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 49 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 rooftop 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 and 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/blooddrawlocations 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 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 assure that the cost of your visit is covered. We will ask for patient contact information in preparation for your visit.

### What to Expect on Your First Visit

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) where 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.yale.edu to log in.
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 7:30 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!

Yale Cancer Answers

The Connecticut General’s 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
  - Bras, 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 braux 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

Monday through Friday, 9 AM to 5 PM, Saturday, by appointment (203) 200-CARE (2273).

Yale Cancer Answers

The Yale Cancer Answers program is the #2 rated podcast for cancer in the world!

- To request a copy of your medical record, please call (203) 785-4216.
- To request a copy of your Yale Medicine bill, please call (203) 688-2030. For questions about a YNHH bill, please call (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 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.

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.

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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.

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 fourth floor of the garage. Please enter the building from the fourth floor of the parking garage, 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 fourth floor of the garage. Please enter the building from the fourth floor of the parking garage, then walk through the bridge to Smilow Cancer Hospital.

Wilbur Cross Parkway (Route 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 fourth floor of the garage. Please enter the building from the fourth floor of the parking garage, then walk through the bridge to Smilow Cancer Hospital.

Merritt Parkway (Route 15) traveling north

Exit 57 to Route 34 east into New Haven. Right onto Ella T. Grasso Boulevard (Route 10) and left onto South Frontage Road (Legion Avenue). Enter the Air Rights Garage on your left. Parking is reserved for patients on the fourth floor of the garage. Please enter the building from the fourth floor of the parking garage, then walk through the bridge to Smilow Cancer Hospital.

Valet Parking

Please pull into the circular driveway at the Smilow Cancer Hospital entrance on Park Street. Valet parking is available for $7 for the first hour, $2 per additional hour, up to $15 maximum.

• 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 Street. 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 third 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.
Dozens of cancer survivors from Smilow Cancer Hospital, along with family, friends, and caregivers, gathered on Water Street in New Haven to create a Closer to Free wall mural. The message they sent on that day was that cancer can be beaten. And that each day the world is closer to free.

Smilow Cancer Hospital Care Centers

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 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 in our Guilford, Trumbull, and Waterford locations.

Smilow Cancer Hospital Care Center at Derby
Center for Cancer Care at Griffin Hospital
350 Seymour Avenue, Suite 6
Derby, CT 06418
(203) 734-1664

Smilow Cancer Hospital Care Center at Fairfield
111 Beach Road
Fairfield, CT 06824
(203) 255-2796

Smilow Cancer Hospital Care Center at Guilford
Yale New Haven Shoreline Medical Center
111 Goose Lane, Suite 1300
Guilford, CT 06437
(203) 453-9192

Smilow Cancer Hospital Care Center at North Haven
6 Devine Street
North Haven, CT 06473
(203) 407-8002

Smilow Cancer Hospital Care Center at Old Saybrook
Old Saybrook Medical Center
633 Middletown Turnpike
Old Saybrook, CT 06475
(203) 453-9192

Smilow Cancer Hospital Care Center at Orange
Spring Brook Commons
240 Indian River Road, Building A, Suite 1A
Orange, CT 06477
(203) 795-1664

Smilow Cancer Hospital Care Center at Torrington
200 Kennedy Drive
Torrington, CT 06790
(860) 482-5384

Smilow Cancer Hospital Care Center at Trumbull
Park Avenue Medical Center
5520 Park Avenue, Garden Level
Trumbull, CT 06611
(203) 562-8400

Smilow Cancer Hospital Care Center at Waterbury
The Harold Leever Regional Cancer Center
1075 Chase Parkway, Suite B
Waterbury, CT 06708
(203) 735-6311

Smilow Cancer Hospital Care Center at Waterford
Lawrence and Memorial Cancer Center
230 Waterford Parkway South
Waterford, CT 06385
(860) 444-3744
Smilow Cancer Hospital
Care Centers:

Derby
Fairfield
Guilford
North Haven
Old Saybrook
Orange
Torrington
Trumbull
Waterbury
Waterford

Smilow Cancer Hospital

Lower Level
Radiation Oncology Suite

First Floor
Women’s Services Center:
  - Breast Center
  - Gynecologic Oncology Program
Family Resource Center
Integrative Medicine Suite
Survivorship Clinic
Boutique

Second Floor
Diagnostic Radiology

Third Floor
Operating Rooms
Pathology

Fourth Floor
Clinical Laboratories
Reflection Room
Multispecialty Care Center:
  - Endocrinology Program
  - Head and Neck Cancers Program
  - Prostate and Urologic Cancers Program
  - Thoracic Oncology Program

Seventh Floor
Pediatric Hematology and Oncology Center
Multispecialty Care Center:
  - Hematology Program
  - Bone Marrow Transplant Program

Eighth Floor
Multispecialty Care Center:
  - Liver Cancer Program
  - Gastrointestinal Cancers Program
  - Melanoma Program
  - Brain Tumor Program
  - Apheresis
  - Ophthalmic Oncology Program

Ninth and Tenth Floors
Medical Intensive Care
Stepdown Units

Eleventh Floor
Hematology and Bone Marrow Transplant Unit

Twelfth Floor
Medical Oncology Inpatient Unit

Fourteenth Floor
Women’s Inpatient Unit

Fifteenth Floor
Surgical Oncology Inpatient Unit