



 **RIVERSIDE**
CANCER INSTITUTE

WELCOME !

Welcome to Riverside Cancer Institute! We would like to take this opportunity to provide you with some important information about the Center – what it does, how it works, who we are and what services are available to you.

Delivering the highest quality care with the greatest compassion is our goal here at the Institute. The Institute seeks to offer a complete care management program for those undergoing treatment. This includes meeting patients' medical needs, as well as offering those supportive services which can most help patients and their families cope with their disease and their treatment.

This Cancer Journey Guide is our gift to you and your family. The information on these pages is to be used as a guide for you and your family through your entire experience at the Cancer Institute. Please make this Journey Guide your place to keep track of all the information you receive from any of your caregivers—and as a place to record questions and answers about your disease process and your treatment.

In the United States, men have a 1 in 2 lifetime risk of developing cancer, and for women the risk is 1 in 3. It is extremely important for all individuals to have a well-check yearly with their primary care physician. Women, in particular, should have their mammograms yearly. Both men and women should take advantage of the screenings that are held in the community throughout the year.

Medical oncology services are offered at three locations: the Riverside Cancer Institute in Bourbonnais, the Riverside Healthcare Watseka Campus and the Riverside Healthcare Frankfort Campus. Radiation oncology services are available at the Riverside Cancer Institute's Betty Burch Bridgewater Center for Radiation Therapy in Boubonnais.

While You Wait...

Waiting Time

Waiting time at the Institute can be somewhat longer than at some other facilities. This is because the Institute works very closely with other departments within Riverside Health System to provide coordinated care at one convenient location. Some of the factors that may lengthen your office visit include:

1. **Laboratory** – Many clinics and physician offices require patients to come in for two visits – one for lab work and another to see the doctor. When you visit the Institute, both services are usually provided in one visit – but this means that the patient must wait while the blood is being processed. So if lab work is drawn, there will always be a delay of about 30 minutes. That’s how long it takes to process the blood tests that your oncologist has ordered and for the doctor to review before seeing you, the patient. You may choose to have your blood drawn the day before your appointment or at another location. Let us know your preference.
2. **Physicians** – Each oncologist cares for many patients, some of whom are seriously ill and who have complicated illnesses. It is not unusual for a patient to present with unexpected problems at his/her visit, requiring a longer period of time with the doctor than scheduled. This can lead to delays, but each patient is entitled to the best care that the doctor can provide.
3. **Pharmacy** – Most medical oncology patients require pharmacy services at their visit. After the patient sees the doctor, the treatment orders are written and sent to the pharmacy for preparation. As doses and drugs may change from visit to visit, this must be done on an individual basis. There is a pharmacy on-site in Bourbonnais, Watseka and Frankfort. Wait time for drugs can be up to sixty minutes.
4. **Chemotherapy** – Different chemotherapy regimens take different amounts of time to administer. We try to accommodate these times as much as possible. There may be times that we ask you to come in the afternoon for your treatment in order to reduce waiting times for chemo delivery times. Families or friends can be with patients during treatment if space and seating will allow. Due to safety concerns children are discouraged from being in the infusion area.
5. **Radiation Therapy** – Different radiation therapy courses take different amounts of time to plan. Generally, your first few visits will be the longest. Allow for approximately 45 minutes to 1 hour for your first 2 visits. Once your planning visits are complete, you should allow for 15 - 30 minutes per visit although the treatment itself may only take a few minutes.

Thus, your visit to the Riverside Cancer Institute is often more complicated than a simple visit to your primary care physician. The physicians and staff of the Institute will provide the best care, taking the necessary time for each individual patient’s needs. We ask for your understanding and cooperation.

Waiting Areas

When you arrive, please register with the receptionist at the front desk. The receptionist will let the appropriate staff know that you have arrived. It is at this time that you should submit any paper work or a referral form for your visit.

What Should I Bring to the Institute for Waiting Times?

We want you to be comfortable while you wait and visit with your family/friend. Please keep any personal belongings with you at all times as the center cannot be responsible for their loss. Here are some suggestions on what to bring to the center:

- Wear comfortable clothes and shoes – bring a sweater or sweatshirt for extra warmth!
- Crossword puzzles or Word Search games.
- Favorite books or magazines
- Knitting or cross stitching—or a relaxing hobby.
- If you are on medications, please bring them.
- Your favorite music

Children

For their safety, children cannot be in the treatment area. If you must bring a child, that child must be accompanied by an adult and must remain in the waiting room.

Support Team

Pastoral Care-Spiritual Needs and Support (Hospital-Based)

Riverside Medical Center has 24-hour pastoral care coverage. Our in-house chaplain is available from 8:00 a.m. until 4:30 p.m., Monday through Friday. After hours, on weekends and holidays, please dial the operator for assistance. Our All-Faiths Chapel is located on the first floor of the hospital and is open at all times.

Social Services – Financial and Social Needs

Riverside Cancer Institute has Social workers available on site to assist individuals with:

- Financial concerns- self-pay or charity care help
- Referrals to Home Health Care
- Referrals to outpatient therapy (physical, occupational, etc.)
- Caregiver issues
- Transportation issues
- Healthcare Power of Attorney

A social worker is available Monday through Friday from 8AM until 4:30 PM. If you would like to speak with a social worker, please ask any clinic staff person and they will put you in touch with the appropriate person. A financial counselor is also available and can be reached by calling (815) 933-1671, extension 8171.

If you should have any complaints regarding your care, contact the department manager or the hospital patient liaison.

A dietitian is available in the clinic certain days of the week to meet with patients regarding their dietary needs. Discussion usually involves the role nutrition plays during treatment, any nutritional concerns, current food intake and tolerance, unintentional weight loss, etc.

Visits can be scheduled or consults can be done over the telephone.

Transportation:

We know at times that transportation can be an issue in getting back and forth for your appointments and treatments. In addition to the Social Workers being able to assist with, the following options are also available.

The River Valley Metro Bus schedule is available upon request.

There is also an ADA bus that will pick up at your front door. You would need to make arrangements for this service. The telephone number is (815) 937-4287.

Timely Cab (815) 614-3360 *there is a fee for this service*

Medicar (815) 722-1900 *there is a fee for this service*

Oasis (815) 922-3019 *there is a fee for this service*

The Show Bus is available in outlying areas by calling (815) 929-0790.

The American Cancer Society has volunteer drivers available on a limited basis.

Making Decisions: Advance Directives

Under the Patient Self-Determination Act of 1991, all hospitals, HMO, home care providers, hospices, and skilled nursing facilities receiving Medicare or Medicaid reimbursement are required to provide their patients information about Advance Directives. Advance Directives include the Power of Attorney for Healthcare, Living Will and Healthcare Surrogate Act.

These three legal documents give people the right to make decisions about the direction of their healthcare if they are unable to communicate their desires. Everyone has the right to choose whether or not he or she wants to initiate an Advance Directive.

Advance Directives give guidance to your healthcare providers. From the directives (directions), they can more easily tell what medical treatment you would or would not want to receive.

Remember...Advance Directives go into effect only when you are unable to communicate decisions about the directions of your own healthcare. These forms can be obtained online; please ask staff to obtain for you. Our Patient Liaison or Social Services staff will gladly answer any questions you may have.

Riverside HealthCare will provide auxiliary aids and services that ensure communication is maintained with patients who have a hearing/speech/sight loss or cannot speak English. Inform the staff if you need any assistance with communication.

Insurance And Billing

Insurance

At the Riverside Cancer Institute, we make every effort to assist you with your insurance. The following describes the Institute's policy with regard to insurance billing. Even though the Institute will bill the insurance company for you, you may continue to receive a monthly statement from us to keep you informed of the status of your account.

Medicare

Riverside Cancer Institute's physicians are participants in the Medicare program. This means that the Medicare payment check will be sent directly to the Institute. We will accept the charge and the amount approved. Medicare, however, only pays a certain percentage of most approved charges.

You will be responsible for both the annual Medicare deductible and the remaining amount allowed by Medicare.

Commercial Health Insurance

The Institute will file your commercial insurance for you. Please make sure that the institutes's business offices have your most up-to-date insurance card and information. Please remember that several commercial insurances have deductibles and out-of-pocket expenses for which you may be responsible.

CO-PAYS ARE EXPECTED TO BE MADE AT TIME OF SERVICE.

PPO (Preferred Provider Organization)/HMO (Health Maintenance Organization)

The Center currently participates in several PPO and HMO plans. Most PPO/HMO's require pre-authorization for treatment by our specialists. You have the ultimate responsibility for contacting your PPO/HMO or primary physician to obtain pre-authorization for your visits and for any treatment. The office staff will assist you with obtaining authorization for treatment but you must inform them. Any and all authorizations must be obtained before you can be seen by our specialists and before any treatment can be given.

Medicaid

The Institute does participate in the Illinois Medicaid program. Your valid medicaid card must be presented at the front desk at each time of service.

Payment Arrangements

You are responsible for the balance of the charges after insurance has paid. Realizing that this may be a difficult time for you, the Institute is willing to make convenient and reasonable payment plans based on your financial situation. You need to let the office personnel know this at your initial visit so arrangements can be made to start this process promptly. If payment arrangements are not made or kept, your account may be sent to a collection agency.

Other Billing Information

There are several fees involved during your visit. You will receive a bill for the professional services provided by the physicians. You will also receive a bill for laboratory services as well as the drugs and supplies used for any treatment that you may receive. This bill will come from the hospital. You will also receive a technical fee for services rendered by radiation oncology.

PLEASE REMEMBER - WE WANT TO WORK WITH YOU IN THIS BILLING PROCESS. KEEP US INFORMED SO WE CAN ASSIST YOU AT ALL TIMES.

Medicare may not pay for oral medications such as Compazine, Tylenol, and Benadryl.

These drugs should be brought with you so that you can take your own. Also, bring your pain medications or any other medications that you may need to take during your treatments and/or appointments.

At the time of your visit, you may be asked for a hospital co-pay; this is put toward any lab work that you may have done during this visit.

Home Health Care

If it is appropriate, a referral can be made to one of the Home Health Care agencies available in the area. Home Health Care Agencies can provide certain in-home services that the doctor may deem necessary.

Durable Health Equipment

If you are need of any medical assistive devices, such as a breast prosthesis, a walker, home oxygen, etc., the Riverside Health Equipment facility is located in the Meadowview Shopping Center at 1270 N. Kennedy Ave. The telephone number is (815) 933-5187. A prescription from your physician may be necessary before supplies and equipment can be obtained.

Educational Materials

The Cancer Institute has various educational materials located in the waiting room. These materials are yours to take. If you cannot find the information that you seek, please ask staff and they will gladly assist you.

Internet sites that may be helpful:

Cancer Care: www.cancer.org

American Cancer Society: www.cancer.org

National Cancer Institute: www.cancer.gov

National Institute of Health: www.nih.gov

TO BE CONSIDERATE OF PATIENTS AS WELL AS STAFF, WE ASK THAT YOU DO NOT WEAR ANY HEAVY SCENTS, (MEANING COLOGNE OR PERFUME), TO THE CLINIC. INDIVIDUALS UNDERGOING CHEMOTHERAPY HAVE A SENSITIVITY TO SMELLS WHICH CAUSES NAUSEA. MOREOVER, THERE CAN BE ALLERGIES TO SCENTS WHICH CAUSES RESPIRATORY DIFFICULTY AND COUGHING.

Cell Phone Use

Please be considerate of those around you and the staff in the clinic. Please turn your cell phones off or on mute and also do not have conversations on speaker phone. Please do not use the camera at any time in the building.

EATING OPTIONS WHILE YOU WAIT

While you are receiving a chemotherapy treatment, there are soft drinks and juices available as well as coffee or tea. Please ask the staff to obtain for you. Also you may bring a lunch or any snacks that you like and place in the refrigerator.

It is advisable that if you are going to be in the clinic for an extended period of time receiving a treatment to bring a boxed lunch or something to snack on.

Riverside Cancer Institute is a smoke-free environment including the outside grounds.

Treatment Specialities

Physicians at the Riverside Cancer Institute are trained to diagnose and treat a number of problems. There are three types of specialists at the Institute:

Hematology

Hematology is the study and treatment of diseases of the blood and blood-forming organs. Some disorders are types of cancer, including leukemia, lymphoma, and multiple myeloma. Other disorders, which may or may not cause cancer, include anemia and coagulation-related disorders are also seen by the physicians. A variety of tests can help determine if a patient has a blood disorder, what form it takes, and what treatment may be needed.

Medical Oncology

Medical oncology is the specialty involved with the medical aspects of cancer. It may include treatments such as chemotherapy, hormonal therapy, and others.

Chemotherapy involves the use of specific drugs or drug combinations to destroy cancer cells. These drugs are taken orally, by injection, or intravenously, depending on the type of drug and treatment required. Chemotherapy may be used as a primary treatment for cancer or it may be used in combination with surgery or radiation therapy.

Chemotherapy is administered according to a specific treatment plan. The length and frequency of each session and of the total plan depend on a variety of factors. Each patient's specific treatment plan will be explained by her/his medical oncologist at the beginning of treatment.

Throughout treatment, each patient's progress is continually monitored by the medical oncology physicians and staff. Patients undergoing chemotherapy will also have their blood counts regularly monitored at the Institute.

Radiation Oncology

One of the characteristics unique to cancer cells is that they reproduce or divide differently from normal cells. When a cancer cell is exposed to radiation as it is reproducing, it will fail to divide and, instead, die. At the same time healthy cells, which have the ability to repair themselves, will continue to grow normally.

Radiation oncology or radiotherapy, involves the use of painless, high energy x-rays which are carefully targeted at cancerous tissue by sophisticated treatment machines called linear accelerators. The accelerators and other equipment employed at the Institute represent the most current technological advancements.

Radiation therapy is conducted, on average, over a period of four to six weeks. Each daily session is administered by a specially-trained therapist and lasts only a few minutes, so daily visits to the Institute are usually brief. Throughout the treatment period, patients are continually assessed by the Radiation Oncologist in charge of their care.

Patients undergoing radiation therapy may also have their blood counts regularly monitored at the Institute.

RIVERSIDE RESOURCES: MY CARE TEAM MEMBERS ARE...

You may record—or ask the care team member to record his/her name and phone number on the page below. You may not meet all of these team members—as each patient’s stay may vary depending upon your needs!

My Medical Oncologist’s Name _____

My Medical Oncologist’s Phone Number _____

My Nurse Practitioner’s Name _____

My Nurse Practitioner’s Phone Number _____

My Radiation Oncologist’s Name _____

My Radiation Oncologist’s Phone Number _____

My Clinic Nurse’s Name _____

My Clinic Nurse’s Phone Number _____

2nd Clinic Nurse’s Name _____

2nd Clinic Nurse’s Phone Number _____

My Radiation Therapist’s Name _____

My Radiation Therapist’s Phone Number _____

My Billing Specialist’s Name _____

My Billing Specialist’s Phone Number _____

My Home Health Caregiver’s Name _____

My Home Health Caregiver’s Phone Number _____

My Other Very Important Care Team Member’s Names/Phone Numbers:

SYMPTOM MANAGEMENT

While undergoing treatments, whether it be chemotherapy or radiation therapy, you may experience side effects. Not everyone will experience the same symptoms. This information will explain some of the most common side effects and what you can do to ease them.

Breathing Problems

Difficulty breathing may occur during your treatment and throughout the course of your disease. Symptoms include feeling short of breath, wheezing, and/or coughing. A number of things can cause breathing problems such as an infection in your lungs, fluid in your lungs, or low blood counts. The most common cause is an infection in your lungs.

Let your doctor know if you have:

- Shortness of breath or feeling that you cannot get enough air.
- Trouble breathing when lying flat
- Tightness or wheezing with each breath
- Uncontrolled cough
- Coughing blood or green/yellow sputum.
- New or recurrent cough
- Easily winded with minimal activity
- Temperature of 100.5 or above

Ways to manage:

- Do not smoke or be around second hand smoke
- Exercise daily
- Sit rather than lie flat. Standing up expands the lung
- Avoid wearing tight clothes
- Avoid contact with individuals that may have signs of a respiratory infection
- Avoid breathing in cold air

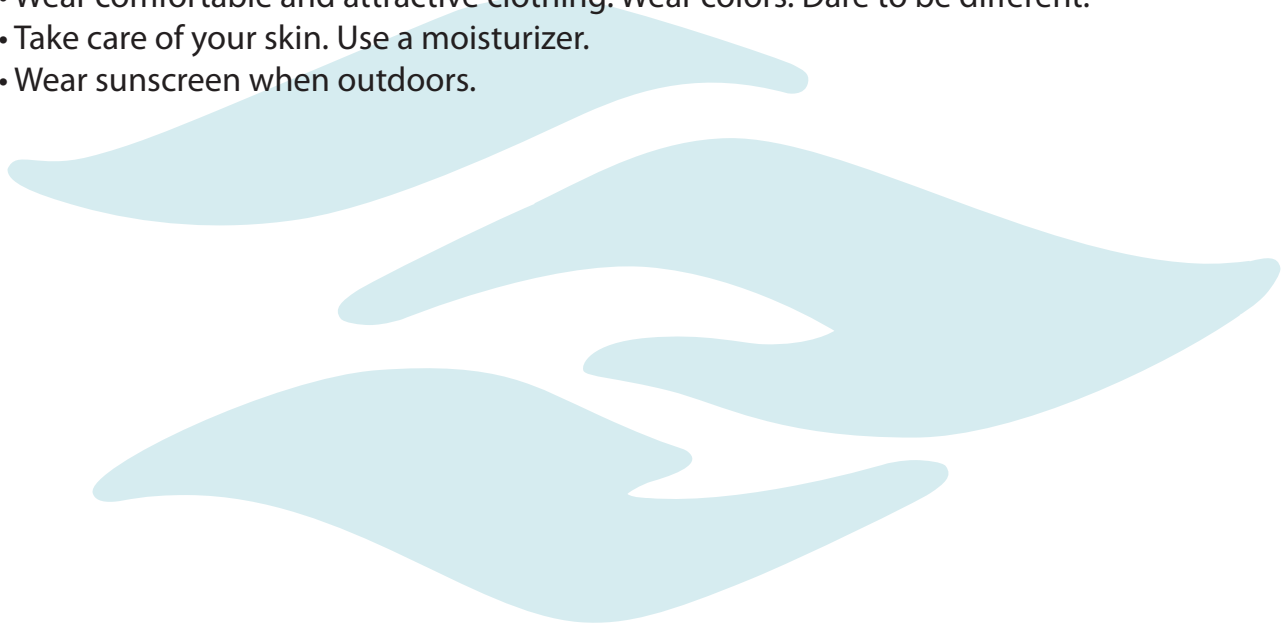
BODY IMAGE CHANGES:

Treatment can affect your body and your life in ways that are hard on your self-esteem. These can include scars, weight loss or gain, skin reactions, loss of stamina, puffy face and hair loss. Fortunately, most of these side effects, are temporary.

This first step in coping with body image changes is to direct your energy and thoughts towards what you are able to do for yourself. Paying attention to skin care, diet, exercise, and positive attitudes are healthy ways to cope with body image changes.

How to manage:

- Ask for help. Discuss your feelings about how you look and feel with friends and family.
- Talk with others who have had similar experiences with their treatments.
- List your best points.
- Laugh. Humor is a great way to cope.
- Obtain an alternative for hair loss.
- Wear comfortable and attractive clothing. Wear colors. Dare to be different.
- Take care of your skin. Use a moisturizer.
- Wear sunscreen when outdoors.



HAND – FOOT SYNDROME

Hand-foot syndrome is a side effect of some chemotherapy agents. It is characterized by skin irritation that typically occurs on the palms of the hands and soles of the feet or other parts of the body where friction, pressure, rubbing, warmth, and/or sweating occur. Usually hand-foot syndrome is a mild reaction and improves in a couple weeks. However, it is important to understand that hand-foot syndrome can become severe in some patients and may require treatment delays or discontinuation of treatment.

Important signs and symptoms involving the hands or feet – please let your doctor know if these occur:

- Tingling, burning, numbness or itching
- Redness
- Pain or tenderness
- Flaking or peeling of the skin
- Swelling
- Rash
- Small blisters or sores

What can help:

- Watch your hands and feet for signs of hand-foot syndrome
- Wear loose clothing and comfortable shoes
- Stay out of direct sunlight; wear sunscreen (at least SPF 30) when in the sun
- Take cool showers or baths; use mild soaps and avoid washing skin vigorously. Pat skin after bathing; do not rub
- Use plain, mild skin lotions or creams (such as bag balm or Udderly Smooth). Do not use creams with anesthetics, steroids, antihistamines, perfumes, alcohol, or glycerin as this can make the condition worse.
- Avoid hot water or steam; do not use whirlpool tubs, spas, or heated pools.
- Avoid repetitive or friction-causing activities.
- Avoid activities that place pressure on your skin.
- Avoid putting tape, bandages, and other adhesives on your skin.
- If hand-foot syndrome occurs, use cooling measures such as cold baths and gel ice packs to the affected areas. If you do not have an ice pack, you can use a bag of frozen vegetables.

PERSONAL HYGIENE

Both chemotherapy and radiation can affect your skin, hair, and the membranes of your mouth. Below are some helpful hints.

Skin Care:

The primary functions of the skin are to reduce water loss, provide protection against abrasive action and microorganisms, and act as a barrier to the environment. Your skin is made up of cells that are continuously being replaced as the old ones are being shed. Chemotherapy and radiation therapy may change this process. It may also cause your skin to be drier or more sensitive to the sun. You will want to keep your skin very clean, use sunscreen when you are outside, and use moisturizers as needed. Drinking lots of water every day will also help.

Skin is also sensitive to pressure a red mark on the skin is often an indication that there has been pressure on a particular area for too long. It is very important to avoid prolonged pressure to any area. Frequent position changes and loose garments help ensure this.

Hand washing is an important way to keep away germs. We are usually resistant to the germs in our everyday living environment, but with cancer treatment, your resistance may be lower. After chemotherapy, your body will rid itself of the drugs over the next 48 hours, so you will need to be careful not to share "leftover chemo" with anyone.

What this means is that after using the toilet, you should flush twice to ensure that no residual chemotherapy remains in the bowl.