A GUIDE TO

Your First Visit

at Smilow Cancer Hospital at Yale-New Haven 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 at Yale-New Haven continues to build on the rich scientific tradition of Yale Cancer Center, one of only 45 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/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. 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.

**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 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.

**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.

**Need to Reschedule/Need Assistance**

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 phone numbers on page 4 and the Care Center phone numbers on page 9 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) 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.ynhhs.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.

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
- Kidney Cancer
- Lung Cancer
- Metastatic Melanoma
- Multiple Myeloma
- Prostate Cancer
- Stem Cell Transplant
- Patient and Family
- Young Adult

The department of Social Work has licensed clinical 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 Indeck, LCSW, Manager of Oncology Social Work, at (203) 688-6573.

Complementary Services Program

Smilow Cancer Hospital at Yale-New Haven offers a Complementary Services Program that promotes relaxation. Therapy sessions are available for anyone receiving cancer treatment at Smilow Cancer Hospital.

Products and Services

- Therapeutic Massage
- Guided Imagery
- Reflection Room
- Art Expression
- Reiki Touch
- Yoga
- Pet Visitation

To schedule an appointment, please call (203) 200-6129.

Yale Cancer Center Answers

Yale Cancer Center is proud to partner with WNPR – Connecticut Public Radio to produce Yale Cancer Center 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, Dr. Steven Gore, and Dr. Susan Higgins, 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 6:00 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 #2 rated podcast for cancer in the world!

Boutique

The Cingari 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 buzz 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)
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) 200-4636.

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 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 Medical Group bill, please call (203) 785-4216.

To request a copy of your medical record, please call (203) 688-2231.

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) 688-3430 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.
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 at Yale-New Haven.

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 at Yale-New Haven.

Wilbur Cross Parkway (Rte. 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 at Yale-New Haven.

Merritt Parkway (Rte. 15) traveling north

Exit 57 to Route 34 east into New Haven. Right onto Ella T. Grasso Boulevard (Rte. 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 at Yale-New Haven.

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 at Yale-New Haven.

Parking escorts are available all day, every day. Call Protective Services at (203) 688-2500.
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 at Yale-New Haven, 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.

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) 255-2766

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 Middlesex Turnpike
  Old Saybrook, CT 06475
  (203) 453-9192

Smilow Cancer Hospital Care Center at Orange
  Spring Brook Common
  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
  5520 Park Avenue
  Trumbull, CT 06611
  (203) 502-8400

Smilow Cancer Hospital Care Center at Waterbury
  The Harold Leever Regional Cancer Center
  1075 Chase Parkway, Suite B
  Waterbury, CT 06708
  (203) 755-6311
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.