



# FOX CHASE CANCER CENTER INPATIENT GUIDE FOR PATIENTS & FAMILIES

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

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

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.

**Non-discrimination notice:** It is the policy of Fox Chase Cancer Center and Temple University Hospital, that no one shall be excluded from or denied the benefits of or participation in the delivery of quality medical care on the basis of race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or source of payment.



## WELCOME

At Fox Chase Cancer Center, our goal is to make your stay as comfortable as possible. This guide includes information about our hospital. We encourage both you and your family to be involved in your care. If you have questions about any information you receive, please ask any of our staff. We are here for you.



### 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.



### NURSING EXCELLENCE

Fox Chase Cancer Center 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.



### NATIONAL COMPREHENSIVE CANCER NETWORK

Fox Chase Cancer Center is a founding 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.



### THE JOINT COMMISSION

Fox Chase Cancer Center is accredited by The Joint Commission. Accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

# FOX CHASE CANCER CENTER CAMPUS MAP



## CAMPUS LOCATIONS

### CENTER BUILDING

Cafeteria	FLOOR 2
PET/CT Scan	FLOOR 1

### HOSPITAL

Brungard Surgical	FLOOR 3
Family Waiting Suite	FLOOR 3
Diagnostic Imaging	FLOOR 1
Endoscopy	FLOOR 1
Pre-Surgical Waiting Area	FLOOR 2
Rehabilitation/Physical Therapy	FLOOR 3
Speech Therapy	FLOOR 3

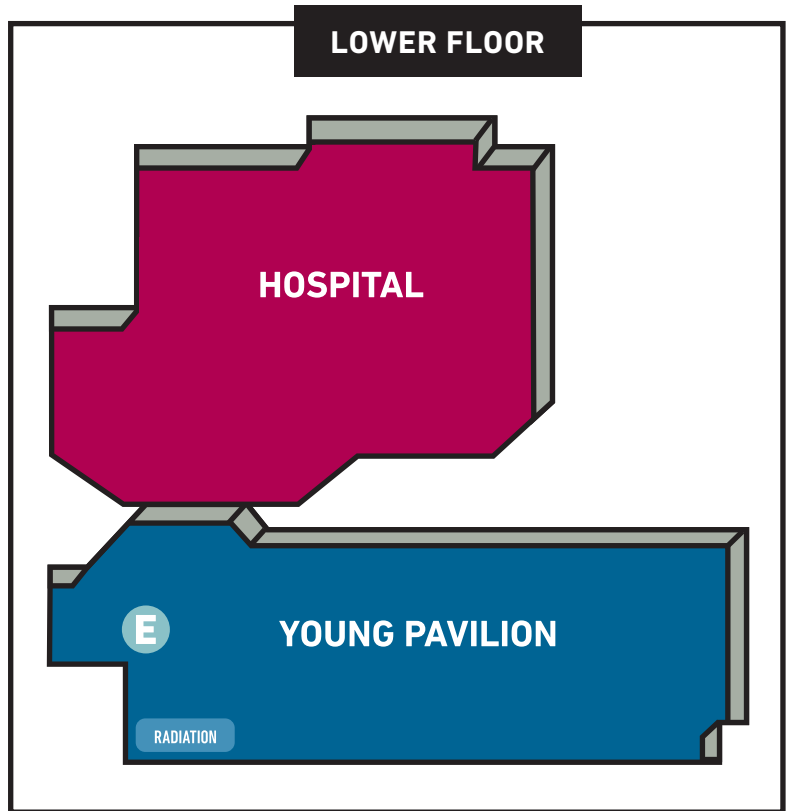
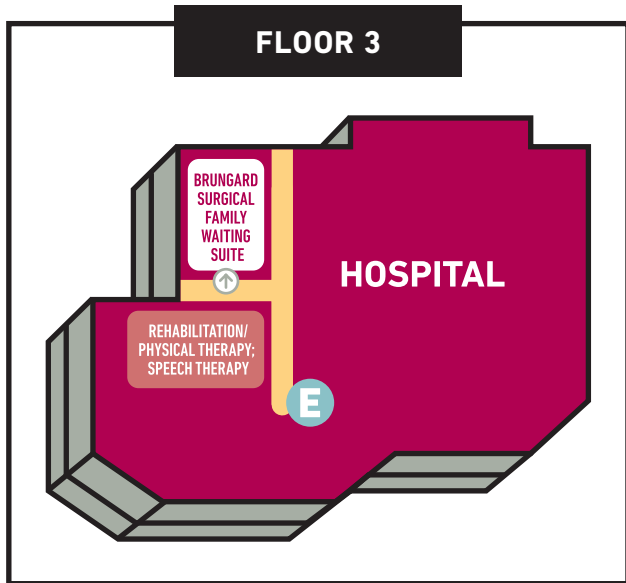
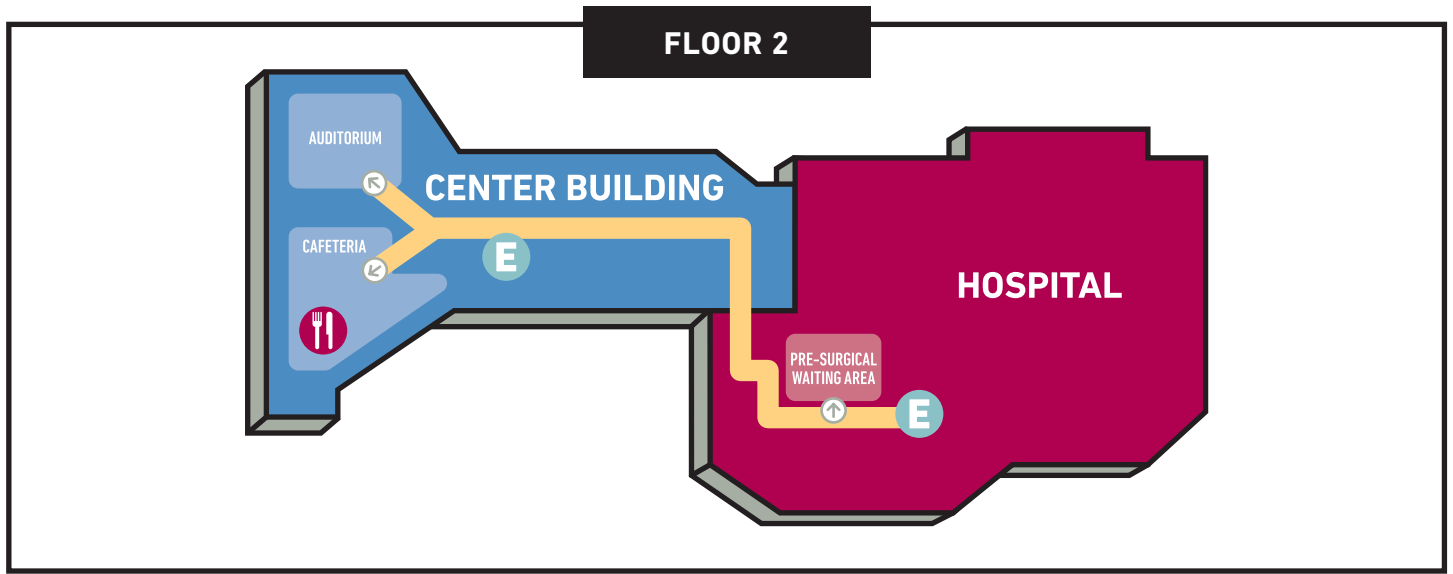
### WEST BUILDING

Admissions	FLOOR 1
Clinical Research Unit (CRU)	FLOOR 1
Coffee Cart	FLOOR 1
Direct Referral Unit (DRU)	FLOOR 1
Infusion/Port Check-In	FLOOR 1
Medical Records	LOWER FLOOR
New Patient Registration	FLOOR 1
Pharmacy	FLOOR 1
Pre-Admission Testing	FLOOR 1
Scheduling, West Building	FLOOR 1
Terrace Café	FLOOR 1
West Building Check-In	FLOOR 1

### YOUNG PAVILION

ATM	FLOOR 1
Boo's Boutique	FLOOR 1
Karen's Korner Gift Shop	FLOOR 1
Mammography	FLOOR 1
Pulmonary Lab	FLOOR 1
Radiation	LOWER FLOOR
Resource & Education Center (REC)	FLOOR 1
Scheduling, Young Pavilion	FLOOR 1
Women's Cancer Center	FLOOR 1
Young Pavilion Desk 1 - 4	FLOOR 1
Young Pavilion Lab	FLOOR 1

# FOX CHASE CANCER CENTER CAMPUS MAP



## Legend

Cafeteria (FLOOR 2)

Elevators

Public Hallway

## YOUR CARE TEAM

In treating cancer, we take a team approach to your care. Below is a description of the many healthcare professionals who may take part in your inpatient care.

### DOCTORS AND ADVANCED PRACTICE PROVIDERS

- **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 internal medicine, surgery or radiation.
- **Hospitalists** are doctors whose focus is the general medical care of hospitalized patients.
- **Advanced practice providers (APPs)** have an advanced degree and work closely with your doctor. They include physician assistants and nurse practitioners.

### NURSES

Fox Chase nurses meet the highest standards of care. During your stay, you may meet many nurses who tend to your special needs.

- **Transitional care nurse navigators** are oncology nurses who work with a multidisciplinary team to organize your care once you leave the hospital, and call you after you get home to check in.
- **Inpatient registered nurses** provide nursing care during your hospital stay and give patients medicines and fluids via injection.
- **Clinical nurse specialists** provide skilled nursing services and act as a resource to help other nurses solve complex problems.
- **Certified nursing assistants (CNAs) and licensed practical nurses (LPNs)** work closely with registered nurses to care for you during your visit.

### OTHER HEALTHCARE PROVIDERS

- **Occupational therapists** help patients with mobility, strength and the activities of daily living.
- **Pharmacists** talk with patients one-on-one about their medicines, how to take them, and how to manage potential side effects.
- **Physical therapists** develop a plan using treatment techniques to promote your ability to move, reduce pain, restore function, and prevent disability.
- **Registered dietitians** work with patients to assess their nutrition status and provide counseling and education to help manage nutrition-related symptoms.
- **Respiratory therapists** help patients lessen heart and lung disease symptoms and increase strength.
- **Social workers** are trained to help people cope with the many life changes that can come from having a cancer diagnosis.
- **Speech-language pathologists** specialize in the diagnosis and treatment of voice, speech, cognition and swallowing problems due to cancer and/or cancer treatment.
- **Staff chaplains** are a dedicated team of caregivers who provide an interfaith-based pastoral care service with sensitivity and respect for one's personal values and beliefs.



(L-R) Kristin Pierce, BSN, RN and Kristin Virag, BSN, RN, OCN

## UNIFORMS

The Fox Chase Cancer Center hospital staff wear colored scrubs to help you identify their role quickly.

Role	Scrub Color
Certified Nursing Assistant (CNA)	Burgundy
Housekeeper	Red shirt/black pants
Lab Technician	Red
Licensed Practical Nurse (LPN)	Dark purple
Occupational Therapist (OT)	Black
Physical Therapist (PT)	Black
Radiology Technician	Ceil blue
Registered Nurse (RN)	Navy blue
Respiratory Therapist	Gray
Telemetry Technician	Black
Transport Team	Green
Unit Secretary	Royal blue



## FOR CAREGIVERS OF OUR PATIENTS

A caregiver is any person who supports a patient during treatment, such as a spouse, partner, parent, sibling, son, daughter, other relative or friend. Your role as a caregiver is very important.

### **CAREGIVER RESOURCE GUIDE**

The Caregiver Resource Guide is a tool for people who are caring for someone with cancer. It can help you learn how to care for yourself as a caregiver, better understand what your loved one is going through, develop skills for coping and caring, and take steps to help protect your health and well-being. To view the guide, go to: [FoxChase.org/Caregiver](https://www.foxchase.org/Caregiver).



## **PARTNERS IN CARING**

Partners in Caring is a Fox Chase Cancer Center practice modeled after the Institute for Patient and Family Centered Care: Better Together—Partnering with Families national program. We are dedicated to our Fox Chase Cancer Center mission, which is to prevail over cancer.

One way we are meeting this goal is by partnering with our patients' family members and caregivers. By getting involved, family members and caregivers can make sure all of your needs are being met. Because they know your medical history and wishes, they can "speak up" for you if you are feeling too sick or overwhelmed.

Family members and caregivers are important members of your healthcare team—TOGETHER with you, your doctors, nurses and other staff. How much they take part in this program is based on your needs and desires.

The following suggestions are meant for family members and caregivers as a guide for working TOGETHER with us as part of your healthcare team.

- **T**alk about your role with the patient. Introduce yourself to staff and talk about your relationship to the patient and how you would like to take part in care.
- **O**bserve changes (physical, behavioral and emotional) in the patient and report them to healthcare providers. Ask staff what type of information they would like you to share on a normal basis.
- **G**ather helpful information (current medications, medical history, other healthcare providers and insurance) and bring it all to the hospital.
- **E**nsure that you are with the patient, if possible, at times when information will be shared and when decisions need to be made. Manage your schedule so you can come to the hospital as needed. Let staff members know how to reach you and be sure you know whom to contact for information when you are away from the bedside.
- **T**ell staff if you have any worries about the patient's condition or safety or if you are uncomfortable because "something just doesn't feel right."
- **H**elp with decision-making about care and treatment. Be a second set of eyes and ears for the patient. Ask questions and take notes. Encourage the patient to take part in decision-making as much as he/she chooses.
- **E**nlist help from staff members with whom you are comfortable so they can support you and the patient as you take part in care and decision-making.
- **R**eady yourself for taking the patient back home or to community care. Before you leave the hospital, make sure your questions and those of the patient have been answered. Know what will be needed afterwards (medications, treatment, equipment and follow-up appointments) and what changes in the patient's condition should be told to healthcare providers.

*Adopted from Institute for Patient- and Family-Centered Care®*

## IMPORTANT INFORMATION AND POLICIES

### VISITING HOURS/POLICIES

The health and safety of our patients and staff is our top priority. Throughout the COVID-19 pandemic, we continue to make changes to our regular visitor policy. For the most up-to-date information, please visit [FoxChase.org/coronavirus](https://www.foxchase.org/coronavirus) or call **888-FOX-CHASE (888-369-2427)**.

Once we return to normal conditions, our general visiting hours are 9am to 9pm each day. However, to meet patient and visitor needs, these hours may be flexible with unit manager/supervisor approval.

- **Anyone who is sick, or thinks they might be sick, should not visit the hospital.**
- There is a limit of two visitors per patient in each room at any time. This helps to keep a restful and quiet atmosphere.
- Children **10 years or older** may visit the medical/surgical units, but an adult must be with them at all times. Only one child at a time may be in a patient room. Children under 10 are not allowed without special permission. No children are allowed in the ICU or in rooms of patients who are in isolation.
- Visitors are not allowed if a patient or the patient's caregiver states that they do not want visitors.
- The medical needs of other patients, such as roommates, may cause our staff to limit visitors to a room to maintain rest and privacy.
- Visitors are not allowed to use the patient bathrooms. Public bathrooms are located on each unit inside the hospital for visitor use and hand washing.
- To prevent contact with infections the patient may have, all visitors must follow all precautions posted on signs or told to them by the nursing staff. The nursing staff can offer more information about these special precautions and restrictions, and about wearing proper clothing when in patient rooms.
- Visitors are welcome to use the visitor lounges, Julie's Room and Connie's Room, located on the 1st and 2nd floors behind the Nursing Station on 1 Central and 2 North.
- Under certain circumstances, a visitor may stay in the hospital overnight. That visitor must be 18 years of age or older. Ask the nurse about rules for overnight visitor stays. If you are planning on staying overnight with your family member, please ask their nurse for the information sheet entitled, "**Extended Visiting Privileges for Family Members of Patients Admitted to Fox Chase Cancer Center.**"
- Minors are not allowed to stay overnight even if an adult visitor is also there.
- Visitors must wear appropriate clothing and shoes at all times.
- One visitor or caregiver may ask to go with a patient to certain procedures. This is decided on a case-by-case basis. Check with the department doing the test for details.

### HAND WASHING

Washing hands is a key part of infection prevention. You need to wash your hands after every use of the toilet, before eating, before and after you touch any tubes that you may have, and before you leave the hospital. Your visitors need to wash their hands before they come into your room and before they leave. Feel free to ask your nurse, nursing assistant or doctor if they washed their hands.

Alcohol-based hand gel is often used in place of hand washing. It can be found in dispensers in the hall or room entrance. Gel your hands before going into and leaving the room. If you cannot get to the sink or hand gel, we have hand wipes you can use.

## STAYING SAFE AND PREVENTING FALLS

Always call for help by using your call light when you want to get out of bed or use the toilet. Inpatients are at high risk for falls, and our staff want to help you. **Please call, don't fall!**

## ROUNDING

There are three types of rounding for patient care:

- **Hand-off communication** happens at the change of shift and occurs at the bedside. The nurse who is leaving will introduce you to the nurse starting a shift.
- **Safety rounding** happens about every hour. The staff check to see if you have any needs. You will be asked if you need to use the toilet, need pain medicine, or have other needs, like going for a walk or changing position.
- **Interdisciplinary rounds** are when different members of your care team come to your bedside to talk about your plan of care with you.

## QUIET HOURS

At Fox Chase, we believe a quiet surrounding offers a healing environment. To cut down on noise and help you rest, we practice "quiet caring." Quiet hours are from 1pm to 3pm and 9pm to 6am. We have "quiet kits" for you, which include headphones, sleep masks and ear plugs. If you or your family have any noise issues, please tell one of our staff right away so we can help. If you are watching TV, please use the headphones so your roommate is not disturbed.

## PROTECTION OF YOUR CARE

### ADVANCED DIRECTIVES/LIVING WILLS

To learn more about advanced directives and/or living wills, please see the booklet, **Advance Directive, Your Choice, Your Voice**, given to you along with the **Guide for New Patients**. If you have questions, or did not get the booklet, please ask our staff.

### CONDUCT POLICY

Fox Chase has rules for patients, families, visitors, caregivers and staff to help us keep a safe and respectful environment. This includes:

- **No** weapons of any kind
- **No** illegal drugs or alcohol
- **No** smoking (we are a smoke-free campus)
- **No** threats or violence of any kind. This includes:
  - Oral, written or physical threats to cause harm to someone at Fox Chase or to Fox Chase property
  - Language that threatens, abuses, offends or discriminates in person or by phone, email, text message or social media
- **No** yelling, pushing, hitting, kicking or throwing objects
- **No** sexual gestures or advances
- **No** actions that affect safe patient care

Failing to follow these rules may result in being asked to leave Fox Chase, transferring the care of a patient to another hospital, or bringing in our security staff and/or the local police.

## HIPAA/PATIENT PRIVACY

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 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. In accordance with this policy, we ask that you refrain from taking any photos while in the hospital.

## PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, family member, or guardian of a patient at Fox Chase, 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 can be found starting on page 16.

## GUEST SERVICES FOR PATIENTS AND VISITORS

### DINING

- **Cafeteria**  
Hours: Monday–Friday, 7am–2pm | Floor 2 of the Center Building
- **Coffee Cart**  
Hours: Monday–Friday, 7am–2pm | Floor 1 of the West Building lobby
- **Terrace Café**  
Hours: Monday–Friday, 7am–6:30pm; Saturday, 9am–4:30pm; Sunday, 11am–3pm  
Floor 1 of the West Building near the West Garage entrance
- **Vending Machines**  
Cafeteria, Infusion Waiting Area (near front entrance), Surgical Waiting Area and Radiation Oncology  
Vending machines are also available at Temple University Hospital – Jeanes Campus
- **Café Jeanes**  
Hours: Open every day, 7am–7pm  
Temple University Hospital – Jeanes Campus main lobby
- **Cafeteria at Temple University Hospital – Jeanes Campus**  
Hours: Monday–Friday, 11am–2pm  
Temple University Hospital – Jeanes Campus 1st floor

### FOOD

- Meals are provided on a room-service basis. Patients can order meals and snacks at any time between 7am and 6:30pm. All patients will get a copy of the menu when they are admitted.
- Patients, family members or members of the care team can call 215-214-1700 to order meals for patients.
- We offer meal options for those with special diet needs, such as gluten-free, kosher, and halal meals.
- Your doctor may decide to limit your diet (i.e., liquid or soft). If you have any questions about your diet, please ask a staff member for more information.
- Guest trays for caregivers or visitors can be purchased for a small fee. To learn more, please see the patient menu.

## KAREN'S KORNER GIFT SHOP

215-214-1617

The gift shop sells a host of gift items, including women's head scarves, lotions, slippers, cards, stamps, candy, 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 | Floor 1 of the Young Pavilion  
(Please call ahead, as hours may vary due to COVID-19 restrictions.)

## MONEY MACHINE/ATM

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

## NURSING STATION PHONE NUMBERS

<b>Nursing Station</b>	<b>Phone Number</b>	<b>Nursing Station</b>	<b>Phone Number</b>
1 North Nursing Station	215-728-2785	3 North Nursing Station	215-728-2603
1 Central Nursing Station	215-728-2605	3 South Nursing Station	215-728-2598
1 South Nursing Station	215-728-2607	Main Hospital	215-728-6900
2 North Nursing Station	215-728-2715	Intensive Care Unit	215-728-6900
2 South Nursing Station	215-728-2611	<i>(operator will connect your call)</i>	

Patient phone numbers are displayed in the room. These numbers can be used to call the patient directly. Incoming calls are blocked after 9pm.

## PLACING PHONE CALLS

Patients are allowed to make free calls from hospital phones to our local calling areas and can call toll-free numbers.

- **To place a call within this area**  
Dial 9, then the 10-digit telephone number.
- **To call a toll-free number**  
Dial 9, then 1, then the 10-digit number.
- **To call outside this area, including long distance**  
Dial 9, then 0, and wait for the operator to help you with your billing.



## TELEVISION

TV service is available 24 hours a day. You will not need to call to have it turned on. Please keep the TV sound level low. We also ask that you use headphones. Headphones are available upon request. If you have any questions, please call **215-214-1777**. To watch patient education videos, call **ext. 8586** from your room phone.

TV Channels			
2 (Fox 29)	16 (ESPN NEWS)	28 (IN-HOUSE EDUCATION)	38 (CNN HEADLINE)
3 (CBS)	17 (ESPN CLASSIC)	29 (IN-HOUSE EDUCATION)	39 (WEATHER)
6 (ABC)	18 (CNN)	30 (IN-HOUSE EDUCATION)	40 (ANIMAL PLANET)
7 (WB 17)	19 (AMC)	32 (ABC FAMILY)	41 (CSPAN-2)
10 (NBC 10)	20 (TBS)	33 (CARTOON NET)	42 (MUSIC)
12 (WHYY)	21 (TNT)	34 (DISCOVERY)	43 (UNIVISION-Spanish)
13 (UPN 57)	22 (USA)	35 (LEARNING)	44 (GALAVISION-Spanish)
14 (ESPN 1)	26 (IN-HOUSE EDUCATION)	36 (BLOOMBERG)	
15 (ESPN 2)	27 (IN-HOUSE EDUCATION)	37 (FOX NEWS)	

## WIRELESS ACCESS

Free Wi-Fi is available throughout the Fox Chase Cancer Center campus. Choose **FCCGuest** in your device's list of available wireless connections.

## RESOURCE AND SUPPORT SERVICES

### BOO'S BOUTIQUE

215-728-2627

This specialty shop helps patients during their cancer journey by offering breast forms, bra fittings, clothing, skincare products and more. There are also services providing head coverings, scarves and other accessories available to our patients. Go to [FoxChase.org/wigs](https://www.foxchase.org/wigs) for more information.

Hours: Monday–Wednesday, 9:30am–4pm or by appointment

Floor 1 of the Young Pavilion

(Please call ahead, as hours may vary due to COVID-19 restrictions.)

### LANGUAGE INTERPRETER SERVICE

Many of our patients speak a language other than English. When you arrive at Fox Chase Cancer Center, you will be asked the language in which you want to have your healthcare information communicated to you. We offer the following language services 24 hours a day, 7 days a week, at no cost to you:

- Clinicians and staff who speak many languages and are credentialed to communicate with patients in languages other than English
- Face-to-face professional medical interpreters, including American Sign Language interpreters
- Over-the-phone access to 239 different languages
- Real-time video remote interpreters for over 14 languages, including American Sign Language
- Translated vital documents

Please let us know if you have additional needs or concerns regarding language, sensory impairment or cultural needs.

### OUTPATIENT PHARMACY

215-728-3178

The Fox Chase Cancer Center Pharmacy serves Fox Chase clinic patients and inpatients and carries a range of medications 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 also offer bedside delivery of medication for patients being discharged and a free medication disposal service to properly dispose of unused and unwanted medication. The Fox Chase Cancer Center Pharmacy participates with most major insurers covering Pharmacy Benefit and Medicare Part D benefits. Contact your insurance company to determine your specific coverage. If you need a new prescription filled after hours or on weekends when the Fox Chase Cancer Center Pharmacy is closed, your provider must send your prescription to your local pharmacy to be filled.

Hours: Monday–Friday, 9am–6pm

Located across from the Terrace Café in the West Building



Standing: Leah Powers, health educator for The Philip E. and Naomi P. Lippincott Resource and Education Center

## **PASTORAL CARE AND CHAPEL**

215-728-2944

The goal of Pastoral Care Services is to offer a compassionate presence and provide spiritual and emotional support with a particular sensitivity and respect for one's personal values and beliefs. Oncology chaplains visit patients in the hospital on a regular basis and upon request. The department also provides the following spiritual resources for patients and staff:

- Serves as a liaison between the hospital and local interfaith clergy, who are available to visit those patients from their own faith backgrounds upon request
- Offers a free copy of its own *Booklet of Prayers*, a multicultural spiritual resource that includes prayers of diverse faith traditions and is available in English, Arabic, Chinese, Polish, Russian and Spanish

Chaplains also oversee the chapel daily. This interfaith sacred space is available to patients, families and staff for meditation and prayer.

Chapel hours: Open every day, 8am–8pm

Location: Floor 3 of the main hospital building next to the reception desk

## **PATIENT-TO-PATIENT NETWORK (P2PN)**

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

The Patient-to-Patient Network (P2PN) is a telephone-based support program that matches patients and caregivers with Fox Chase cancer survivors or caregivers who have faced a similar cancer or underwent similar treatments. Our volunteers are trained to talk with patients and caregivers about their concerns, share their personal journeys, provide encouragement, and explain what patients can expect during cancer treatment. The P2PN is coordinated by the Lippincott Resource and Education Center (REC), located on Floor 1 of the Young Pavilion. To be matched with a volunteer, please contact the REC.

## **PET VISITATION PROGRAM**

215-728-2804

To give comfort, volunteers with pets visit patients throughout Fox Chase. Inpatients may ask for a pet visit through their nurse or by calling the volunteer department. Pet visits must be approved by a nurse and your roommate.



## 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 caregivers and patients. If you would like a reiki session, please call us with the date and time desired. Your request will be sent to the reiki practitioners. All efforts will be made to fill your request.

## RESOURCE AND EDUCATION CENTER (REC)

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

The Naomi P. and Philip E. Lippincott Resource and Education Center (REC) is a patient and family learning center. We offer accurate information you can trust to all Fox Chase patients and their families, people at high-risk, staff, and the public. Our staff is here to help you learn more about cancer risk, prevention, screening, and treatment, such as clinical trials. If you need support services, we can also refer you to other Fox Chase departments and programs or to local and national organizations.

REC resources include:

- Health educators onsite to help you
- Visitor computers with internet access and reviewed websites
- iPads, brochures, books, fact sheets and newsletters on health- and cancer-related topics
- Charging stations for your phones and electronic devices
- Community resources
- Information about other Fox Chase programs, such as the Patient-to-Patient Network and MyFoxChase portal

- **REOnline**

Many brochures and pamphlets available at the REC can also be found on our website. Just type in search terms to find links to credible, informative resources. To access REOnline, please visit [FoxChase.org/REC](http://FoxChase.org/REC).

We offer two convenient locations within the hospital on Floor 1 of the Young Pavilion:

- Young Pavilion hallway near the East Garage entrance
- Women's Cancer Center Lobby (This location is temporarily closed.)

Hours: Monday–Friday, 8am–4pm

**Note:** Due to the COVID-19 pandemic, in-person hours may vary. However, staff is available either over the phone and through e-mail during business hours.

## SOCIAL WORK SERVICES AND SUPPORT GROUPS

215-728-2668

Oncology social workers have specialized training in how to help patients and their families deal with the many life changes that can result from having a chronic disease, such as cancer. They hold a master of social work (MSW) degree and are available to address psychosocial (individual, family and group counseling/support), cultural, financial and continuing care needs of patients and their families. Oncology social workers also provide information and education about a variety of issues, such as advance directives, hospice, family leave and disability benefits, lodging, transportation, and cancer-related support programs. Our social workers can also connect you with Fox Chase Cancer Center support groups, as well as other places that offer groups to meet your special needs.



Kenneth P. Patrick, MD

## PATIENT RIGHTS AND RESPONSIBILITIES

As a patient, family member, or guardian of a patient at Fox Chase Cancer Center, 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.

### YOUR RIGHTS

Fox Chase Cancer Center provides medical treatment without regard to race, ethnicity, religion, sexual orientation, gender, gender identity/expression, disability, age, ancestry, color, national origin, physical ability, level of education, or who will pay your bill. As our patient, you have the right to safe, considerate, respectful, and dignified care at all times. You will receive services and treatment that are medically suggested and within the hospital's capacity, its stated mission, and applicable law and regulation.

#### You have the right to:

##### Communication

- Visitors with equal visitation privileges, regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- An interpreter, free of charge, if you or your surrogate decision maker do not speak or are not fluent in English or are hearing impaired.
- Have another authorized person, if necessary, act on your behalf and who would assert and protect your patient rights.
- Limit who knows about your being in the hospital and to decide if you want visitors or not while you are here. You also have the right to change your decisions while you are here. The hospital may need to limit or not allow visitors because of your condition or because the presence of a visitor might put in danger the health or safety of another patient or hospital staff or disrupt hospital operations.
- Have access to an individual or agency that is authorized to act on the patient's behalf.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.

## **Informed Decisions**

- Receive information about your current health, treatment, outcomes, recovery, ongoing health care requirements, and future health status in terms that you understand.
- Be informed about proposed treatment options including the risks and benefits, other treatment options, what could happen without treatment, and the outcome(s) of any medical care provided including any unanticipated bad outcomes. You must sign your name before the start of any procedure and/or treatment. This “informed consent” is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care. This includes your right to be informed of your current health status, diagnosis, and future expectations of your condition.
- Request treatment; however, this right does not mean you can demand treatment or services that are not medically necessary or not appropriate.
- Refuse any treatment, drug, or procedure against the medical advice of a doctor.
- Receive assistance in obtaining consultation with another physician at the patient’s request and own expense.
- Expect the hospital to get your authorization before taking photos, recording, or filming if the purpose is for something other than patient identification, diagnosis, or treatment.
- Decide to take part or not take part in research or clinical trials for your condition that may be suggested by your physician. Your participation in such treatment is voluntary and written consent must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

## **Advance Directives**

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make such decisions. You have the right to have hospital staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise including, but not limited to, deciding against, withholding, or withdrawing lifesustaining treatment.

## **Care Planning**

- Receive emergency care without unnecessary delay.
- Participate in the care that you receive in the hospital.
- Receive instructions on important follow-up care and to participate in decisions about your plan of care after you are out of the hospital.
- Receive a prompt and safe transfer to the care of others when this hospital is unable to provide treatment or service. You have the right to know why a transfer might be necessary as well as other options for care that exist. The hospital cannot transfer you to the other hospital unless that hospital has agreed to accept you.

## Care Delivery

- Receive care in a safe setting free from any form of abuse, harassment, exploitation, and neglect.
- Access protective or advocacy services, if needed.
- Receive considerate, respectful, safe, quality care delivered by competent personnel.
- Know the names of doctors and nurses providing care to you and the names and roles of other healthcare workers and professionals that are caring for you.
- Receive proper evaluation and management of pain.
- Receive good quality care along with high professional standards that are continually maintained and reviewed.

## Privacy and Confidentiality

- Personal and informational privacy as required by law.
- Be advised why certain persons are present and to ask visitors or others to leave during sensitive discussions or procedures.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record.

## Hospital Bills

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive full information and counseling on ways to help pay for the hospital care that you received.

## Complaints, Concerns, and Questions

You have the right to:

- Tell hospital personnel about your concerns, complaints, or dissatisfaction regarding your care without any chance of not receiving care in the future.
- Expect a response to your complaint from the hospital. Complaints may be in writing or made face-to-face. The hospital has an obligation to respond to these complaints. To register your concerns with the hospital, please contact:
  - Patient Advocacy Department – Fox Chase Cancer Center: 215-728-3798
- You can contact the following to assist you with any questions or concerns:
  - Pennsylvania Department of Health: 800-254-5164
  - Joint Commission: [www.jointcommission.org](http://www.jointcommission.org) using the “Report A Patient Safety Event” or by mail to the Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL 60181
  - Office for Civil Rights: 215-861-4441
- You can call your insurance company. Medicare patients should contact Livanta BFCC-QIO at 866-815-5440.

## **YOUR RESPONSIBILITIES**

### **Respect and Consideration**

As a patient, family member, representative of the patient, or guardian, we ask that you:

- Comply with hospital rules policies and your treatment plan during your hospital stay.
- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no-smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital may need to report it to the police.

### **Provide Information**

As a patient, family member, or guardian, we ask that you:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report perceived risks and unexpected changes in your condition to the healthcare professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, and/or Durable Power of Attorney for health care, and any organ/tissue donation authorizations to the healthcare professionals taking care of you.

### **Safety**

As a patient you are encouraged to promote your own safety by becoming an active, involved, and informed member of your healthcare team. We ask you to:

- Ask questions

## **REFUSING TREATMENT**

As a patient, you are responsible for your actions if you refuse treatment or do not follow treatment instructions.

### **Charges**

As a patient, you are responsible for paying for the health care that you received as promptly as possible.

**Please feel free to ask questions about any of these rights that you do not understand. If you have questions about these rights, please discuss them with your doctor.**

## TERMS TO KNOW

### **Hospice**

Hospice offers compassionate and tender care focused on caring and comfort, rather than cure of disease, while giving effective pain and symptom management and family support. Hospice allows patients to die being as comfortable as possible and with dignity (peace of mind).

### **Interdisciplinary Team**

A group of healthcare professionals from different fields who work together toward a common goal for the patient.

### **NG Tube**

Nasogastric tube

### **NPO**

Nothing by mouth; no food, water or ice chips

### **Nurse Case Managers**

Inform insurance companies of the status of all inpatients

### **OT**

Occupational therapy

### **Palliative Care**

This type of care focuses on effective pain and symptom management, including physical, psychosocial and spiritual needs. Fox Chase has a team of physicians, nurses, nurse practitioners and social workers to help meet these needs.

### **Pre-Meds**

Medicines given before something else, such as a blood transfusion or before chemotherapy

### **PT**

Physical therapy

### **Pulse Ox**

Measure of how much oxygen is in your blood

### **SLP**

Speech language pathologist

### **SNF (Pronounced "sniff")**

Skilled nursing facility

### **Social Worker**

A licensed advocate/support person to help you with coping and adapting to illness

### **Telemetry (Tele)**

A machine that helps to see your heart rate and rhythm

### **Vital Signs**

Measure of temperature, heart rate (pulse), respiratory rate, blood pressure, blood oxygen level, and level of consciousness

## IMPORTANT PHONE NUMBERS

<b>FOX CHASE INFORMATION LINE</b> .....	<b>888-FOX-CHASE (888-369-2427)</b>
Admissions .....	215-728-2635
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	
Nurse Phone Triage .....	215-728-4300
<i>Medical questions, Monday–Friday, 8:30am–5pm (speak to a registered nurse)</i>	
After-Hours Hotline for Urgent Medical Issues .....	215-728-6900
<i>Urgent medical issues and questions after hours, weekends and holidays</i>	
<i>Ask for the nursing supervisor</i>	
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
Volunteer Services .....	215-728-2595

You will be asked if you prefer that your health care be provided in a language other than English. If so, we will arrange for an interpreter for you or other appropriate means to enhance your communication with us.

Le preguntarán si prefiere que se le brinde atención médica en un idioma distinto del inglés. En dicho caso, tomaremos las medidas necesarias para proporcionarle un intérprete u otro medio que resulte adecuado para mejorar nuestra comunicación con usted.

Вас спросят, хотели ли бы вы получать медицинское обслуживание не на английском языке. Если это так, мы пригласим для вас переводчика или найдем другие способы улучшить общение с вами.

我们会问您，是否希望我们以英语之外的其他语言提供医疗服务。如果您回答是，我们会为您安排口译员或其他适当方式，以便强化您与我们的交流。

