

Resource Guide For Patients And Caregivers





Patti Halula
Metastatic Breast Cancer Survivor



Shani Parkin
Melanoma Survivor

Since 1986, the mission statement of Moffitt Cancer Center has been “To Contribute to the Prevention and Cure of Cancer.” As patients ourselves, one of the key things that we can personally attest to is their approach to patient- and family-centered care. In short, this is a partnership between you, your caregiver, and your Moffitt care team, with you as the team leader.

You can be assured that your care team will always listen to you and take into consideration all of your questions, concerns and fears you or your caregiver may have regarding your treatment options, after care, and any supportive services.

This Resource Guide for Patients and Caregivers is an invaluable tool. We firmly believe it will assist you through your Moffitt experience, with your specific clinic having additional resources.

We are honored that you are entrusting your care to Moffitt Cancer Center. Your courage and that of your family inspires us all each and every day.

Best Wishes,

Patti Halula and Shani Parkin
Co-Chairs, Patient and Family Advisory Council



H. Lee Moffitt, Founder

Former Speaker of the Florida House of Representatives, H. Lee Moffitt first conceived the idea of creating a world-renowned cancer center in the early 1980s. He was a cancer survivor himself, and when his friends had to leave Florida for treatment, he realized it was time to take action.

Rep. Moffitt spearheaded a \$70 million appropriation through the Legislature, using state cigarette tax revenues to help build the facility. Groundbreaking for a new cancer center on the University of South Florida campus took place in January of 1983. On Oct. 27, 1986, the H. Lee Moffitt Cancer Center & Research Institute admitted its first patient.

Today, Moffitt is one of only 51 National Cancer Institute-designated Comprehensive Cancer Centers, a distinction that recognizes Moffitt's scientific excellence, multidisciplinary research, and robust training and education. Moffitt is a Top 10 cancer hospital and has been nationally ranked by U.S. News & World Report since 1999.



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Moffitt recommends all patients and their families attend the **PATIENT AND FAMILY ORIENTATION**. The orientation is held each weekday and provides valuable tips and information on maximizing your Moffitt experience. Orientations are also provided in Spanish. Attendees receive a free messenger bag with helpful resources and organizational tools.

» Visit [MOFFITT.org/Orientation](https://www.moffitt.org/orientation) for times and locations or call 813-745-4710.

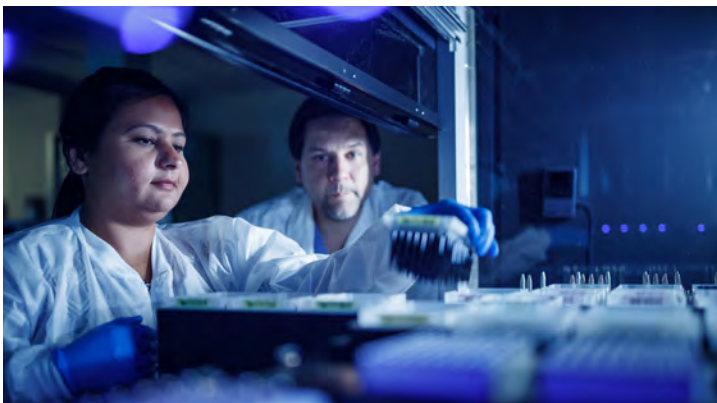
PERSONALIZED MEDICINE



CLINICAL TRIALS

A Clinical Trial is a research study that finds new ways to prevent, diagnose or treat disease. Most cancer research is done through clinical trials that explore new medical discoveries or new ways to use existing treatments to improve outcomes. With the help of patients like you, we hope to find answers to the questions we still have about cancer care.

Your participation in a clinical trial is completely voluntary and you may leave it at any time. Ask if a clinical trial may be right for you. Open trials are also available by visiting [Moffitt.org/Trials](https://www.moffitt.org/Trials).



TOTAL CANCER CARE®

Do you want to help Moffitt understand how to personalize care for each patient?

Moffitt is committed to finding new and better ways to meet our patients' needs and we need your help.

Total Cancer Care® is a collaboration among doctors, researchers and you, the patient, as we work toward identifying the right treatment and diagnosis for each unique person. By studying data from patients over the course of their lifetimes we hope to develop a new approach that individualizes cancer care for everyone.

After enrolling in Total Cancer Care, we may:

1. Review your medical records.
2. Collect blood, bodily fluids and/or extra tissue removed during a surgery or a biopsy that was not needed for a diagnosis.
3. Re-contact you in the future with new clinical trials and information that may benefit you.

You can sign up today.

- Log into your MyMoffitt patient portal and click on the Total Cancer Care® (TCC) link. The website will walk you through the steps to sign up.
- Call 1-888-MOFFITT (1-888-663-3488) and ask about the Total Cancer Care® study.
- Email TCC-Coordiators@Moffitt.org.

We hope you will consider becoming a part of this important study. Every participant helps take us one step closer to that next big breakthrough in cancer treatment.

CANCER CARE AND SUPPORT SERVICES



The **ADOLESCENT AND YOUNG ADULT PROGRAM (AYA)** addresses the unique concerns and emotional needs of young adult patients and survivors (ages 15 – 39), with resources and services. The program offers a lounge on the 4th floor of the USF Magnolia Campus. People can hang out, play gaming systems, board games or watch cable TV. The lounge is open 24/7 and requires card access. You can retrieve your card from any information desk or nurses station. To learn more, call 813-745-4736.

ARTS IN MEDICINE provides trained expressive artists who bring music, art, poetry, theater and movement to patients, families and visitors at the bedside, in clinics and lobbies. Open studios are held at:

- **USF Magnolia Campus** – Monday – Friday in the Arts In Medicine Studio located by the B elevator on the 3rd floor of the Muriel Rothman Building.
- **McKinley Campus** – Monday – Friday in the Patient and Family Center, 1st floor, next to Publix Pharmacy.
- **Moffitt International Plaza** – A certified music practitioner is in clinics and the infusion center several days each week.

For more information, please call 813-745-8407.

The **CHAPLAINCY CARE PROGRAM** offers clinically trained, non-denominational interfaith chaplains who can provide spiritual counseling and support to patients, family members, and caregivers.

An Interfaith Chapel is located on the first floor of the USF Magnolia Campus, near the Publix® Pharmacy.

McKinley Campus offers a Quiet Room, a non-denominational place of respite for patients, families, and guests, on the 2nd floor.

CLINICAL SOCIAL WORKERS are available on inpatient units and in clinics to assist patients, family, and caregivers with the complex emotions, problems, and situations that arise from a cancer diagnosis. Our trained clinical social workers can provide one-on-one and group counseling, resource referral, preparation of advance directives, and help with communication with the medical team. To talk to a clinical social worker or request an appointment, call 813-745-8407.

FAMILIES FIRST is a special program to help parents and children under 18 years of age cope with changes that occur within the family when a parent has cancer.

The program provides:

- Guidance to parents on how to convey information about cancer and its treatment to children.
- TLC backpacks for children and parents.
- Loan library of recommended readings.
- Therapeutic specialty programs providing peer support and promoting family fun and togetherness.

To reach the Families First Program, please call 813-745-8407.

FERTILITY PRESERVATION Some cancer treatments may affect your ability to have children. A Shady Grove Fertility reproductive endocrinologist/fertility specialist can consult with you about fertility preservation and family building options. To make a consultation appointment, call 813-321-0146.

GENETIC RISK ASSESSMENT SERVICE A team of board certified genetic counselors who offer patient education, facilitate genetic testing, provide interpretation of genetic testing results, and/or tailored options for managing cancer risks to patients who may have a personal and/or family history suggestive of a hereditary cancer syndrome. To schedule a genetic consultation please call 813-745-3980.

INTERVENTIONAL PAIN MEDICINE provides procedure based pain management options for patients who suffer from acute or chronic pain. A combination of diagnostic tests and treatments is available to maximize pain relief and decrease the need for pain medications. Call 813-745-8207 to reach the Interventional Pain Clinic.

LANGUAGE SERVICES FOR LIMITED ENGLISH PROFICIENCY AND DEAF AND/OR HARD-OF-HEARING PATIENTS provides trained medical interpreters and translators to assist you and your family during consultations, procedures and general visits. Telephone and video-based interpreters are available 24-hours a day in more than 180 languages. Visit Moffitt.org/LanguageServices or ask a team member for more information.



CANCER CARE AND SUPPORT SERVICES (CONTINUED)

The **LODGING PROGRAM** offers a range of nearby short-term and long-term lodging options at discounted rates. Ask your social worker about lodging options. Limited financial assistance may be available to those who qualify. Call 813-745-8407 or visit Moffitt.org/Lodging for additional information.

NUTRITION works with you and your family to develop a personalized care plan. Dietitians will talk with you about best foods to eat during treatment or recovery. To meet with a dietitian please ask your physician for a referral.

The **PATIENT AND FAMILY ASSISTANCE PROGRAM** assists patients who need help with additional expenses incurred during treatment. Referrals to national and community agencies are made. Limited financial assistance may be available to patients who demonstrate need. To reach the Patient and Family Assistance Program, please call 813-745-8407.

Learn how to access **PATIENT AND FAMILY RESOURCES AND INFORMATION** including brochures on cancer and its treatments and Moffitt's supportive services. Computers with free Internet are also available. Hours: 8:30 a.m. – 5 p.m., Monday- Friday. Contact: 813-745-4710 or email PatientLibrary@Moffitt.org.

- **USF Magnolia Campus:** Patient Library & Welcome Center, 2nd floor, Muriel Rothman Clinic Building, elevator B.
- **McKinley Campus:** Patient and Family Center, 1st floor, next to Publix Pharmacy. The center also houses an Arts In Medicine studio.
- **Moffitt at International Plaza:** Patient and Family Resource Center, second floor.

PATIENT CARE HOTLINE assists patients with questions, clinical concerns and schedule needs. To reach our team, please call 813-745-8000 or send a message to your provider through the Patient Portal.

The **PATIENT DISABILITY OFFICE** provides assistance with commercial insurance-related disability forms and Family Medical Leave Act applications. There's no charge for this service. Please email DisabilityOffice@Moffitt.org or call 813 745-2356.

REHABILITATIVE SERVICES include speech pathology, physical therapy and occupational therapy. Specialized treatments are provided on a one-on-one basis through physician referrals.



Patient Library & Welcome Center, USF Magnolia Campus



Opportunities for patient and caregiver support include:

Professionally led support groups providing a safe and caring environment for patients and families to connect with others. The groups offered are patient support, family and friends, breast cancer, metastatic breast cancer, lung cancer and others.

For one-to-one peer support we have partnered with Imerman Angels, a national organization connecting cancer fighters, survivors and caregivers.

For more information about Moffitt Support Groups and peer to peer opportunities, please call the Social Work Office at 813-745-8407.

The **SUPPORTIVE CARE MEDICINE PROGRAM** helps patients and families manage the physical, emotional and social challenges of having cancer. The program includes three services:

- The Integrative Medicine Service offers massage, meditation, yoga, and acupuncture.
- Behavioral Medicine psychiatrists and clinical psychologists provide medication management, therapy and counseling to help manage anxiety, depression and other stressors or coping challenges.
- Supportive Care Medicine (also known as Palliative Care) is specialized medical care to address the physical, spiritual and emotional needs associated with serious illness. This care includes assistance with decision making regarding present and future healthcare wishes, symptom management, and coordination of other healthcare needs.

Your primary oncology team can assist with making a referral for these services. Contact 813-745-4630 for further information.

TOBACCO TREATMENT PROGRAM helps you with the resources and support you need to stop smoking and using tobacco products. We offer face to face counseling, support groups, and phone based support as well as referrals for nicotine replacement therapy (NRT). Call 813-745-8811 or email TobaccoTreatment@Moffitt.org.

The Tobacco Research and Intervention Program (TRIP) at Moffitt is dedicated to understanding, preventing and treating tobacco dependence. TRIP offers several opportunities for smokers in the community and nationwide to participate in research. The nature of these studies changes over time, but some may offer new treatments to quit smoking. For more more information or to participate in tobacco smoking research, call 813-745-1751.

CONVENIENT SERVICES

MAGNOLIAS HAIR SALON is a full-service hair and wig salon providing compassionate solutions for hair enhancement. We welcome patients, caregivers and family to experience what Magnolias Salon has to offer. All of our service offerings are performed on all textures of hair. Our hair care team is available to patients before, during and after cancer treatment. In addition to cutting and styling hair and wigs, we offer scalp therapy treatments, conditioning treatments, custom facials and manicures.

Located at USF Magnolia Campus, Ground Level – Elevator C.
Hours: Monday - Friday, 9 a.m. - 5 p.m. Call 813-745-7299 or schedule online at Moffitt.org/SalonAppointment

LORI'S GIFTS located in the main lobby of the USF Magnolia Campus, offers a wide selection of unique gifts and everyday items for patients, families, and staff. Hours are Monday - Friday 9 a.m. - 8 p.m. The gift shop is also open during select hours on weekends.

FOR YOUR CONVENIENCE

- **Information Desks:** Our team offers assistance with wayfinding, information sharing, shuttle transportation and many other services.
- **ATMs** are located at the USF Magnolia campus, Richard M. Shulze Family Foundation Outpatient Center at McKinley Campus and Moffitt at International Plaza.
- **Computer and Wireless Access:** Designated computers are located throughout the facilities. Wi-Fi access is free to guests.
- A U.S. Postal Service mailbox is located at the information desk in the front lobby of USF Magnolia's Campus. Stamps are available for purchase in Lori's Gifts.

MEALS AND SNACKS

Cafeteria at USF Magnolia Campus

Located on the ground floor of the main hospital and open to patients, families, visitors and employees.

- Breakfast: 6:30 a.m. - 10:30 a.m.
- Lunch served: 11 a.m. - 2 p.m.
- Grill open: 11 a.m. - 9 p.m.
- Dinner served at the grill: 2 p.m. - 8 p.m.
- Deli station open: 11 a.m. - 9 p.m.
- Vending area open 24-hours a day

Common Grounds Coffee Shop at USF Magnolia Campus

Located in the Muriel Rothman Building on the first floor near the B elevators.

7:30 a.m. - 4 p.m. Monday - Friday

The Runway Café at Moffitt at International Plaza

Located on the first floor near the main entrance.

7 a.m. - 3 p.m. Monday - Friday

The Oasis Café at Moffitt McKinley Campus

Located on the first floor near the healing garden.

7:30 a.m. - 4:30 p.m. Monday - Friday

OXYGEN SERVICES

If you are using oxygen prescribed by your physician, Moffitt can provide a portable oxygen tank for your use during outpatient visits. You can pick up a complementary oxygen tank when you arrive at your clinic. Please return the tank to your nurse prior to your departure from the clinic. We regret that we can only supply portable oxygen tanks to Moffitt patients.

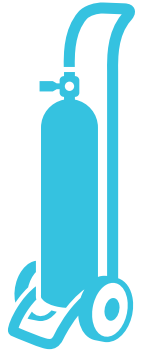
The **Publix® Pharmacy**, available at the USF Magnolia Campus and McKinley Campus, can help make your return home easier by preparing or refilling your medication so it's ready when you are.

If you have questions about prescription-related insurance and co-payments, patient resource specialists are available to help.

Contact information:

Business Office, 813-745-8422 or email CSBO@Moffitt.org

Patient Financial Services: 813-745-7300, option 2.



SMOKE-FREE POLICY

For everyone's health and safety, the use of tobacco products, including e-cigarettes (vaping), is not permitted at the USF Magnolia Campus, McKinley Campus or Moffitt at International Plaza, including parking garage structures.

YOUR FIRST VISIT

Moffitt has multiple locations in Tampa, so please pay special attention to your appointment location. For directions, refer to the last page of this guide or call us at 1-888-MOFFITT (1-888-663-3488).

WHAT TO PROVIDE BEFORE YOUR APPOINTMENT

- **Your medical records** – It is important we receive your medical records and radiology images prior to your first appointment. To request your medical records or radiology images, you can:
 - Complete the Authorization for Use or Disclosure of Protected Health Information release form.
 - Submit a request in the Patient Portal.
 - Visit Medical Records Locations
 - Monday – Friday 8:30 a.m. to 5 p.m.
 - Phone: 813-745-3991 Fax: 813-449-8001
 - Email: MedicalRecordRequest@Moffitt.org
- **Pathology slides and written reports** – If you've already had a biopsy or surgery for cancer, it is important we receive the actual glass slides, as well as the written report from the pathologist. A Moffitt pathologist will provide an interpretation of the slides for your oncologist. Please note that there is a charge for this service.

Fill and sign the electronic patient questionnaire, complete registration documents and review additional important materials online at my.Moffitt.org.



MYMOFFITT PATIENT PORTAL MY.MOFFITT.ORG

Manage your health care online with a computer or through the MyMoffitt Patient App available on iOS and Android.

- View upcoming appointment and instruction; request or change an appointment.
- Complete patient questionnaire and some registration tasks, prior to appointment.
- Securely communicate with Moffitt providers to request prescription renewals and send non-urgent health related messages.
- View and request updates to personal health information.
- View your medical records in the portal; or connect compatible health and wellness apps to view your health record.
- View radiology and pathology notes.
- Find helpful resources and educational information.

WHAT TO BRING TO YOUR APPOINTMENT

- **Identification cards** – Bring a photo ID, all health insurance identification cards (including secondary insurance and supplemental policies) and your outpatient prescription benefit card.
- **Medications** – Bring a current list of all medications you take, including dosages, and all over-the-counter medications such as vitamins or supplements to your first appointment. Let your health care team know about allergies to medications, foods or anything else that causes a reaction.
- **Referring physician follow-up** – Bring the addresses and phone numbers of your primary care and referring physicians.

CAREGIVER AND FAMILY PRESENCE

Adult caregivers and family members are welcome to attend appointments with you. Children over the age of 12 are allowed in clinical areas under the supervision of an adult. Children under the age of 12 may not be left in waiting areas without a supervising adult. Patients who arrive for an appointment with children under the age of 12 without an appropriate caregiver may have to be rescheduled.

PATIENT APPOINTMENT REMINDERS SERVICE

You will receive appointment reminders by **phone, text** and/or **email**. Please confirm your appointment when you receive a reminder. If your plans change, please request to be rescheduled at least three days prior to your appointment.

Clinic and routine lab, chemotherapy and radiology appointment reminders are automated. However, reminders for certain procedures may be made by a specialist who will go over any preparations with you.

FOR YOUR SAFETY

- Moffitt encourages patients to partner with their health care providers to prevent health care errors.
- Review your identification armband to ensure the information is correct. Inform a team member if there is an error. Be sure your health care professionals check your armband before drawing blood, giving medications or performing procedures.
 - Make sure anyone caring for you is wearing a Moffitt badge you can clearly read.
 - Illness and treatment might cause you to feel weaker and more tired than usual, which could increase your risk for a fall. Let your health care team know if you have had any recent falls or if you feel unsteady or dizzy.

PARKING/VALET SERVICES

- Free valet parking is provided at the main entrances of the USF Magnolia Campus (Red Valet), the Muriel Rothman Building (Gold Valet), the south wing entrance near the radiation oncology clinic (Blue Valet) and the McKinley Campus. Tips are gratefully accepted but not required. Let the valet team know if you need assistance so we can ensure your safety. Wheelchairs are provided on request. If you have questions about valet service or self-park, please call 813-745-3000.
- Moffitt assumes no responsibility for valuables left in vehicles. Inquire at any of our information desks if you would like to secure your valuables in our safe until the end of your visit.
 - We are unable to accommodate RV parking.
 - In accordance with state law, pets cannot be left in vehicles. Please make arrangements to leave your pets elsewhere during your appointments. The valets are not permitted to take possession of vehicles with pets inside.

Self parking is available at McKinley Campus (1st floor in parking garage) and at Moffitt at International Plaza. Complimentary shuttle service between facilities.

OUTPATIENT CARE

The **CARDIO-ONCOLOGY PROGRAM** at Moffitt is the first of its kind in the region and brings together oncologists and cardiologists who collaboratively treat cancer patients with cardiovascular complications. This unique program is designed to address the cardio-toxic side effects of chemotherapy, as well as coexisting heart disease and cancer. To reach the Cardio-Oncology program, please call 813-745-2718.

The **DIAGNOSTIC IMAGING and INTERVENTIONAL RADIOLOGY DEPARTMENT** uses the most advanced technology available for screening, diagnosis, treatment and surveillance. Our subspecialized radiologists are board certified by the American Board of Radiology or the American Board of Nuclear Medicine, and are also fellowship trained in a specialty such as breast imaging, nuclear medicine, body imaging or interventional radiology. Our interventional radiologists specialize in using X-rays, CT scans and MRIs to perform minimally invasive treatments for a wide range of cancers. To reach the Diagnostic Imaging and Interventional Radiology Department, please call 813-745-1144.

The **INFUSION CENTER** provides outpatient treatment services, including chemotherapy, blood and platelet transfusions, IV antibiotics, hydration infusions and injections. Infusion services are offered at USF Magnolia Campus, McKinley Campus and Moffitt at International Plaza. Prior to your appointment, we will verify insurance coverage, evaluate lab results, check your current list of medications, take your vital signs and review any health changes. For more information, call 813-745-8420 or visit Moffitt.org/Infusion.

The **MCKINLEY CAMPUS OBSERVATION UNIT** is an outpatient surgery service for Breast and Cutaneous patients. It is open 24/7, staffed by registered nurses, for patients needing care after their surgery. Guides for patients, families, and caregivers include:

- Handwashing is very important before entering and exiting the room.
- In-room television and warm blankets are provided.
- Visiting hours may begin at different times in the morning and are ended by 8:00 pm.
- All visitors must be at least 12 years old.
- Please arrange to have transportation and a caregiver available at the time of discharge.
- Your caregiver and the person(s) driving you home **MUST** be prepared to arrive at McKinley Campus before 8:00 am on the day after your surgery.
- Your surgeon may want you and your caregiver to view a GetWell Network® patient education video before discharge.
- Publix® pharmacy will bring your prescribed medications to the bedside before your discharge.

MOFFITT VIRTUAL VISITS services connect clinicians with patients and caregivers for improved access to care through a computer or mobile device. Virtual Visits aren't meant to replace the relationship patients have with providers and clinicians. This is just one way Moffitt can meet patients where they need care most. Virtual Visits deliver the same level and quality of care whether at home or another remote location. Ask your Moffitt provider if you are eligible for this service or visit Moffitt.org/VirtualVisit



- If you are not ready to be discharged home on the morning after surgery, you may be admitted to the hospital for further care. We will transfer you there via ambulance.

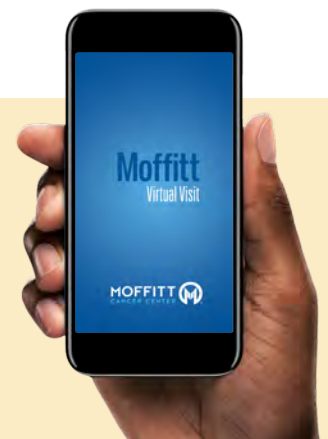
Moffitt's **RADIATION ONCOLOGY** program is accredited by the American College of Radiology. The department provides radiation therapy treatment and conducts clinical research trials. Radiation therapy is offered at the Magnolia Campus and Moffitt at International Plaza. To reach the Radiation Oncology Program, please call 813-745-8424.

REHABILITATIVE SERVICES include speech pathology, physical therapy and occupational therapy. Specialized treatments are provided on a one-on-one basis through physician referrals. To reach Rehabilitative Services, please call 813-745-8449.

The **SURVIVORSHIP CLINIC** meets the needs of the growing population of cancer survivors being treated at Moffitt. The Clinic helps patients focus on wellness and provides surveillance for recurrences or new cancers. The clinic also monitors patients for long-term side effects from cancer or its treatment including physical, emotional and social concerns. Patients who meet specific medical criteria can be referred by their Moffitt oncologist or surgeon, or a community physician. We can be reached at 813-745-8000.

OTHER OUTPATIENT SERVICES INCLUDE:

- Blood Draw
- Bone Marrow Transplant
- Clinical Research Unit
- Endoscopy
- Genetic Risk Testing
- Gene Home
- Infectious Disease
- Interventional Pain Management
- Mammogram Breast Screening



INPATIENT CARE

An **ADMISSIONS** team member will contact you to complete the pre-admission process. A patient account representative is available to answer any questions you may have about charges, financial arrangements or insurance coverage.

Here are a few items to bring when you're being admitted:

- Photo identification such as a driver's license
- Insurance card
- Pharmacy benefit card

If you have questions regarding your upcoming admission, please call 813-745-8404 Monday through Friday from 7 a.m. – 6 p.m. for more information.

DURING YOUR STAY

All rooms at Moffitt are private to ensure a quiet atmosphere for healing. Please leave jewelry and other valuables at home. If this isn't possible, talk with your nurse about storing them in the Admitting Office safe. Moffitt is not responsible for any lost or missing personal items such as cell phones, tablets, laptops or jewelry.

Please do not bring electrical items other than hair dryers and electric razors. If you routinely use a medical device at home, you may bring it with you, but Moffitt reserves the right to substitute another device if it is determined necessary for your care.

Keep small personal items such as eyeglasses, hearing aids and dentures in a case and in the nightstand drawer when they aren't in use. Do not wrap your dentures in tissue or a washcloth or put them on your meal tray where they might be discarded accidentally.

For your safety, we have controlled environments which prevent outside organisms from entering the building. Although state law requires us to have windows that can be opened, it is imperative that windows remain closed at all times.

INTENSIVE CARE UNIT

Our Intensive Care Unit (ICU) provides constant nursing observation and high-tech care. The ICU has open visitation except from 7- 8 a.m. and 7- 8 p.m. Visitors are asked to use the phone in the ICU lobby before entering the unit. Two visitors may visit at a time.

For your comfort, the following items are available for inpatients and caregivers:

- Toiletry
- Get Well Network
- Room Service
- In-Room couches
- Snack pantries
- Laundry facilities

Visitors with cold symptoms (sneezing, cough, fever, etc.) and children under the age of 12 are restricted from visiting the Bone and Marrow Transplantation Unit and other inpatient areas where patients have compromised immune systems.

For exceptions to this policy, please ask a team member.

BLOOD AND MARROW TRANSPLANTATION AND CELLULAR IMMUNOTHERAPY UNITS provides care to patients who are receiving or have received blood and marrow transplants or cellular therapies, such as CAR T.

MOFFITT URGENT CARE provides expedited treatment for Moffitt patients 24 hours a day, seven days a week. Patients are encouraged to seek care immediately even if they are experiencing symptoms after hours or on the weekends. Our medical team is fully trained to diagnose and treat many common cancer-related, medical and surgical complications. Patients experiencing trauma, cardiac emergencies, stroke, severe respiratory difficulties, massive bleeding or other medical emergencies need to call 911.

VISITATION Family and visitors provide comfort and support during your hospital stay. We support visitation without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

On the general inpatient units, an adult family member or other individual may stay overnight in your room for emotional support. In some circumstances, restrictions may apply for your safety and well-being.

General visiting hours are between 8 a.m. and 9 p.m. daily. Your primary nurse may arrange exceptions.

Guide/Service Dogs are those trained to perform specific tasks or provide benefit for an individual with a disability. Guide/Service dogs should be leashed or harnessed and under the control of their handler at all times. These dogs should be well groomed and have all their immunizations. Handlers are expected to provide all care and cleanup for the dog. **FOR THE HEALTH AND SAFETY OF ALL, EMOTIONAL SUPPORT ANIMALS AND COMFORT ANIMALS ARE NOT ALLOWED AT MOFFITT.**

FOR PATIENT SAFETY... Please refrain from bringing the following items into the ICU:



FOOD



DRINKS



CELL PHONES



FLOWERS



PLANTS

Due to limited space, only essential items can be accommodated. To reach the ICU, please call 813-745-8447.

SURGICAL SERVICES AND HOSPITAL DISCHARGE

BEFORE SURGERY

- Your doctor will explain your procedure and answer questions. You will be asked to sign a consent form to allow the surgery to be performed.
- Some preoperative testing may be required as a precaution to evaluate your present condition. Tests may include EKG, chest x-ray and labs.
- You will meet with a pre-op nurse and anesthesiologist to review your records.
- A team member will contact you the day before surgery to go over any instructions, including arrival time, what to bring, diet, etc.

DURING SURGERY

- Family members and loved ones will be asked to wait in the appointed surgical waiting areas within the USF Magnolia Campus and McKinley Campus.
- Volunteers will keep family members informed of your progress throughout your procedure.
- beepers are provided at the volunteer desk in the surgery waiting area to family members who need to leave the floor during your procedure.

POST-ANESTHESIA CARE UNIT (RECOVERY ROOM)

Following surgery, you will spend time in our Post-Anesthesia Care Unit (PACU). Your condition will be monitored prior to your discharge home or to one of our inpatient nursing units.

- Your physician will speak with your family after your procedure. The nursing staff will keep your family informed of your condition and your expected release from the PACU.
- If you are scheduled to go home the day of your surgery, you will be discharged only when the anesthesiologist and your surgeon determine you are ready to leave. Your nurse will give instructions on how to care for yourself after discharge.
- Moffitt requires all patients undergoing outpatient procedures to make arrangements for transportation and for a caregiver who is available up to 24-hours after any procedure involving sedation. Lack of transportation or a caregiver can result in your procedure being canceled.



DISCHARGE

Discharge is at 11 a.m. on the day of your departure from the hospital. An escort will take you to the valet. Please make arrangements with a friend or family member for transportation and any additional assistance you will need when you return home.

The Discharge Lounge is a comfortable area for patients to wait for their ride home. The lounge offer refreshments, TVs, free WiFi, recliners, and Publix® prescription delivery.

CASE MANAGERS are registered nurses who collaborate with you, your family or caregiver, and your social worker to ensure plans for your continued care are coordinated with your medical team, insurance company and preferred providers.

Your case manager will:

- Set up home care services.
- Order any medical equipment you may need for your return home.
- Help you better understand your health care benefits and pharmacy co-payment plan.

PLEASE REMEMBER

- Prescriptions with instructions regarding how and when to take your medicines
- Instructions for wound care, if appropriate
- Special diet instructions
- Activity restrictions
- Phone numbers for your doctor/health care team members and information as to when you should contact them
- Contact information for any agencies that will be providing care once you leave the hospital
- Information on follow-up appointments
- Resolution of financial affairs with the Admitting Office or Business Office

MAKING HEALTH CARE DECISIONS



You have the right to make decisions about your own health. Our goal is to help you understand your current health condition and treatment options so you can make informed choices. When making your decision, please consider the following:

- How much detail do you want to know about your situation?
- How much information do you want your family to know?
- Do you want your family or a close friend to be involved in discussions and decisions about your care?

ADVANCE DIRECTIVES/ADVANCE CARE PLANNING

Advance care planning (ACP) is a process of understanding, reflecting on and discussing future medical preferences with your loved ones and treatment team in the event you could not speak for yourself. It is a vitally important process that helps you review and document how you want to be cared for. ACP includes:

- Understanding your health care treatment options.
- Clarifying your health care goals.
- Weighing your options about what kind of care and treatment you would or would not want.
- Making decisions about whether you want to appoint someone to speak on your behalf, if you are unable to express your wishes.
- Putting your wishes in writing.
- Communicating your wishes and sharing these documents with your family, friends, clergy, other advisers, physicians and other health care professionals.

There are two ways you can document and arrange for your health care decisions:

- **Living Will** – A Living Will provides your instructions about life-prolonging procedures should doctors determine that you have a terminal condition, an end-stage condition, or are in a persistent vegetative state.
- **Health Care Surrogate** – This document identifies the person you have chosen to act on your behalf if you are unable to make or communicate your own health care decisions. You can also choose an alternate health care surrogate.



What's most important is that you know what you want and communicate it. You have the right to change or cancel these documents at any time. Moffitt honors advance directives in both the inpatient and outpatient settings. Your physicians and other members of your health care team are available to help you with the many health care decisions you will be making.

You and your family can also turn to Moffitt's certified advance care planning facilitators for help. To schedule an ACP session or for more information, call 813-745-8407 or visit the Patient and Welcome Center on the second floor of the Muriel Rothman Building. Drop-ins are welcome.

ETHICAL DECISIONS

If an ethical dilemma arises during your care, you, your family members and health care providers can request a consultation. The Clinical Ethics Committee will collaborate with your doctor and health care team to provide advice and recommendations. Members are available for consultation 24 hours a day, seven days a week, at no charge. To request a consultation, call and ask the operator to contact the on-call ethics consultant.

PATIENT PRIVACY

We are committed to protecting the privacy of your health information and to abiding by federal laws that govern how your information can be used.

You will be given a “Notice of Privacy Practices” that describes how your information will be used or disclosed, and it explains your rights regarding this information. The privacy notice is also available on our website or upon request at any time. You will be asked to sign a form stating you received the notice when you arrived at the hospital.

To protect your privacy, Moffitt does not permit videotaping, voice recordings and photographs of any kind unless it is permissible by law.

The confidentiality and security of patient information is of paramount importance. If you have concerns, contact 813-745-7335.



YOUR PATIENT ADVOCATE WILL:

- Investigate and resolve your concerns regarding the scheduling, timeliness and delivery of care.
- Ensure you and your representative are aware of your rights and responsibilities as a patient and that these rights and responsibilities are respected during the delivery of your care.
- Interpret the institution’s philosophy, policies, procedures and services for you, your representative, your family and your visitors.

Patient Advocates are available Monday through Friday from 8:30 a.m. to 5 p.m. After hours, please ask to speak to the Nursing Supervisor.

COMPLIMENTS, CONCERNS, COMPLAINTS?

We are here to better serve you. Contact Patient Relations at PatientInput@Moffitt.org or call 813-745-3808.

After your visit, you may receive an email survey about your experience with our care provider team. Your feedback is very important. We appreciate your time.

Though we strive to provide the best care possible, there may be times when you feel we have not met your expectations. If your concerns were not addressed to your satisfaction by the Patient Relations staff or if you wish to register a complaint against our hospital, clinic or a health care professional, you may contact the Consumer Assistance Unit of the Agency for Health Care Administration at 1-888-419-3456 or at http://ahca.myflorida.com/MCHQ/Field_Ops/CAU.shtml. You may also contact The Joint Commission through their automated patient safety event phone line at 1-800-994-6610 or www.jointcommission.org, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website; by fax to 630-792-5636; or by mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.”

BILLING AND INSURANCE

PATIENT BILLING

You will receive one statement that combines both hospital fees under the heading of "Moffitt Cancer Center" and physician fees under the heading of "Moffitt Medical Group". In some circumstances you may also be treated by a University of South Florida physician. In this case, you will also receive a separate bill under the heading "University of South Florida Physicians Group (USFPG)/University Medical Service Association." For more information regarding billing, visit Moffitt.org/Billing.

PAYMENT OPTIONS

We offer extended payment options through our partner AccessOne. They offer flexible payment choices with patient-friendly benefits and features. To learn more, please contact a Financial Counselor at 800-456-3434, ext. 8422, or 813-745-8422.

INSURANCE SERVICES

Moffitt works with an extensive network of insurance and managed care organizations to provide continuous care to patients. The New Patient Appointment Center has a list of managed care plans in which Moffitt participates. You may call 1-888-MOFFITT (1-888-663-3488), visit Moffitt.org/Insurance or contact your insurance provider directly.

It is important to understand the extent or limitations of your coverage. With your written authorization, we will be glad to file your claim with your insurance company or health care organization.



Page 1 of 3

MOFFITT
CANCER CENTER

Statement date: 2/15/2017
 Responsible Party: SAMPLE PATIENT
 Medical Record Number: 999999
 Due Date: 04/06/2017

Thank you for choosing Moffitt Cancer Center for your health care needs.

THIS IS NOT A BILL / FOR INFORMATION ONLY

REQUEST FOR PAYMENT

Account Summary (All Accounts)

Total Charges	\$ 4,417.00
Total Insurance Payments/Adjustments	-\$4,265.00
Total Patient Payments/Adjustments	-\$50.00
Total Remaining Balance	\$147.00
Amount Due	
Total Now Due Towards Payment Plan	\$50.00
Total Due Non-Payment Plan Accounts	\$25.00
Total Amount Now Due	\$75.00

Payment and Other Information

Payment methods include mail, online and over the phone.

To pay on-line, visit moffitt.org and click MyMoffitt Patient Portal.

If you need to speak with a Financial Counselor please call 800-456-3434 ext 8422, or email custservbusoff22@moffitt.org.

Important Messages

This statement reflects both hospital and physician outstanding balances. Please promptly pay the \$ 75.00 balance or reach out to a Financial Counselor at 800-456-3434 ext 8422, Monday – Friday, 7 am – 6 pm EST to setup payment arrangements.

Payment Plan Information

If you already have a payment arrangement, then the payment plan amount due for both physician and hospital is shown in the Amount Due summary.

Any balances due for accounts not included in the payment arrangement are shown as Total Due Non-Payment Plan Accounts in the Amount Due summary. Please contact a Financial Counselor at 800-456-3434 ext 8422 to update your payment plan.

Insurance Information

Please contact a Financial Counselor at 800-456-3434 ext 8422 to report any changes to your insurance.

12902 USF Magnolia Drive Tampa, FL 33612

Please indicate the payments you wish to make at this time.

Guarantor Number	Provider	Account Balance	Amount Now Due	Amount You Are Paying
999999	<input type="checkbox"/> HOSPITAL	\$ 122.00	\$ 50.00	\$
99999999	<input type="checkbox"/> PHYSICIAN	\$ 25.00	\$ 25.00	\$

ACCOUNT NAME	DUE DATE	AMOUNT NOW DUE	AMOUNT PAID
SAMPLE PATIENT	12/22/2016	\$ 75.00	

Make checks payable to Moffitt Cancer Center

H. Lee Moffitt Cancer Center
 PO Box 110115
 Atlanta, GA 30384

HOSPITAL ACTIVITY

Patient Name: SAMPLE PATIENT **Account Number: 999999-9**

Facility Name: Moffitt Cancer Center Insurance 1: BCBS PPO Out of State
 Date(s) of Service: 07/19/2017 Insurance 2: None on File

Date	Description	Amount
07/19/2017	Pathology/Laboratory Services	\$3,474.00
07/19/2017	Radiology/Imaging Services	\$602.00
07/19/2017	Adjustment	-\$2,972.32
08/17/2017	Insurance Payment by Blue Cross	-\$981.68
Unpaid Balance		\$122.00

Due Date 09/15/2017 **Total Hospital Unpaid Balance** \$122.00

CHANGE OF ADDRESS OR HEALTH INSURANCE INFORMATION
 If you have health insurance or a new address, please enter the information below.

NEW ADDRESS: _____ CITY: _____ STATE: _____ ZIP CODE: _____

NEW PHONE#: _____ NEW EMAIL ADDRESS: _____

POLICY HOLDER'S NAME: _____

EFFECTIVE DATE: _____

IF GROUP INSURANCE: _____

INSURANCE COMPANY: _____

EMPLOYER: _____

PHYSICIAN ACTIVITY

Patient Name: SAMPLE PATIENT **Patient Account Number: 999999-9**

Clinic Name: Moffitt Medical Group Type of Service: Office Visit
 Physician: Dr. DOCTOR Insurance 1: BCBS PPO OF FL
 Date(s) of Service: 07/16/2017 Insurance 2: None on File

Date	Description	Amount
07/19/2017	Office Consultation - Moderate	\$341.00
07/19/2017	Blue Shield ERA Payment	-\$208.02
07/19/2017	Adjustment	-\$102.98
08/17/2017	Bank Card Payment/Line Item Post	-\$50.00
Unpaid Balance		\$25.00

Due Date 09/15/2017 **Total Hospital Unpaid Balance** \$50.00

Due Date 09/15/2017 **Total Physician Unpaid Balance** \$25.00

Total Hospital Unpaid Balance

JOIN OUR MISSION



Speak Out for Moffitt

THERE ARE MANY WAYS YOU CAN JOIN US IN THE FIGHT AGAINST CANCER.

Give to the **MOFFITT FOUNDATION**. Charitable contributions play a critical role in our mission. There are many ways you can give to help save lives today, including making a gift in honor of a loved one or attending one of our signature fundraising events. Visit [Moffitt.org/Give](https://www.moffitt.org/Give) or call 813-745-1403 to learn more about how your donations can help fund powerful cancer-fighting programs.

The **PATIENT AND FAMILY ADVISORY PROGRAM** focuses on the principles of patient- and family-centered care. Advisors collaborate with clinicians and administrators to address patient needs and concerns. The program also offers peer visitor opportunities to connect with other patients and family members. Call 813-745-2963 or e-mail PatientAdvisors@Moffitt.org.



Miles For Moffitt

BECOME AN ADVISOR Partner with other advisors, health care providers and staff to raise issues, communicate concerns and help with problem solving, with the goal of improving the patient experience and our services. To learn more, please call 813-745-2963 or email PatientAdvisors@Moffitt.org.

VOLUNTEER Moffitt benefits from the support of more than 700 volunteers each year. More than 300 of those volunteers rotate through the cancer center on a monthly basis, actively assisting in services areas throughout our campuses. Our summer VolunTeen program adds nearly 100 high school students from June through August. For more information, visit [Moffitt.org/Volunteer](https://www.moffitt.org/Volunteer) or call 813-745-2254

SPEAK OUT FOR MOFFITT is a coalition of volunteers who communicate the importance of Moffitt's initiatives to elected officials. Your voice as a private citizen can make a big difference when it comes to government funding of cancer treatment, research and prevention. Go to [Moffitt.org/SpeakOut](https://www.moffitt.org/SpeakOut) or call 813-745-1527 for more information.

FOSTERING A CULTURE OF DIVERSITY AND INCLUSION We support visitation without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.



H. Lee Moffitt greets cyclists in Tallahassee.



Moffitt promotes a culture of diversity and inclusion.

APPOINTMENT REMINDER

Your next appointment is:

MON TUES WED THUR FRI

Date _____ at _____ AM PM

For Physician/ARNP _____

Other _____

If unable to keep appointment, kindly give 48 hours notice.

Your next appointment is:

MON TUES WED THUR FRI

Date _____ at _____ AM PM

For Physician/ARNP _____

Other _____

If unable to keep appointment, kindly give 48 hours notice.

Your next appointment is:

MON TUES WED THUR FRI

Date _____ at _____ AM PM

For Physician/ARNP _____

Other _____

If unable to keep appointment, kindly give 48 hours notice.

Your next appointment is:

MON TUES WED THUR FRI

Date _____ at _____ AM PM

For Physician/ARNP _____

Other _____

If unable to keep appointment, kindly give 48 hours notice.

2020 CALENDAR

JANUARY 2020

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2020

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

MARCH 2020

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APRIL 2020

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

MAY 2020

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

JUNE 2020

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MOFFITT CANCER CENTER | CONVENIENT LOCATIONS



DIRECTIONS TO USF MAGNOLIA CAMPUS 12902 USF Magnolia Drive, Tampa, FL 33612

Located in north Tampa on the campus of the University of South Florida.

From I-275: Take the Fletcher Ave. exit east to USF Magnolia Dr. (first light after Bruce B. Downs Boulevard). Turn right on USF Magnolia Dr. and proceed south.

From I-75: Take the Fletcher Ave. exit west to USF Magnolia Dr. and turn left, then proceed south.

From the Veterans Expressway: Take the Ehrlich Rd. exit and drive east. Ehrlich Rd. becomes Bearss Ave. Turn right onto Bruce B. Downs Blvd. and proceed south. Turn left onto Fletcher Ave. Take a right onto USF Magnolia Dr.

Free valet parking is available.

USF MAGNOLIA CAMPUS
● RED VALET PARKING

MURIEL ROTHMAN BUILDING
● GOLD VALET PARKING

VINCENT A. STABILE RESEARCH BUILDING
● GOLD VALET PARKING

RADIATION ONCOLOGY ENTRANCE
● BLUE VALET PARKING

DIRECTIONS TO RICHARD M. SCHULZE FAMILY FOUNDATION OUTPATIENT CENTER AT MCKINLEY CAMPUS 10920 North Malcolm McKinley Drive, Tampa, FL 33612

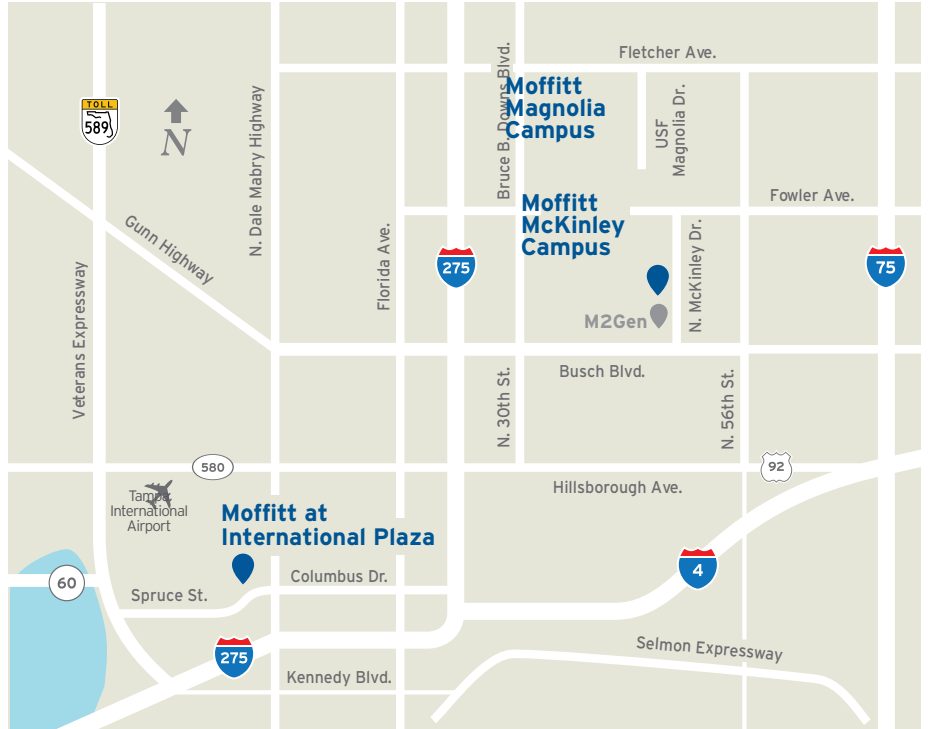
Free valet parking is available.

From I-75:

- Take exit 265 E Fowler Avenue
- Continue on FL-582 Fowler Avenue for approximately 4.5 miles
- Turn LEFT onto N McKinley Drive
- Turn RIGHT at first light into entrance of McKinley Campus
- Follow signs to free valet or proceed to the parking garage to self-park on floors 1 and 2.

From I-275:

- Follow I-275 N to exit 51 E Fowler Avenue
- Continue on FL-582 Fowler Avenue for approximately 2.5 miles
- Turn RIGHT onto N McKinley Drive
- Turn RIGHT at first light into entrance of McKinley Campus
- Follow signs to free valet or proceed to the parking garage to self-park on floors 1 and 2.



DIRECTIONS TO MOFFITT CANCER CENTER AT INTERNATIONAL PLAZA 4101 Jim Walter Boulevard, Tampa, FL 33607

Self parking is available.

Located in south Tampa, our facility is adjacent to International Plaza, on the east side of the Tampa International Airport.

If you are traveling southbound on I-275:
(Example: From Moffitt's main campus)

- Take exit 41B toward Himes Avenue
- Merge onto W Greet Street
- Use right 2 lanes to turn RIGHT onto N Himes Avenue
- Take Himes Avenue to Columbus Drive
- Turn LEFT on Columbus Drive
- Stay on Columbus Drive across Dale Mabry Highway
- Turn RIGHT at the intersection of Jim Walter Boulevard and Columbus Drive
- Moffitt International is the FIRST entrance on your RIGHT.

If you are traveling north on I-275:
(Example: Traveling from Clearwater/St. Petersburg)

- Take exit 41A Dale Mabry Highway
- Turn LEFT onto Dale Mabry Highway
- Take Dale Mabry Highway to Columbus Drive
- Turn LEFT at the intersection of Dale Mabry Highway and Columbus Drive
- Turn RIGHT at the intersection of Jim Walter Boulevard and Columbus Drive
- Moffitt International is the FIRST entrance on your RIGHT.

From Veterans Expressway traveling south:

- Continue on to FL-60 East.
- Take exit 1B for Spruce Street toward Raymond James Stadium.
- Merge onto West Spruce Street and continue onto Boy Scout Boulevard.
- Turn LEFT onto Jim Walter Boulevard.
- You will see the Center's main entrance immediately on your right.

CONTACT US

1-888-MOFFITT (1-888-663-3488)
813-745-4673
7 a.m. to 7 p.m. Monday - Friday,
8 a.m. to 12 p.m. Saturday

PATIENT PORTAL

My.MOFFITT.org

PATIENT & FAMILY ORIENTATION

MOFFITT.org/Orientation



PROUD TO BE ONE OF THE TOP 10
CANCER HOSPITALS IN THE NATION



1-888-MOFFITT (1-888-663-3488) | MOFFITT.org