hot tubs and Jacuzzis. Swim only in chlorinated swimming pools.
• If you cut or scrape your skin, wash it well with warm water and soap. Then apply a bandage.
• Use an electric shaver rather than a razor.

This information is based on recommendations from the National Institutes of Health.

(continued)
Platelet Precautions

Your blood counts, including platelets, will be monitored prior to each chemotherapy treatment and other times as ordered by your physician.

Platelets are the blood cells that enable your blood to clot. If your platelet count is low, you will be given specific guidelines on precautions that are applicable to your illness.

These guidelines may include the following:

- Be careful with physical activities that could cause injury or bruising.
- Discuss with your physician or nurse prior to using nonsteroidal anti-inflammatory drugs (NAIDs), such as Advil or Motrin products.
- Avoid the use of razors and hard toothbrushes (electric razors and soft-bristled toothbrushes are good options).
- Report unusual bruising, heavy nosebleeds, blood in urine or excessive menstrual bleeding.
- Notify your oncologist or nurse if you are scheduled for any invasive medical or dental procedure.

Anemia Precautions

Anemia is caused by low levels of red blood cells (RBCs) or hemoglobin (HGB), the part of the red blood cells that delivers oxygen from the lungs to the rest of the body. The normal HGB range is 13.0–17.0 gm/dL. Certain underlying conditions such as cancer, gastrointestinal tumors, hemorrhoids, surgery or other medical conditions increase the risk for developing anemia.

Anemia symptoms can develop slowly without affecting normal activities because the body adjusts to low oxygen levels; whereas when anemia becomes more severe, the body can no longer compensate and symptoms may become noticeable.

**Symptoms may include:**

Feeling tired, weakness, fatigue, dizziness, pale skin, irritability, shortness of breath, a coldness in your hands or feet, brittle nails, headache, loss of concentration and developing palpitations (feeling of heart racing).

**Severity of Anemia**

<table>
<thead>
<tr>
<th>Severity</th>
<th>HGB Range</th>
<th>Symptoms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mild</td>
<td>9.5–13.0</td>
<td>Often no signs or symptoms</td>
</tr>
<tr>
<td>Moderate</td>
<td>8.0–9.5</td>
<td>May present with symptoms</td>
</tr>
<tr>
<td>Severe</td>
<td>&lt; 8.0</td>
<td>Symptoms usually present</td>
</tr>
</tbody>
</table>

**Guidelines:**

- Allow for adequate rest periods between activities; pace yourself.
- Get up slowly from a sitting or reclining position. This will lessen dizziness.
- Report persistent gasping, wheezing or difficulty breathing after doing strenuous work.
- Notify your physician or nurse if you experience unrelenting fatigue.
Please schedule all diagnostic tests ordered by your physician, such as CAT scans, MRIs and PET scans, within one or two days before your next visit with your medical oncologist.

Your insurance policy may require preauthorization for diagnostic testing. The Kellogg Cancer Center Preauthorization Team will assist you in completing this authorization and may contact you with questions.

This allows your physicians to give you the results for your tests in the most timely manner possible. If you schedule tests too far in advance of your physician visit, your physician must either delay the sharing of your results or relay your results via a phone call. Neither is our preferred method of communicating in a direct and timely manner with you.

If you are a member of NorthShoreConnect, your test results will be released to you by your physician when reviewed or auto-released in three days. NorthShoreConnect will give you test values, but only your physician can interpret these values. If your appointment is within a day or two, your physician may choose not to release the tests to allow for discussion in person.

In many cases with cancer patients, results that are automatically released and have “abnormal” values may be a reflection of the chemotherapy and other treatments, and not necessarily cause for immediate alarm. You and your physician will discuss the meaning of the results, including whether treatment may be affecting the values.

If you are not already a member, consider registering for NorthShoreConnect. This easy-to-use, online resource provides a gateway to all medical care you receive through NorthShore. It is a great way to stay in contact with your Kellogg Cancer Center care team.

You can find NorthShoreConnect at northshoreconnect.org. There are instructions for registering as a new member on the site. You may also ask your nurse or medical assistant to register for an account.

Signing up with NorthShoreConnect gives you a convenient and secure way to:

- Schedule appointments with NorthShore physicians.
- Schedule some diagnostic tests.
- View results of your medical tests.
- Renew prescriptions.
- Send messages to your doctor.
- Pay medical bills.
- (If applicable) Manage your family’s health.

You also have complete access to your electronic medical records, including:

- Medical history, including past test results.
- Current medications.
- Immunizations.
- Allergies.
- Hospital visits.

NorthShoreConnect is an effective tool to manage many routine aspects of healthcare. Available 24/7, NorthShoreConnect works on your time—all from the comfort of your own home or office.
Patient Visit Summaries
Questions for My Doctor and Team
To Do List

After each visit to the Kellogg Cancer Center, you will receive an After Visit Summary that will provide you with the following detailed information:

- Special instructions regarding your follow-up care
- A listing of your medications with dosage and usage instructions
- Your “To Do List” detailing your future appointments
- Lab results (within the last 48 hours)

Your nurse will review your After Visit Summary before you leave. If you have any questions regarding information on your After Visit Summary, please contact your care team.

This After Visit Summary will be available to you in NorthShoreConnect.
Feel free to use this form or add other pages to write down questions for your doctor about your test results, symptoms, possible side effects of treatment, length of treatment or any other issue.

Questions for My Doctor and Team

1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 
Please use this form or add pages to write down recommendations that members of your medical team make regarding your treatment, tests to schedule, tips to help alleviate side effects or other suggestions.

“To Do” List

________________________________________________________________________

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________________________________________________________________________
Good nutrition is an essential part of your health.

During treatment for cancer, it is even more important to eat a balanced diet and maintain your fluid intake. The Kellogg Cancer Center offers Medical Nutrition Therapy tailored specifically to help with possible side effects of cancer and treatment. Our nutritionists are registered dietitians specializing in the prevention, treatment and survivorship of cancer.

Medical Nutrition Therapy will help you:

- Manage symptoms such as nausea, taste changes and bowel changes.
- Prevent or correct nutritional deficiencies.
- Improve your ability to tolerate treatment.
- Help achieve and maintain a healthy weight.
- Manage food/herb and medications interactions.

In addition, our oncology nutritionists are available for consultation immediately following your treatment to assist you in attaining a healthy nutrition lifestyle and preventing cancer recurrence.

If you have questions or would like to schedule a consultation, please call the nutritionist at the location where you receive treatment.

<table>
<thead>
<tr>
<th>Kellogg Cancer Center Location</th>
<th>Nutrition Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evanston Hospital</td>
<td>(847) 570-4089</td>
</tr>
<tr>
<td>Glenbrook Hospital</td>
<td>(847) 503-1193</td>
</tr>
<tr>
<td>Highland Park Hospital</td>
<td>(847) 480-3867</td>
</tr>
</tbody>
</table>

(continued)
Dental and Mouth Care Services

Kellogg Cancer Center has a comprehensive oral assessment and treatment program. Your nurse will review ways to help you care for your mouth during treatment. A Mouth Care Assessment and Intervention Plan are provided if you experience oral complications from your cancer treatment. Your team including a dentist, pharmacist, medical oncology doctor and nurse will review and discuss the approach that is best for you. Your doctor or nurse will provide you with referrals as needed.

Routine dental care should be performed by your regular dentist. You may wish to alert him or her that you are being treated at Kellogg Cancer Center.

**Note:** Routine teeth cleaning **should not** be done while on chemotherapy. Discuss any planned dental work with your oncology doctor or nurse.

Managing Mouth Sores

Mouth sores are a common side effect of certain chemotherapy drugs. Chemotherapy and radiation therapy kill rapidly dividing cells, such as cancer cells. However, the gastrointestinal (GI) tract, including the mouth and throat, is made up of cells that divide rapidly. This is why the GI tract is especially susceptible to damage to the mouth (mouth sores) and/or throat, which is also called “mucositis.”

Symptoms of mouth sores may occur three to 10 days following chemotherapy treatment. You may experience a burning sensation followed by redness and a sore (ulcer). Usually these sores are painful, which makes it difficult to eat or drink. It is important to let your nurse or doctor know if you get mouth sores, because you may need special medication to help you heal and control the pain.

Preventing Mouth Sores

Practice good oral hygiene:

- Rinse your mouth with a saltwater solution two or three times per day.
- Brush your teeth two or three times per day with a soft toothbrush.

Your doctor may prescribe special medication to help you prevent mouth sores.
For many patients, a cancer diagnosis is a life-changing event that can trigger different emotions including shock, fear, depression, anxiety and anger.

The Psychosocial Oncology Program addresses the psychological and social challenges of cancer, and is committed to treating you as a whole person. Staffed by clinical social workers, counselors and master’s-level interns, we recognize that managing emotional and practical needs is a vital part of coping with illness and promoting quality of life.

You and your family members are invited to contact the Psychosocial Oncology Program through your nurse or physician. Psychosocial team members collaborate with your physicians and nurses in order to provide the best continuity of care available.

The following services are available:

- Psychosocial assessment
- Ongoing supportive contact throughout treatment
- Psychotherapy
- Referrals to community resources (home care, support groups, transportation, psychotherapy)
- Crisis intervention
- Assistance with financial matters, insurance and related concerns
- Assistance with advance directives, including Living Wills and Durable Power of Attorney for Health Care

Our aim is to provide a supportive atmosphere in which you and your family members can express concerns, hopes and fears. Our goal is to facilitate your coping process by responding to your unique needs and strengths.
Integrative medicine uses a humanistic approach, caring for the “whole person.”

We combine conventional Western medicine with safe, evidence-based complementary or alternative medicine approaches, for a holistic approach to care, treatment and healing. Our definition of healing is expanded to include your mental, emotional and spiritual aspects, to improve your quality of life and achieve successful outcomes.

Increasingly, patients are seeking ways to expand their conventional cancer treatment—both during treatment and after treatment has been completed. Alternative therapies can relieve some of your anxiety and help you continue to feel empowered. Integrative medicine combined with conventional cancer therapy may be effective for you to significantly improve important factors for good quality of life—energy, strength, appetite, digestive functioning, well-being and restful sleep.

NorthShore’s Integrative Medicine Program is one of the largest and most successful programs in the region. The team of board-certified physicians and alternative practitioners are committed to improving your health through a broader approach to health and illness by embracing an expanded range of therapies including:

- Integrative medicine physician consultations.
- Traditional Asian medicine and acupuncture.
- Integrative counseling and stress relief strategies.
- Integrative bodywork, including various forms of massage.

A truly unique aspect of our program is our team approach. This multidisciplinary team, which includes physicians and practitioners, meets regularly to review your care. In so doing, we focus our collective knowledge and experience to formulate an individualized treatment plan for you. We also work in collaboration with your oncologist and other members of your medical team. The Epic Electronic Medical Record system facilitates a seamless flow of information between the integrative medicine team and your physicians. This broader, multidisciplinary foundation of knowledge is a benefit for every patient we see.

For More Information

For integrative medicine physician and practitioner appointments, call (847) 657-3540. For more information, visit northshore.org/integrative.
While you may just be starting treatment, your goal is to complete treatment and be able to embrace your return to a joyful, rewarding life.

At NorthShore, we know that the end of treatment is not the end of the cancer experience. With progress in treating cancer comes a new and unique challenge—ensuring the long-term health of the nearly 18 million cancer survivors in the United States. That is why we have the Myra Rubenstein Weis Living in the Future (LIFE) Cancer Survivorship Program.

About LIFE
LIFE is NorthShore’s Cancer Survivorship Program, designed to create a bridge for continued care of post-treatment cancer survivors back to their communities, their families and the primary care setting. LIFE was uniquely designed by its program director Carol A. Rosenberg MD, FACP, Director of Preventive Health Initiatives for NorthShore, to adhere to the guidelines proposed by the Institute of Medicine and Commission on Cancer. The LIFE Program, implemented in part through a Livestrong Foundation Community Cancer Survivorship Program Grant, is the first program of its type in the Northern Lake/Cook County area.

The LIFE Program features an initial visit where treatment is risk-adapted by a specialized advance practice oncology nurse in the Kellogg Cancer Centers. This visit features a customized Survivorship Care Plan, which is tailored to each cancer survivor as a unique individual and includes education regarding cancer diagnostic and treatment summary, follow-up and medical surveillance guidelines, long-term and late effects of the cancer treatments, healthy lifestyle practice recommendations, and directed navigation to health professional services and survivorship resources.

Survivorship 101
An important aspect of the LIFE Program is the Myra Rubenstein Weis Survivorship 101 Seminar: Thrivership! This educational workshop and resource series is available to all in the community at-large and is free of charge. It covers major topics of cancer survivorship and promotes the acquisition of skills to understand, select and navigate community-based survivor resources. The topics in the series—including nutrition, fitness, self-esteem, sexual intimacy, cognitive function, genetics, insurance and employment—focus on the survivorship perspective. Programs are held at NorthShore Hospitals and the Cancer Wellness Center in Northbrook.

Please call (847) 926-5818 or visit northshore.org/LIFE for more information about our program.
National Patient Resource Organizations

American Cancer Society (800) 227-2345
cancer.org
This organization aims to lead the fight against cancer through its programs in research, patient services, prevention, detection, treatment and advocacy. It provides free information and access to patient services such as the Reach to Recovery, Road to Recovery and Look Good Feel Better programs.

American Society of Clinical Oncology (ASCO) (888) 651-3038
cancer.net
This website was developed by ASCO to provide information on the diagnosis and treatment of cancer, symptom management and survivorship issues, resources and guidance for people dealing with cancer. It provides information, up-to-date resources, educational programs, support group services, and individual and group counseling to improve the health and lives of cancer survivors.

CancerCare (800) 813-4673
cancercare.org
CancerCare assists people with any type of cancer, at any stage of illness, by offering a variety of free services, including counseling, information about treatment, referrals and educational seminars.

LIVESTRONG Foundation (855) 220-7777
livestrong.org
This organization provides information and support for patients diagnosed with cancer. Online telephone support is available. The Foundation provides advocacy for healthcare.

National Cancer Institute (NCI) (800) 4-CANCER
cancer.gov
NCI, established under the National Cancer Center of 1937, is the federal government’s principal agency for cancer research and training.

National Coalition for Cancer Survivorship (NCCS) (877) 622-7937
canceradvocacy.org
NCCS aims to lead and strengthen the survivorship movement, empower survivors and advocate for policy issues that affect their quality of life.

(continued)
Local Cancer Resource Centers

Cancer Wellness Center (847) 509-9595
215 Revere Drive, Northbrook
cancerwellness.org

The Cancer Wellness Center is a not-for-profit organization that provides various services to cancer survivors and their families. Programs and services available to the cancer community include support groups, networking groups, educational programs, stress reduction programs, exercise programs, and individual and group counseling. Please contact the Cancer Wellness Center for a current listing of programs with dates and times.

Gilda’s Club Chicago (312) 464-9900
537 N. Wells St., Chicago
gildasclubchicago.org

Gilda’s Club offers social, emotional and informational support to men, women and children diagnosed with cancer, as well as support for family members of cancer survivors. Membership is absolutely free.

The Cancer Support Center (708) 798-9171
2028 Elm Road, Homewood
cancersupportcenter.org

The Cancer Support Center is part of the Cancer Health Alliance of Metropolitan Chicago that specializes in resources and guidance for people dealing with cancer. The Center provides information, up-to-date resources, educational programs, support group services, and individual and group counseling to improve the health and lives of cancer survivors.

Wellness House (630) 323-5150
131 N. County Line Road, Hinsdale
wellnesshouse.org

The Wellness House is part of the Cancer Health Alliance of Metropolitan Chicago that specializes in resources, educational programs, support group services, and individual and group counseling to improve the health and lives of cancer survivors.

(continued)
NorthShore Support Groups

The Bill Buckman UsToo of NorthShore Prostate Cancer Education and Support Group  
NorthShore Glenbrook Hospital  
Conference Rooms B-D  
This group is open to patients, caregivers, family and friends and meets the second Tuesday of each month at 7 p.m. Call for more information.

Brain Tumor Patient and Caregiver Support Group  
NorthShore Evanston Hospital  
This group meets the third Thursday of each month at 5:30 p.m. Call for more information.

Head and Neck Cancer Discussion Group  
NorthShore Evanston Hospital  
This group meets the second Monday of every other month at 6 p.m. Call for the dates and topic.

LIFE Breast Cancer Support Group  
1000 Central St., Ste. 800, Evanston  
This group meets the second Wednesday of each month at 7 p.m. Call for more information.

Stress Reduction Group for Cancer Patients and Caregivers  
NorthShore Evanston Hospital  
Contact: Meg Madvig, LCSW, OSW-C  
This group teaches meditation and relaxation strategies to cancer patients and caregivers. Participants will also learn how to incorporate these skills into one’s lifestyle for stress management. Call for the dates, time and location.

Weight Loss for Wellness  
NorthShore Evanston Hospital  
This is a weekly weight loss group for two years post-treatment cancer survivors. Call for more information.

(continued)
Grief Support

Legacy/Soul Mates
NorthShore Hospice Office, 4901 Searle Pkwy., Skokie
Contact: Thom Dennis, LCPC
(847) 982-4364

Legacy is a grief support group for adults who have experienced the death of a parent within the past year. Soul Mates is a grief support group for people who have experienced the death of a spouse or life partner within the past year. Preregistration is required for all groups. Please call for dates, times and location.

JourneyCare
(224) 770-2273

JourneyCare grief support groups and events provide a nonjudgmental, confidential outlet for any adult or youth who has lost a loved one, whether by illness or trauma. Programs are provided at no cost to participants.

Women’s Resources

Look Good Feel Better
NorthShore Evanston, Glenbrook, and Highland Park Hospitals
(800) 395-5665

This is a special support group for women actively undergoing cancer treatment that teaches beauty techniques and strategies to combat appearance-related side effects of radiation and chemotherapy. This program is offered in collaboration with the American Cancer Society, CTFA and NCA. Each participant will receive a free cosmetic kit and tips on makeup application, skin and wig care. Please call to register for dates, times and locations.

ACS’s Wigs Program
(800) 227-2345

cancer.org/treatment/supportprogramsservices/programs/road-to-recovery

Free wigs (all brand new) and other accessories are available from the American Cancer Society at Wig Boutiques located throughout the Chicago area.

Transportation

Road to Recovery
(800) 227-2345

cancer.org/treatment/supportprogramsservices/programs/road-to-recovery

This American Cancer Society program provides rides for cancer patients who are unable to secure their own transportation to and from treatment. Volunteers are also needed to drive cancer patients to treatment.

(continued)
Community Resources

Taking Care of Yourself | Kellogg Cancer Center

Integrative Medicine

NorthShore Integrative Medicine
Park Center, 2400 Chestnut Ave., Glenview
northshore.org/integrative

NorthShore integrative medicine is healing-oriented and considers the whole person—body, mind and spirit—including all aspects of lifestyle. It emphasizes the therapeutic relationship and makes use of both conventional and alternative therapies including:

- Integrative medicine physician consultations
- Traditional Asian medicine and acupuncture
- Integrative counseling and stress relief strategies
- Integrative bodywork, including various forms of massage
- Energy work
- Nutrition counseling
- Herbal medicine counseling
- Therapeutic yoga and meditation
- Spirituality counseling

Patient and Caregiver Mentorship

Imerman Angels
205 W. Randolph, 19th Floor, Chicago
imermanangels.org

Imerman Angels provides personalized connections that enable one-on-one support among cancer fighters, survivors and caregivers. Please come and visit one of our monthly social events at the Kellogg Cancer Center to learn more about Imerman Angels and connect with other patients and families.

Financial Information and Resources

The Center for Medicare Advocacy, Inc.
medicareadvocacy.org
(860) 456-7790

The Center for Medicare Advocacy works to increase access to comprehensive Medicare coverage and excellent healthcare for elders and people with disabilities by providing the highest quality analysis, education and advocacy.

Medicare
medicare.gov
(800) 633-4227

This government site provides information for Medicare patients on Medicare billing, Medicaid enrollment, prescription services and long-term care.
Patient Rights and Responsibilities
Palliative Care
Hospice Services
Home Health Services
Living Wills
Charitable Donations
Glossary of Terms

Additional Resources

We believe that you should receive the best possible care as you participate with your care team in your medical treatment. Toward that goal, please be aware of your rights and responsibilities as a patient at Kellogg Cancer Center, or when you are the parent, guardian or legally authorized decision-maker of a patient.

Your Rights as a Patient

Access to Care, Transfer and Continuity of Care
You will have access to medical treatment, care and services that are available or medically indicated, regardless of race, creed, religion, sex, national origin, age, disability, color, contagion or source of payment. You will not be transferred to another facility or organization unless you receive a complete explanation of the need for the transfer. You will be informed of any continuing healthcare requirements.

Respect and Dignity
You have the right to considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity. You have the right to refuse to talk with or see anyone not officially connected with NorthShore University HealthSystem. You have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected. You have the right to be free from mental, physical, sexual and verbal abuse as well as neglect and exploitation.

If you have provided us with a copy of your advance directive, we will honor your expressed wishes and directives as fully and as reasonably as possible, and in accordance with Illinois law. Your access to care, treatment and services is not dependent upon whether or not you have an advance directive.

Confidentiality
You have the right, within the law, to privacy and confidentiality during your stay. This includes: discreet discussion or consultation of your case among those directly involved and those present with your permission, access to your medical record limited to those directly involved with your treatment or monitoring its quality, and having your personal privacy and modesty respected as much as possible when being treated and examined.

Your Medical Record
Your patient record is your property. You have the right to access, review and get copies of your medical record. You have a right to request amendments to your medical record in accordance with our policies. Except where permitted by law, your medical record cannot be released without your consent. You have the right to receive an accounting of any disclosures regarding your health information.

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Information
You have the right to complete and current information about your diagnosis, treatment, pain management and prognosis, when it is known. In cases when it is not medically advisable to provide such information to you, we will provide that information to a legally authorized individual. You and, when appropriate, your family or legally authorized decision-maker, have a right to be informed about the outcomes of care, including unanticipated outcomes. You have the right to know the identity and professional status of people providing service to you, and to know which physician or practitioner is responsible for your care. You have the right to have your own physician promptly notified of your hospital admission. You also have the right to information on any relationship which may suggest a conflict of interest that may affect your care. You are entitled to an itemized explanation of your bill for any services rendered at a NorthShore facility. You have the right to be informed of policies applicable to patient conduct, as well as the mechanism for the initiation, review and resolution of complaints. If you or your family has hearing, speech or language difficulties, or if you have a cognitive impairment, interpreting services and other aids are available for you and your family members. Contact your nurse for details.

Communication
If you are admitted to one of our hospitals, you have the right to visitors and a right to communicate verbally and in writing with people outside the hospital, including state regulatory agencies.

Consent
You or your legally authorized decision-maker has the right to participate in decisions about your treatment. You should receive a clear and concise explanation of your condition and all proposed technical procedures, including any medically significant alternatives of care or treatment. Whenever possible, this explanation will include a discussion of the risk of death or serious side effects, problems of recuperation, probabilities of success, alternatives to the proposed plan, and possible consequences if you choose to forgo treatment. You or your designated representative has the right to participate in ethical decisions regarding your care.

You also have the right to an advance directive which provides written directions in advance of receiving medical care. Further information on advance directives is available through NorthShore University HealthSystem Social Work staff and Pastoral Care Services.

Acceptance and Refusal of Treatment
To the extent permitted by law and regulation, you or your legally authorized decision-maker has the right to accept or to refuse medical or surgical treatment, care or services, including forgoing or withdrawing life-sustaining treatment, or withholding resuscitative services. You also have the right to additional consultation at your own expense. You or your legally authorized decision-maker has the right to refuse to participate in research programs.

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Access to Pain Management
In cooperation with your physician, you have the right to appropriate assessment and management of pain. As appropriate, and as identified as part of your treatment, you will be educated about the pain assessment process and in the ways in which you can actively participate in the management of your pain. To achieve optimal pain management, it is important to communicate your pain management needs with your physician and others responsible for your care.

Access to Protective Services
If you believe that you are in need of protective services or have been identified as a possible victim of abuse or neglect, you have the right to receive protective services that are consistent with your needs. Ask your nurse to contact a social worker to assist you.

Your Responsibilities as a Patient

Following Rules and Regulations
You have the responsibility to abide by the rules and regulations of the NorthShore facility, including observing our nonsmoking policy.

Providing Information
You have the responsibility, to the fullest extent possible, to completely and accurately provide your healthcare provider with all the information that may affect the care you receive. If applicable, you are responsible for providing a copy of your advance directive and a list of home medications upon admission. You and your family are responsible for reporting any perceived risks that may affect your care and unexpected changes in your condition.

Complying with Treatment Plans and Following Instructions
You are responsible for complying with the treatment plans provided by your caregivers and with instructions for your care. If you do not understand the instructions or do not understand what you are expected to do, you should ask your caregivers for an explanation. If you do not follow the instructions given to you, you are responsible for the consequences and for the outcomes of the services or the treatment plan.

Showing Respect and Consideration
You and your family are responsible for being considerate of the NorthShore facility, personnel and property and for being considerate of the needs of other patients by helping to control noise and other disturbances.

Meeting Financial Commitments
You are responsible for promptly meeting any financial obligations agreed to with NorthShore University HealthSystem.

If you would like to express a concern or complaint about your care or safety, please speak to your caregiver, the department director or a manager. You are also welcome to call Concierge Services at (224) 364-4-YOU or (224) 364-4968 for assistance. If the hospital is unable to provide resolution that you consider to be satisfactory, you may contact The Joint Commission by either calling (800) 994-6610 or emailing complaint@jcaho.org. The Illinois Department of Public Health can also be reached at (800) 252-4343; TTY call (800) 547-0466.
Tobacco Cessation Program

Tobacco use is the leading preventable cause of premature death in the United States, causing an estimated 480,000 deaths each year. Tobacco use is most obviously linked to lung cancer, but additionally is known to contribute significantly to the risk for many other cancers, including head and neck, pancreatic, bladder, kidney, stomach and uterine.

While there is significant evidence that continued tobacco use after the diagnosis of cancer decreases survival, reduces treatment efficacy, and increases treatment toxicity and the risk for recurrence, many cancer patients continue to smoke after diagnosis.

To help cancer patients and their families successfully tackle the battle against tobacco addiction, Kellogg Cancer Center implemented a comprehensive Tobacco Cessation Program in 2011. Oncology pharmacist Shannon Hartman completed intensive training at Mayo Clinic to become a certified Tobacco Treatment Specialist and helped develop the program for Kellogg Cancer Center, which uses NorthShore’s advanced Electronic Medical Record (EMR) system to document patient information and collect data for ongoing research.

Clinical practice guidelines for treating tobacco use and dependence recommend using the time of cancer diagnosis as a “teachable moment” for tobacco cessation. The combination of support from a trained professional and the use of tobacco cessation medications increases the chances of quitting successfully.

Our program is innovative in that it is integrated into the care provided at Kellogg Cancer Center, is pharmacist-driven, and addresses both the behavioral and physiological components. The specially trained oncology pharmacists’ role has grown from drug dispensing to education and management of a chronic disease.

The Tobacco Cessation Program is supporting the mission of the Kellogg Cancer Center to provide the highest level of care possible while supporting continued research and prevention efforts. For more information regarding the Tobacco Cessation Program, contact Shannon Hartman at (847) 570-2205.
Serious illness can pose many challenges for you and your family: pain and other symptoms, uncertainty about goals of care, difficult choices regarding the type of treatment to receive. Palliative care focuses on supporting those who are struggling with such difficulties.

Specialists from NorthShore’s Palliative Care Service are available at the request of attending physicians to assist in the coordination and management of care. This may include:

- Helping with strategies for easing pain and other symptoms.
- Promoting communication between you, your family and the medical team about the goals and coordination of care.
- Participating in difficult decisions about the use of medical procedures and technology.
- Helping choose the most appropriate setting for you to receive care.

NorthShore’s Palliative Care Service supports patients with any prognosis and at any stage of active treatment. While team members work closely with NorthShore’s Home and Hospice Services when appropriate, palliative care can benefit those being treated at an outpatient clinic, at home or in an extended care facility, as well as those hospitalized for a more serious illness. Palliative Care Clinics are available at Kellogg Cancer Centers. Consults are available to hospitalized patients at all four of our hospitals, and for homebound patients, a home-based palliative care program called NorthShore’s Symptom Support Program is available.

Physicians of NorthShore’s Palliative Care Service are board-certified in hospice and palliative medicine, and are assisted by full-time nurse practitioners with advanced training in the field. Palliative care is covered by insurance in the same way as other inpatient services. If you feel palliative care may be appropriate for you or your loved one, ask your doctor about it.

**For more information about palliative care or referrals, call (847) 503-4222.**
If you are dealing with a life-threatening illness, you probably have more choices today than were available in recent years.

Modern medicine provides state-of-the-art treatments and operative procedures to combat life-threatening illness. However, if you have decided that these treatments are not appropriate for you—even temporarily—it is reassuring to know that NorthShore’s Hospice Services are available in your own home or long-term care facility.

NorthShore’s Hospice Services offer a compassionate and dignified alternative to high-tech hospital treatment and are dedicated to providing quality end-of-life care. Our staff also provides assistance, encouragement and bereavement support to families of hospice patients.

Who is eligible for hospice care?
You are eligible if your life expectancy is less than six months, you have discussed your options for care with your physician, and you have chosen symptom and pain management rather than chemotherapy or other treatments.

Our service area borders are from the Wisconsin border to North Avenue, and from Lake Michigan to the eastern border of McHenry County. We also provide hospice care for inpatients with symptoms needing aggressive medication management at NorthShore’s Evanston, Glenbrook, Highland Park and Skokie Hospitals.

What types of services are offered?
NorthShore’s Hospice Services provide the following types of services:

- Pain and symptom management
- Care coordination with your private physician
- Coordination of medical supplies, equipment and medication
- Registered nurses on call 24 hours per day
- Bathing and hygiene assistance
- Emotional and spiritual support
- Music therapy
- Bereavement counseling and support groups
- Volunteer services

How do I pay for the services?
Medicare and Medicaid offer comprehensive benefits that cover hospice medical and support services related to your condition. We will bill them directly for your care. Additionally, most insurance companies and HMOs cover the Hospice Services, and our staff will work directly with them to verify benefits and eliminate unnecessary paperwork.

What if I’m not ready for hospice care?
If you are still seeking treatment for your disease, you may be eligible for home health and/or palliative care. Please call us, and we can advise you as to what other services may be appropriate for you.

How do I get more information?
For more information regarding hospice care or any of our other home health services, please contact the Hospice Office at (847) 475-3002.
Home Health Services

Additional Resources | Kellogg Cancer Center

Home health services are offered as part of NorthShore’s Home and Hospice Services. These in-home services may be appropriate for post-treatment care such as if you will be receiving injectable or IV medications, or rehabilitation services.

Frequently Used Home Services

- Skilled nursing assessment of individualized needs:
  - Comprehensive assessments are performed.
  - Skilled nurses provide physical assessment, medication reconciliation and education, disease education, coaching on how to care for catheters and wounds, home IV, lab draws, and lifestyle management.
  - Your safety at home is evaluated when appropriate. Clinical staff assess your normal activities of daily living and help to teach skills for independence.
- Physical and occupational therapy for strengthening, endurance and walking assistance.

Our clinical staff includes the following:

- Registered nurses
- Physical therapists
- Occupational therapists
- Speech and language pathologists
- Medical social workers
- Certified nurses aides

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Home Medical Equipment

We provide the supplies you need to be comfortable while recovering from or treating cancer at home. We are available for questions and assistance seven days a week, and we provide same-day delivery for most equipment upon receiving completed physician orders. A Home Health Medical Equipment Technician familiarizes you and your family with all equipment at delivery.

Durable medical equipment includes the following:

- Ambulatory aids, including walkers and canes
- Bathroom aids and safety items
- Hospital bed and accessories
- Oxygen equipment and supplies, including portable supplies
- Wheelchairs and accessories
- Sleep apnea equipment (CPAP, BiPAP)
- Nebulizers

Contact Us

Call us at (847) 475-2001 for a benefit consultation to verify your Medicare or insurance eligibility. For more information, you may send an email to homecare@northshore.org.
Illinois law gives patients the right to accept or reject medical treatment. You also have the right to give directions, in advance, about the kind of healthcare you want if the time comes that you cannot make your own decisions. Advance directives are written statements you make in advance about your future medical treatment decisions. If you are 18 years of age or older and of “sound mind,” you can complete an advance directive. Illinois law recognizes three types of advance directives: Power of Attorney for Health Care, Living Will and Mental Health Treatment Preference Declaration.

If you would like more information regarding these documents or need assistance in completing forms, please notify your nurse or social worker.
Philanthropy helped establish Kellogg Cancer Center in 1981. Generous support from patients and their families continues to play a vital role in every aspect of our comprehensive, patient-centered approach.

Tax-deductible donations directly impact the lives of Kellogg Cancer Center patients, advance research, and most importantly increase survival rates and improve quality of life.

Donations of any amount enable you to make an impact, and recognize your care team. To learn more about how you can support Kellogg Cancer Center, contact NorthShore Foundation at (224) 364-7200 or send an email to philanthropy@northshore.org.

We greatly appreciate the patients, loved ones, community members, businesses and corporations that have contributed their time and money to Kellogg Cancer Center to help us provide even greater services.
With Knowledge Comes Understanding

Much of what can be learned about cancer can be obtained by gathering and recording information about patients with cancer. The NorthShore University HealthSystem Cancer Registry compiles statistical data regarding patients seen or treated with cancer as well as certain benign tumors. This data is used for research, education and continuity of patient care.

What Is Done with the Data Collected?

As mandated by the federal government, all data collected by the Cancer Registry are forwarded to Illinois State Cancer Registry, the American College of Surgeons’ Commission on Cancer and the American Cancer Society for use in cancer research. No names or identifying information is released to the public. All records are confidential.

Education

Statistical reports of registry data enable physicians who treat cancer patients to evaluate the success of specific cancer treatments, survival rates and outcome analysis.

Lifetime Patient Follow-Up

The Cancer Registry serves as an automatic reminder to physicians and patients to schedule regular physical examinations, thus ensuring continued medical supervision of patients who have had a diagnosis of cancer.

Research

The data collected and maintained in the Cancer Registry serve as a valuable resource for researchers interested in the causes, diagnosis and treatment of cancer. Fundamental research on the epidemiology of cancer is initiated using the accumulated data.

Information Collected

The goal of the Cancer Registry is to collect the following information:

- Stage/cancer type/pathology
- Medical history and demographic information
- Results of diagnostic procedures
- Background information on the diagnosis
- Treatment history
- Current status of condition and progress
- Physicians’ names

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Is a Cancer Registry Confidential?
In all circumstances, confidentiality of patient-identifying information and related medical data is strictly maintained. Only aggregated data are analyzed and published. The individual patient is never identified outside of the Cancer Registry.

We Care
We care about your progress. And we care about your future and the future of your children. Through the collection of this information and our annual follow-up, we can best learn how to fight this disease.

How Can You Help?
If you change attending physicians, move, change your phone number or change your name, we would like to hear from you. If your status changes, please contact the Cancer Registrar at (847) 570-2126 or mail the change to the Cancer Registry Department, Burch 101, Evanston Hospital, 2650 Ridge Ave., Evanston, IL 60201.
Children under the age of 12 will not be allowed in treatment areas of the Kellogg Cancer Center for their safety and to maintain an appropriate environment for all patients.

Children ages 12 to 16 must be accompanied by a responsible adult (other than the patient) and remain with the responsible adult in the patient’s room or the appropriate waiting area.

Patients in Kellogg Cancer Center may have two visitors accompany them to their doctor visit and/or treatment room. To ensure a safe environment for patients and staff, additional visitors may wait in the designated waiting area.

Exceptions may be made on a case-by-case basis.
Throughout your diagnosis, treatment and rehabilitation, you may hear medical terms that are unfamiliar to you. We are including this Glossary of Terms to help you and your family members better understand discussions with your physicians or medical reports you receive. However, nothing takes the place of direct communication with your medical team. Whenever you have a question, please ask.

**Glossary of Terms**

**Absolute neutrophil count (ANC):** The number of special white blood cells that fight infection.

**Acute:** Having severe symptoms with sudden onset.

**Adjuvant:** Additional treatment after the primary therapy to reduce the risk that the cancer will return. Adjuvant therapy may include chemotherapy, radiation, hormones, immune enhancement, targeted therapy and more.

**Afebrile:** Having a normal temperature.

**Alopecia:** The loss of hair, a common side effect of chemotherapy and total body radiation.

**Anaphylaxis:** An acute allergic reaction causing shortness of breath, rash, wheezing and possibly low blood pressure.

**Anemia:** A low number of red blood cells in the bloodstream, resulting in insufficient oxygen to the tissues and organs. Patients may feel weak, tired or short of breath, and appear pale.

**Antibiotics:** A medicine that kills bacteria in the body, used to prevent or treat infection.

**Antiemetic:** A medication used to prevent or control nausea and vomiting.

**Ascites:** Accumulation of fluid in the abdomen.

**Bacteria:** A type of germ that can cause infection.

**Biologics:** These agents or drugs are substances made from a living organism or its products, such as antibodies, interleukins and vaccines. Biologic agents may be used in the prevention, diagnosis or treatment of cancer.

**Biopsy:** A procedure in which a small piece of tissue or skin is removed and examined under a microscope to diagnose cancer, unusual infections or other complications.

**Bronchoscopy:** A procedure that examines the lungs with a telescope-like tube.

**Central venous catheter (CVC):** An IV tube placed into a large vein that leads to the heart. The catheter is usually put in before the treatment starts and is used to give medicines, fluids or transfusions and for taking blood samples.

**Chemistry profile:** A blood sample that analyzes the chemicals in the blood, including liver and kidney function tests.

**Chemotherapy:** Medicines used to treat cancer.

**Chronic:** A persistent problem lasting a long time.
**Clinical trial**: A research study to determine the effectiveness of a drug or treatment.

**Colonoscopy**: A procedure that examines the lower GI tract with a small telescope-like tube that is inserted through the rectum.

**Colony stimulating factor**: Proteins that stimulate the production of certain types of blood cells. Examples are Neupogen (G-CSF) or Neulasta (GM-CSF), which stimulate the white blood cells to grow and prevent infection.

**Complete blood count (CBC)**: Blood test to measure the number of red cells, white cells and platelets in the blood.

**CT scan**: A three-dimensional X-ray, also called a CAT scan.

**Cultures**: Samples of blood, urine and stool, and swabs of the throat, nose and sores that are sent to the laboratory to be checked for infection.

**Edema**: Abnormal accumulation of fluid. Swelling may occur in the legs, arms, lungs and abdomen.

**EKG**: A painless test to evaluate a patient’s heart rhythm.

**Electrolyte**: A mineral found in the bloodstream that must be maintained within a certain level to prevent organ malfunction. Electrolytes include:

- **Potassium**: Helps the heart maintain a healthy pattern of beating. Too little or too much potassium may cause heart rate or rhythm problems.
- **Magnesium**: Helps the muscles of the body function properly. Too little magnesium may cause seizures, muscle cramping and weakness.
- **Calcium**: Helps maintain bone strength, metabolism, nerve and muscle function, and blood coagulation. Too much calcium may cause confusion and tiredness. Too little calcium may cause muscle cramping and seizures.

**Emesis**: Vomiting.

**Fever**: A higher body temperature than normal temperature. May also be referred to as febrile. Your doctor needs to be notified of fever over 100.4°F.

**Fungus**: A mold or yeast that can cause an infection in the body, especially in the immunocompromised patient. Antifungal medications are used to prevent and treat these infections.

**GI tract (gastrointestinal)**: A system of the body that refers to the esophagus, stomach and intestines.

**Granulocyte**: A sub-class of white blood cells that protects the body against bacterial infections.

**Hemoglobin**: The part of each red blood cell that carries oxygen to the rest of the body.

**Hepatosplenomegaly**: An enlargement of the liver (hepato) and spleen.

**Herpes simplex virus (HSV)**: An infection that produces small, painful, fluid-filled blisters on the skin and mucous membranes. This infection is common in the immunocompromised patient.

**Immune system**: The body’s system of defense against infection or disease.

**Immunosuppression**: A decreased immune defense against infection caused by the effects of chemotherapy. Patients are said to be immunocompromised.

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**Intravenous (IV):** Into a vein. Many medications and chemotherapy are administered IV.

**Irradiation or radiation therapy:** The use of radiation energy to interfere with cancer cell growth.

**Jaundice:** Yellowing of the eyes/skin. It is a sign that the liver is not functioning properly.

**Leukocyte:** A white blood cell.

**Lymphocyte:** One type of white blood cell that helps protect the body from invading organisms that cause infection.

**Metastatic:** Spread of disease from the organ or tissue of origin to another part of the body.

**Mucositis:** Inflammation and ulceration of mucous membranes lining the digestive tract.

**Neoadjuvant:** This treatment is given as a first step to shrink a tumor prior to the main treatment such as surgery. Examples of neoadjuvant therapy include chemotherapy, radiation and hormone therapy.

**NPO:** Nothing to eat or drink.

**Palliative:** This type of care is given to improve the quality of life of patients who have a serious, chronic or life-threatening disease. The goals may include treating disease symptoms, treatment side effects and pain management, as well as the psychological, social and spiritual aspects of illness.

**Pancytopenia:** A deficiency of all blood cells (red blood cells, white blood cells, platelets).

**Platelets:** Blood cells made in the bone marrow that clot the blood and stop the bleeding.

**Protocol:** The total plan of care for the patient including the schedule of treatments and tests.

**Radiation therapy:** A treatment using high-energy radiation to help eliminate cancerous cells from the body. It also suppresses the immune system so it will not reject new stem cells from another individual.

**Recurrence (or relapse):** When cancer comes back.

**Red blood cells (RBCs):** Blood cells made in the bone marrow that carry oxygen from the lungs throughout the body.

**Regimen:** A plan of treatment.

**Remission:** When no signs of disease (cancer) are present.

**Steroid:** A drug used to prevent and control inflammation, allergic reactions and graft-versus-host disease.

**Stomatitis:** Mouth sores.

**Subcutaneous:** The layer of tissue beneath the skin. This is how growth factor injections are given.

**Tissue:** A group of similar cells (such as skin, liver and bone marrow) that perform a specific job.

**Tumor:** Uncontrolled growth of abnormal cells in a tissue or organ.

**Ultrasound:** A technique for taking pictures of the internal organs or other structures using sound waves.

**White blood cells (WBCs):** Blood cells made in the bone marrow that fight infection.
Research and Clinical Trials

One of the advantages you have as a patient of NorthShore is that your physicians and you may have access to a variety of groundbreaking clinical trials.

NorthShore’s history of commitment to research, and spearheading and participating in clinical trials, allows many of our patients to participate in studies with the latest medications, procedures or therapies, if you are an appropriate candidate.

Our involvement in the National Cancer Institute funded National Clinical Trial Network (NCTC) in conjunction with academic research institutions and our close relationships with multiple pharmaceutical industry leaders, provides our patients with availability to over 100 actively accruing research trials for 11 different disease sites. We have a dedicated staff of research nurses across our three sites. Each research nurse specializes in individual disease sites. As such, our patients benefit by each research staff member’s in-depth knowledge of his or her specific disease. This means that the multidisciplinary team that designs your customized care plan can draw upon the research teams’ specialized expertise about new therapies that may help you. For those with advanced cancers, the treatments and prevention therapies offered through clinical trials may provide a ray of hope when no other treatment options exist.

Kellogg Cancer Center is uniquely qualified to bring both national cooperative group cancer treatment and studies to our community. We are truly committed to pioneering and promoting groundbreaking discoveries and speeding their translation from the laboratory to the bedside. The clinical trials program at Kellogg Cancer Center is fundamental to keeping NorthShore on the forefront of medical advancement. We truly believe that research will lead to a cure.

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Four different types of clinical trials are offered at Kellogg Cancer Center:

**Prevention Trials:** Much of the promise for cancer prevention comes from observational studies conducted on large groups of people that show links between lifestyle factors or environmental exposures and specific cancer. Our prevention trials are designed to evaluate the effectiveness of ways to reduce the risk of cancer. These studies can involve medications, vitamins or other supplements.

**Screening and Early Detection Trials:** Family history may identify people with an increased risk of cancer or may serve as the first step in the identification of an inherited cancer predisposition that could cause a high lifetime risk of cancer. Our screening and early detection trials are designed to test new ways of finding cancer in people before they have any cancer symptoms. These trials are generally conducted with people who are at a higher risk of getting cancer because of their genetic makeup.

**Treatment Trials:** Treatment trials are conducted with people who have already been diagnosed with cancer. Our treatment trials are designed to compare a new treatment with a standard treatment, which is the best treatment currently known for a cancer, based on the results of past research. In treatment trials, patients will receive (at the minimum) a standard treatment that is widely used and best known for patients who have that particular cancer. There are three types of treatment trials:

- **Phase I trials**—Researchers test an experimental drug or treatment in a small group of people for the first time to evaluate its safety, determine a safe dose range and identify side effects.

- **Phase II trials**—An experimental drug or treatment is given to a larger group of people to see if it is effective and to further evaluate safety and determine side effects.

- **Phase III**—The experimental drug or treatment is given to large groups of people to confirm effectiveness, monitor side effects, compare it to commonly used treatments, and collect information that will allow experimental drug or treatment to be used safely.

**Cancer Control Trials:** Cancer control trials, or supportive care trials, explore ways to improve the comfort and quality of life of cancer patients and cancer survivors. Our cancer control trials study drugs to help reduce side effects of chemotherapy and other primary treatments. They also study beneficial effects of nutrition, group therapy or other alternative approaches.

For more information and a complete listing of our available trials, please visit northshore.org/kellogg-cancer-center/clinical-trials
Our Commitment to Excellence

NorthShore University HealthSystem is committed to excellence—bringing the finest physicians, healthcare professionals and the latest technology together to provide the very best quality, compassionate care to the patients and families we are privileged to serve.