

Welcome to the Hematology/Oncology Clinic



AT THE FOREFRONT
**UChicago
Medicine**

In the following pages, we will help you with:

- What to expect at your first visit
- How to get to the Hematology/Oncology Clinic
- How to make the most of your appointment



We hope you find this information about our programs and resources helpful during your care. Please bring this folder with you to your appointments.

Your Hematology/Oncology Visit

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Getting Ready for Your First Visit

Plan to arrive 30 minutes before your appointment.

This will help make sure you get here on time if taking public transportation and time to park if you are driving.

Bring the Following to Every Visit:

- Valid Driver's License or Photo ID
- Insurance Card and any authorization or referral forms we may not have
- At your first visit you will be given a binder to keep all of your materials organized. Bring your binder with you every time.
- Your medications including all over the counter, home remedies, herbal medications, vitamins, weight gain products and weight loss products. We want to know when you take the medication and how much you take.
- Any medical records and tests from other places that we do not have. This includes X-rays, MRIs, CT scans, laboratory tests, chemotherapy and operative reports.
- Snacks and meals for the time you are here.

Other Things to Think About

- Make plans for any needed child care. Children under age 18 must be with an adult who is not the patient.
- Pathology slides from outside biopsies will often be read by our Pathologists to confirm your diagnosis. There will be a charge for this service which may or may not be covered by your insurance. Our team will confirm this with you before your visit.

Getting to the Hematology/Oncology Clinic

When you arrive at the University of Chicago Medicine campus, go to the Duchossois Center for Advanced Medicine (DCAM) at

5758 S. Maryland Avenue Chicago, IL 60637

For parking options see the hand out called “Parking at the University of Chicago Medicine”.

There are parking discounts for patients and visitors.

To get a parking discount you must get your parking ticket validated at the clinic, admission office or any information or security desk. Prepaid parking can be purchased at DCAM Valet Parking Office on the first floor.

Guest Services Desk

Go to the Guest Services desk on the first floor of DCAM. Ask for the Guest Services Ambassador in the red vest. Tell them you are here for your first Hematology/ Oncology appointment.

The Guest Services Ambassador will:

- Provide you with one free parking pass for your first visit
- Take you to the Hematology/Oncology Clinic on the 6th floor of DCAM.



What Happens During Your Visit

Your first clinic visit may be about 4 to 5 hours long. It will be a detailed and longer visit. Each visit can be different, but will often include the following 5 steps.

Step 1: Clinic Check-in and Waiting

DCAM 6th Floor: When you get to the 6th floor, our clinics are in 6C and 6D. Check in with the Patient Services Representative (PSR). They will let clinic staff know you are here. There may be other patients called before you who are seeing a different doctor.

Blood Tests: You may need to go to the blood draw lab if your doctor wants blood results before your appointment. When you return from the blood draw lab let the Patient Services Representative (PSR) know that you are back.

Step 2: Taking Your Vital Signs

When a member of our team calls you, you will go to an exam room.

The clinic staff will check your vital signs at every visit including your:

- Height
- Weight
- Body Temperature
- Blood Pressure
- Respirations
- Pulse

You will be asked many questions about past medical and surgery history and any medications you take including vitamins, supplements and herbs.

At every visit you will be asked questions such as:

What is your name and date of birth?

Are you having any pain?

What medications do you take?

Do you have any allergies?

Step 3: Your Appointment and Assessment

University Chicago Medicine is a Teaching Hospital and Research Center. This means that some doctors and health professional are still in training.

An Oncology Fellow is a licensed and certified doctor who is getting additional specialization in either Hematology or Medical Oncology.

A Fellow is supervised by an Attending Doctor, who has completed all the required training.

The University of Chicago is committed to being at the Forefront of Cancer Research. This allows us to care for you with the most advanced cancer treatment options available.

The first doctor you will see on our Hematology/Oncology team is often an Oncology Fellow. Before anyone on your care team sees you they will have looked over any medical records that have been sent to us. The Oncology Fellow will spend about an hour with you.

- **Medical History:** The Oncology Fellow will talk about your medical history with you.
- **Physical Exam:** The Oncology Fellow will also give you a complete physical exam. This may take up to **one hour** depending on your personal situation.
- **Oncology Fellow will talk with Attending Doctor:** After your physical exam, the Oncology Fellow will meet with the Attending doctor to review your medical history.
- **Diagnosis and Treatment Plan:** Both the Oncology Fellow and Attending Doctor will enter the room to talk with you about your diagnosis. **This may take up to another 45 minutes to 1 hour**

Your doctors may want to consult with a larger team of doctors called a Tumor Board Conference. The Tumor Board consists of oncology doctors and researchers of different backgrounds who work together to create the best plan to treat your cancer. If this happens it may take up to a week to put together your treatment plan.

Step 3: Questions to Ask Your Doctor

Questions to Ask Your Doctor

Your health care team wants you to get the information you need.

It is important for your good health and safe care to ask any questions you have.

You can ask any questions about your care, your condition or disease, your treatment, medication you take or any other concerns.



Use this sheet to help you remember the questions you want to ask.

These are Some Common Questions

1. What kind of cancer do I have?
2. What are the different kinds of treatment for my condition?
3. How effective are these treatments?
4. How successful has the doctor been in treating my type of cancer?
5. What are the side effects, the benefits and the possible problems with each kind of treatment?
6. How long will it take me to get better?
7. Is this cancer hereditary? Is it possible that my children will get it?
8. Should I get a second opinion?
9. Where can I find good information about cancer care?
10. When will I see my doctor again?

What Other Questions Do You Want to Ask?

Step 4: Treatment Planning and Next Steps

Meeting Your Oncology Nurse

After meeting with your doctors, you will meet your Oncology Nurse.

The Oncology Nurse will help put together your treatment plan and arrange any other tests you might need.

Your Oncology Nurse and your Patient Care Coordinator (PCC) will work with you in arranging your care while you are getting cancer treatment at University of Chicago Medicine.

- The Oncology Nurse will give you other resources and talk with you about your treatment plan. This may include chemotherapy, radiation therapy or immunotherapy.
- The Oncology Nurse will answer any questions you have about your cancer such as how to manage your symptoms and how long you will get treatment. Write down any questions you may have in the patient notes section on page 6 or 9.

Clinical Trials

You may have been referred to University of Chicago by your primary oncologist to see if you can take part in a clinical trial.

Clinical trials are research studies that explore new medical plans, treatments, or devices. A clinical trial may also show which medical plan works best for certain illnesses or groups of people.

Most treatments used today are the results of past clinical trials.

- We will review your oncology and health history to see if you are able to take part in any clinical trials.
- Trials have very specific eligibility criteria. Patients can only participate if they meet all the conditions.
- You may be asked if you are willing to participate in a clinical trial.
- You can learn more about our cancer clinical trials by sending an email to cancerclinicaltrials@bsd.uchicago.edu

Step 5: Finish Your Appointment

Checking Out

Check out at the front desk to finish your appointment.

You will get a printout of your **After Visit Summary** (AVS). The After Visit Summary will list any changes in your medications, upcoming appointments and other information from your visit.

Our financial counselors can help you with insurance or financing questions.

You will be told about MyChart

MyChart is a way to connect with your doctors using an easy and safe online service. You can find MyChart at: <https://mychart.uchospitals.edu/mychart/>.

To use MyChart you need an activation code. This code will be given to you in your After Visit Summary.



With MyChart You Can

- Get access to your Electronic Health Record.
- See your medications, allergies, health issues and details of visits.
- Connect to Medline Plus to learn more about any medical conditions, illness or medications.
- Ask your providers for medical advice and medication refills.
- Ask for an appointment to see your provider.

If You Need Help with MyChart

Call the University of Chicago Medicine at 1-844-442-4278.

MyChart is NOT for a Medical Emergency.

If you have a Medical Emergency Call 9-1-1.

