

Welcome

DANA-FARBER/BRIGHAM AND WOMEN'S



CANCER CENTER



at

Milford Regional Medical Center

**Information for
patients and families**

www.dfbwcc.org/milford

Welcome

Interpreters can be arranged for you in each clinic.

Bienvenido

Le podemos ofrecer un **intérprete** en cada clínica.

Bem-vindo

Podemos oferecer-lhe um **Intérprete** em cada clínica.

Welcome to Dana-Farber/Brigham and Women's Cancer Center at Milford Regional Medical Center, where you can receive world-class, compassionate care and support. Through a new partnership, Milford Regional Medical Center (MRMC) and Dana-Farber/Brigham and Women's Cancer Center (DF/BWCC) bring a variety of services under one roof, closer to your home, with you and your family as the focus of our attention.

In the new center, you will receive personalized care, access to state-of-the-art radiation oncology services, and expanded opportunities for clinical research, support services, and other resources.

We understand that a diagnosis of cancer can be difficult, so we prepared this brochure to make your experience a little easier. You might like to read it now or save it for later.

Your care team

A team of professionals work together, with you and behind the scenes, to care for you. Depending on your diagnosis and needs, your team may include a medical oncologist, radiation oncologist, surgeon, nurse, social worker, chaplain, dietitian, and pharmacist. Other staff members such as medical assistants, diagnostic technicians, radiation therapists, phlebotomists, and volunteers also deliver your care and support.



Clinical services

Diagnosing and tracking cancer

Several types of tests can show your cancer, as well as the progress you've made during treatment. MRMC offers X-rays, ultrasound, computerized tomography (CT) scans, magnetic resonance imaging (MRI), and nuclear medicine tests such as positron emission tomography (PET) CT scans. These state-of-the-art imaging services are located on the first floor. In addition, a new MRMC laboratory on the second floor analyzes blood and other samples, with rapid turnaround.

In the pathology laboratories, physicians, scientists, and technologists can accurately diagnose and classify tumors and other illnesses through biopsies, blood tests, or other studies. They provide timely reports that can help you and your doctor choose the best therapy and measure your body's response to treatment.

Medical oncology and infusion

Medical oncology care and outpatient infusion are offered by Dana-Farber Cancer Institute, and take place on the second floor. This is where you will have checkups and confer with your medical oncologist (doctor who specializes in cancer) and nurse. If you need infusion, you will receive it on this unit.

Infusion is generally used for delivering chemotherapy, which may keep cancer cells from multiplying in your body. With this method, medication enters your bloodstream through a needle in your vein or another device.

You can receive your treatment in various private or semiprivate “bays” in the cancer center. Your sessions will generally last between one and several hours and are given at one- to three-week intervals. Free snacks are available.


You might receive medications besides chemotherapy through infusion, just as you might receive chemotherapy by other methods, such as in pill form.

Inpatient care

You may need to be hospitalized for portions of your cancer care. Depending on your needs and preferences, you will go to either MRMC (across the street from the cancer center), or Brigham and Women’s Hospital in Boston. If you have any questions about your admission, please ask your care team.

Nutrition

Nutrition is an important part of your treatment for cancer, and also plays a role in your health as a



survivor. Registered dietitians specialize in cancer-specific nutritional therapy. Working with you and other members of your team, your dietitian can help you manage side effects such as nausea, vomiting, taste changes, and bowel irregularities, and recommend foods to enhance your health and quality of life. If you would like to speak with a dietitian, ask your doctor or nurse.

Pharmacy

The Dana-Farber pharmacy is located on the second floor, and provides a variety of services for you. Pharmacists are available to answer any questions related to your medication. They prepare and dispense chemotherapy and other medications and serve on your care team, guiding decisions about medications. To enhance patient safety, they use advanced technologies such as a computerized order entry system and medication bar codes. You can have your prescriptions filled at your local pharmacy.

Radiation therapy

Radiation therapy uses high-energy X-rays or beams to destroy cancer cells or keep them from growing and dividing. Through a machine called a linear accelerator, you may receive targeted radiation to a particular part of your body. Radiation treatments generally last only a few minutes and are given every day for a few weeks. Special techniques, including Intensity Modulated Radiation Therapy (IMRT) or Image Guided Radiation Therapy (IGRT), can target your cancer while sparing the surrounding tissue.

Radiation therapy is offered by Brigham and Women's Physician Organization (part of DF/BWCC), and takes place on the first floor with a state-of-the-art linear accelerator.

Surgery

You may undergo surgery for a variety of reasons: to take some tissue and examine it for cancer cells (biopsy), remove or shrink a solid tumor, ease your pain, remove obstructions caused by your cancer, or repair an area damaged by cancer. If you are scheduled for surgery, you will receive instructions on how to prepare for the procedure. Depending on your needs and preferences, you will go to MRMC or BWH.



Support and counseling

Opportunities within the cancer center

Pastoral care (chaplain)

Spirituality or faith may be a source of strength or comfort to you and your family during your illness. A designated chaplain serves on your care team, listens to your concerns, and offers guidance while you are at the cancer center. The chapel at MRMC provides a place for quiet reflection, and additional chaplains can offer support. For information, ask your care team.

Social work

Licensed clinical social workers provide counseling to you and your family as you face the impact of your illness on your life, work, and relationships. Available by request or by referral from your doctor or nurse,

the social workers can help you address any concerns about diagnosis, treatment, or care.

Support groups

The cancer center offers several support groups to help you and your family cope with cancer. For more information, please call 508-488-3783.



Opportunities
beyond the
cancer center

Family Connections

If you are a parent with cancer, Family Connections offers resources to help prepare your family for the challenges ahead. You can visit the Web site to find guidance, information, and inspiration from other families. Call 617-632-4020 or visit www.dana-farber.org/pat/support/familyconnections.

One-to-One: Connecting with Someone Who's Been There

You or your family may appreciate a telephone conversation with someone who has had a similar cancer experience. These trained volunteers may help ease your concerns, provide information, and offer reassurance and hope. Call 617-632-4020.

Support groups through DF/BWCC

You may also take advantage of support groups offered through DF/BWCC in Boston's Longwood Medical Area. For information, call 617-632-4235.

Patient services

Disability services

The cancer center is accessible to people with disabilities and complies with the provisions of the Americans with Disabilities Act (ADA). Wheelchairs and assistance are available at the main entrance, and our building is easy to navigate by wheelchair. If you have questions, you can also call the ADA coordinator at MRMC at 508-473-5103.

If you are hearing-impaired and have questions, call 617-740-1600 on weekdays, and 800-249-9949 on weekends.

Financial counseling

Financial counselors can discuss your insurance coverage and/or payment. If you have not done so already, you will need to get approval from your insurance company before you receive services through the cancer center. If you do not have health insurance and cannot afford to pay, you may be eligible to receive care at a reduced rate.

Because the cancer center offers the services of three institutions, you may need to discuss any concerns with separate counselors. For more information or assistance, please see the back page of this brochure for numbers to call.

Healing garden

When the weather is pleasant you might enjoy our peaceful healing garden, located at the front of the cancer center. This garden is also visible from inside, especially from the resource room on the second floor.



Health information and privacy

Federal guidelines known as HIPAA give you more control over, and knowledge about, who is using your health information, and for what purpose. The privacy notice you received at your first visit gives you more details. If you have additional questions, see phone numbers on the back page of this brochure.

Your health information is treated as confidential. For example, we offer audio and visual privacy during physical exams, and refrain from discussing your care in public areas. We also keep your records in secure locations at all times.

Internet access

For your convenience the cancer center offers wireless internet access. Feel free to bring your laptop computer along to your appointments.

Patient/family Web site

You might like to update your family and friends through CaringBridge, a nonprofit organization that allows you to set up a free, personalized, confidential Web site. You can write journal entries, post updates on your progress, and display photos, while visitors – given a password by you – can send messages of encouragement. For information, visit *www.caringbridge.com*.

Resource room

You may want to know more about your illness, how it can affect your physical and emotional



health, or what support programs are available.

The resource room on the second floor offers many opportunities for learning. This light-filled space overlooking the healing garden provides an attractive and comfortable place to learn. Books, brochures, computers, videotapes, and audiotapes can offer information and support. To learn more, call 508-488-3700.

Beyond cancer

The cancer center has support groups to provide guidance and companionship about surviving cancer or facing bereavement. In addition, the Perini Family Survivors' Center at Dana-Farber Cancer Institute in Boston addresses the long-term physical and emotional needs of cancer survivors, offers them tools to live as fully as possible, conducts research on the challenges they face, and shares knowledge with others.

Opportunities at DF/BWCC in Boston

As a DF/BWCC patient, you can take advantage of many offerings in Boston's Longwood Medical Area, including clinical services, education, support, and integrative therapies. To learn more, visit the Web site or request a copy of the DF/BWCC patient handbook or DVD, available in the Resource Center or online at *www.dfbwcc.org*.



Phone numbers

At the cancer center in Milford

ADA coordinator
at MRMC:

508-473-5103

Diagnostic imaging:

508-488-3850

Financial counselors:

Brigham and Women's
Physician Organization
(BWPO):

617-632-2738

Dana-Farber Cancer
Institute (DFCI):

508-488-3705

Milford Regional Medical
Center (MRMC):

508-422-2970

Hearing impaired:

617-740-1600 voice

617-740-1700 TTY

617-740-1800 video

Laboratory:

508-488-3880

Medical oncology/Infusion:

508-488-3700

Medical records:

BWPO: 508-488-3800

DFCI: 617-632-3225

MRMC: 508-488-3700

Patient accounts (billing):

BWPO: 866-256-3069

DFCI: 617-632-3795

MRMC: 508-422-2970

Radiation therapy:

508-488-3800

Resource room:

508-488-3700

Support groups:

508-488-3783

At DF/BWCC in Boston

Family Connections:

617-632-4020

One-to-One:

617-632-4020

Perini Family Survivors' Center:

617-632-5100

Support groups:

617-632-4235

**If you have a concern
about your care, please call:**

BWPO: 508-488-3800

DFCI: 508-488-3766

MRMC: 508-488-3700

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Milford, MA 01757

Produced by the Communications Department
Dana-Farber Cancer Institute
July 2009