WELCOME FROM THE PRESIDENT & CEO

Welcome to Moffitt Cancer Center. Since the doors to the Cancer Center opened in 1986, we have been dedicated to one lifesaving mission: to contribute to the prevention and cure of cancer.

As the only National Cancer Institute-designated Comprehensive Cancer Center based in Florida, Moffitt offers a level of care that stands above the rest. With access to the latest treatments, promising research and ongoing clinical trials, our team of experts provides a plan that is personalized for you, right from the start.

We understand how overwhelming and frightening a cancer diagnosis can be, and we hope this booklet will be a useful resource. You will find everything from information about our multispecialty approach to answers about support services, billing and insurance questions.

We are honored you chose Moffitt for your treatment. We are dedicated to making your time here as comfortable as possible. Please don’t hesitate to contact us if you have additional questions or concerns.

Best regards,

Alan F. List, MD
President & CEO, Moffitt Cancer Center
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.


Today, Moffitt is one of only 49 National Cancer Institute-designated Comprehensive Cancer Centers, a distinction that recognizes Moffitt’s excellence in patient care, research, clinical trials, prevention and cancer control.
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. Attendees receive a free messenger bag with helpful resources and organizational tools.

» Visit MOFFITT.org/Orientation for times and locations or call 813-745-4710. Orientations are also provided in Spanish.
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-Coordinators@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.

A CLINICAL TRIAL is a research study that finds new ways to prevent, diagnose or treat disease. Much of this 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/Clinical-Trials.
The **ADELESCENT AND YOUNG ADULT PROGRAM (AYA)** addresses the unique concerns and emotional needs of young adults with cancer, ages 15 – 39. The AYA program provides a lounge on the 4th floor of the Magnolia Campus for patients to hang out in with a variety of gaming systems, cable TV, board games, and a fun space. The lounge is open 24/7 and requires card access, which you can retrieve from any information desk or nurses station. For more information, call 813-745-4736 to speak with the program coordinator.

**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:

- **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 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 in-patient 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 CLINIC** Some cancer treatments may affect your ability to have children. A University of South Florida reproductive endocrinologist/fertility specialist can consult with you about fertility preservation and family building options. Your Moffitt health care provider may arrange for your appointment, but no referral is necessary. To make an appointment directly, call USF at 813-974-1192.

**GENETIC RISK ASSESSMENT SERVICE** The Genetic Risk Assessment Service’s team of genetics counselors and physicians provide genetic risk assessment and counseling for patients with certain types of cancer or who have a strong family history of cancer. To reach the genetics counselors, please call 813-745-3980.

**INTERVENTIONAL PAIN MEDICINE** provides pain management for patients who have acute or chronic long-term pain. A combination of diagnostic tests and treatments is available to identify the source of the problem and set the stage for the best possible source of relief. Call 813-745-8207 to reach the Interventional Pain Clinic.

**LANGUAGE SERVICES FOR LEP 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.
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.

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

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 call 813-745-2358 to speak with a Patient Support Specialist.

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.

- **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 to encourage and guide creative expression.
- **MOFFITT AT INTERNATIONAL PLAZA**: Patient and Family Resource Center, second floor.

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 complementary therapies, including yoga, massage therapy and meditation.
- Behavioral Medicine psychiatrists and clinical psychologists provide medication management, therapy and counseling to help manage anxiety, depression and other stressors or coping challenges.
- Palliative Medicine specialists provide symptom management, emotional and spiritual support throughout the course of your treatment. The team members also help with transitions of care and advance care planning.

Call 813-745-4630 to reach the Supportive Care Medicine Program.

The **TOBACCO TREATMENT PROGRAM** offers guidance and support to help you and your family make decisions about tobacco use. Customized treatment plans can help those who desire to quit. Call 813-745-8811 or email our Tobacco Treatment Specialist at TobaccoTreatment@Moffitt.org to learn more.

The Tobacco Research and Intervention Program (TRIP) is dedicated to understanding, preventing and treating tobacco dependence. Moffitt’s FreshBreak® Smoking Cessation Clinic at TRIP offers new smoking cessation treatments. If you would like more information or are interested in participating in tobacco smoking research, please call 813-745-1751.
MAGNOLIA’S HAIR SALON is a full-service salon staffed by licensed stylists who are trained to help you look and feel your best. Magnolia’s offers professional salon services, hair prostheses, cancer awareness products, accessories and consultations. We service all hair textures, types and lengths. We openly welcome patients, family, friends of patients and team members.

Magnolia’s Hair Salon is located at Moffitt Cancer Center, Magnolia Campus, Ground Level - Elevator C. Hours of operation: 9 a.m. to 5 p.m. Monday through Friday. (Evening and Saturday hours coming soon.) For appointments please call: 813-745-7299.

LORI’S GIFTS is located in the main lobby of the Magnolia Campus and on the second floor of the McKinley Campus. Hours are Monday – Friday 9 a.m. – 8 p.m. at the Magnolia Campus and Monday – Friday 7 a.m. – 6 p.m. at McKinley Campus. The gift shop is also open during select hours on weekends.

FOR YOUR CONVENIENCE

- Information Desks: Our team is happy to offer assistance with directions, medical records requests, shuttle transportation, lost and found, and many other services.
- ATMs are located at the Magnolia campus in the vending area on the ground floor near the cafeteria and in the Muriel Rothman Building next to the Coffee Shop.
- Computer and Wireless Access: Designated computers are located throughout the facilities for public use. Wireless internet access is available at the Magnolia Campus, McKinley Campus and Moffitt at International Plaza. Ask a team member for assistance.
- A U.S. Postal Service mailbox is located at the information desk in the front lobby of Magnolia’s Campus. Stamps are available for purchase in Lori’s Gifts.

MEALS AND SNACKS

CAFETERIA at Magnolia Campus
Located on the ground floor of the main hospital and open to patients, families, visitors and employees.
- Breakfast: 6:45 a.m. – 10:30 a.m.
- Lunch: 11 a.m. – 3 p.m.

SHORT ORDER GRILL at Magnolia Campus
11:15 a.m. – 1:30 p.m. (closed on weekends)
- Salad/Deli Bars: 11 a.m. – 6:45 p.m.
- Dinner: 4 p.m. – 6:45 p.m.
- Vending area open 24-hours a day

COMMON GROUNDS COFFEE SHOP at Magnolia Campus
Located in the Muriel Rothman Building on the first floor near the B elevators.
- 7 a.m. – 4 p.m. Monday – Friday

BAY COFFEE AND TEA at McKinley Campus
Located on the first floor near the Healing Garden.
- 7 a.m. – 5 p.m. Monday – Thursday
- 7 a.m. – 4 p.m. 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

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 complimentary oxygen tank at your clinic. We are not able to fill your personal tank due to fire protection codes. We regret that we can only supply portable oxygen tanks to Moffitt patients.

The PUBLIX® PHARMACY, available at the Magnolia Campus and Moffitt 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 any questions about insurance and co-payments, patient resource specialists are available Monday through Friday, 8:30 a.m. – 6:30 p.m., and Saturday and Sunday, 9 a.m. – 5 p.m. Visit Publix.com/pharmacy to learn more or call 813-745-8484.

SMOKE-FREE POLICY
For everyone’s health and safety, the use of tobacco products, including e-cigarettes (vaping), is not permitted at the Magnolia Campus, McKinley Campus or Moffitt at International Plaza, including parking garage structures.
Moffitt has multiple locations in Tampa, so please pay special attention to your appointment location. For directions, refer to the back of this guide or call us at 1-888-MOFFITT (1-888-663-3488).

WHAT TO PROVIDE BEFORE YOUR APPOINTMENT

Your scheduling or clinical coordinator will ask you to collect the following items:

• **Your medical records** – It is important we receive your medical records and radiology images prior to your first appointment.

• **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 prior to your first appointment. A Moffitt pathologist will provide an interpretation of the slides for your oncologist. Please note that there is a charge for this service.

Fill out and sign the electronic patient questionnaire, complete registration documents and review additional important materials online prior to arriving to your first appointment through the First Appointment To-Do List. There you will learn everything you need to know about your initial appointment [https://my.moffitt.org/](https://my.moffitt.org/). Log in to the patient portal to find the First Appointment To-Do List.

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.

PATIENT APPOINTMENT REMINDERS SERVICE

To better assist our patients with appointment confirmation, Moffitt sends automated patient appointment reminders using the contact information you provided to our registration team. You will receive the reminders by phone, text and/or email.

We ask that you confirm your appointment when you receive the 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 more information, ask your scheduling specialist or visit the patient portal for more details.

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 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. Please make arrangements with local RV parks.

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.

---

### MyMOFFITT PATIENT PORTAL

**My.MOFFITT.org**

**MANAGING YOUR HEALTH CARE ONLINE**

- View upcoming appointments and appointment instructions; request new appointments or changes to existing appointments.
- Complete patient questionnaire, 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.
- View radiology and pathology notes.
- Find other helpful 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.
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** Department uses the most advanced technology available for screening, diagnosis, intervention and surveillance. Our radiologists are board-certified and fellowship-trained in breast imaging, nuclear medicine, body imaging and musculoskeletal and interventional radiology. To reach Imaging Services, 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 Moffitt’s 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. To reach the Infusion Center, please call 813-745-8420.

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.
- After your surgery, a light breakfast, lunch and dinner will be provided during your stay.
- In-room television and warm blankets are provided.
- Visiting hours may begin at different times in the morning and are ended by 8:00pm.
- 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.
- 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 Survivorship 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. To reach the Survivorship Clinic, please call 813-745-4630.

**OTHER OUTPATIENT SERVICES INCLUDE:**

- Bone Marrow Transplant
- Clinical Research Unit
- Endoscopy
- Infections Disease
- Interventional Pain Management
- Blood Draw
- Genetic Risk
- Gene Home
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.

**BLOOD AND MARROW TRANSPLANTATION UNIT** provides care to patients who are receiving or have received blood and marrow transplants. To provide safe and appropriate patient care, we must limit visitor groups to no more than two people at the bedside at any time.

**MOFFITT URGENT CARE** offers comprehensive, same-day services, 24-hours a day, every day. After your discharge, the Urgent Care team will follow up with your physician to ensure the continuity of your care. By contacting your Moffitt clinic nurse or physician, your health care provider can make a referral to the urgent care on your behalf should you need it.

**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.

At Moffitt, we welcome guide and service dogs in our facility and support therapy animal programs that provide our patients with comfort and therapeutic benefits. However, for the safety of our patients, visitors and team members, we are unable to invite emotional support animals inside the cancer center.

**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.
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 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
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 advance care planning session or obtain more information call the Social Work and Chaplaincy Care Office at 813-745-8407. Drop-ins are welcome, too. Information is also available in the Patient Library and Welcome Center on the second floor of the Muriel Rothman Building.
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 regarding the privacy of your information at any time, please contact the Patient Relations Manager at 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? Please contact PATIENT RELATIONS for assistance navigating Moffitt’s services, resolving a concern about your care, or to offer suggestions for ways we can better serve you. Email PatientInput@Moffitt.org or call us at 813-745-3808 for assistance.

After your visit you may receive a survey asking about your experience. Your feedback is very important to us and we would appreciate you taking the time to let us know how we are doing.

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.”
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.

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.
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. Donations directly support patient care and education, promising research, and important medical equipment. Make a gift in honor of a loved one or caregiver, or support us by attending one of the Foundation’s signature events. Visit Moffitt.org/Giving or call 813-745-1403 for more information.

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.

**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 e-mail PatientAdvisors@Moffitt.org.

**VOLUNTEERS** offer assistance in more than 85 different service areas throughout Moffitt’s USF Magnolia Campus, Moffitt McKinley Campus and Moffitt at International Plaza Campus. Visit Moffitt.org/Volunteer or call 813-745-1661 to learn more and to apply.

**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.
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.*
### CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Patient</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient</td>
<td>Phone</td>
<td>Email</td>
</tr>
<tr>
<td>Patient</td>
<td>Phone</td>
<td>Email</td>
</tr>
<tr>
<td>Patient</td>
<td>Phone</td>
<td>Email</td>
</tr>
</tbody>
</table>

### NOTES

- [ ]
- [ ]
- [ ]
- [ ]
DIRECTIONS TO MOFFITT MAGNOLIA CAMPUS
12902 USF Magnolia Drive, Tampa, FL 33612-9416

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 provided at Magnolia campus.

DIRECTIONS TO MOFFITT CANCER CENTER AT INTERNATIONAL PLAZA
4101 Jim Walter Boulevard, Tampa, FL 33607-5775

Free valet parking is available at the main entrance of Moffitt at International Plaza.

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 northbound 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
- Moffitt International is the FIRST entrance on your RIGHT.

From Veterans Expressway traveling south:
- Continue on to FL-60 East.
- Take exit 18 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.

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

Free valet parking is provided at the main entrance of McKinley Campus.

If you are traveling north or southbound on 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.

If you are traveling north or southbound on 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 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.