



# WELCOME TO FOX CHASE CANCER CENTER

## GUIDE FOR NEW PATIENTS

# TABLE OF CONTENTS

Welcome .....	1
Designations and Awards .....	2
Getting Here .....	3
Hotels and Lodging .....	5
Your First Visit .....	6
Language Interpreter Service .....	8
Your Care Team .....	9
After Your Visit .....	10
Contacting Your Care Team .....	10
Scheduling .....	10
Emergency Care .....	10
Clinical Trials .....	11
Prevention Screening .....	11
Patient Support Services .....	12
Guest Services for Patients and Visitors .....	17
Financial Questions and Issues .....	18
Policies and Procedures .....	19
Important Phone Numbers .....	20

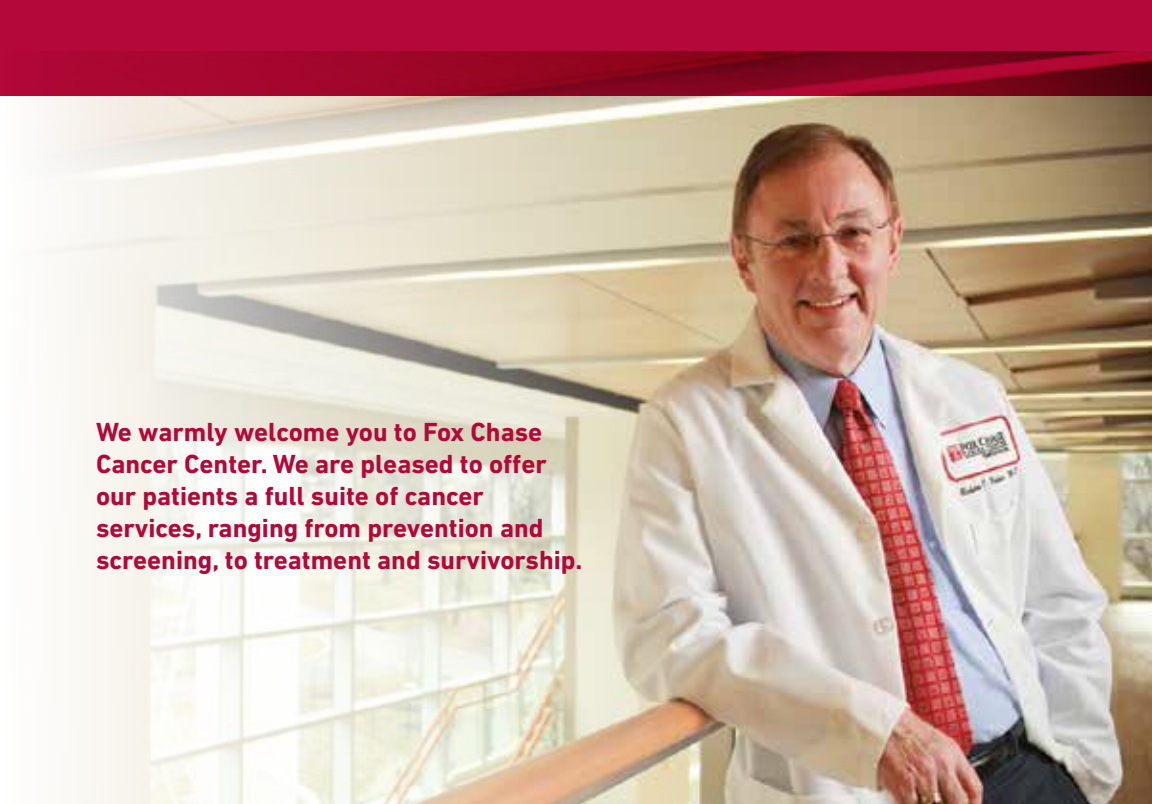
**If you prefer your healthcare information to be communicated to you in a language other than English, please inform our registration staff and remind your clinical team of your language preference.**

**All Fox Chase Cancer Center buildings are smoke-free.  
Please respect our smoke-free policy.**

Fox Chase Cancer Center is committed to providing a safe environment for our patients, visitors and staff. As such, it is the policy of Fox Chase Cancer Center to prohibit the personal possession of firearms and all other weapons in the Center or its related building(s) or on any property belonging to Fox Chase Cancer Center and we request that our patients, visitors and staff refrain from bringing weapons of any kind to the Center.

Fox Chase Cancer Center does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, sexual orientation, marital status, veteran status or any other manner prohibited by law. This policy extends to all services, programs and employment.

Temple Health refers to the health, education and research activities carried out by the affiliates of Temple University Health System (TUHS) and by the Lewis Katz School of Medicine at Temple University. TUHS neither provides nor controls the provision of health care. All health care is provided by its member organizations or independent health care providers affiliated with TUHS member organizations. Each TUHS member organization is owned and operated pursuant to its governing documents.



**We warmly welcome you to Fox Chase Cancer Center. We are pleased to offer our patients a full suite of cancer services, ranging from prevention and screening, to treatment and survivorship.**

**Richard I. Fisher, MD** *President and CEO, Fox Chase Cancer Center*

## WELCOME

No matter what brings you to Fox Chase, your decision to come here provides you with access to leading physicians, cutting-edge research and clinical trials, state-of-the-art technology, novel treatments and therapies, and a truly excellent support staff. Our entire team is committed to treating you with respect, dignity and compassion.

We are proud to say our hospital consistently ranks among the best for cancer care. We have been recognized by *U.S. News & World Report* as one of the top cancer centers in the nation. As part of the Temple University Health System, Fox Chase offers a full range of services right on our campus. This guide—specially designed for you, your family and your caregivers—includes important information about our services and answers questions you may have throughout your visit.

**Thank you for trusting your care to us.**



# FOX CHASE CANCER CENTER DESIGNATIONS AND AWARDS



## NATIONAL COMPREHENSIVE CANCER NETWORK

Fox Chase Cancer Center is a member of the National Comprehensive Cancer Network (NCCN), a not-for-profit alliance of leading cancer centers. NCCN centers are at the forefront of cancer diagnosis, treatment and supportive care, and lead the way in conducting groundbreaking research.

## COMPREHENSIVE CANCER CENTER

Fox Chase Cancer Center holds the highest designation from the National Cancer Institute (NCI) as a Comprehensive Cancer Center. These elite centers are recognized for excellence in cancer treatment, research, prevention and education.



## PRIZES AND PRESTIGE

Fox Chase physicians have won numerous awards—including two Nobel Prizes, a Kyoto Prize and a Lasker Prize.

## TOP HOSPITAL

Fox Chase ranks among the nation's top hospitals for cancer care, according to *U.S. News & World Report*.



## TOP DOCTORS

Our physicians are consistently named among the best in their specialties in *Philadelphia* magazine's annual Top Doctors list.

## CLINICAL TRIALS AND RESEARCH EXCELLENCE

Our physicians and researchers frequently set new guidelines for breakthrough medicine and comprehensive care. We are a powerhouse for innovative research, with hundreds of clinical trials and basic research studies occurring at any one time.

## NURSING EXCELLENCE

Fox Chase is the first hospital in Pennsylvania and first acute specialty hospital in the U.S. to earn Magnet® designation for excellence in nursing services through the American Nurses Credentialing Center's (ANCC) Magnet® Recognition Program. We have continuously held this designation since 2000.



# GETTING HERE

## LOCATIONS

Fox Chase Cancer Center includes the main hospital in Philadelphia as well as other locations within Philadelphia, Bucks and Montgomery Counties.



### **Fox Chase Cancer Center Main Campus**

333 Cottman Avenue  
Philadelphia, PA 19111-2497  
888-FOX-CHASE (888-369-2427)

### **Huntingdon Pike**

8 Huntingdon Pike  
Rockledge, PA 19046  
888-FOX-CHASE (888-369-2427)

### **Buckingham**

2365 Heritage Center Drive  
Furlong, PA 18925  
215-794-2700

### **Temple University Hospital**

3401 North Broad Street  
Philadelphia, PA 19140  
800-TEMPLE-MED (800-836-7536)

### **Jeanes Hospital**

**(Fox Chase–Temple University  
Hospital Bone Marrow  
Transplant Program)**  
7600 Central Avenue  
Philadelphia, PA 19111  
215-728-CARE (215-728-2273)

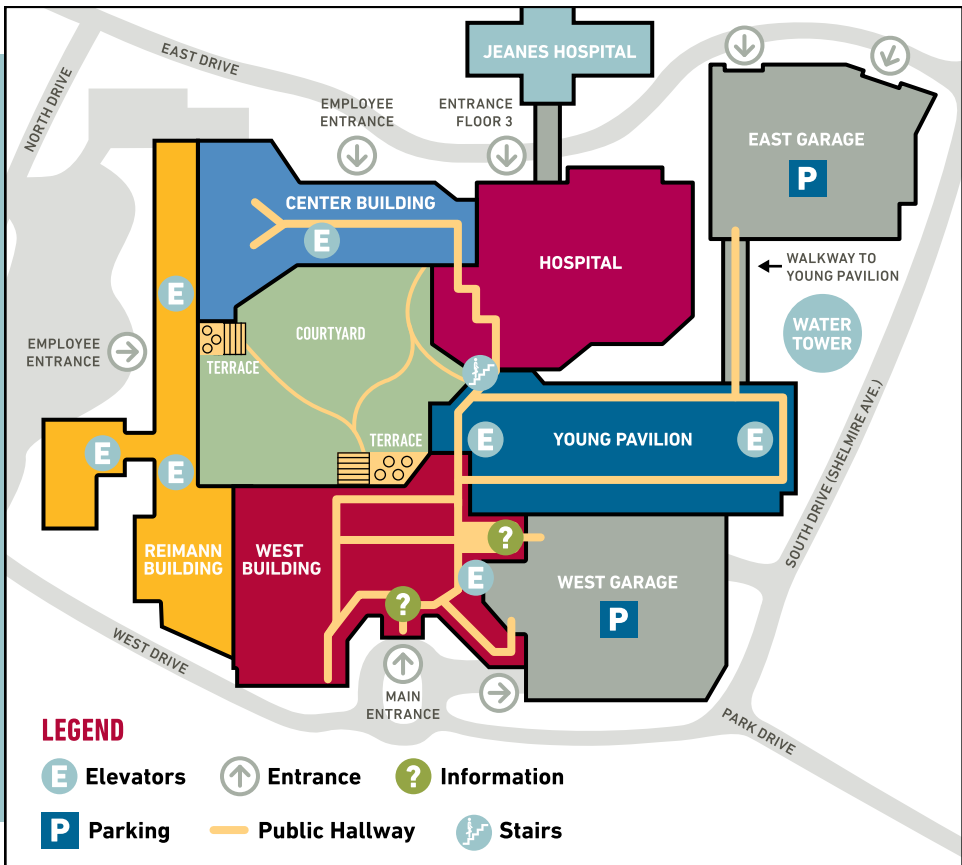
## DIRECTIONS AND TRANSPORTATION

Public transportation and driving directions to Fox Chase Cancer Center and our satellite locations can be found at [FoxChase.org/locations](http://FoxChase.org/locations).

## PARKING AND DROP-OFF

Parking is free on our main campus. You may park in the West Garage or the East Garage. In the West Garage, Levels 1 and 2 have entrances to the West Building. In the East Garage on parking Level A, an indoor walkway leads to the Young Pavilion. Patient drop-off areas are located on Level 2 of the West Garage and the circle in front of the West Building.

Wheelchairs can be found at most entrances. Patients who need oxygen can borrow tanks during their visit. Stop at the Patient Support Services desk on Floor 1 of the West Building for help with wheelchairs or oxygen tanks.



**A detailed campus map, regional map and travel instructions may be found in the back pocket of this guide.**



## HOTELS AND LODGING

The Philadelphia area offers many places to stay for patients and their families. For help in finding a place near the hospital, please call our patient coordinator for housing and transportation at **215-728-3628** or visit **[FoxChase.org/locations](https://www.foxchase.org/locations)**.

### HOTELS

Many local hotels offer special rates to Fox Chase patients and their families. When making a reservation, be sure to mention you are a patient or family member. A list of hotels can be found at **[FoxChase.org/locations](https://www.foxchase.org/locations)**.

### ASTRAZENECA HOPE LODGE

The AstraZeneca Hope Lodge of the American Cancer Society offers lodging at no cost to Fox Chase patients and one guest. Hope Lodge is a quiet, short-term home located near Fox Chase. To stay, patients must have a cancer diagnosis, live at least 40 miles away from the hospital and be referred by the Philadelphia area doctor/hospital where they are receiving care.

### COVENTRY HOUSE APARTMENTS

Within walking distance of Fox Chase, Coventry House offers one-bedroom apartments for patients and families planning a long-term stay. Apartments are offered for a minimum of two nights. Patients must be able to care for themselves without help.

### HOSTS FOR HOSPITALS

**484-380-2999 | [hostsforhospitals.org/becoming-a-guest](https://www.hostsforhospitals.org/becoming-a-guest)**

This nonprofit program offers lodging for \$10 per night at volunteer host homes for out-of-town patients and/or their families. Guests provide their own meals and transportation. This program has flexibility regarding family size and length of stay.

## YOUR FIRST VISIT

On your first visit, plan to be at Fox Chase for two to four hours. At this time, you will meet with your care team. The team will review your health records and provide a plan of care that's right for you. Team members will also answer all of your questions about your diagnosis and treatment options.

We suggest you bring a family member or friend with you to this visit. It is helpful for another person to hear your doctor's plan for treatment and offer you support. Your support person can also help make sure your questions get fully answered.

### REGISTRATION

When you arrive at the Fox Chase main campus, please go to New Patient Registration in the West Building. Plan on arriving 45 minutes prior to your first scheduled visit so that we can complete your registration intake process.

If you are getting radiation treatment, please go directly to the Department of Radiation Oncology on the lower level of the Young Pavilion.

If you need to go to our Huntingdon Pike or Buckingham locations, you will be told how to get there when you make your appointment.

For help finding your way during your visit, please visit the Patient Support Services desk on Floor 1 of the West Building.

### MYFOXCHASE

Patients may register for a MyFoxChase online account. MyFoxChase is an easy-to-use website that lets you:

- Check your health record and appointments
- Send secure messages to your healthcare team
- View and print your schedule and appointments using a monthly calendar view
- See your lab results when they become available, with the option to let your referring physician see them as well

All you need to safely and securely enroll in MyFoxChase is the Internet and an activation code, which can be obtained after your first visit to Fox Chase on your After Visit Summary. Go to [FoxChase.org/activate](https://www.FoxChase.org/activate) to activate your code and begin to use your myFoxChase account today.

### CANCELING OR RESCHEDULING YOUR APPOINTMENT

If you have questions before your first appointment, or if you need to change your pre-registration information, please call **215-728-2570**.

If you need to change your new patient appointment, please contact us as soon as possible, at least 24 hours beforehand, at **215-728-2570**.



## **AUTOMATED APPOINTMENT REMINDER SERVICE**

A few days before your scheduled visit, our automated phone system will call to remind you of the date, time and location of your appointment at Fox Chase. In the event your appointment must be canceled or rescheduled, we will mail you a letter or call you directly with new appointment information.

## **WHAT TO BRING TO YOUR FIRST APPOINTMENT**

- All health insurance cards, including separate prescription benefit cards, and a referral form (if your insurer needs a written referral). You are responsible for finding out from your insurance carrier if a referral is needed for the services you will receive at Fox Chase. This includes provider visits, laboratory services, radiology studies and so on. You must also make sure that required referrals are issued in advance of any future visits.
- Depending on your type of insurance, you may be asked to make a co-payment at this time. If you are not sure if this will be required, call your insurance company's member services department or contact your nurse navigator.
- State- or government-issued picture ID, such as a driver's license or passport.
- Your health history, including a list of your doctors, allergies, and any prescription and over-the-counter medications you take (including dosages and how often you take them).
- A copy of your advance directive, if you have one. An advance directive may be created regardless of your life stage or physical health. This legal document, also known as a living will, tells your provider what healthcare you would like provided or withheld in case you are not able to provide directions as a result of your health status. You should bring a copy of any power of attorney you may have as well as this legal document authorizing another person to make healthcare decisions for you.
- Questions for your doctor.

Before your first visit, if applicable, your nurse navigator may have already worked with you to collect:

- A copy of your health records
- Lab slides and reports
- X-ray CDs and reports



## LANGUAGE INTERPRETER SERVICE

Fox Chase offers language services to patients who prefer to receive their healthcare information in a language other than English. These services are provided at no cost and include:

- Clinicians and staff who speak many languages and are credentialed to communicate with patients
- Face-to-face professional medical interpreters, including American Sign Language interpreters
- Video remote interpreters, especially for American Sign Language
- Special telephones to connect you with a professional medical interpreter  
*These telephone units are available throughout all areas of our facility, including our satellite offices.*
- Translated vital documents

If you would like your healthcare information to be communicated to you in a language other than English, please inform our registration staff and remind your clinical team of your language preference.

## YOUR CARE TEAM

In treating cancer, we take a team approach to your care. Our surgeons, medical oncologists, radiation oncologists, medicine sub-specialists, pathologists, radiologists and nurses work closely to diagnose your cancer. Along with your doctor, our pathologists and radiologists define the type, stage (extent) and other traits of your cancer.

Based on the results, your doctor will talk to you about treatment options and help you choose the best one for you. Depending on your needs, this may include a clinical trial offering a new drug or treatment for your cancer.

Our researchers and doctors work together to bring new discoveries right to patient care. Often, the latest cancer treatments are offered at Fox Chase first, before they are offered in the community.

## CLINICIANS

On your first visit to Fox Chase, you may meet with many clinicians.

- **Attending physicians** are the primary doctors in charge of your care.
- **Fellows** are licensed doctors who have finished training in surgery or medicine and are here for additional training.
- **Residents** are doctors who are finishing training in medicine, surgery or radiation.
- **Hospitalists** are doctors whose focus is the general medical care of hospitalized patients.
- **Advanced practice clinicians** (APCs) have an advanced degree and work closely with your doctor. They include physician assistants and nurse practitioners.
- **Genetic counselors** are licensed professionals who can help you decide if genetic testing for cancer risk is right for you or your family.

## NURSING PERSONNEL

Fox Chase nursing personnel meet the highest standards of care. During your stay, you may meet many nurses who tend to your special needs. To clearly communicate their roles, our registered nurses wear navy blue scrubs, and our clinic assistants wear burgundy scrubs.

- **Nurse navigators** are oncology nurses who help to coordinate your care and answer any questions you may have.
- **Ambulatory care nurses** work closely with your doctor and provide nursing care during and between your doctor visits.
- **Inpatient nurses** provide nursing care during your hospital stay.
- **Clinical nurse specialists** provide skilled nursing services and act as a resource to help other nurses solve complex problems.
- **Clinic assistants** work closely with registered nurses to care for you during your visit.

## AFTER YOUR VISIT

To decide the best care for you, your doctor may suggest other tests or procedures. He/she may also send you to other clinicians at Fox Chase. A member of your care team will talk to you about follow-up care and help you plan any future visits.

## CONTACTING YOUR CARE TEAM

If you have medical questions while you are at home, please call **215-728-4300** during weekdays (Monday–Friday, 8:30am–5pm). You may talk to someone live, or your call will go to voice mail. Please leave a message with your name, medical record number, date of birth and the reason for your call. A nurse will call you back on the same day. Be sure to tell us the best phone number to reach you.

For an urgent problem after work hours or on a Saturday, Sunday or holiday, please call **215-728-6900**. The operator will connect your call.

## SCHEDULING

If you have already had your first appointment and need to cancel or reschedule a follow-up appointment, please contact us as soon as possible, at least 24 hours in advance, at **215-728-2600**.

## EMERGENCY CARE

### DIRECT REFERRAL UNIT (DRU)

Fox Chase Cancer Center does not have an Emergency Room (ER). If you have a true emergency, please call 911. The DRU is for urgent needs and is where we take care of medical problems you might have in between your doctor visits or treatments. If you have a need to be seen by your physician in between your scheduled visits, please follow the directions below.

- **Monday–Friday, 8:30am–5pm | 215-728-4300**  
**Saturday, 9am–5pm | 215-728-6900**

Call the number your doctor or nurse gives you or one of the numbers above. He/she may send you to be seen in their clinic, the DRU at Fox Chase Cancer Center, your local ER or Jeanes Hospital (which is next door to Fox Chase). Please follow directions of where staff tell you to go for your urgent care. This will allow us to make sure you receive the treatment you need.

- **After Hours Hotline for Urgent Medical Issues**

Call **215-728-6900** to speak with the Fox Chase doctor on call. He/she may send you to your local ER or Jeanes Hospital, which is next door to Fox Chase.



## CLINICAL TRIALS

Clinical trials are research studies that help to find new and better ways to prevent, screen for, diagnose and treat cancer. For some patients, a clinical trial may be the recommended option for treatment. Fox Chase researchers conduct hundreds of clinical studies at any given time to determine new treatments for both common and rare cancers. Our patients have access to clinical trial options that may not be available elsewhere. Your doctor can help you determine if a clinical trial is right for you. For more information about clinical trials, or to discuss your eligibility, please call **215-214-1515** or visit **[FoxChase.org/clinicaltrials](https://www.foxchase.org/clinicaltrials)**.

## PREVENTION SCREENING

Cancer prevention and early detection begin with knowing your cancer risk and then doing something about it. Regular screening may help prevent cancer altogether or find it at an early stage, when the chance of cure is highest. Fox Chase offers a full range of traditional and advanced screening options, including screening for colon (colonoscopy), lung (low-dose chest CT scan), breast (mammography), prostate, skin, esophagus (endoscopy), liver, pancreatic, thyroid and cervical cancers. To schedule a screening test, please call **888-FOX-CHASE** (888-369-2427) or visit **[FoxChase.org/screening](https://www.foxchase.org/screening)**.

## PATIENT SUPPORT SERVICES

Fox Chase offers a wide range of support services to address all of your needs—physical, spiritual and emotional. For information, please visit [FoxChase.org/services](https://www.FoxChase.org/services).

### BOO'S BOUTIQUE

215-728-2627

This specialty shop helps patients during their cancer journey by offering breast forms, bra fittings, wigs, clothing, skincare products and more.

*Hours: Monday–Thursday, 9:30am–4pm  
1st floor of Young Pavilion*

### CARE CONNECT

215-728-3536 | Find a physician: [FoxChase.org/careconnect](https://www.FoxChase.org/careconnect)

Care Connect is a program linking Fox Chase and community physicians. Primary care/internal medicine doctors throughout the region are working with Fox Chase in programs that focus on cancer prevention education, screening, treatment and survivorship care. The result is a seamless continuum of care for patients.

### CAREGIVER RESOURCE GUIDE

A caregiver is someone who supports a patient during treatment, such as a spouse, partner, parent, sibling, son, daughter or friend. Our Caregiver Resource Guide provides useful information to help support caregivers in their important role and is available at [FoxChase.org/caregiver](https://www.FoxChase.org/caregiver).

### CARINGBRIDGE

[FoxChase.org/communications/social](https://www.FoxChase.org/communications/social)

This free web service lets patients and their families create a private web page to stay in touch with loved ones and provide personal updates during and after treatment.

### CHAPEL

This interfaith sacred space is available to patients, families and staff for meditation and prayer.

*Hours: Open every day, 8am–8pm  
3rd floor of the main hospital building next to the reception desk*

### MEN'S SEXUAL HEALTH PROGRAM AND ERECTILE DYSFUNCTION CLINIC

888-FOX-CHASE (888-369-2427)

Our team is committed to providing men with support for issues surrounding sexual health. Our clinics are staffed by providers who are well-versed in the latest treatments of male sexual dysfunction. We welcome all patients, regardless if one's condition is related to cancer treatment.

## **NUTRITION COUNSELING**

**215-728-2600**

Meeting nutritional needs is challenging for some patients. Nutrition-related symptoms may lead to loss of appetite, weight loss, a need for a modified diet texture, dietary restrictions or specialized feeding approaches. Our registered dietitians offer a variety of services, including: pre-treatment nutrition advice and monitoring; nutrition evaluation, counseling and recommendations; support through treatment-related side effects; and specialized nutrition assessment and evaluation for feeding tubes (enteral feeding) or intravenous (parenteral feeding).

## **OUTPATIENT PHARMACY**

**215-728-3178**

The Fox Chase Cancer Center Pharmacy serves Fox Chase clinic patients and inpatients and carries a range of medication for their care, including oral specialty chemotherapy drugs often not readily available in local retail pharmacies. Oncology-trained pharmacists offer prescription medication counseling in a patient-friendly environment. We participate with most major insurers covering Pharmacy Benefit and Medicare Part D benefits. Contact your insurance company to determine your specific coverage.

*Hours: Monday–Friday, 9am–6pm  
1st floor of Young Pavilion*

## **PAIN AND PALLIATIVE CARE PROGRAM**

**215-728-3544**

The Pain and Palliative Care Program aims to support the best possible quality of life for patients and their families. Palliative care is a fundamental component of cancer care and can be integrated with cancer-directed care at any stage of disease or one's age. Our team includes pain and palliative care—certified doctors, nurse practitioners, social workers and specially trained nurses.

## **PASTORAL CARE**

**215-728-2944**

The main goal of Pastoral Care Services is to offer a compassionate presence, provide spiritual and emotional support, and encourage hope. Oncology chaplains are available to visit patients in the hospital on a regular basis and upon request.

## **PHYSICAL MEDICINE AND REHABILITATION**

**215-728-2592**

Our cancer rehabilitation specialists help patients prevent loss of mobility through early intervention programs and maximize recovery of physical abilities to improve quality of life and return to everyday activities. We offer various services for patients dealing with the effects of cancer treatment—such as physical and occupational therapy, a lymphedema treatment program recognized by the National Lymphedema Network, and a program to help manage cancer-related fatigue (CRF). Speak with your care team to learn more about our rehabilitation programs.

## PSYCHO-ONCOLOGY AND PSYCHOSOCIAL SUPPORT PROGRAMS

215-214-3940

Cancer diagnosis and treatment can cause significant distress for patients and their families. Our psychiatrists, psychologists, and nurse practitioners will work with your team of providers at Fox Chase to support you and your family during this challenging time. Psychiatric evaluations, medication management, therapy and stress management skills are provided to help alleviate symptoms such as anxiety, insomnia, fatigue, depression, grief, mood swings/irritability, as well as cognitive issues that may interfere with attention, focus and decision-making.

- **Yoga | 215-214-3940**

Our gentle yoga classes focus on breathing, relaxation and meditation for patients and caregivers.

- **Pet Visitation Program | 215-728-2804**

To provide comfort, volunteers with pets visit patients throughout the Fox Chase facility. Inpatients may request a pet visit through their nurse or by calling the volunteer department. Pet visits must be approved by a nurse.

- **Reiki | 215-728-2411**

This form of energy healing relies on a gentle touch and simple transfer of energy to promote healing of the mind, body and spirit. Reiki is free for patients and caregivers.

## RESOURCE AND EDUCATION CENTER (REC)

For patient information: 215-214-1618 | [FoxChase.org/rec](http://FoxChase.org/rec) | [recstaff@fcc.edu](mailto:recstaff@fcc.edu)

The REC is a free patient and family learning center. Our health educators can talk with you one-on-one, answer your cancer questions, share resources and refer you to other Fox Chase departments and programs, or to local and national organizations.

Computers with Internet access are available to patients and visitors for personal use throughout their visit to Fox Chase. These computers include a list of cancer-related websites that have been reviewed by our REC staff. For the full list of websites, please visit [FoxChase.org/rec](http://FoxChase.org/rec).

We offer two convenient locations within the hospital:

- Young Pavilion hallway near the East Garage entrance
- Women's Cancer Center Lobby (This location offers printed materials only.)

*Hours: Monday–Friday, 8am–4pm*

## RESPIRATORY CARE

215-728-3515

The Respiratory Care Department comprises Pennsylvania State Board of Medicine—licensed professionals who provide quality care using some of the latest techniques and technology. Our therapists work with pulmonary physicians to assist with complex bronchoscopy and perform pulmonary function testing. They play a key role in airway management, critical care, preventative therapy and patient education.





## **RISK ASSESSMENT PROGRAM/GENETIC TESTING**

877-627-9684 | [FoxChase.org/rap](https://www.foxchase.org/rap)

Fox Chase offers a Risk Assessment Program for persons and families at risk for cancer and those with cancer—including cancers of the breast, ovaries, prostate, skin, colon, kidney and uterine. Our team of physicians, nurses and genetic counselors provides clinical and genetic evaluation and testing, screening and cancer risk-reduction services.

## **SOCIAL WORK SERVICES**

215-728-2668

Our social workers have a Master of Social Work degree and specialized training in cancer care. They can help you deal with your feelings/concerns during all phases of cancer treatment and survivorship. They can also help you understand your diagnosis and treatment and talk with your care team about important decisions.

## **SPEECH PATHOLOGY DEPARTMENT**

215-728-2592

Cancer treatment can impact voice, speech, cognition and swallowing functions, which are key to communication and interaction. The Speech Pathology Department offers diagnostic and therapeutic treatments for these conditions. Early diagnosis and treatment can improve quality of life and help you return to work and everyday activities. Talk with your doctor if you notice changes to your communication or swallowing abilities. A prescription is required for these services.



## **SUPPORT GROUPS**

215-728-2668

Our social workers can connect you with Fox Chase Cancer Center support groups, as well as other places that offer groups to meet your special needs.

## **TOBACCO TREATMENT PROGRAM**

215-214-3215 | [Schedule an appointment: 215-728-2600](#)

This program offers individual therapy for persons who currently use tobacco products or have in the past year. Individuals meet with a nurse who is trained in tobacco treatment to talk about their tobacco use and set up a treatment plan for how to quit.

## **VOLUNTEER SERVICES**

215-728-2804 | [FoxChase.org/community/volunteering](https://www.foxchase.org/community/volunteering) | [volunteerservices@fcc.edu](mailto:volunteerservices@fcc.edu)

Our volunteers provide a range of services to patients, families and staff in a variety of settings, including the hospital, offices and research. Please contact us to learn about becoming a volunteer or visit the volunteering website.

## **WOMEN'S MENOPAUSAL AND SEXUAL HEALTH PROGRAM**

888-FOX-CHASE (888-369-2427)

Our team is dedicated to supporting women as they adjust to changes during and after cancer treatment. This program provides education, strategies and counseling to female patients dealing with menopausal changes, sexual/intimacy issues and fertility concerns. We also offer survivorship gynecologic services.

# GUEST SERVICES FOR PATIENTS AND VISITORS

## CELL PHONES

Cell phones and communication devices may be used in compliance with the Fox Chase policy on audio and video recording. However, Fox Chase is not responsible for lost or damaged cell phones or other electronic devices.

## DINING

- **Cafeteria**

*Hours: Monday–Friday, 7am–2pm | 2nd floor of the Center Building*

- **Coffee Cart**

*Hours: Monday–Friday, 7am–2pm | West Building lobby*

- **Terrace Café**

*Hours: Monday–Friday, 7am–6:30pm; Saturday, 9am–4:30pm; Sunday, 11am–3pm  
1st floor of the West Building near the West Garage entrance*

- **Vending Machines**

*Cafeteria, 3rd floor, Infusion Waiting Area (near front entrance) and Radiation Oncology  
Vending machines are also available at Jeanes Hospital.*

- **Snack Shop at Jeanes Hospital**

*Hours: Open every day, 7am–7:30pm | Jeanes Hospital main lobby*

- **Cafeteria at Jeanes Hospital**

*Hours: Monday–Friday, 11am–2pm | Jeanes Hospital 1st floor*

## KAREN'S KORNER GIFT SHOP

215-214-1617

Karen's Korner sells a host of gift items, including women's head scarves, lotions, slippers, cards, stamps, candy, Temple University/Fox Chase branded merchandise and other items. Money earned from sales goes to patient care at Fox Chase through the Friends of the Hospital of Fox Chase Cancer Center.

*Hours: Monday–Friday, 9:30am–5:30pm | 1st floor of Young Pavilion*

## MONEY MACHINE/ATM

An ATM is located on the first floor of the Young Pavilion behind the gift shop.

## NEWSPAPERS

Newspapers are available at the Patient Support Services desk in the West Building and in outpatient waiting areas. Inpatients receive complimentary papers.

## SECURITY

We are constantly working to keep a safe environment. Our policies are for your safety. Security officers are on duty around the clock for your protection.

## WIRELESS ACCESS

Free Wi-Fi is available throughout the Fox Chase Cancer Center campus. Choose **FCCCguest** in your device's list of available wireless connections. Once the Internet is accessed via a browser, click on the "Login" button to accept the Terms of the Guest Wireless Network.

## FINANCIAL QUESTIONS AND ISSUES

### BILLING PROCESS/FINANCIAL RESPONSIBILITY

888-378-0357

Fox Chase will send two bills to your insurance company—one for the doctor's services (Fox Chase Cancer Center Medical Group) and one for the hospital-based facility services (American Oncologic Hospital/Fox Chase Cancer Center). Once your insurance pays, you may get two bills from us. These bills represent your out-of-pocket expenses, such as co-pays, co-insurance and deductibles. For some services, a co-pay may be required at the time of service. Fox Chase accepts Visa, MasterCard, Discover and American Express credit cards.

### FINANCIAL ASSISTANCE PROGRAMS

Financial Counseling Department: 215-728-2678 or 215-728-3162

Fox Chase provides free or reduced-priced care to persons who qualify, as well as assistance in applying for and obtaining government-funded insurance programs and ACA Marketplace plans. If you are uninsured and/or cannot afford the cost of your care, you are encouraged to contact one of our financial counselors who will be happy to supply you with information, applications and assistance.

### GRANTS AND OTHER PROGRAMS

Social Work Services Department: 215-728-2668

Grants and other programs may be available if you are having a hard time paying for your mortgage, rent, utilities or living expenses.

### INSURANCE

Fox Chase Cancer Center accepts many health insurance plans. Please visit **FoxChase.org/patients/insurance-financial** to make sure that we accept your plan. You should also contact your insurance company to go over your benefits and patient liability. Patient liability is what you might have to pay out-of-pocket and includes deductibles, co-payments, co-insurance and any care and services not covered by your health plan.

### MEDICAL FORMS

For help with filling out medical leave forms (disability, family medical leave, etc.), please talk to your Fox Chase doctor.

# POLICIES AND PROCEDURES

## CODE OF CONDUCT

Fox Chase maintains a code of conduct for patients, families, visitors and caregivers to ensure a safe and respectful environment for all. Failing to comply with these expectations, or exhibiting disrupting or threatening behavior, will result in consequences that may include being asked to leave the premises.

## COMPLIANCE/HIPAA PRIVACY HOTLINE

**TUHS Hotline: 800-910-6721**

Fox Chase provides a confidential hotline for patients and staff to put you directly in touch with our Office of Compliance and Privacy through Temple University Health System (TUHS). You may choose to leave your message anonymously, but please give enough detail so we may address your concern.

## HOW TO REQUEST A COPY OF YOUR MEDICAL RECORDS

**Medical Records Department: 215-728-2640**

Requests for medical records must have a patient authorization completed and signed by the patient. For X-rays or diagnostic imaging studies on CDs, contact the Radiology Department Film Library. To complete your request, we may charge a fee for costs of copying, mailing or other supplies.

## HOW TO REQUEST A COPY OF YOUR RADIOLOGY X-RAY STUDIES

**Radiology Department Film Library: 215-728-3879**

Requests for imaging CDs and or imaging study reports must have a patient authorization completed and signed by the patient. To complete your request, we may charge a fee for costs of copying, mailing or other supplies.

## NON-DISCRIMINATION POLICY

Fox Chase does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, sexual orientation, marital status, veteran status or any other manner prohibited by law. This policy extends to all services, programs and employment.

## PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, family member or guardian of a patient at this hospital we want to inform you of your rights under Pennsylvania state and federal law. We are committed to honoring your rights. You and your family also have certain responsibilities to help us provide the best possible care. A complete copy of patient rights and responsibilities is available upon request.

## PATIENT SURVEYS

During your care, you may receive up to two patient satisfaction surveys sent to you by mail or email from Press Ganey. We value your feedback and ask that you fill out and return these to us at your earliest convenience.

## POLICY ON AUDIO AND VIDEO RECORDING

It is the policy of Fox Chase to comply with state and federal privacy and confidentiality laws; therefore, we do not permit the use of cell phones, cameras or any other electronic device to audio or video record patients, visitors, staff or the facility itself. This includes patient and staff conversations and/or phone calls.

## POLICIES RELATING TO HIPAA, PATIENT PRIVACY AND INFORMATION SECURITY

We take the privacy and security of our patients and their protected health information seriously. Fox Chase is subject to regulation under the federal Health Insurance Portability and Accountability Act (HIPAA), which, among other things, protects the privacy and confidentiality of patient-protected health information. Our goal is to ensure that patient privacy and confidentiality is a top priority, and all employees are aware of their role in regard to the proper handling of protected health information.

## IMPORTANT PHONE NUMBERS

<b>FOX CHASE INFORMATION LINE</b>	<b>888-FOX-CHASE (888-369-2427)</b>
Admissions	215-728-2635
After Hours Hotline for Urgent Medical Issues	215-728-6900
Appointments and Scheduling	215-728-2600
Billing (Hospital and Physician Bills) and Insurance	888-378-0357
Care Connect	215-728-3536
Clinical Trials	215-214-1515
Compliance/HIPAA Privacy Hotline	800-910-6721
Contacting Your Care Team	215-728-4300
Diagnostic Imaging (Radiology)	215-728-3879
Endoscopy, Minor Procedure, Bronchoscopy (EMB) Suite	215-214-1460
Financial Counseling/Assistance Programs	215-728-2678
Lost and Found (Security)	215-214-1601
Medical Records Department	215-728-2640
Nutrition Counseling	215-728-2600
Operator	215-728-6900
Outpatient Pharmacy	215-728-3178
Pain and Palliative Care Program	215-728-3544
Pastoral Care	215-728-2944
Patient Advocacy Line	215-728-3063
Physical Medicine and Rehabilitation Department	215-728-2592
Pre-Admission Testing	215-728-2566
Psycho-Oncology and Psychosocial Support Programs	215-214-3940
Resource and Education Center (REC)	215-214-1618
Respiratory Care	215-728-3515
Risk Assessment Program/Genetic Testing	877-627-9684
Social Work Services Department/Support Groups	215-728-2668
Speech Pathology Department	215-728-2592



# FOX CHASE CANCER CENTER

333 Cottman Avenue | Philadelphia, PA 19111-2487

888-FOX-CHASE (888-369-2427)

[FoxChase.org](http://FoxChase.org)

