

 **VANDERBILT-INGRAM CANCER CENTER**



A Guide to Your Care

Connect with us



@VanderbiltIngram



@vumc_cancer



@VUMC_cancer

Welcome to Vanderbilt-Ingram Cancer Center

**When you need medical care,
you want the best care possible.**

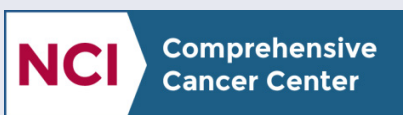
Vanderbilt-Ingram Cancer Center develops new and better ways to prevent, diagnose, and treat cancer. This is why we're 1 of only 51 Comprehensive Care Centers chosen by the National Cancer Institute. And we're the *only one* in Tennessee that cares for both adults and children.

We'll listen to you. We'll create a care plan that meets your needs, as well as the needs of your caregivers. And we'll support you with resources and programs here and in your community.

With so many emotions and so much information, it can be hard to remember all the details. We hope this guide will help you in your journey with cancer.

If you have concerns or questions, please ask.

**Thank you for choosing Vanderbilt-Ingram
Cancer Center for your health care.**



A Cancer Center Designated by the
National Cancer Institute

Vanderbilt-Ingram Cancer Center is a member of the national Comprehensive Cancer Center network. This non-profit alliance of the world's leading cancer centers comes together to improve the quality of cancer care for patients everywhere. For more information, visit vicc.org.

THE
VANDERBILT
PATIENT AND FAMILY
PROMISE



Include you as
the most
important
member of your
health care team



Respect
your right
to privacy



Work with
you to
coordinate
your care

Our Promise to You

We make those we serve our highest priority.

We expect everyone
at Vanderbilt to keep
these promises to
you and your family.



Personalize
your care
with a focus
on your values
and needs



Communicate
clearly and
regularly



Serve you
and your
family with
kindness
and respect

We welcome your feedback. If you have comments or concerns about your care, please contact our Office of Patient Relations at PatientRelations@vumc.org or (615) 322-6154.



Contents

Get ready for your visit	1	Cancer Care locations.....	17
How to get here	3	Patient rights and responsibilities.....	19
Parking.....	4	Financial help	21
Your first appointment	5	Clinical trials	22
Ask questions	7	Advance care plan	23
Your health care team.....	9	Quit tobacco	24
Support services	11	Notes, thoughts, questions.....	25
Hospital and clinic services	13	Vanderbilt-Ingram Cancer Center Map.....	27
Dining	16	Notice of Non-discrimination	29

1 (877) 936-VICC (8422)

We answer this number 24 hours a day, 7 days a week.

Call when you have cancer-care related concerns or emergencies. One of our on-call providers will be there to help. Whether it be a visit with your provider, lab, infusion, or radiology, you can use this phone number for all your scheduling needs.

Get ready for your visit

Make a travel plan

APPOINTMENT TIME

For your first visit, please get here 30 minutes before your appointment time. If you get here early, it doesn't mean you'll be seen early. You'll spend several hours at the Cancer Center. We try very hard to be on time for your appointment. But sometimes the amount of time you'll have to wait may change. We hope you understand if your provider runs late because of unexpected patient needs.

You may have several appointments during the day in our center, and we'll do our best to stay on time. We honor the time of your appointment and do all we can to honor those of others as well.

TRAVEL TIME

It's a good idea to figure out how long it will take to get here. Call us at (615) 936-VICC (8422) if you'll be late or if you can't keep your appointment.

VUMC SHUTTLE SERVICE

**Monday to Friday, 6 a.m. to 9 p.m.
(615) 936-1215, choose option 3**

Or stop by any Guest Services desk for help.

Our shuttles transport patients and visitors around the Medical Center campus.

HOW TO GET TO REGISTRATION (SUITE 1710)

VICC patient drop-off and valet (Pierce Avenue)

Valet parking is free for all patients.

- Go in the main VICC entrance in the Preston Research Building lobby.
- Walk past the information desk through the lobby area. Registration is on your left.

South Garage (street level)

- Cross Pierce Avenue and go in the main VICC entrance in the Preston Research Building lobby.
- Walk past the information desk through the lobby area. Registration is on your left.

Central Garage (street level)

- Walk across Medical Center Drive to The Vanderbilt Clinic entrance.
- Walk past Guest Services and the F elevators (both will be on your left) and go straight.
- You'll pass the pharmacy on your right. Registration is straight ahead.

Central Garage (Level 2 or 3 skybridge)

- Walk across either skybridge and enter The Vanderbilt Clinic.
- After you enter the main building, take the F elevator (on your left) down to Floor 1.
- Walk away from the main entrance and Guest Services. You'll pass the pharmacy on your right. Registration is straight ahead.

What to bring

- a friend or family member to help take notes and ask questions
- all health insurance cards, including primary and secondary
- any pharmacy (drug) cards
- a photo I.D.
- your cell phone (you'll use this to communicate with us during your appointments)
- a list of all current medicines (including over-the-counter products, vitamins, supplements, or herbs)
- a list of all your providers outside of Vanderbilt who currently care for you
- a way to pay for any co-pays, deductibles, or coinsurance you may owe
- a list of questions for your provider
- a notebook to write down notes and questions
- comfortable clothes and shoes, and something to keep you warm, such as a sweater
- a laptop, tablet, or mobile device, with a charger
- snacks and drinks
- a book or magazine to read

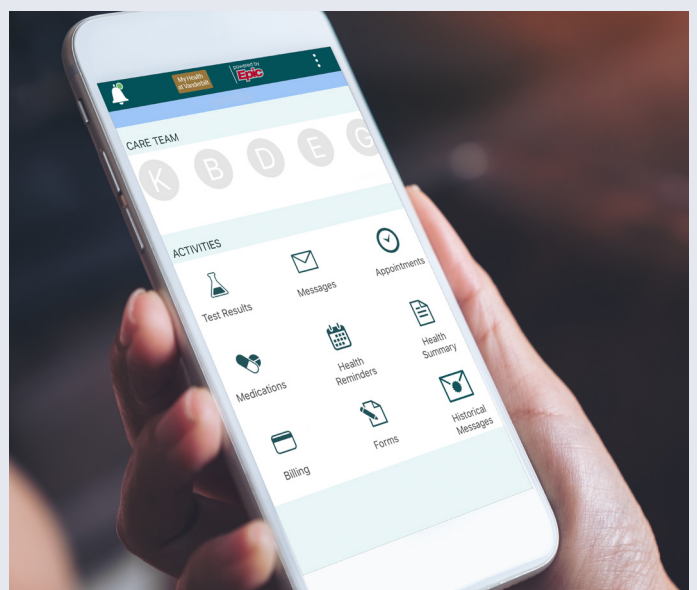
My Health at Vanderbilt

If you haven't already done so, sign up for a My Health at Vanderbilt account. Visit MyHealthAtVanderbilt.com to sign up.

With account, you can:

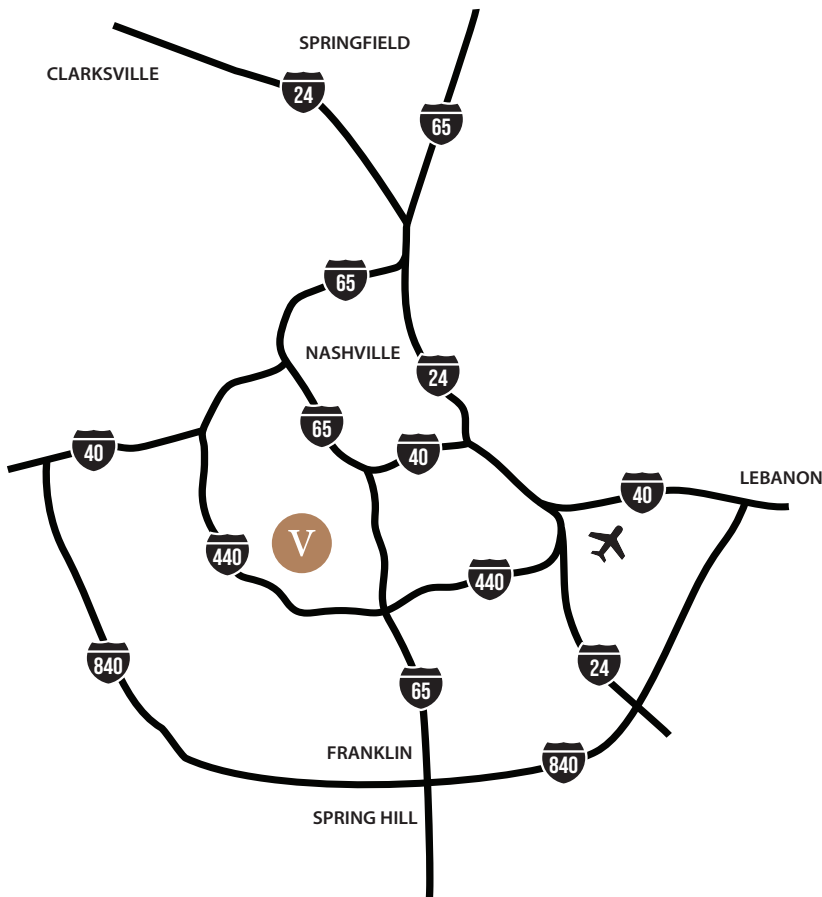
- schedule and keep track of appointments
- join an appointment wait list
- pay your bill
- request a refill
- email your provider
- check medical records
- review test results.

The My Health at Vanderbilt app is available in the Apple app store or Google Play store. If you have any issues you can call our Help Desk at (615) 343-HELP (4357).



How to get here

2220 Pierce Avenue, Nashville, TN 37232



FROM THE NORTH

- Take I-65 South.
- Stay on I-65 South through the interchanges at exits 88, 86, and 84.
- Take exit 209B and turn right onto Broadway. Broadway becomes 21st Avenue South.
- Turn right on Pierce Avenue.

FROM THE SOUTH

- Take I-65 North.
- Take exit 80 to merge onto I-440 West (Memphis).
- Take exit 3 to US-431/21st Avenue/Hillsboro Pike. Right lane merges onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE EAST

- Take I-40 West.
- Take exit 213A to merge onto I-24 East/ I-440 West (Memphis/Chattanooga).
- Take exit 53 to merge onto I-440 West (Memphis).
- Take exit 3 to US-431/21st Avenue/Hillsboro Pike. Right lane merges onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE SOUTHEAST

- Take I-24 West.
- Take exit 53 to merge onto I-440 West (Memphis).
- Take exit 3 to US-431/21st Avenue/Hillsboro Pike. Right lane merges onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE WEST

- Take I-40 East.
- Take exit 206 to merge onto I-440 East (Knoxville).
- Take exit 1 and turn left on Murphy Road.
- Turn left onto West End Avenue.
- Turn right onto 31st Avenue South, which becomes Blakemore Avenue.
- Turn left onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE NORTHWEST

- Take I-24 East.
- Take exit 44A to merge with I-65 South.
- Stay on I-65 South through the interchanges at exits 88, 86, and 84.
- Take exit 209B and turn right onto Broadway. Broadway becomes 21st Avenue South.
- Turn right on Pierce Avenue.

Parking

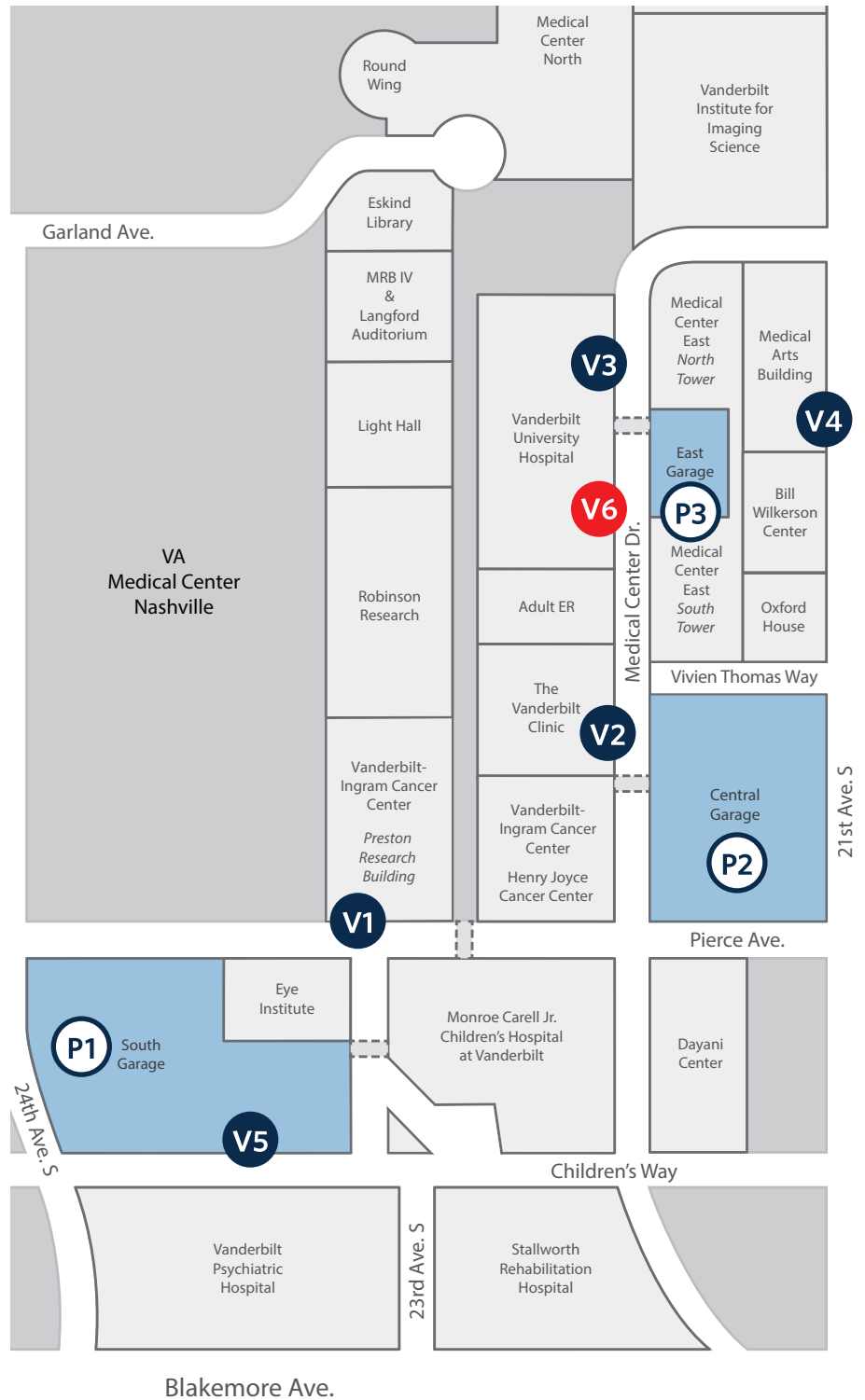
FREE VALET

- V1** Vanderbilt-Ingram Cancer Center
7 a.m. to 5 p.m.
- V2** The Vanderbilt Clinic
6:30 a.m. to 5 p.m.
- V3** Vanderbilt University Hospital
5 a.m. to 5 p.m.
- V4** East Garage, Level 1
6 a.m. to 7 p.m.
- V5** Children's Hospital
5 a.m. to 8 p.m.
- V6** **Adult Emergency Room**
24 hours a day, 7 days a week

Once your visit is finished, you can get your car from any valet stand. If your appointment goes past 5 p.m. you can call the phone number on your valet ticket to get your car from any valet stand.

FREE SELF-PARK

- P1** South Garage
- P2** Central Garage
- P3** East Garage



HEIGHT OF GARAGE ENTRANCES

- East Garage
21st Avenue South: 6 feet, 8 inches
- Central Garage
Medical Center Drive: 6 feet, 9 inches
- South Garage
 - Children's Way: 6 feet, 10 inches
 - 24th Avenue South: 6 feet, 10 inches
 - Pierce Avenue: 6 feet, 10 inches

Your first appointment

What to expect

We understand that you may feel anxious and worried at your first appointment. Everything is new: new faces, a new building, and many new questions.

There will be someone who can answer your questions and address your concerns every step of the way.

Please call us at (615) 936-VICC if you run more than 15 to 20 minutes late.

REGISTRATION

Your visit starts at Registration (Suite 1710). A greeter will help you get checked in.

PATIENT SERVICE SPECIALIST

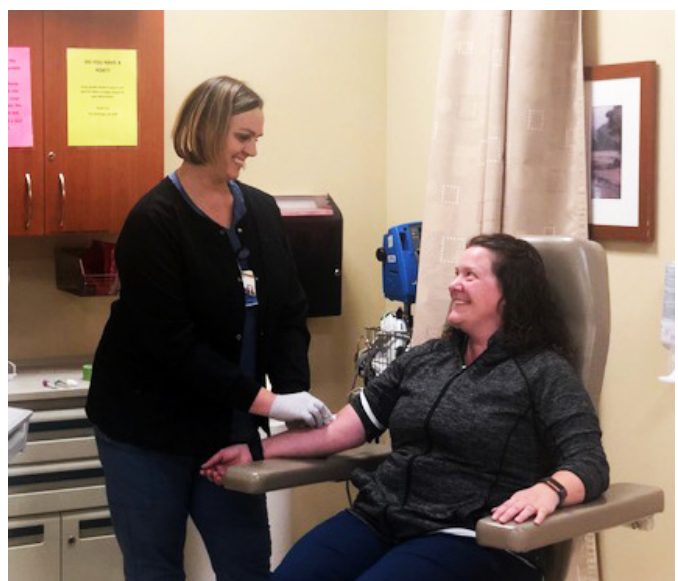
You'll check in with a Patient Service Specialist. Here you'll update your contact and health insurance information, sign consent and release forms, and pay a co-pay, if needed. The Patient Service Specialist will ask to scan all of your insurance cards. You may be asked to have your photo taken for your health record.

LAB NURSE

Next, a lab nurse will draw your blood and may start your IV or access your port for treatment.

Some patients who live far away may have lab work done before they arrive for treatment. **We'll let you know if you should do this ahead of time.**

After your labs, many patients will walk across to the larger VICC waiting area (Suite 1840). You don't need to check in again.



While you wait, you're welcome to enjoy a cup of coffee or tea. Also, feel free to visit the Patient and Family Resource Center, which is inside this waiting area.

If you're a hematology patient, you'll be directed to the 2nd or 3rd floor (take the F elevator). You'll check-in with the Patient Service Specialist in that clinic.

MEDICAL ASSISTANT

The medical assistant will send you a text message and come greet you.

First they'll go over any medicines you currently take. Then they'll take your vital signs, which include your temperature, pulse, breathing rate, blood pressure, height, and weight.

YOUR PROVIDER

Next, you'll meet with your provider who will go over your:

- disease, treatment options, and test results
- medicines, vitamins, and supplements
- health history.

More than one health care team member may go over this information with you at different times during your appointment.

CHECK OUT

After your appointment, **make sure to stop at Check-Out to schedule your next appointment.** Your after-visit summary will also be here.

It's unlikely that you'll get any treatments at your first visit. If you get treatment, we'll help you get to where you need to go.



Ask questions

How to get information

Your first appointment is an excellent time to ask questions about your diagnosis, treatment options, and care. If you're not sure about what to ask, here are some suggestions:

What type of cancer do I have?

What stage is my cancer? What does this mean?

Do I need any more tests before I can begin treatment?

What's the goal of my treatment?

What are my treatment options?

Which treatments would you recommend? Why?

Will there be any side effects? Will the treatments work?

How will treatment change my life? Will I be able to work? Go to school? Drive?

Can I be in a clinical trial? Should I join one?

Is my type of cancer genetic? Should my family members get tested?

Where can I learn more about my type of cancer and treatment?

Are there any support services for me?

What if I have more questions after I leave my appointment?

How do I talk about this with family and friends?

Will I be able to get pregnant or father a baby after treatment?

Your health care team

DOCTORS

Green badges

An **attending physician** supervises your care.

A **consulting physician** may be called in by the attending physician to treat a specific problem or part of your body.

A **physician's assistant (PA)** is a provider who can diagnose and treat illness and disease, and prescribe medicine.

A **resident** is a doctor who finished medical school and is now training on the job. A first-year resident is called an **intern**.

A **fellow** is a doctor trained in a specific medical specialty. They finished medical school plus 4 years of residency.



NURSES

Blue badges

An **advanced practice nurse or nurse practitioner (APRN)** diagnoses and treats illness and disease. They can also prescribe medicine for patients.

A **registered nurse (RN)** has a nursing degree and license.

A **licensed practical nurse (LPN)** works closely with the RN to care for you.

A **charge nurse** oversees the unit during a particular shift.

A **case manager** helps you and your family with services you'll need when you leave the hospital.

A **care coordinator** looks at your needs and makes sure you get the right kind of care.



OTHER HEALTH CARE TEAM MEMBERS

White badges

A **medical assistant** helps your nurse care for you. They usually greet you before you see your care provider. They take your vitals and ask about changes since your last visit.

A **social worker** helps you through social and emotional issues, as well as find the care and services you need in your community.

A **clinical pharmacist** helps you understand and manage your medicines.

A **radiology technologist** takes x-rays and CT scans.

A **patient navigator** partners with you and your family during your care. They can help solve problems and understand your emotional needs. They help with community and social support services, and make sure you get answers to your questions.

A **patient service specialist** checks you in and out, schedules appointments for you, and sends you any updates during your visit.



RESPIRATORY THERAPISTS

Gold badges

A **respiratory therapist** treats and manages lung or breathing problems.

HEALTH CARE MEDICAL STUDENTS

Since Vanderbilt University Medical Center is a teaching hospital, you may have medical students on your health care team. They will not make decisions about your medicines or treatments—only your provider will do this.



Support services

Help with lodging

LODGING COORDINATOR

(615) 322-2278

We can help you find hotels and other places to stay in Nashville that meet your needs and budget. We can also tell you about any lodging benefits you may have.

Monday to Friday, 7:30 a.m. to 4 p.m.

Helpful information

PATIENT AND FAMILY RESOURCE CENTER

(615) 936-9722

► **The Vanderbilt Clinic, 1st floor**

We offer one-on-one help, free brochures and pamphlets, and can help you find information online. We also help patients and families find financial counseling, support services, and community resources.

HEREDITARY CANCER CLINIC

(615) 343-7400

VanderbiltHereditaryCancer.com

Cancer genetic counseling is the best way to learn about your risk or your family's risk of cancer. We're trained in cancer genetics and can help explain your choices.

Caregiver support

CARING FOR THE CAREGIVER

(615) 343-6546 or (615) 322-4887

Meet others who understand what it's like to care for a loved one with cancer. Call before you come so we can give you directions.

Wednesdays, 2 p.m. to 3 p.m.

Before your treatment

FINANCIAL COUNSELING

(615) 322-8154

We can help with questions or concerns about insurance billing, patient balances, and payments.

CLINICAL TRIALS

(800) 811-8480 toll free

We offer several clinical trials. Ask your provider if one of our studies is a good option for you.

During your treatment

CARDIO-ONCOLOGY

(615) 936-1720

We bring cardiologists (heart doctors), oncologists (cancer doctors), and researchers together to care for the health of our patients.

DAYANI CENTER FOR HEALTH AND WELLNESS

(615) 322-4751

VanderbiltHealth.com/dayani

At Dayani, you can take classes to strengthen your body and lower your pain and stress. Our RESTORE Wellness Program has certified lymphedema therapists for stem cell transplant patients.

NUTRITION SERVICES

People with cancer often need to follow diets that are different than the way they normally eat. We can make a food plan to meet your needs. Let your provider know if you'd like to learn more about this service.

PSYCH-ONCOLOGY (COUNSELING)

As part of your treatment plan, we'll work to support your emotional well-being throughout your care.

OSHER CENTER FOR INTEGRATIVE MEDICINE

(615) 343-1554

VanderbiltHealth.com/osher

We combine traditional medicine and other therapies such as massage, yoga, acupuncture, nutrition counseling, and mindfulness. We focus on healing the whole person: mind, body, and spirit.

PALLIATIVE CARE

Unlike hospice, which happens at the end of life, palliative care meets your special needs during treatment. We can help you manage your symptoms and make sure your care matches your personal values. Let your provider know if you'd like to learn more.

SUPPORTIVE ONCOLOGY PAIN AND SYMPTOM MANAGEMENT CLINIC

(615) 936-8422

Cancer and treatment cause many different symptoms. We work with your oncologist to help make your experience better. Our team includes medical assistants, pharmacists, pharmacy techs, nurses, and nurse practitioners. We answer all your questions about medicines, side effects, and insurance. You can ask for an appointment with a scheduler or ask your oncologist for a referral.

SOCIAL WORK

(615) 322-1399

We can give you counseling, education, and help with finances and transportation for you and your family.

After your treatment

REACH FOR SURVIVORSHIP

(615) 343-7400

The end of cancer treatment can be a relief for patients and their families. It's also a time of new concerns. We offer follow-up care that will meet your needs for a healthy future. Your provider can help you with your Survivorship Care Plan.

Do you have questions or concerns about symptoms?

Call us first

(615) 936-VICC (8422)

1 (877) 936-VICC (8422) toll free

Our clinic can help treat any symptoms you may have during your treatment. We're here to answer your questions or concerns—call us any time.

Some symptoms we treat:

- temperature of 100.4°F (38°C) or higher
- pain
- nausea and vomiting
- diarrhea.

Hospital and clinic services

We offer many different services to make sure you have everything you need during your visit.

FREE WI-FI

The wireless network is called VUMCGuest. The password is: **vumcguest**

GUEST SERVICES

(615) 322-1000

Guest Services helps with information, directions, parking and shuttle services, wheelchair access, and more.

Every day, 7 a.m. to 9 p.m.

INTERPRETER SERVICES

This office helps patients who are deaf and hard of hearing, visually impaired, or speak limited or no English. **All services to patients are free. Please let us know if you'd like an interpreter when you schedule your appointment.**

VENDING MACHINES

Vending machines with drinks and snacks can be found throughout the hospital. They take cash and credit cards.

RHEA CHAPEL

► **Vanderbilt University Hospital lobby, 1st floor**

Rhea Chapel is open 24 hours a day, 7 days a week. The Chapel offers space for prayer and meditation, as well as Bibles, Care Notes, and other spiritual resources for families, patients, and staff.

PHARMACY

(615) 322-6480

► **The Vanderbilt Clinic, 1st floor**

(across from main VICC waiting area)

Our full-service pharmacy works directly with your health care team to meet your special needs. There's no extra cost to you to use this service.



GIFT SHOP

(615) 322-3422

► **Vanderbilt University Hospital, 2nd floor**

Gift shop staff can answer questions by phone or in person during regular business hours. Visa, Mastercard, Discover, and American Express are accepted. **Delivery to patient rooms is free.**

Monday to Friday, 7 a.m. to 9 p.m.

Saturday and Sunday, noon to 5 p.m.

PATIENT RELATIONS

(615) 322-6154

► **The Vanderbilt Clinic, 1st floor**

Patient Relations is here to make sure that your experience at our hospitals and outpatient clinics is positive and respectful.

Specialists can:

- answer questions or address concerns about your care
- help you understand your rights and responsibilities
- help you plan for your care in advance.

Monday to Friday, 8 a.m. to 5 p.m.

PATIENT BILLING

(888) 274-7849 toll free

While it's now even easier to view and pay your bills through My Health at Vanderbilt, you can also speak with someone about your billing statement or discuss payment options.



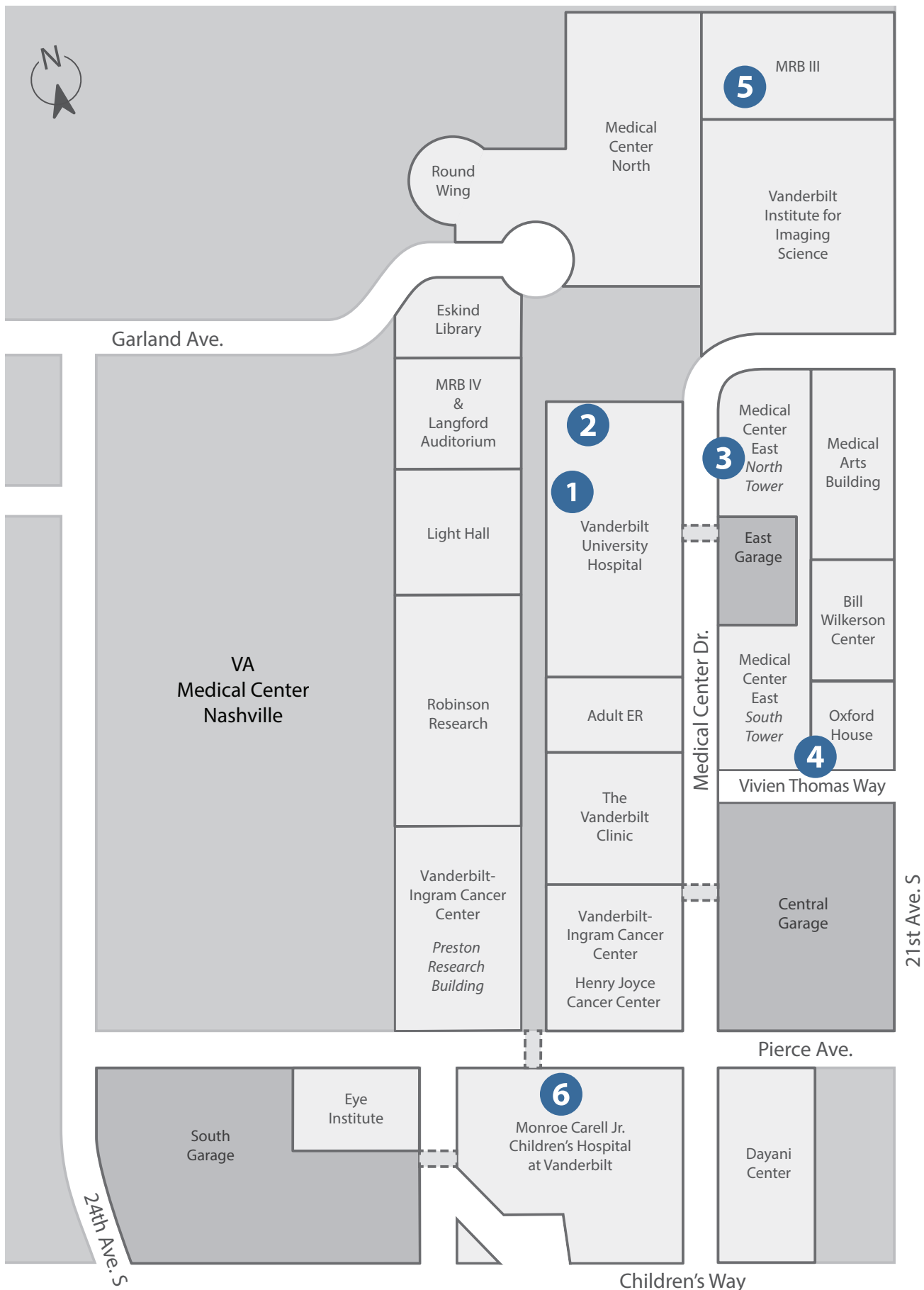
Volunteer Services

VICC is grateful for our wonderful volunteers. You'll see them around the hospital and clinics wearing blue vests.

They're here to help make your day a little easier. Some volunteers play music, some provide pet therapy, and some are here to help you find your way around.

To learn more about our volunteer program, visit VolunteerAtVanderbilt.com.





Dining

1 Courtyard Café

- ▶ **Vanderbilt University Hospital, 2nd floor**
Deli, pizza, pasta, grill, salad bar,
grab-and-go foods

Monday to Friday

Breakfast: 6 a.m. to 10:30 a.m.

Lunch: 11 a.m. to 2 p.m.

Dinner: 2 p.m. to 6:30 p.m.

Late night: 6:30 p.m. to 2 a.m.

Saturday and Sunday

Breakfast: 6 a.m. to 10 a.m.

Lunch: 11 a.m. to 2 p.m.

Dinner: 2 p.m. to 2 a.m.

MINDFUL STATION

Wellness options

Tuesday to Thursday only

CHARLESTON MARKET

Meat-and-3

Monday to Friday, lunch only

BAJA FRESH EXPRESS

Tex-Mex

Monday to Friday, 8 a.m. to 1 a.m.

Saturday and Sunday, 11 a.m. to 8 p.m.

COMMODORE CUP

Starbucks, pastries, snacks

Monday to Friday, 6:30 a.m. to 6 p.m.

MEIN BOWL

Asian dishes, sushi

Monday to Friday, 11 a.m. to 7 p.m.

Saturday, 11 a.m. to 2 p.m.

2 Au Bon Pain

- ▶ **Vanderbilt University Hospital, 2nd floor**
Sandwiches, soups, salads, baked goods
Monday to Friday, 6 a.m. to 11 p.m.

3 Bistro on 8th

- ▶ **Medical Center East, 8th floor**
Lunch, grab-and-go items, beverages
Monday to Friday, 7:30 a.m. to 4 p.m.

4 Vandy Deli

- ▶ **Oxford House**
Sandwiches, salads
Monday to Thursday, 8:30 a.m. to 2:30 p.m.
Friday, 8:30 a.m. to 2 p.m.

5 Suzie's Espresso

- ▶ **Medical Research Building III**
Beverages, sandwiches, baked goods
Monday to Friday, 7 a.m. to 4:30 p.m.

6 Children's Way Café

- ▶ **Children's Hospital, 2nd floor**

VANDY CAFE

Grill, salad bar, grab-and-go foods

Monday to Friday

Breakfast: 6 a.m. to 10:30 a.m.

Lunch: 11 a.m. to 2 p.m.

SUBWAY

Sandwiches, salads

Monday to Friday, 9 a.m. to midnight

Saturday and Sunday, 9 a.m. to 10 p.m.

BEN & JERRY'S

Ice cream

Monday to Friday, 11 a.m. to 10 p.m.

Saturday, noon to 9 p.m.

TACO BELL/PIZZA HUT EXPRESS

Mexican, pizza

7 days a week, 10 a.m. to 11 p.m.

SUZIE'S ESPRESSO

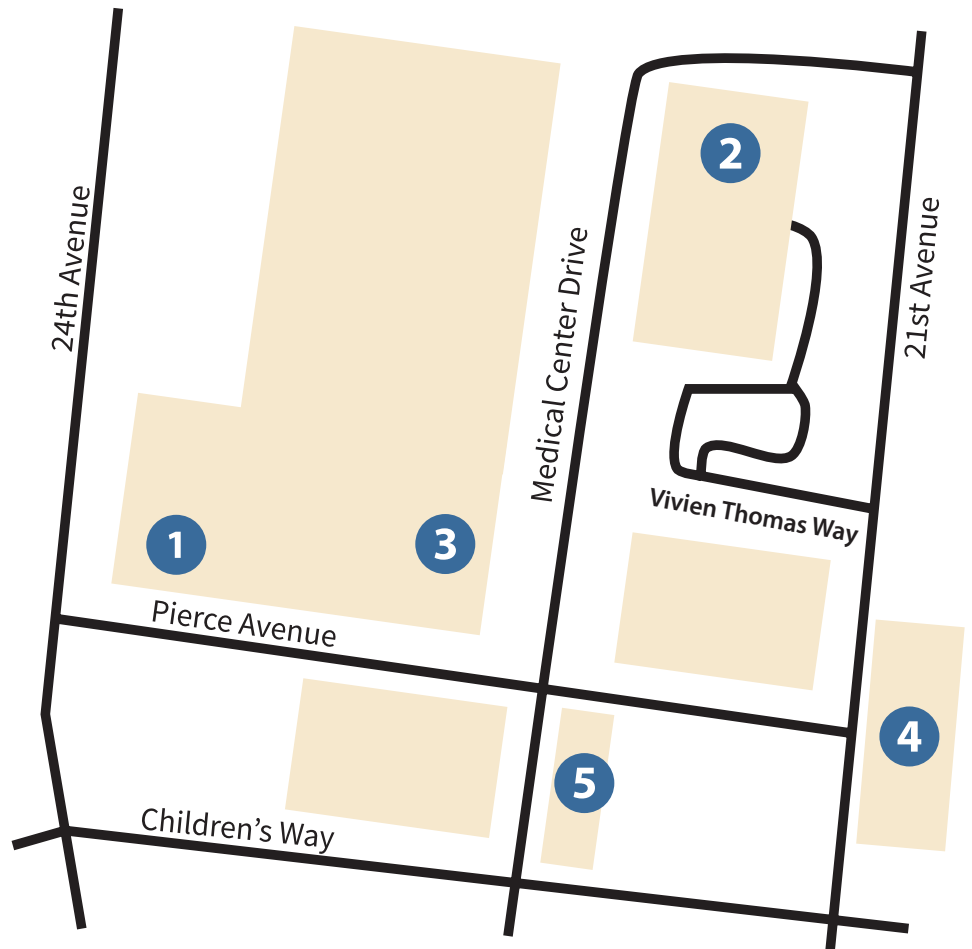
Beverages, sandwiches, baked goods

Monday to Friday, 6:30 a.m. to 5 p.m.

Cancer Care locations

Vanderbilt locations

- 1 VANDERBILT-INGRAM CANCER CENTER**
2220 Pierce Avenue
Nashville, TN 37232
Parking: Valet, South Garage, or Central Garage
- 2 MEDICAL CENTER EAST**
1215 21st Avenue South
Nashville, TN 37232
Parking: Valet or East Garage
- 3 THE VANDERBILT CLINIC**
1301 Medical Center Drive
Nashville, TN 37232
Parking: Valet, Central Garage, or East Garage
- 4 THE VILLAGE AT VANDERBILT**
1500 21st Avenue South
Nashville, TN 37232
Parking: free parking behind the building
- 5 VANDERBILT DAYANI CENTER**
1500 Medical Center Drive
Nashville, TN 37212
Parking: South Garage or Central Garage



Middle Tennessee locations

6 GATEWAY-VANDERBILT CANCER TREATMENT CENTER
(931) 221-0479
 375 Alfred Thun Road
 Clarksville, TN 37040

7 VICC AT NORTHCREST MEDICAL CENTER
(615) 382-6099
 500 NorthCrest Drive, Suite 521
 Springfield, TN 37132

8 VANDERBILT HEALTH ONE HUNDRED OAKS
(615) 322-6257
 719 Thompson Lane
 Nashville, TN 37204

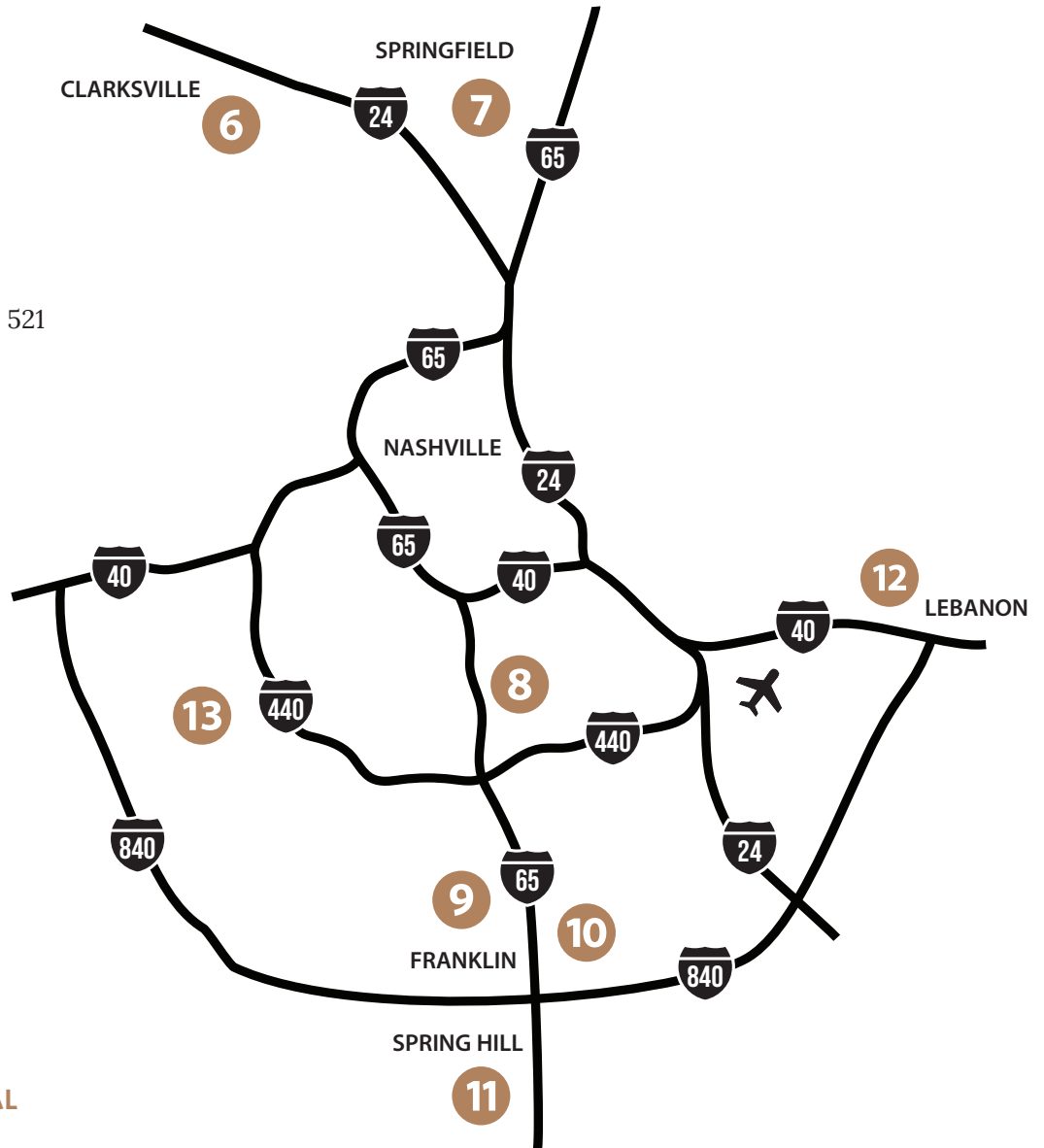
9 VICC COOL SPRINGS
(615) 936-8422
 324 Cool Springs Boulevard
 Franklin, TN 37067

10 VICC FRANKLIN
(615) 591-9890
 2107 Edward Curd Lane
 Franklin, TN 37067

11 VICC AT MAURY REGIONAL
(615) 875-2711
 1003 Reserve Boulevard
 Radiation Therapy: Suite 120
 Medical Oncology: Suite 240
 Spring Hill, TN 37174

12 VANDERBILT WILSON COUNTY HOSPITAL
(615) 444-8262
 1411 West Baddour Parkway
 Lebanon, TN 37087

13 VANDERBILT HEALTH BELLE MEADE
(615) 936-8422
 6002 Highway 100
 Nashville, TN 37205



Patient rights and responsibilities

You have the right to considerate and respectful care, including the right to:

- be safe from abuse or harassment
- have your pain treated
- have your provider and a friend or family member told that you're in the hospital
- be free from being restrained or secluded, unless needed for your care
- wear appropriate clothing or cultural or religious items as long as doing this doesn't interfere with your treatment
- know the names of the people caring for you, what they do, and who they work for
- have an interpreter at no cost, if you need one
- have an assistive (service) animal or aid, if you need one
- see your bills and have them explained to you
- talk with other providers (at your own expense)
- have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

You have the right to privacy, including the right to:

- be examined in as private an area as possible
- have someone of your own sex with you when you're examined
- have your medical information kept private, as provided by law
- not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

You have the right to be involved in all aspects of your care, including the right to:

- know what your problem is and what this might mean for you
- share in decisions about your care, including getting information in a way that you can understand
- be told what you can expect from your treatment, its risks and benefits, other choices you may have, and what might happen if you are not treated at all
- have your wishes for advance care (living will, power of attorney) or organ donation followed
- meet with an ethicist, chaplain, or advocate to talk about ethical issues and policies
- refuse tests or treatment (as far as the law allows) and be told what might happen if you do
- leave the hospital (as far as the law allows) even if advised against it; if this happens, we will not be responsible for any medical issues that may result
- be involved in research only if you agree to this in writing
- be given information about any ongoing care you may need after you leave the hospital; you'll not be sent to another place without being told why
- have a support person of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.

To keep you safe, we encourage you to become actively involved in your care by:

- confirming to us which part of your body will be operated on
- reminding us to check your I.D. band before we give you medicine or blood
- making sure we wash or foam our hands before caring for you
- checking for our I.D. badge
- asking questions
- knowing what medicines you're taking and why.

It is your responsibility to:

- give us truthful and complete information about your health, medicines, and insurance
- ask any questions you may have about your treatment and what you need to do to take care of yourself
- follow your plan of treatment
- give us a copy of any living will, power of attorney, or donor forms you may have
- follow all hospital and clinic rules, including the no-smoking policy
- treat caregivers and other staff with respect, without regard to their race, nationality, religion, age, beliefs, disability, sex, sexual orientation, gender identity, or gender expression, recognizing their professional skill and commitment to care
- treat other patients and visitors, as well as their property and hospital property, with respect
- tell us if you're concerned about or notice any changes in your condition
- make sure your bills are paid

- go to all of your appointments and be on time
- let us know if you're concerned about your privacy.

If you have concerns or complaints:

Any member of our staff can help you contact Patient Relations at (615) 322-6154.

You may also contact the Joint Commission at (630) 792-5800 or JointCommission.org.

Or you may contact the Tennessee Department of Health:

State of Tennessee
Department of Health Care Facilities
West Tennessee Regional Office
2975 Highway 45 Bypass
Jackson, TN 38305
Phone: (615) 741-7221
Fax: (731) 512-0063

If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form.

You may also contact:

TNCARE Solutions
PO Box 593
Nashville, TN 37202-0593
Phone: (800) 878-3192
TTY/TDD: (866) 771-7043
Español: (800) 254-7568

This information is available in Spanish on request.

Solicite la versión en español de esta información.

Financial help

Cost of medical care

We know that patients and families sometimes find it hard to pay for medical care, especially if they don't have health insurance.

Even people with insurance can have trouble paying out-of-pocket expenses. If you need financial assistance, we may be able to help.

VANDERBILT FINANCIAL COUNSELORS

Our financial counselors are here to help you understand the cost of medical care. No appointment is needed. They can meet with you in Registration (Suite 1710).



HOW YOU CAN QUALIFY FOR HELP

To qualify for financial help, **all** of the following must apply:

- Your care must be medically necessary, or it must be emergency care.
- Your care cannot be dental, cosmetic, or elective.
- You cannot be eligible for federal or state assistance.
- You cannot have any other source of payment (such as insurance).

YOUR APPLICATION

To get an application form, visit a financial counselor in person or go to:

VanderbiltHealth.com/financialassistance

Your application must include **all** of the following:

- A copy of your tax return.
- **If you're on Social Security:** a copy of your SSA-1099 form from the previous year and benefit letter for the current year. If you don't have a copy, you can get one through your local Social Security office on the SSA website (SSA.org), or call 1 (800) 772-1213. We do not need the benefit statement.
- **If you're currently unemployed and get care from someone else:** a notarized letter of support from your caregiver. This letter must show who provides your food, shelter, and other basic daily needs. It must be signed by this caregiver.
- We may ask for more information, based on your individual case.

If your application does not include all of the forms listed above, it will not be accepted.

It usually takes 6 to 8 weeks to review an application. If you get medicines through a Vanderbilt pharmacy, ask about our MAP grant.

OTHER QUESTIONS OR CONCERNS

Please call (615) 322-8154 or (615) 322-5988.

Clinical trials

At VICC, we develop new and better cancer care through clinical trials. Patients come to our center because of our large number of trials and specialists, as well as our supportive team.

GOALS

Clinical trials are also called medical research or research studies. Some goals of a clinical trial are to:

- find a disease or disorder
- control or manage a disease
- prevent an illness
- cure a disease or disorder
- check the safety of new drugs or treatments, and how well they work.

VOLUNTEERS

As a volunteer, you may be able to be a part of research that could help science and health care. We need volunteers in all areas of research, from trials in healthy volunteers to the study of specific diseases.

RISKS

There are risks that you need to know about before you decide to join a trial. We'll go over these with you and answer any questions before you start.

SAFETY

Before a new treatment is tested with patients, it's carefully studied for several years in a lab and tested for safety. Our clinical trials go through a very strict process by the U.S. Food and Drug Administration, as well as by 2 different VICC committees.

PARTICIPATION

If you qualify for a trial, you and your provider can decide if it's the right choice for you. You'll never be put in a trial without your knowledge or permission. And you'll need to sign consent forms before the trial begins. You can leave a trial at any time without any changes in your medical care.

Resources

MY RESEARCH AT VANDERBILT

MyResearchAtVanderbilt.com

A list of clinical trials at Vanderbilt University Medical Center.

RESEARCH MATCH

researchmatch.org

Connects patients who would like to join a trial with Vanderbilt researchers, as well as researchers nationwide.

CLINICALTRIALS.GOV

clinicaltrials.gov

Offers free access to information about trials for many diseases and conditions.

NATIONAL CANCER INSTITUTE

cancer.gov

Provides information about many types of cancer, clinical trials, resources, and information for patients, researchers, and providers.

Ask your provider if a clinical trial is right for you.

Advance care plan

Get the kind of care you want

An advance care plan is sometimes called a living will or advance directive. It's a way to get the care you want even if you can no longer make your own decisions.

If you want to make an advance care plan or name a health care agent, you need to put this in writing while you're able to say what you want.

Your plan will be used only if you can't speak for yourself. If this happens and you don't have an agent, your provider will choose one of your relatives or friends. Your agent must carry out your wishes.

HOW IT WORKS

Make a care plan and name an agent

You can make an advance care plan, name a health care agent, or both. You don't need a lawyer.

 [Visit VanderbiltHealth.com to download a plan \(under Patient and Visitor Info\).](https://www.vanderbilthealth.com)

- You must sign your written plan in front of two witnesses or a notary public. It's okay to use any form, from any state, as long as it meets Tennessee requirements.
- A health care agent must be 18 or older and cannot be one of your witnesses.
- The witnesses must not be related to you by blood, marriage, or adoption.
- The witnesses must not be people who will inherit your property.



What to do with your plan

- Give a copy of your plan to these people and make sure they read it:
 - your main health care provider
 - your main hospital
 - your health care agent
 - your backup health care agent
 - your close relatives and friends.
- Keep the original somewhere safe.
 - Include a list of people who have a copy.
 - Tell your family you have one and where it is.

Changing your plan or agent

You can change your plan and agent at any time. The best way to change these is:

- fill out, date, and sign a new one
- destroy the old one
- ask anyone who has a copy to tear up the old form and replace it with the new one.

IF YOU NEED HELP

For help, call Admitting at (615) 343-0179 (3-0179 from a hospital phone) or Patient Services at (615) 322-6154 (2-6154 from a hospital phone).

Quit tobacco

We're smoke-free

Vanderbilt University Medical Center is a smoke-free place. No tobacco products, e-cigarettes, or vaporizers of any kind can be used on campus.

HOW TO QUIT

Get support

Talk to your family and friends at home, at work, wherever you go. Find safe places to be a “quitter.”

Set a quit date

Your quit date is the date you set to be tobacco-free. You can quit all at once or slowly over time. Set a quit date within the next 2 weeks. If a quit date doesn't work for you right now, try a practice quit date.

Learn new habits

Change your daily routine. For example, if you sit at the kitchen table and smoke while you have your first cup of coffee, sit in the living room instead. If you chew or dip while you walk the dog, take another route or walk with someone. Make new habits, like healthy eating or exercise.

Get ready to quit

As you try to quit, you may feel:

- hungrier than normal, or you crave certain foods
- irritable, angry, or restless
- anxious or depressed.

Plan ways to deal with these feelings **before** you try to quit.

BE A QUITTER!

Only 5 out of 100 people can quit tobacco without help. When patients quit, they handle their treatment better. There's also a lower risk that their cancer will come back.

Research shows that medicine and counseling used together is the best way to help you quit. Some medicines you can use:

- nicotine replacements, such as the patch or gum
- prescription medicines, such as Chantix or Wellbutrin.

WHERE TO GET HELP

- your VICC cancer provider
- your workplace
- VICC Tobacco Treatment Clinic (615) 418-4458 or ask your VICC provider for a referral
- American Heart Association (800) 242-8721 americanheart.org
- American Cancer Society Quitline (800) 227-2345 cancer.org
- American Lung Association (800) 548-8252 lungusa.org
- National Cancer Institute (877) 44U-QUIT (877-448-7848)
- Tennessee Quit Line 1 (800) QUIT-NOW (1-800-784-8669) tnquitline.org
- Other online resources:
 - smokefree.gov
 - becomeanex.org
 - truthinitiative.org

Guest Services / Information Desk

Food

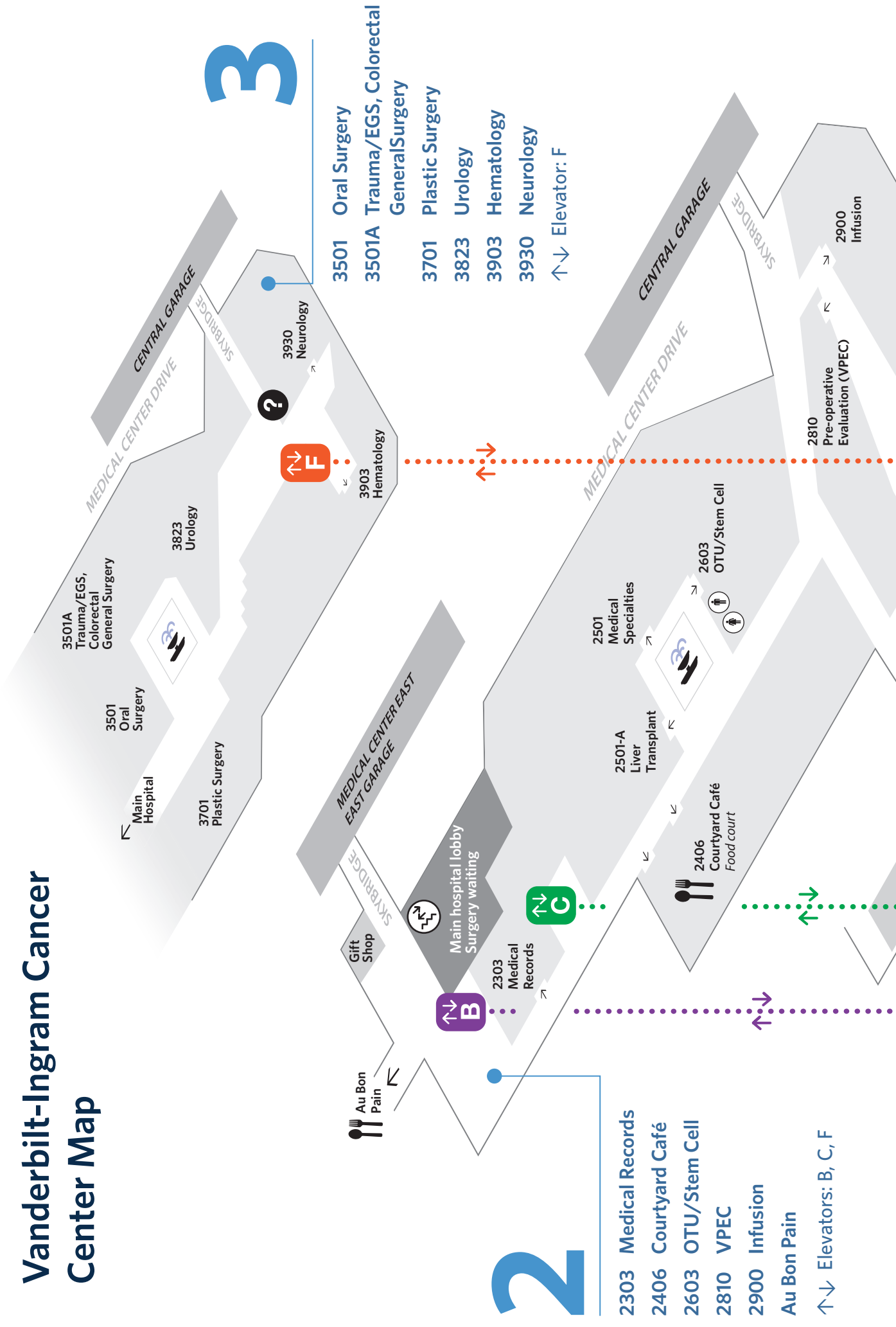
Valet

Elevators

Restrooms

Fountain / Courtyard Floor 1

Vanderbilt-Ingram Cancer Center Map



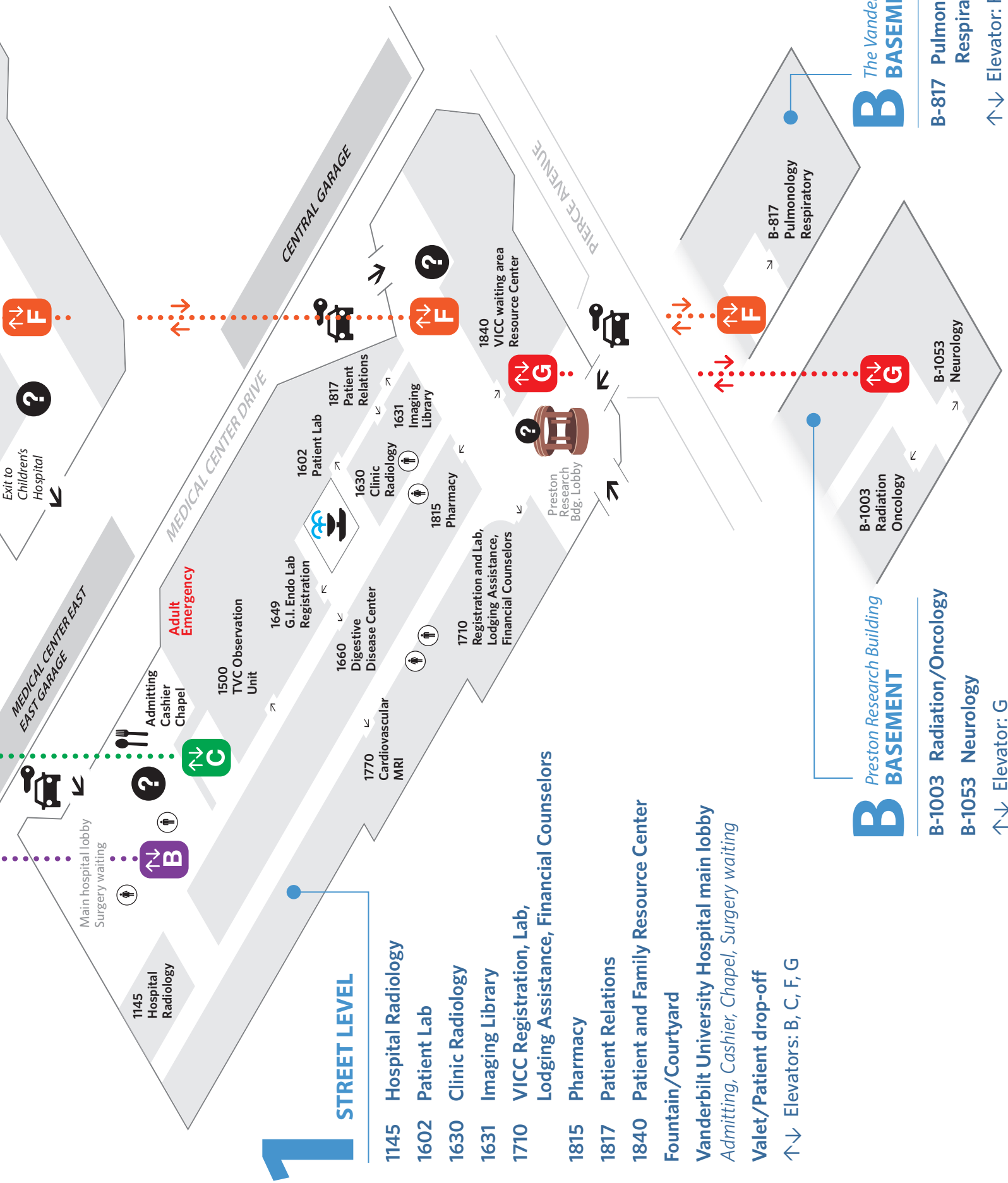
2

- 2303 Medical Records
- 2406 Courtyard Café
- 2603 OTU/Stem Cell
- 2810 VPEC
- 2900 Infusion
- Au Bon Pain
- ↑↓ Elevators: B, C, F

3

- 3501 Oral Surgery
- 3501A Trauma/EGS, Colorectal General Surgery
- 3701 Plastic Surgery
- 3823 Urology
- 3903 Hematology
- 3930 Neurology
- ↑↓ Elevator: F

- 2810 Pre-operative Evaluation (VPEC)
- 2900 Infusion



1

STREET LEVEL

- 1145 Hospital Radiology
- 1602 Patient Lab
- 1630 Clinic Radiology
- 1631 Imaging Library
- 1710 VICC Registration, Lab, Lodging Assistance, Financial Counselors
- 1815 Pharmacy
- 1817 Patient Relations
- 1840 Patient and Family Resource Center Fountain/Courtyard
- Vanderbilt University Hospital main lobby
Admitting, Cashier, Chapel, Surgery waiting
- Valet/Patient drop-off

↑↓ Elevators: B, C, F, G

B

Preston Research Building
BASEMENT

- B-1003 Radiation Oncology
- B-1053 Neurology

↑↓ Elevator: G

B

The Vanderbilt Clinic
BASEMENT

- B-817 Pulmonology/Respiratory

↑↓ Elevator: F

Vanderbilt University Medical Center

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, religion, beliefs, age, disability, military service, veteran status, sex, sexual orientation, or gender identity or expression. We do not exclude people or treat them differently because of race, color, national origin, religion, beliefs, age, disability, military service, veteran status, sex, sexual orientation, or gender identity or expression.

We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats such as large print, audio, and accessible electronic formats. And we provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Interpreter Services at (615) 322-7378.

ملاحظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على رقم: (615) 322-7378.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (615) 322-7378。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (615) 322-7378.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (615) 322-7378 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (615) 322-7378.

ປັດຊາຍ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ (615) 322-7378.

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ማከተለው ቁጥር ይደውሉ (615) 322-7378.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (615) 322-7378.

සැලකිය යුතුයි: ඔබේ මව් මූලාශ්‍රයේ භාෂාව (භාෂා) සඳහා සේවාවන් මාරා මාදි ඉපයවූ ඉ. දින දින (615) 322-7378.

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。(615) 322-7378 まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (615) 322-7378.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (615) 322-7378 पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (615) 322-7378.

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (615) 322-7378 تماس بگیرید.

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် (615) 322-7378 သို့ ခေါ်ဆိုပါ။

ध्यान दनिहोस्: तपार्इले नेपाली बोल्नुहुन्छ भने तपार्इको नमिति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् (615) 322-7378

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (615) 322-7378.

OGEYSIIS: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda, oo lacag la'aan ah, waxaa laga heli karaa in aad soo wacdo (615) 322-7378.

If you believe that Vanderbilt University Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Patient Relations. You can file a grievance in person or by mail, fax, or email. If you need help, Patient Relations is available to help you. They are located at 1817 The Vanderbilt Clinic, Nashville, TN 37232 Phone (615) 322-6154 Fax (615) 343-4163 Email patientrelations@vumc.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at www.ocrportal.hhs.gov, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 Phone (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available www.athhs.gov/ocr



VANDERBILT  UNIVERSITY
MEDICAL CENTER