Welcome to Smilow

ABOUT SMILOW CANCER HOSPITAL AND OUR CARE CENTERS
Smilow Cancer Hospital provides the very best patient-centered cancer care available, both on our main campus and in our Care Centers, bringing together some of the nation’s best minds to develop new methods to prevent, diagnose, and treat cancer.

Smilow Cancer Hospital continues to build on the rich scientific tradition of Yale Cancer Center, one of a select number of Comprehensive Cancer Centers in the country designated by the National Cancer Institute. National Cancer Institute Cancer Centers are national leaders in cancer research, prevention, detection, and treatment. This provides patients at Smilow Cancer Hospital and our Care Centers with access to novel treatment options and expert care.

Our healthcare providers work hard to help patients and their families navigate through their diagnosis and subsequent treatment plans. As a result, a multidisciplinary approach is used to evaluate and treat all patients. Physicians meet to discuss every patient’s care, related diagnostic and treatment strategies, and develop a unique and comprehensive treatment plan for each patient that can include surgery, chemotherapy, radiation, a combination of treatments, investigational drugs through clinical trials, or conservative monitoring. Our physicians, nurses, and caregivers partner with you in your care to meet your needs and expectations by offering you a comprehensive diagnosis, treatment plan, psychosocial and spiritual support, supportive care, and long-term follow-up care.

We have taken several precautionary steps to ensure the health and safety of our patients and their families during their appointments and while receiving treatment. Every patient who enters a Smilow Cancer Hospital facility wears a mask and is triple screened for symptoms of COVID-19, and our physicians and caregivers are wearing protective masks and screened twice daily. In addition, we have expanded our hours of operations to increase social distancing and implemented universal precautions to ensure cleanliness and safety while in all of our facilities. For patients receiving chemotherapy or radiation treatment, all infusion spaces and treatment machines are carefully cleaned and rigorously managed to ensure both patient safety and comfort.

Clinical Trials
In cancer research, a clinical trial is a study conducted with cancer patients, usually to evaluate a new treatment. Each study is designed to answer scientific questions and to find new and better ways to help cancer patients. Yale Cancer Center has numerous clinical trials available at Smilow Cancer Hospital and our Care Centers for patients who are seeking the most advanced treatments available. Ask your physician about the innovative clinical trials that may be available to you as part of your treatment plan.

Your Healthcare Team
The diagnosis and treatment of cancer requires a team of healthcare providers from a variety of specialties. Through expert oncologists and state-of-the-art technology at Smilow Cancer Hospital and our Care Centers, each patient receives a personalized treatment plan based on their individual cancer diagnosis.

In addition to skilled physicians, your team consists of highly trained nurses, patient care coordinators, research nurses, dietitians, social workers, physical therapists, clergy, and a host of support staff.
Preparing for Your Visit

In order for us to provide the best treatment plan for your medical needs, we need to clearly and completely understand your medical history, which you may have had to date. A nurse coordinator and/or intake specialist will contact you by phone to assist in gathering the necessary information prior to your first visit and to let you know what to expect when you arrive for your first appointment.

It is important to gather the following items prior to your first appointment:

**MEDICAL RECORDS & WRITTEN REPORTS**

**A List of Current Medications**

This includes all prescription medications, over-the-counter medications, alternative medications, and supplements. If you prefer, you can bring the original medication containers with you to your visit. In addition, please bring the name and contact information for your preferred pharmacy.

**Laboratory and Radiology**

This includes X-rays, CT scans, MRI scans, PET scans, ultrasounds, and current mammography.

It is important that our physicians review the actual films or electronic copies in addition to the written reports. Our intake specialists will help to facilitate the transfer of records before your visit. Laboratory or radiology tests/procedures can be performed at any YNHH facility.

**Pathology Slides and Reports**

If you have been diagnosed with cancer, then a pathologist has already made a diagnosis by reviewing a biopsy or tumor specimen. It is beneficial to you that we confirm this diagnosis by reviewing your slides. Our intake specialist will facilitate the transfer of the slides to us.

**Insurance ID Card**

Please notify your insurance company prior to your visit. They may require a formal referral from your referring physician, and they may give you a formal referral authorization to your medical care. You should bring this authorization with you to your visit. A patient registrar will contact you prior to your visit to obtain all contact and insurance information. Your co-pay will be collected at the time of your appointment.

Interpretation Services

Interpreter services are available at no charge, but need to be coordinated prior to your appointment. Please advise the intake specialist if you would benefit from interpreting services. We prefer to have an interpreter available to you in addition to the support of your family members.

Release of Information Form

Enclosed in the back of this booklet is a Release of Information Form. This is required to assist our nurse coordinator and intake specialist in obtaining the necessary background information and materials for your first visit. Please complete the form and bring it with you to your appointment.

Need to Reschedule

Please be sure to notify our offices 24 hours in advance if you need to reschedule your appointment. Please refer to the Smilow Cancer Hospital program and Care Center phone numbers at right for the appropriate contact information.

After Hours

Your patients have access to a medical professional 24/7, including weekends and holidays. Your healthcare team will provide the appropriate phone number for you to call if you have urgent questions or emergency concerns. Please note, we encourage you to discuss medication issues and request prescription refills during your regularly scheduled appointments in order to reserve the off-hours lines for urgent matters.

The following specialties can provide assistance during your diagnosis, treatment, and recovery at Smilow Cancer Hospital.

- **Boutique (203) 200-2273**
- **Brain Tumor Center (203) 200-1438**
- **Breast Center (203) 200-2228**
- **Cardio-Oncology Program (203) 200-7857**
- **Clinical Trials (203) 785-5707**
- **Diagnostic Radiology (203) 685-2431**
- **Endocrine Cancers Program (203) 200-3636**
- **Gastrointestinal Cancers Program (203) 200-4422**
- **Genetics & Prevention Program (203) 200-4362**
- **Gynecologic Oncology Program (203) 200-4179**
- **Head and Neck Cancers Program (203) 200-4633**
- **Hematology Program (203) 200-4363**
- **Integrative Medicine Program (203) 200-2829**
- **Interventional Oncology Program (203) 200-4474**
- **Liver Cancer Program (203) 200-5487**
- **Melanoma Program (203) 200-6622**
- **Oncology-Pathology Program (203) 200-3937**
- **Oncodermatology Program (203) 200-6622**
- **Pain Program (203) 200-4673**
- **Palliative Care (203) 200-2725**
- **Patient and Family Resource Center (203) 200-4616**
- **Patient Relations Office (203) 685-3430**
- **Pediatric Hematology & Oncology Program (203) 785-4640**
- **Prostate and Urologic Cancers Program (203) 200-4822**
- **Psychological Support (203) 685-6573**
- **Radiation Oncology (203) 200-2000**
- **Religious Ministries (203) 680-3935**
- **Sarcoma Program (203) 200-4822**
- **Screening & Prevention Program (203) 200-3030**
- **Social Work (203) 685-2915**
- **Survivorship Clinic (203) 785-2273**
- **Thoracic Oncology Program (203) 200-5864**
- **Tobacco Treatment (203) 685-1278**

**SMILLOW CANCER HOSPITAL CARE CENTERS:**

- **Boutique (203) 714-1654**
- **Fairfield (203) 714-766**
- **Glastonbury (860) 714-9790**
- **Greenwich (203) 686-3700**
- **Guilford (203) 651-9172**
- **Hamden (203) 647-5242**
- **Hartford/Saint Francis (860) 714-4680**
- **North Haven (203) 497-8002**
- **Old Saybrook (203) 453-9192**
- **Orange (203) 714-5684**
- **Torrington (860) 485-5184**
- **Trumbull (203) 755-8400**
- **Waterbury (203) 755-6311**
- **Waterford (860) 444-3744**
- **Westerly (401) 645-4950**

If using MyChart, please check-in online using eCheck-in prior to your appointment and arrive 10 minutes before your scheduled appointment time.

Please allow plenty of time for your first appointment, as your visit may involve consultations with several specialists and the need for additional laboratory or diagnostic testing. After registering, a medical assistant will escort you to an exam room and obtain your height, weight, blood pressure, and temperature. To better understand and meet your emotional needs, you will also be asked about your emotional well-being or level of distress using a tool called a “Distress Thermometer” so we can best respond to both your physical and emotional needs during your care.

You will be interviewed and examined by a team of physicians dedicated to the treatment of your cancer. Following your exam, your oncology team will meet with you to discuss the current information, exam findings, and potential treatment options. It may be necessary to obtain additional laboratory, diagnostic, or specialty testing to formulate an appropriate plan of care. These recommendations and your plan of care will be outlined for you at the conclusion of your visit.

**MyChart**

MyChart® gives you direct, secure online access to portions of your electronic medical record (EMR) where your doctor stores your health information. You can log in to your MyChart account and communicate with your healthcare team from the comfort of your home. Your complete medical record is securely stored for quick retrieval.

Patients using MyChart can also use eCheck-in functionality up to three days prior to your scheduled visit. Specific options within eCheck-in include: verify demographics, update medications, update allergies, review problem list, complete a COVID screening, and make a co-payment, if necessary. Ask your caregiver for your MyChart Activation Code, or request access at https://mychart.ynhihs.org/Telehealth

Telehealth at Smilow Cancer Hospital allows patients to remotely connect with their provider to share information or to receive follow-up care, and includes features such as Video Visits between patients and physicians, e-consults between providers, and remote device monitoring. Patients can receive expert medical care from the comfort of their home. A MyChart® account is needed.

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<tr>
<th>Location</th>
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Many of our resources are available virtually, providing access for all of our patients and families from the convenience of their homes.

SOCIAL WORK AND SUPPORT GROUPS
A diagnosis of cancer can be stressful to you and your family. Smilow Cancer Hospital has Licensed Clinical Social Workers available to help you to manage your feelings and concerns throughout your cancer care, especially during this challenging time. In addition, our social workers also facilitate many support groups available virtually for your participation. Support groups provide the opportunity to receive emotional and educational support and to talk with others who are undergoing similar treatment or who have successfully completed treatment. Information about support groups is available from your social worker or by calling (203) 688-2195.

BOUTIQUE
The Cingari Family Boutique at Smilow Cancer Hospital offers specialized services and support to meet the special needs of our cancer patients.

PRODUCTS AND SERVICES
- Breast prostheses and fittings by a certified fitter
- Bras, camisoles, swimsuits, and other specialized apparel for women who have had a mastectomy
- Products to manage symptoms of lymphedema
- Hair and wig services by a licensed hair specialist
- Sunscreen, non-metallic deodorant, and specialized skin care products
- Decorative canes
- Billing services for major insurances

For more information, call (203) 200-CARE (2273).

INTEGRATIVE MEDICINE PROGRAM
Smilow Cancer Hospital offers an Integrative Medicine Program that includes complementary services for our patients. An online library of video resources is available for access at www.yalecancercenter.org/integrative

- Integrative Medicine Consultations
- Therapeutic Massage/Reiki
- Guided relaxation/Meditation
- Yoga/Tai Chi/Qigong classes
- Creative Expression activities
- Meditation Room

To inquire about services or schedule an appointment, please call (203) 200-6129.

Available Resources

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Yale Cancer Center is proud to partner with WNPR – Connecticut Public Radio to produce Yale Cancer Answers, a weekly radio show focused on cancer screening, detection, treatment, and prevention to provide the latest information to listeners in Connecticut. The show features a guest cancer specialist each week who provides information on the most recent advances in cancer therapy and responds to listeners’ questions.

Tune in Sunday evenings at 7:30 PM on WNPR. Listen to the radio show online anytime at www.yalecancercenter.org/answers or through iTunes.

Visitors
To ensure a safe environment for our patients, providers, and caregivers, visitor access may be restricted in the hospital and at our Care Centers. Please check www.yalecancercenter.org for our current policy or ask when your appointment is scheduled.

Social Media
Smilow Cancer Hospital maintains an active presence on social media to share updates on clinical and research advances daily. Please take a moment to follow Smilow Cancer Hospital on Facebook, Instagram, and Twitter to stay updated on the latest news from our Hospital and Care Centers!

Facebook: SmilowCancerHospital
Instagram: @SmilowCancerHospital
Twitter: @SmilowCancer

Patient Relations
Patients and family members who have questions, concerns, compliments or who require additional assistance regarding their visit may contact YNHH patient relations during normal business hours at (203) 688-3430. After hours and on weekends and holidays, please call the patient assistance line at (203) 688-2333.

Insurance, Billing and Medical Records
YNHH offers financial counseling to patients and families regarding hospital bills, please call (203) 688-2030. Spanish-speaking counselors are also available.

Some services are performed by healthcare providers who work in the hospital but bill separately. After your visit, you may receive more than one bill. For questions about a YNHH hospital bill, please call (203) 688-2030. For questions about a Yale Medicine bill, please call (203) 785-4216.

To request a copy of your medical records please call (203) 444-5555.

HEALING GARDEN
On the seventh floor of Smilow Cancer Hospital is an outdoor healing garden for patients and family members to enjoy. The healing garden is a part of our commitment to patient- and family-centered care and a recognition of nature’s healing qualities. The sights and sounds of our garden can reduce anxiety and stress and have a restorative effect on the physical and mental health of our patients. Our Derby, Torrington, Trumbull, and Waterford Care Centers also have healing gardens for our patients. Please wear a mask and be aware of social distancing while enjoying the gardens.

PATIENT AND FAMILY RESOURCE CENTER
The Patient and Family Resource Center at Smilow Cancer Hospital is a place for learning and comfort. Information is available on cancer-related topics as well as hospital and community services. Patients and family members from all of our locations are encouraged to call (203) 200-4636 for information, and visit www.yalecancercenter.org for online resources.

PATIENT AND FAMILY ADVISORY COUNCIL
The Smilow Patient and Family Advisory Council offers patients and family members a forum for partnering with staff to improve the patient experience and promote patient- and family-centered care. In their monthly meetings, patients, family members, and representatives from Smilow administration review patient satisfaction and performance information — as well as operational and quality measures — all designed to provide feedback about the patient experience.

For more information, please call (203) 688-3299.

LODGING
For patients and families in need of long-term lodging in New Haven, there are several options available. Please contact Patient Relations at (203) 688-3430 for more information.

The Suites at Yale New Haven is a hotel offered by Yale New Haven Hospital at the corner of Dwight Street and North Frontage Road. It includes 24 suites; and daily, weekly, and monthly rates are available.

For more information, please call (203) 654-7500.
In addition to our flagship Smilow Cancer Hospital in New Haven, we have Cancer Care Centers across the state of Connecticut, along with Smilow Cancer Hospital at Saint Francis Hospital in Hartford. At all of our locations, Yale Cancer Center faculty physicians offer individualized, innovative cancer care and collaborate with our main campus care teams to bring multidisciplinary cancer expertise into your community.

Each Care Center collaborates closely with the diagnostic radiologists, pathologists, and medical, radiation, and surgical oncologists at Smilow Cancer Hospital, bringing the full expertise of our care teams into your community.
Directions and Parking for Smilow Cancer Hospital

Visitors to Smilow Cancer Hospital may valet park at the entrance to the building or park 24 hours a day in the Air Rights Garage.

Smilow Cancer Hospital, 35 Park Street, New Haven/Air Rights Garage
Patients and visitors to Smilow Cancer Hospital may park 24 hours a day on any level of the Air Rights Garage - but the north side of the 4th floor of the garage is reserved for Smilow patients and visitors only and leads directly to a Smilow Cancer Hospital entrance on the 3rd floor of the 55 Park Street Building (attached to Smilow). Patients and visitors must validate their parking tickets at the location of their visit. This will reduce the fee to $4 (up to 24 hours) when parking at the Air Rights Garage.

Valet Parking
Another option is valet parking available at the 35 Park Street main entrance to Smilow Cancer Hospital at a rate of $7 for the first hour, $2 per additional hour, up to $15 maximum.

NOTE: To locate Smilow Cancer Hospital front entrance/valet when using GPS devices or online mapping programs, input 35 Park Street, New Haven, CT.

I-95 traveling north or south
Exit 47 to Route 34 west connector. Follow North Frontage Rd. (Martin Luther King, Jr. Blvd) and signs to the Air Rights Garage straight ahead. Parking is reserved for Smilow patients and visitors only on the 4th floor of the garage. A Smilow Cancer Hospital entrance is located on the north side of the garage's 4th floor.

I-91 traveling south
Exit 1 to the Route 34 connector. Follow North Frontage Rd. (Martin Luther King, Jr. Blvd) and signs to enter the Air Rights Garage straight ahead. Parking is reserved for Smilow patients and visitors only on the 4th floor of the garage. A Smilow Cancer Hospital entrance is located on the north side of the garage's 4th floor.

Wilbur Cross Parkway (Rte. 15): traveling south
Exit 59 immediately after tunnel. Right at end of ramp. Merge left onto Whalley Ave. at light. Stay on Whalley until you see signs for Yale New Haven at Park Street. Follow hospital signs, then make a left turn onto South Frontage Rd. Enter the Air Rights Garage on your left. Parking is reserved for Smilow patients and visitors only on the 4th floor of the garage. A Smilow Cancer Hospital entrance is located on the north side of the garage's 4th floor.

Merritt Parkway (Rte. 15): traveling north
Exit 57 to Rte. 34 east into New Haven. Right onto Ella T. Grasso Blvd. (Rte. 10) and left onto South Frontage Rd. (Legion Ave.). Enter the Air Rights Garage on your left. Parking is reserved for Smilow patients and visitors only on the 4th floor of the garage. A Smilow Cancer Hospital entrance is located on the north side of the garage's 4th floor.
It is a good idea to bring a list of questions to ask your physician at your appointment. In addition, we encourage patients to bring a family member or significant other to help you take notes and ask questions.
Healing Together!
The additional level of safety put in place throughout Smilow has really helped not only our patients feel safe, but also our staff feel safe. We know our community is well protected.