A GUIDE TO
Your First Visit
at Smilow Cancer Hospital and
our Smilow Cancer Hospital Care Centers
About Smilow Cancer Hospital and Yale Cancer Center

Smilow Cancer Hospital provides the very best cancer care available, 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 only 47 Comprehensive Cancer Centers in the country designated by the National Cancer Institute. The significance of this designation has profound implications for those who choose Smilow Cancer Hospital as the place where they will be cared for and receive treatment for their cancer. National Cancer Institute cancer centers are national leaders in cancer research, prevention, detection, and treatment. This provides patients at Smilow Cancer Hospital with novel treatment options and expert care.

Caregivers at Smilow Cancer Hospital and our Care Centers work hard to help patients and their families navigate through their diagnosis and subsequent treatment plans. A multidisciplinary approach is used to evaluate and treat all patients. Physicians meet to discuss every patient’s care, related diagnostic and treatment strategies, resulting in the development of 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 are committed to meeting the needs and expectations of our patients by offering comprehensive diagnosis, treatment, psychosocial and spiritual support, supportive care, and long-term, follow-up care.

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Clinical Trials
At Smilow Cancer Hospital, science and medicine converge as the latest research is transferred directly to the patient. Clinical trials and research studies are available for appropriate patients with early or late-stage diseases who are under the care of Yale Cancer Center physicians. Patients can feel confident that they will receive the highest level of clinical care from our physicians, nurses, and staff, and have access to some of the most innovative cancer treatments available anywhere.

Smilow Cancer Hospital
Some of Smilow’s special features include a roof-top healing garden on the seventh floor - an outdoor garden, complete with trees, shrubs, plants, a small stream, benches and lovely views of New Haven. Smilow has a magnificent two-story glass lobby with a terrazzo floor, a granite waterwall, terracotta walls, and maple woodwork. A special boutique will help patients look and feel better, despite their illness.

The building is named after Yale alumnus Joel E. Smilow (Yale College, ’54), former chair, chief executive officer and president of Playtex Products, Inc. He and his wife, Joan, gave a major gift to support the cancer hospital.
Preparing For Your Visit

In order for us to provide the best treatment plan for you, we need to clearly and completely understand your medical history and the treatment you may have had to date. At Smilow, 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.

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 appointment. Laboratory or radiology tests/procedures can be performed at any YNHH facility. Visit yalecancercenter.org/locations for locations near you.

Pathology Slides and Reports

If you have been diagnosed with cancer, then a pathologist has already made a diagnosis by reviewing your slides. Our intake specialist will facilitate the transfer of your 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 ensure that the cost of your visit is covered. A patient registrar 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.

Questions

- It is always a good idea to bring a list of questions to ask your physician. In addition, we encourage patients to bring a family member or significant other to help you take notes and ask questions. The nurse coordinator can help you create a list of questions in preparation for your visit.

Interpreter 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 this service. We prefer to have an interpreter available to you in addition to the support of your family members.

Release of Information Form

Enclosed in this booklet are forms to release information to your family members. We encourage you to complete the forms and bring them with you to your appointment.

Need to Reschedule/Need Assistance

Please be sure to notify our office 24 hours in advance if you need to reschedule your appointment. Please refer to the Smilow Cancer Hospital program phone numbers on page 4 and the Care Center phone numbers on page 5 for the appropriate contact information.

What to Expect on Your First Visit

Please arrive 20 minutes before your scheduled appointment to allow sufficient time for new patient registration.

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.

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.

Smilow Cancer Hospital offers comprehensive, disease-based programs that include specialty services, disease education, clinical trials, nutrition education, psychological support, spiritual support, family support, financial counseling, and more.

You may obtain more information about the patient resources and clinical research at Smilow Cancer Hospital and Yale Cancer Center at: smilow.org AND yalecancercenter.org

MyChart®

MyChart® gives you direct, secure online access to portions of your electronic medical record (EMR) from your doctor stores your health information. Your lab results, appointment information, medications, immunizations, and more are all securely stored for quick retrieval.

How do I get access?

Ask your caregiver for your MyChart® Activation Code, then go to mychart.ynhh.org to login.

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

- **Boutique**
  - (203) 200-2375
- **Brain Tumor Program**
  - (203) 200-6638
- **Breast Center**
  - (203) 200-2328
- **Clinical Trials**
  - (203) 786-5702
- **Complementary Services**
  - (203) 200-4299
- **Diagnostic Radiology**
  - (203) 688-2413
- **Endocrine Cancers Program**
  - (203) 688-3638
- **Patient and Family Resource Center**
  - (203) 688-4066
- **Gastrointestinal Cancers Program**
  - (203) 200-4422
- **Cancer Genetics and Prevention Program**
  - (203) 200-3422
- **Cancer Screening and Prevention Program**
  - (203) 200-5929
- **Complementary Services**
  - (203) 200-4299
- **Gynecologic Oncology Program**
  - (203) 200-6716
- **Head and Neck Cancers Program**
  - (203) 200-4422
- **Hematology Program**
  - (203) 200-4936
- **Integrative Medicine Program**
  - (203) 200-4421
- **Liver Cancer Program**
  - (203) 200-5487
- **Melanoma Program**
  - (203) 200-4922
- **Ophthalmic Oncology**
  - (203) 200-5927
- **Palliative Care**
  - (203) 200-2725
- **Patient Relations Office**
  - (203) 688-5430
- **Pediatric Hematology and Oncology Program**
  - (203) 786-4906
- **Prostate and Urologic Cancers Program**
  - (203) 200-4422
- **Psychological Support**
  - (203) 688-6781
- **Radiation Oncology**
  - (203) 200-3100
- **Religious Ministries**
  - (203) 688-2651
- **Sarcoma Program**
  - (203) 727-8650
- **Tobacco Treatment**
  - (203) 688-5779
- **Social Work**
  - (203) 688-6781
- **Survivorship Care**
  - (203) 786-2273
- **Thrombotic Oncology Program**
  - (203) 200-5864

MyChart® gives you direct, secure online access to portions of your electronic medical record (EMR) from your doctor stores your health information. Your lab results, appointment information, medications, immunizations, and more are all securely stored for quick retrieval.

How do I get access?

Ask your caregiver for your MyChart® Activation Code, then go to mychart.ynhh.org to login.
Available Resources

All of our resources are available at our main campus. Patients at our Care Centers are encouraged to access all of our resources during their care.

Yale Cancer Answers

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. Hosted by Yale Cancer Center’s Dr. Anees Chagpar and Dr. Steven Gore, 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.

Sunday evenings at 7:10 PM on WNPR. Listen to the radio show online anytime at www.yalecancercenter.org/answers or through iTunes. With over 500 original episodes, our program is the #1 rated podcast for cancer in the world.

Boutique

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

- Products and Services
  - Breast prostheses and fittings by a certified fitter
  - Bra, camisoles, swimsuits and other specialized apparel for women who have had a mastectomy
  - Products to manage symptoms of lymphedema
  - Certified wig fitter
  - Hair alternatives, including a large selection of hats, scarves, wigs and head-wraps
  - Fashion advice, head-wrap and scarf-tying techniques
  - Makeup advice, hair, wig and buss cuts
  - Sunscreen, non-metallic deodorant and specialized skin care products
  - Decorative canes
  - Educational videos and books, relaxation tapes and CDs and other gift items
  - Regularly scheduled Look Good... Feel Better sessions
  - Billing services for major insurances

Social Work and Support Groups

A variety of support groups are offered for all of our patients and their families at Smilow Cancer Hospital, including groups focused in the following areas:

- Brain Tumor
- Breast Cancer
- Caregivers
- Gastrointestinal Cancers
- Gynecologic Oncology
- Lung Cancer
- Hematologic Malignancy
- Multiple Myeloma
- Pancreatic Cancer
- Patient and Family
- Prostate Cancer
- Radiation Oncology
- Stem Cell Transplant
- Thyroid Cancer
- Young Adult

The department of Social Work has licensed social workers to help patients and their families throughout the treatment process. Specialized resources are also available for parents through the Parenting at a Challenging Time program.

For more information, please contact Bonnie Insko, LCSW, Manager of Oncology Social Work, at (203) 688-4075.

Integrative Medicine Program

Smilow Cancer Hospital offers an Integrative Medicine Program that includes complementary services for our patients. Therapy sessions are available for anyone receiving cancer treatment at Smilow Cancer Hospital.

- Integrative Medicine Consultations
- Therapeutic Massage
- Guided Imagery
- Reflection Room
- Art Expression
- Reiki Touch
- Yoga
- Pet Visitations

To schedule an appointment, please call (203) 200-4325.

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.

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, all within a serene, comfortable setting. Computer workstations, a lending library, and a selection of relaxation/meditation CDs and DVDs are available.

For more information, please call (203) 200-4658.

Patient and Family Advisory Council

The 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

New Haven offers hotels and other accommodations geared toward longer-term stays. Some options are within walking distance and many within a few minutes by car.

Please contact patient relations at (203) 688-2333.

Insurance, Billing, and Medical Records

YNHH offers financial counseling to patients and families about hospital bills; please call (203) 688-2030. Spanish-speaking counselors are available. You may obtain a copy of your YNHH bill by calling (203) 688-2030. Please have the date of service, account number and/or medical record number 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 Yale New Haven 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 record, please call (203) 688-2231.

For more information, please call (203) 654-7500.

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.

Medical Records

Medical records for patients under 18 years of age are available at the Smilow Cancer Hospital Outpatient Information Center, located in the lobby on the first floor. Medical records for patients 18 years of age and older are available at the Yale New Haven Hospital patient relations department located on the main level. Call (203) 688-2030 for more information.

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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. Please see below for rates and directions.

Intersection of Park Street and South Frontage Road

Please Note: When using GPS devices or online mapping programs to locate Smilow Cancer Hospital, please input the intersection of South Frontage Road and Park St. in New Haven, CT.

Visitors to the Smilow Cancer Hospital may park 24 hours a day in the Air Rights Garage above York Street. Valet parking is also available at the entrance to Smilow Cancer Hospital for $12 per day.

I-95 traveling north or south

Exit 47 to the Route 34 connector. Follow the signs to enter the Air Rights Garage straight ahead. Parking is reserved for patients on the 4th floor of the garage. Please enter the building from the 4th floor of the parking garage and then walk through the bridge to Smilow Cancer Hospital.

I-91 traveling south

Exit 1 to the Route 34 connector. Follow the signs to enter the Air Rights Garage straight ahead. Parking is reserved for patients on the 4th floor of the garage. Please enter the building from the 4th floor of the parking garage and then walk through the bridge to Smilow Cancer Hospital.

Wilbur Cross Parkway (Rts. 15) traveling south

Exit 59 immediately after tunnel. Right at end of ramp. Merge left onto Whalley Avenue 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 Road. Enter the Air Rights Garage on your left. Parking is reserved for patients on the 4th floor of the garage. Please enter the building from the 4th floor of the parking garage and then walk through the bridge to Smilow Cancer Hospital.

Merritt Parkway (Rts. 15) traveling north

Exit 37 to Route 34 east into New Haven. Right onto Ella T. Grasso Boulevard (Rts. 10) and left onto South Frontage Road ( Legion Ave.). Enter the Air Rights Garage on your left. Parking is reserved for patients on the 4th floor of the garage. Please enter the building from the 4th floor of the parking garage and then walk through the bridge to Smilow Cancer Hospital.

Please Note

When using GPS devices or online mapping programs to locate Smilow Cancer Hospital, please input the intersection of South Frontage Road and Park St. in New Haven, CT. For detailed map directions, please visit www.smilow.org

Valet Parking

Please pull into the circular driveway at the Smilow Cancer Hospital entrance on Park Street. Valet parking is available for $12 per day.

• A valet captain will greet you, accept payment, and assist you to the hospital. Your car will be parked in a secure lot.
• When you are ready to leave, call the valet captain at (203) 688-2538 with your claim check number. After hours, please call (203) 688-6076.

Air Rights Garage / Open 24 Hours

***$4 flat rate for Smilow Cancer Hospital patients

The Air Rights Garage is open 24 hours a day and located between North and South Frontage roads, straddling York St. Parking is reserved for patients of Smilow Cancer Hospital on the 4th floor of the garage, with direct access to the Park Street building. Take the elevator to the 3rd floor of the Park Street building to directly enter Smilow Cancer Hospital. Please bring your parking ticket with you to your appointment and have it validated at check in.

Parking escorts are available all day, every day. Call Protective Services at (203) 688-2500.
At our Smilow Cancer Hospital Care Centers, Yale Cancer Center faculty physicians offer individualized, innovative cancer services at several convenient locations throughout the region. In addition to the flagship Smilow Cancer Hospital in New Haven, we have we have care centers across the region along with Smilow Cancer Hospital’s Greenwich Campus and at Saint Francis Hospital in Hartford. Each regional office 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. Radiation oncology services are available at Smilow Cancer Hospital and at the Shoreline Medical Center in Guilford.