Finding Help and Resources

Christine Healy, Licensed Clinical Social Worker

There is no question that a diagnosis of cancer affects many of your routines, relationships and patterns of coping. It takes a certain amount of time to adjust to all the changes, new rules, recommendations and medical advice. Somewhere, during all these changes, there is still you – a person who may be feeling fearful, overwhelmed and isolated. This can happen at the outset, six months in, anywhere along the path of treatment or sometimes after. Thoughts may range from, “I am going to beat this” to “I can't do this anymore,” and these thoughts can change on a daily or hourly basis.

Here at Moffitt, we often question the right timing to offer help and resources. Everyone is unique and experiences different challenges at different times. Offering help early and often has been the target we aim for. Studies have shown patients who reach out for help early tend to fair better in the long run, both psychologically and emotionally. But wherever you are in this process, it is helpful to know where to go to get

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This summer marks 26 years since my original diagnosis of breast cancer. I have been a patient at Moffitt since 2002. Over these years, I have seen many changes, especially when it comes to resources. As I look back, I stand in awe at the progress made with treatments and the many supportive services and programs that are now available to cancer patients.

At Moffitt, there is a full range of support programs offered to patients and their loved ones. All you need to do to access them is go to Moffitt.org, click on the Patient and Families tab, then go to Programs and Supportive Services. There you will find a plethora of information. One of the programs I have used in my years of living with cancer have been Families First. This program helped me to talk to my child and my husband about my illness and all the changes it brought with it. It was important to me to know they were doing ok with it all.

Some people may be uncomfortable talking about their feelings and worries. For me, the support group for metastatic breast cancer has really been the place I could go to work through my emotions. The bonus has been the friendships I have made along the way.

If you have come through your journey and want to give back to Moffitt in some way, take a look at the Patient and Family Advisory Program! Established in 2005, this program has brought the patient and family perspective into all aspects of Moffitt’s care. To learn more about support groups and Families First, please visit Moffitt.org/patient-family.

To learn more about the Patient and Family Advisory Program, including how to become a Patient Advisor, please email PatientAdvisors@Moffitt.org.

Did you know...

Moffitt offers cancer screenings at several of our locations!

To detect certain types of cancer early, Moffitt recommends that adults receive screenings on a regular basis as determined by established guidelines. You do not need a referral or a cancer diagnosis to come to Moffitt for a screening.

These screenings are available for our community at Moffitt:

- Colonoscopy
- Lung Screening (CT Scan)
- Breast Screening (Mammography, MRI, Ultrasound)

To learn more about the specific screenings recommended, visit Moffitt.org/ScreenNow.
When I discovered another lump on my arm in March, the onset of the COVID-19 pandemic delayed my appointment due to safety concerns. At the time, I was alone in Florida and was extremely nervous to find out how bad it was and what needed to be done. The biopsy showed that a metastatic melanoma was back for the 5th time.

Thanks to the Patient Experience Caregiver Virtual Support Team and the Zoom video app, I was able to include seven of my family members in the conversation with my doctors during my appointment. My husband, two children and four of my sisters were just as concerned as I was. Having my family members with me put me at ease and kept me calm during the appointments with Dr. Khushalani and Dr. Sondak.

My family members were all supportive and entertained me while waiting between staff coming in and out of the room, which was also a plus. They were helpful with their questions and clarifying information that was given.

As my sister said,

*Having the opportunity to participate in my sister’s treatment plan through Zoom has been a wonderful experience. Since no one could be with her during this COVID-19 pandemic, I appreciate being a part of her appointments and being able to interject. I believe she’s more relaxed knowing she has her support group with her in case she needs one of us to remember something she may have forgotten. We can also see firsthand how caring the doctors and staff are with her. Just meeting the staff is comforting to us; we know she will receive the appropriate treatment.*

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*If you need to schedule a Zoom caregiver appointment, please call 813-745-4710 Monday – Friday from 8am – 5pm or email PXCaregiverVirtualSupport@Moffitt.org. After 5pm on weekdays and weekends, please call our IT Help Desk at 813-745-4357.*
1. What is the Moffitt Online Registration Experience (MORE)?
Moffitt is committed to providing the most convenient and efficient methods to fulfill our patients’ health care needs. Registering online offers patients an opportunity to complete important pre-appointment demographic updates and forms in the comfort of their homes.

2. What other services can be done through MORE?
MORE gives patients the ability to complete their required forms, upload personal information (e.g. drivers’ license, insurance card); confirm appointments; receive appointment reminders; view appointment details; view and print itineraries and directions.

3. Is it safe to put my personal information online?
Yes, MORE is a HIPAA-compliant platform. Your personal information is stored on a secured server. Moffitt’s cybersecurity and IT teams have worked diligently to vet and configure Moffitt’s corporate account to safeguard against any threat.

4. Why is Moffitt switching to registering online and can I still register at the hospital?
In an effort to enhance the patient experience, we encourage you to complete the pre-appointment paperwork online prior to arrival. However, Moffitt will continue to have staff onsite to assist patients with their registration requirements.

5. How do I access online registration?
Once an appointment is scheduled, you will receive a confirmation email which includes an online registration link. Use this link to access the online registration process. If you have not already established a login, you will need to create an account and password.

6. What is the difference between MyMoffitt Patient Portal and the Appointment Dashboard?
The **Patient Portal** provides patients convenient and secure access to health records, and also the ability to request prescription refills.

**MORE Dashboard** offers patients the ability to register online before their appointment. Patients may view upcoming appointments, complete personal information, and view or print itineraries and directions.

7. How do I check-in?
Upon arrival, a team member will be available to support patients with faster check-in.

8. As a patient, how can I benefit from online registration?
- Faster check-in/Reduced wait times
- Leisure of completing forms in the safety of your home
- Quick access to programs, resources and support groups

9. When will this service be available?
The online registration process should be available in late summer 2020.

If you have questions, please call the Portal Support Team at 813-745-8111.
UPCOMING EVENTS
August – September

Virtual Relaxation/Meditation for Stress Relief
813-745-6052
Virtual/Zoom only, RSVP only, please email PatientWellness@Moffitt.org

New Patient Chemotherapy Class
Bichoy.Gabra@Moffitt.org
MCC – Owl’s Den – Every Mon., 12-1 p.m., 1st floor
MCC – Owl’s Den – Every Thurs., 12-1 p.m., 1st floor

PATIENT AND FAMILY SUPPORT GROUPS

Due to social distancing, we are offering Zoom support groups until the end of the year. To learn more about any of the support groups offered, including times, please call the Social Work office at 813-745-8407.

General Cancer Support Group
Weekly meeting for patients diagnosed with any cancer type to connect with others and share mutual support. Meets every Tuesday, 1-2 p.m. via Zoom Meeting. To register, please call 813-745-8407.

Family and Friends Support Group
Weekly meeting for families and caregivers of patients with any cancer type to connect with others and share mutual support. Meets every Tuesday, 1-2 p.m. via Zoom Meeting. To register, please call 813-745-8407.

Metastatic Breast Cancer Support Group
Meet with people who have been diagnosed with stage IV metastatic breast cancer to share mutual support. Meets every Tuesday from 11 a.m.-12 p.m. via Zoom Meeting. To register, please call 813-745-8407.

Breast Cancer Connection
Monthly support group for anyone who has been diagnosed with breast cancer. Meets the first Tuesday of every month, 6-7 p.m. via Zoom Meeting. To register, please call 813-745-8407.

Families First: Parenting During Cancer
A support group for parents raising young children and teens while living with cancer. Meet Wednesdays, 4-5 p.m. via Zoom Meeting. To register, please call 813-745-8407

Support Group for Caregivers of Brain Cancer Patients
Monthly meeting for caregivers of patients with brain tumors, brain metastasis and CNS. Meets first Friday of each month, 1-2 p.m. via Zoom Meeting. To register, please call 813-745-8407.

Move For What Matters
Miles for Moffitt 2020 VIRTUAL RACE
Join us on October 24th wherever you are for Moffitt Cancer Center’s premier virtual event for cancer research.

Register at MilesForMoffitt.com
“Lynn and I always enjoyed the musicians, both in the lobby and when they’d come by her room. It was like a private concert and a nice little distraction from everything else going on in our life.”

Randy Isaacson, Family Advisor, Patient and Family Advisory Program
*Arts In Medicine: 813-745-8407*

“The Disability Office staff were wonderful. There were only two of them when I needed help. They were very responsive to my needs and were able to help me get my disability paperwork processed very quickly. This was such a relief as there is so much worry when you cannot work.”

Sarah King, Patient Advisor, Patient and Family Advisory Program
*Disability Office: 813-745-2356*

“The blessing of the AccessOne payment program was a godsend. Truly at Moffitt, you never walk alone in this disease. I am forever grateful.”

Amy Bondon, Patient Advisor, Patient and Family Advisory Program
*AccessOne: 888-458-6272*

“I found the library was fabulous with help in finding material and help getting the information I needed.”

Trudy Mulvey, Family Advisor, Patient and Family Advisory Program
*Patient Library and Welcome Center: 813-745-4710*

“I was living in Hope Lodge for five weeks during my treatments and was so thankful for the access I had to nutrition therapy, as that was a continual challenge for me. Social workers and the financial help provided by Moffitt were so helpful and affirming.”

Amy Bondon, Patient Advisor, Patient and Family Advisory Program
*Social Work Office: 813-745-8407*
*Nutrition Therapy: 813-745-3609*

“Being referred to behavioral health and physical therapy was a game changer for me both mentally and physically. My recovery couldn’t have occurred without these wonderful departments. When I started my journey with Moffitt, I had no idea these areas would contribute to my recovery. Now that it’s been two years since my surgery, behavioral health is keeping me grounded when worrying about a recurrence and being infected with COVID-19, and I still do the exercises that were given to me by physical therapy.”

Cathy Schaffer, Patient Advisor, Patient and Family Advisory Program
*Physical Therapy: 813-745-3609 | Behavioral Health: 813-745-4630*
Are you getting the most out of your MyMoffitt Patient Portal? There are countless benefits available on the portal for you and your family. When accessing your patient portal you will be able to:

• Complete pre-appointment paperwork
• Review your medical records including recent visit summaries, lab work, and radiology and pathology results
• Contact your care team with non-urgent messages or questions
• Change, request and see upcoming appointments
• Request prescription refills
• Pay bills online
• Learn about Virtual Visits
• View your specific patient education materials
• Watch Moffitt created videos on a variety of topics including chemotherapy, radiation therapy, the surgical journey, ports, care of the surgical drain, fall prevention, clinical trials and much more
• Access resources and support groups
• Learn so much more!

Not sure how to navigate the portal? There are some easy tutorials included in the portal that offer step by step instructions. For technical support, please call 813-745-8111.
No entiendo nada, doctor

Prado Antolino, M.A., CT/CI, Language Services Manager

Imagine walking into a health care institution where your health care providers speak a language that is completely foreign to you. Imagine going through this experience having cancer. The stress, anxiety and uncertainty that cancer brings about is now multiplied exponentially due to the language barrier. How can a patient make an informed decision if the information required to do so is out of their reach? How does someone understand how to care for their loved one if the details are given in a language they don’t know well or at all?

In the United States, professional language access to patients is not only excellent patient-centered care and a best practice, but it is the law. Health care institutions receiving federal funding have the legal obligation to provide language access free of charge to those patients who speak no English or very little English.

At Moffitt, we have a dedicated team of professionally trained, certified Spanish interpreters and translators who break communication barriers. Additionally, non-English-speaking patients have access to video interpreting and telephone interpreter services in a multitude of other languages and dialects, thus guaranteeing appropriate communication tools to staff and patients.

If you or a loved one have a language barrier or is Deaf and/or Hard-of-Hearing, tell the intake specialist when making an appointment as a new patient or let your health care provider know. Your health care provider will contact Language Services and connect you with the most appropriate interpreting modality. Family members never need to be burdened with serving as interpreters; not only is it a bad practice, but it is also actively discouraged and out of hospital policy. At Moffitt, we want you to have all the medical information you need in the language that you prefer.

If you need an interpreter, ask your Moffitt team for one. A video interpreter, telephone interpreter or onsite interpreter will be provided.
Cancer survivorship has at least two common meanings: Having no signs of cancer after finishing treatment and living with, through and beyond cancer. There are four components of Cancer Survivorship Care: prevention, surveillance, interventions and coordination of care. When you become a part of Moffitt’s Survivorship Clinic, we provide a complete and detailed care plan to you. We understand the changes survivors have in different parts of their cancer journey. Our patients do not have to face this transition alone. We are committed to providing support and guidance for our patients in their cancer journey.

Cancer survivorship is a critical part in one’s cancer journey which led us to create the Survivors Overcoming and Achieving Resilience (SOAR) Program. This is a free and wonderful series of workshops focused on nutrition, exercise and stress management. It was made possible by funding from the Florida Breast Cancer Foundation. To help create a balanced approach in managing the changes that occur with cancer diagnosis and treatment, we bring in speakers from different disciplines like physicians, physician assistants, nurse practitioners, nutrition and rehab service experts. Because cancer survivors are now being faced with the added uncertainty of a pandemic in addition to challenges managing their care, we are offering SOAR virtually. This will allow attendees to participate in the safety and comfort of their home.

To RSVP, please contact Diane Riccardi at 813-745-3609, email Diane.Riccardi@Moffitt.org or click here.

Resource Guide for Patients and Caregivers

This is a comprehensive resource guide which highlights Moffitt’s various cancer care programs for inpatient and outpatient, supportive services, billing and insurance, health care planning information and much more. The guide is an invaluable resource which will assist you though your Moffitt experience. To download a copy of the Patients and Families Resource Guide, click here or visit Moffitt.org/FirstVisit.

Calendar of Events

An online, interactive and user-friendly tool which enables you to view all upcoming events and support groups. You can sort the events by audience (e.g., patients) or by category such as support groups, community events, education, Adolescent and Young Adult program, yoga, acupuncture, Caregivers Connections, etc. To see a complete list of events, please visit Moffitt.org/Calendar.
How can you have a favorite memory of cancer treatment except for ringing the bell after the last treatment? As unlikely as it seems, I have a favorite memory during treatment that will stay with me forever.

I was given forty radiation treatments as a secondary treatment for prostate cancer following surgery. These took place at Moffitt International Plaza beginning in December, 2018. For eight weeks, I went there every day except for Christmas, New Year’s Day and weekends. At the beginning, this seemed to be something to be endured that would eventually come to an end. Unlike what I expected, being there at the same time every day allowed me to see the same Moffitt staff and patients. After a while, it felt more like a social event than a treatment.

At that facility, one of the staff of the Arts In Medicine program, Sherry Nalsen, an Artist-In-Residence and Certified Music Practitioner in the Arts In Medicine program, provides healing music and visits the waiting areas to play the Celtic harp. As a musician and active choral singer, I enjoyed this and chatted with her occasionally. We both like Celtic melodies. One Sunday, my church choir sang a hymn based on a Celtic melody that I hadn’t heard the Artist-in-residence play. So, I left a copy of the music for her at the front desk the next day. A few days later, Sherry arrived at the radiation treatment area just as I was about to begin treatment. She asked if I could wait for a minute so she could play that music for me. And she did.

It’s difficult for me to express just how deeply this touched me, but I will never forget it. I completed treatment feeling not like a patient, but as a welcomed friend.

To learn more about Moffitt’s Arts In Medicine program, call 813-745-1836 or email Amanda.Bonanno@Moffitt.org or call Patient & Family Services at 813-745-8407.
Patients and Families Help Build Moffitt’s New Hospital

Christine Alvero, DPT, MBA, Senior Director Clinical Therapy Services

Ask anyone who works at Moffitt why they choose to be part of the organization and you will overwhelmingly hear that it is because of the patients. Leadership determined that in order to continue to give our patients the best care, it is time to expand into a new hospital facility. We are now in the process of building a new inpatient surgical facility across the street from the Richard M. Schulze Family Foundation Outpatient Center at McKinley Campus. Since our patients are the focus of all the decisions we make, it is only fitting that the Patient and Family Advisory Council (PFAC) has been included in planning the new hospital from the very beginning.

“IT was an honor and a joy to be a part of the committee that came together in the design of the new hospital for Moffitt! How fascinating it was to see the collaboration of input from designers, professionals who would be working in the new hospital, and patients who would be utilizing the facility. I enjoyed watching the process develop and was stunned by the attention that was given to input from advisors and patient participants. This is an example of how things SHOULD be done and I look forward to seeing the final product!”

Rae Sawyer, Family Advisor, Patient and Family Advisory Council

Our patient and family advisors serving on our PFAC started this project by helping create the guiding principles for what this new hospital needed to be to ensure a state-of-the-art facility. The advisors participated in a year of planning and design meetings. During that time, they devoted many hours to looking at patient flow for lobbies, wayfinding, waiting rooms, inpatient units, all-amenity areas and many other features of the new building. Their input on the design of the hospital, such as prioritizing the comfort of patients and their family during their stays, has helped us ensure that the highest level of patient-focused care will be given at the McKinley East facility. However, their work is not done.

Most recently, they have guided teams that are working on the building’s interior and exterior finishes. As patients and family members, they understand what makes the hospital experience safe and comforting while also being aesthetically pleasing. Now, the design sessions are wrapping up and operational meetings are starting. During this phase, we look forward to a continued partnership with the council so that our wonderfully designed facility will offer efficient, personalized service to each patient we care for.

**PLANNED FEATURES**

- 498,000 square feet covering over 20 acres
- 128 inpatient beds (Phase I) with an additional 64 inpatient beds (Phase II)
- 19 operating rooms (Phase I) with an additional 5 operating rooms (Phase II)
- 10 floors
Keeping Patients and Loved Ones Connected

Moffitt Cancer Center is committed to the health and safety of our patients, their families and our team members.

We are taking all necessary precautions on COVID-19 from the Centers for Disease Control and Prevention. In order to protect our immunocompromised patients and team members from the risks of COVID-19, we will no longer allow visitors on campus.

We encourage you to use your smartphone or mobile device to stay in touch with your loved ones while at Moffitt through Facetime, Skype, Duo or Zoom. We have team members on site at all of our locations to provide support. Please call 813-745-4710 Monday–Friday from 8am–5pm or email PXCaregiverVirtualSupport@Moffitt.org. After 5pm on weekdays and weekends, please call our IT Help Desk at 813-745-4357.

Moffitt Caregiver Virtual Visits. A way for patients and caregivers to stay connected. Virtual Visits for caregivers are available for both inpatient visits and outpatient appointments. If you have a mobile device, our team can help to set up a Zoom video conferencing for your loved ones to join you on virtual appointments or visit with you during an inpatient admission.

If you don’t have a mobile device to use for a Virtual Visits appointment, we can lend you an iPad. For support, please call 813-745-4710 Monday–Friday from 8am–5pm or email PXCaregiverVirtualSupport@Moffitt.org. After 5pm on weekdays and weekends, please call 813-745-4357.

Guest Wireless Access. To connect to Wi-Fi at Moffitt, go to “Settings” on your device. Look for Wi-Fi connections. Click on “Moffitt Guest” and wait for it to connect. If you see an icon prompting you to sign into the Wi-Fi network, click on it. If not, open a web browser and type: guest.moffitt.org to open the User Policy page. Select “Accept” User Policy at the bottom of the page. Need help? Visit an information desk at any location or call 813-745-4357.

Patient and Family Orientation

Learn how to:
CONNECT WITH PROGRAMS AND SERVICES
PARTNER WITH YOUR CARE TEAM
FIND YOUR WAY AROUND MOFFITT

• Presented in English and Spanish
• View online at Moffitt.org/Orientation
• Virtual sessions coming soon!

813-745-1690 | Orientation@Moffitt.org.