

Together We Are Stronger Than Cancer

Patient Guide



Mission

The Georgia Cancer Center of Excellence at Grady provides patient-focused services that emphasize access, customer service, cultural competence, and the highest level of ethics and

fiscal responsibility. We also undertake research to improve patient outcomes, as well as basic scientific, clinical, and population-based studies.

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Welcome to Grady

If you or a loved one has been diagnosed with cancer, you may not know what to ask, who to see, or where to turn. Grady is here to help.

We will answer your questions, discuss treatment options and work with you to choose the right care plan for you. This is important because there are more than 100 different types of cancer. Each is unique and requires individualized care.

Our oncologists, surgeons, radiologists, pharmacists, nurses, and navigators will work with you to treat your cancer with the most advanced medicines, technology, and therapies available. We leverage the experience of world-class researchers and physicians from the Winship Cancer Institute at Emory, Emory and Morehouse schools of medicine, and Grady Health System.

These caregivers use the latest imaging technologies to find cancers earlier and make surgical and radiation treatments more precise and effective. Our survivorship program offers you unwavering support, timely information, and a host of resources. And our commitment to ongoing research means Grady patients benefit from cutting-edge therapies and clinical trials.

This is why Grady was chosen to be Georgia's first Cancer Center for Excellence. We know from experience by working together, we are stronger than cancer.

Where Do I Start?

Grady offers everything you need for cancer screenings, diagnosis, treatment, and support. As you progress through testing, treatment, and recovery, you will work with many doctors, nurses, and other health professionals who are specially trained to help you make the best decisions.

See the glossary at the end of this brochure for an introduction to the medical professionals who may be involved in your care.

Because cancer care can be complex and confusing, Grady refers every diagnosed patient to a navigator whose job is to guide you through each step of treatment. Navigators will be your constant points of contact and can help you access additional care resources from Grady.

The following pages explain what you can expect during your treatment. The first step is a phone call to (404) 489-9000 to schedule an appointment with Grady's Cancer Center.

About Your Care

No matter what the diagnosis, Grady specialists work together as a team for you. During your first visit, you and your primary doctors will discuss treatment options for your type and stage of cancer. They will also discuss the goals, side effects, and risks of each option so you can make informed decisions. Some of these options may include:

- Surgery
- Radiation therapy
- Chemotherapy
- Active surveillance, also called watchful waiting

The treatment you choose will likely use services from different clinics and departments. You may also use supporting resources Grady offers exclusively to cancer patients.

Because your cancer care will likely include different types of treatment and support, we have created this brochure to introduce you to the services we offer and familiarize you with things you may experience. Remember, if you have specific questions, you should contact your navigator at (404) 489-9000. The navigator will help guide you through the process.

MEDICAL ONCOLOGY

Every patient is one of a kind and so is their cancer. At Grady, medical oncologists often lead the healthcare team caring for each patient and manage the course of treatment. These physicians specialize in the treatment of cancer with medicines such as chemotherapy, hormonal therapy, and biological therapy. Medical oncologists work with colleagues to tailor care plans to each patient and provide the most advanced treatment.

RADIATION ONCOLOGY

Radiation therapy uses high-energy x-rays to fight cancer cells. Grady's Edward C. Loughlin, Jr. Radiation Oncology Center is a leader in the use of an advanced radiation technique known as Intensity Modulated Radiation Therapy (IMRT). IMRT allows Grady doctors to precisely control the intensity of radiation a tumor receives. Radiation oncologists also use image guidance to precisely target a tumor. Radiation may be given externally or

through small radioactive pellets that are precisely placed in the body (brachytherapy). Brachytherapy delivers a higher dose of radiation over a shorter period. It has been effective in treating prostate, cervical, uterine, vaginal, head, neck, and breast cancers.

SURGICAL ONCOLOGY

Surgery services help to diagnose, stage, and treat cancer. Surgery may be used as the primary treatment or in combination with infusion therapy or radiation therapy. At Grady, we have a strong history of surgical excellence. Our patients receive care in state-of-the-art suites by surgeons who specialize in minimally invasive procedures that result in smaller incisions, shorter hospital stays, less pain, and earlier return to daily routines.

AVON COMPREHENSIVE BREAST CENTER

Patients with breast concerns are seen by specially trained medical professionals at the Avon Comprehensive Breast Center. The Avon center offers breast screenings and treatment using the latest techniques, technology and research, in a modern, patient-focused setting. It also houses Grady's diagnostic mammography imaging, which is staffed by radiologists who are exclusively dedicated to reading mammograms.

GYNECOLOGY CLINIC

Female patients with gynecologic concerns, and those who need procedures that involve the cervix and vagina, are seen by the medical teams in the Gynecology Clinic. The clinic is staffed by medical personnel who specialize in treating gynecological cancers.



MEDICAL IMAGING

Medical Imaging is usually the first contact patients have with the diagnostic process. Imaging techniques, such as PET/CT scans and MRI, are used to detect tumors, determine the extent of disease, and evaluate the effectiveness of treatment. Imaging may also be used when performing biopsies or surgical procedures. Grady has state-of-the-art imaging equipment, including some that cannot yet be found at other Atlanta hospitals. To make the most of this equipment, our radiologists are board certified and specially trained to read and report findings that will provide information you and your cancer team need to make important treatment decisions. A physician order is required for all medical imaging.

OUTPATIENT INFUSION THERAPY

Infusion therapy delivers medications through a needle or catheter. At Grady, we deliver chemotherapy drugs in our infusion center, as well as antibiotics, pain medications, and other treatments you may need to fight your cancer. Surgery and radiation therapy remove, kill, or damage cancer cells in a specific area, but infusion therapy can work throughout the whole body. For example, chemotherapy can kill cancer cells that have spread (metastasized) to parts of the body far away from the original (primary) tumor. Other infusion therapies can deliver antibiotics to fight infection in the body or vitamins to boost the immune system. In Grady's Infusion Center, certified registered nurses provide infusion therapies. A physician referral is needed to schedule an appointment.

LAB/PATHOLOGY SERVICES

Pathology analyzes blood, tissues, and other body fluids for diagnostic and treatment purposes. Our pathologists are board certified and interpret data in laboratories that are accredited by the College of American Pathologists. These physicians have special training in pathology subspecialties, and are important members of Grady's multidisciplinary team.

ONCOLOGY PHARMACY

The Oncology Pharmacy fills prescriptions for active cancer patients. These pharmacists understand how medicine works in the body and can help patients with questions they have about their prescriptions. Patients can leave prescriptions for medications during business hours, 8:30 a.m.

to 5 p.m., Monday through Friday and is closed daily from 1 p.m. to 2 p.m. Patients can contact the pharmacy for refills by calling (404) 489-9000.

Refills of some medications are restricted by law. If you have exhausted your refills and need a new prescription call (404) 489-9000 to request a new prescription from your physician.

INPATIENT SERVICES

Many cancers can be treated through outpatient care, but in some cases patients must be admitted for treatment. For example, a patient may require Grady Surgical Services to diagnose, stage, and treat cancer. Surgery may be used as the primary treatment or in combination with chemotherapy or radiation therapy. Those patients are cared for in the inpatient unit, which is staffed by medical professionals who are specially trained to meet the needs of cancer patients. They understand how different cancers and their treatments can affect patients' lives and know how to help patients manage these issues.

PALLIATIVE CARE

The palliative care team works to improve the quality of life for cancer patients and their families by helping patients manage pain and physical symptoms, as well as caring for their psychological and spiritual needs. The aim of palliative care staff is to provide relief so that patients can live their lives as normally as possible, both during treatment and afterward. A referral can be made through your physician.

CLINICAL TRIALS

Clinical trials are research programs that offer cancer patients new approaches and options to treatment. The main purpose of clinical trials is to find better ways to prevent, detect, diagnose, or treat disease. They often test experimental medicines or other treatments. Because of Grady's reputation, the experience of our physicians, and the quality of our facilities, we continually host scores of clinical trials. That often gives Grady patients access to state-of-the-art treatment available through these trials. Ask your physician for more information on clinical trials and whether you qualify to participate.

Cancer Support Team

Here to Meet our Patients' Needs

Nurse Navigator

While physicians collaborate to provide the most advanced cancer care, the disease can take its toll on patients and their families. That is why Grady offers every patient support to deal with the challenges created by cancer. The first contact for support is the navigator, who can be reached at (404) 489-9000.

Navigators can be social workers, nurse navigators, clinic nurses, as well as patient navigators supported by the American Cancer Society. They are trained to guide patients and their families through the complexities of cancer treatment. They can help by:

- Connecting you with the right Grady resource to address your needs
- Providing information about your diagnosis
- Sharing educational materials to help you understand your condition

The navigator's mission is to help eliminate the impediments that prevent you or your family member from getting the necessary treatment. Beyond medical issues, navigators can help patients with other situations that can intrude on treatments – like arranging transportation for a patient to make sure you keep appointments or helping patients in economic need apply for financial support.

Oncology Nurse

Nurses are critical partners in the care of our patients. But oncology nurses play a very special role. Oncology nurses at Grady have cancer-specific training and clinical expertise in cancer care beyond what is acquired in a basic nursing program. Oncology nursing is one of the most challenging and rewarding fields in nursing. For those with cancer, oncology nurses are the ones who are there during difficult and intimate moments in life, the ones at patients' bedsides, educating and encouraging along the way. They also work behind the scenes, communicating with physicians, coordinating care and keeping patients safe.

Social Worker / Nurse Case Manager

Our oncology social worker focuses on strategies to improve the quality of life for patients and their loved ones by helping patients to manage financial

concerns, access community resources, adjust to their diagnosis, and communicate it with family and friends. The social worker addresses the non-medical issues that can complicate treatment for cancer patients. For more information about our oncology social worker, call (404) 489-9000.

Registered Dietitian

Our oncology registered dietitian helps oncology patients get the nutrition they need before, during, and after treatment by offering:

- Nutrition counseling and meal plans
- Programs and classes
- Tube feeding management

Please talk to your navigator or social worker for a referral.

Clinical Psychologist

Cancer can cause emotional stress and instability. You may feel angry, sad, worried, or overwhelmed. A clinical psychologist can help you through treatment and recovery by providing the emotional and spiritual support you need. Our psychologist's goal is to help you manage the challenges of dealing with cancer that can make daily life difficult. Counseling offers immediate and long-term support by helping cancer patients and their families learn skills for:

- Communication
- Coping
- Emotional expression
- Improved well-being
- Problem solving
- Relaxation
- Stress reduction

Please talk to your navigator or social worker for a referral.

Chaplain

Chaplains dedicated to serving hospital patients are available for you and your family to provide spiritual counseling and support. Nondenominational and interfaith in approach, chaplains offer patients, family members, and caregivers an opportunity to reflect on their spiritual concerns and to garner strength from their beliefs.

Goddard Chapel is open from 7:30 a.m. until 11 p.m. every day for prayer, worship and quiet time. The chapel is located on the 1st floor, A hallway.

Managing your Symptoms

Different cancers and their treatments can produce a variety of symptoms and side effects that can create difficulties for patients. We offer a variety of programs aimed at helping patients overcome them, including:

- **Cancer-Related Fatigue:** Grady offers fatigue management assistance provided by a physical therapist.
- **Voice, Throat, Memory Issues:** These problems, which are common in cases of head and neck cancer, can be improved with the help of speech language therapists.
- **Lymphedema Management:** Lymphedema or swelling often occurs following cancer surgeries or radiation treatments. This swelling may range from mild to severe and sometimes causes discomfort. Grady's certified lymphedema specialists provide treatment to help you feel better.
- **Post-Surgery Arm Conditions:** Breast cancer patients often require physical therapy to improve their arm motion and strength. Grady physical therapists help patients restore maximum mobility.

Support Groups and Services

Our support groups help cancer patients manage the challenges they experience by creating opportunities for patients and former patients to meet and discuss their issues with experienced medical professionals who can offer advice and counsel. Multiple support groups meet each month:

- **Colorectal Support Group**
- **Look Good Feel Better™**
- **New Beginning Breast Cancer Support Group**
- **New Patient Orientation**
- **Prostate Support Group**
- **Radiation Oncology Support Group**
- **The New You Survivorship Clinic Support Group**

If you need more information about our support groups, ask your navigator or check the Cancer Center calendar for schedule details.

Self-Image Center

Sometimes, cancer patients experience body changes that result from their treatments. To help those patients cope with the changes, the center provides special services and products. It offers mastectomy bras, foam and silicone breast prosthesis, camisoles, wigs, and lymphedema compression garments. Some products may be available at no cost. Please talk to your navigator or social worker for a referral.

Learning More About Your Disease

We understand that you may have a lot of questions about your diagnosis and treatment. While your medical team can offer a lot of useful information, you may want to learn more. Grady offers two important sources of information:

- **Living Well Resource Center**
The Living Well Resource Center has many resources to answer your questions about cancer, treatment, coping and general health concerns. It is located on the 9th floor near the restrooms and water fountains. If you need help finding something in the center, please call the public education and outreach specialist at (404) 489-9251.
- **Patient Education Seminar**

An education and event calendar is always available at check-in or in the waiting room.

When to Call

Cancer treatment can sometimes produce odd side effects and even discomfort. While it is not unusual to experience some discomfort, you should call us at (404) 489-9000 if you experience any of the following:

- New or worsening chest pain or shortness of breath – GET HELP RIGHT AWAY
- A fever of 100.4F or higher
- Shaking chills
- Any unusual bleeding or bruising
- Nausea and vomiting lasting more than eight (8) hours where you are not able to keep fluids down
- Mouth soreness that prevents you from drinking fluids
- Weight loss of five (5) or more pounds since diarrhea began
- Worsening stomach pain for two (2) or more days
- No bowel movement for two (2) or more days
- Pain or redness at the needle site where you had treatment

If you experience these issues, call Grady immediately and please have the following information available to expedite your call:

- Your date of birth
- Your physician's name
- Your clinical diagnosis
- Specific information about your symptoms
- The date of your last treatment
- A list of the medications you are taking

TRACKING YOUR PROGRESS

As this brochure explains, Grady offers vast resources and support for every cancer patient. We also offer a way to unlock those resources 24-hours a day, seven days a week: Grady MyChart, a digital tool you can use to access your medical records, receive appointment reminders, request prescription refills, check lab reports, browse health topics, and even email doctors directly.

During your initial visits, you will be asked to create a free MyChart account, your online portal to your treatment plan. It allows you to access your file from any computer, tablet, or smartphone. It's a great way to keep track of your progress. To begin, ask your care team for an activation code then visit mychart.gradyhealth.org.



An Appointment at Grady

To make each visit as quick as possible, please arrive for appointments 30 minutes early. If you arrive late, you may be asked to reschedule your appointment to minimize the disruption to other patients' scheduled appointments. If you cannot make it to an appointment, please call (404) 489-9000 in advance of your appointment time to cancel or reschedule.

Every time you visit Grady, you should bring:

- All medications – both prescription and non-prescription – you are currently taking, in their original containers
- A list of allergies you have to medicine or food
- Your Grady Card or financial assistance form. If it is expired, please visit the financial counselor
- Your health insurance plan card, Cancer State Aid Approval letter, Medicaid or Medicare Card, or your Community Care RX Medicare Part D card
- Your co-pay if you have one
- Your photo ID
- Physician referral or authorization forms
- Any questions you have for your doctor

Before each appointment you will receive an appointment reminder. Please read it carefully because it will tell you where to check in and explain preparations that may be required for your visit. For example, patients must avoid drinking or eating several hours before certain tests or treatments. To receive care on time, you must follow those instructions.

Cancer Screenings

Regardless of the cause of cancer, early detection is key. Grady offers affordable screenings to detect disease before clinical signs or symptoms appear. The goal is to find cancer early, when it's most treatable. Screenings are available for the following cancers:

- Breast
- Colon
- Lung
- Prostate
- Skin

Exams include mammograms, prostate specific antigen (PSA) blood tests, colonoscopies, skin cancer and low-dose CT scans for lung cancer. For more information or to schedule a screening, call (404) 489-9000.

WHERE TO CHECK IN

Where you check in will depend on who you are meeting for an appointment. Your appointment reminder will tell you where to report for a physician or treatment visit. In general:

- Imaging appointments must check in different locations:
 - Patients for invasive CT procedures like biopsies and drainage should register with Imaging Services on the 3rd floor
 - Patients for non-invasive CT procedures should report to the Cancer Center on the 10th floor
 - Patients for MRI procedures should report to Manuel J. Maloof Outpatient Imaging Center, 56 Jesse Hill Jr. Drive SE, located in the building with Grady Walk-in Center
- Infusion appointments should report to the Infusion Center on the 10th floor
- Breast patients should report to the Avon Comprehensive Breast Center on the 9th floor; Oncology patients should report to the Cancer Center on the 10th floor

Directory

Cancer Center Main Line	(404) 489-9000
Advice Nurse	(404) 616-0600
Appointments	(404) 489-9000
Billing & Insurance	(404) 616-2991
Medical Records	(404) 616-4282
Refill Pharmacy	(404) 489-9000

ACCREDITATIONS

As one of the nation's preeminent not-for-profit healthcare systems, Grady consistently receives accolades from national organizations that set standards and monitor performance.

- Georgia's first Cancer Center for Excellence
- Recipient of the American College of Surgeons' Commission on Cancer Accreditation with an Outstanding Achievement award
- Accredited by the National Accreditation Program for Breast Centers
- Accredited by the American College of Radiology (ACR) and the U.S. Food and Drug Administration/Mammography Quality Standards Accreditation
- ACR-accredited Computerized Tomography (CT), Magnetic Resonance Imaging (MRI), Nuclear Medicine and Ultrasound services
- Accredited by the College of American Pathologists



MANAGING THE COST OF CANCER CARE

Grady provides the same quality of care to all patients – whether or not they have health insurance. And we offer financial assistance to those in need. However, all patients share some financial responsibility for their care.

If cancer care would impose a financial hardship, we encourage you to apply for financial assistance. If you meet certain eligibility requirements, your healthcare team can also refer you to support services that address the financial concerns of people living with cancer.

Glossary

Because Grady uses a team approach to cancer care, you are likely to visit with several different medical specialists. It's important you know what role each of these care providers plays in your care.

DOCTORS

- **Attending physician:** Supervises your care when you need treatment.
- **Medical oncologist:** Specializes in cancer and oversees your chemotherapy or other medical treatment.
- **Surgical oncologist:** A surgeon who specializes in cancer surgery, creating your operative plan, performing the procedure, and supervising your post-operative care.
- **Radiation oncologist:** A physician who specializes in the treatment of cancer using radiation.
- **Psychologist:** A clinician who helps you manage psychological and emotional issues using psychotherapy. A psychologist does not prescribe medications.
- **Oncology fellow, intern or resident:** A physician in training who cares for patients under the supervision of oncologists.

NURSES AND PHYSICIAN ASSISTANTS

- **Nurse practitioner:** A specially trained nurse who works with your doctors or independently to provide your care.
- **Registered nurse:** The Cancer Center is staffed by registered nurses and Oncology Certified nurses who have advanced training to treat cancer patients.
- **Physician assistant:** Works with your doctors to provide care.

OTHER MEMBERS OF YOUR TEAM

- **Pharmacist:** Prepares and dispenses your medications and chemotherapy.
- **Physical or occupational therapist:** Assists with physical difficulties that may result from illness or treatments.
- **Registered dietitian:** Helps you create a plan for healthy foods and meals.
- **Respiratory therapist:** Provides care and assistance to patients with cardiopulmonary (breathing) problems.

NEIGHBORHOOD HEALTH CENTERS

Asa Yancey Health Center

1247 Donald Lee Hollowell Parkway NW,
Atlanta, GA 30318

Brookhaven Health Center

2695 Buford Highway NE,
Atlanta, GA 30324

Camp Creek

3896 Princeton Lakes Way,
Atlanta, GA 30331

East Point Health Center

1595 W. Cleveland Avenue,
East Point, GA 30344

Grady Memorial Hospital

80 Jesse Hill Jr. Drive SE,
Atlanta, GA 30303

Kirkwood Health Center

1863 Memorial Drive SE,
Atlanta, GA 30317

North Fulton Health Center

7741 Roswell Road,
Sandy Springs, GA 30350



Grady Cancer Center
80 Jesse Hill Jr. Drive SE, Atlanta, GA 30303
(404) 489-9000