This binder belongs to:

NAME

PHONE
In this guide you will find:

Contacts and Resources
At Each Visit
My Calendar
My Treatment
Self-Care
Nutrition
Clinical Trials
Financial and Billing
To Our Patients:

Thank you for choosing Cleveland Clinic for your care. You are not alone. We are dedicated to supporting you through this time in your life.

We are grateful for the opportunity to serve you and are committed to addressing your needs and making your treatment a positive experience. We encourage you and your family members to ask questions and play an active role in your care.

We hope you find this binder of information about our programs and resources helpful during your care. We encourage you to bring it with you to appointments.

We look forward to caring for you.

Brian J. Bolwell, MD, FACP

Chairman, Taussig Cancer Institute
We are committed to providing you with all of the information you need during diagnosis and treatment.

Your treatment path will be a shared journey. A blending of all the resources our caregivers offer the patients we serve.

Supporting your well-being: New Patient Checklist

Please refer to this simple checklist to receive supportive care along the way.

- Read through this binder and bring it with you to future visits. Use the calendar and notes sections to record reminders, track your symptoms/concerns and prepare questions for your doctor or nurse.

- For information and assistance, you may visit one of our Patient Resource Centers at Main Campus, Hillcrest Hospital, or Fairview Hospital.

- Sign up for a 4th Angel Mentor. See Contacts and Resources.

- Consider asking your doctor for a referral to meet with a social worker.

- Sign up for MyChart or MyChart Caregiver
Cancer Answer Line
We are here to help you get the cancer information you need. Please contact us at the Cancer Answer Line. Two oncology advanced practice nurses and their staff can provide information and answer questions.
Call 8:00 a.m. – 4:30 p.m., Monday – Friday.
1.866.223.8100

Social Work Services
A social worker is trained to help reduce social and emotional (psychosocial) concerns, by providing services to patients, families and caregivers facing the impact of their cancer diagnosis. Social workers are an integral part of the healthcare team. They work with other hospital specialists to contribute to your overall treatment plan. They provide:

• Individual, family, and group counseling to help with coping and adjusting to lifestyle changes
• Referrals to community and national organizations
• Assistance with governmental agencies and programs that help people with disabilities, including the Social Security Administration and Medicare
• Information on:
  - lodging
  - support groups
  - financial assistance programs
  - employment and disability benefits

Available to patients and caregivers.
Call the Cancer Answer Line at 1.866.223.8100.
Contacts and Resources

**Foreign Language and Deaf Services Interpreters**
Interpreters are available by phones located in the exam rooms. Should you need interpretive services, please let the appointment scheduler know as well as the nurse when you are taken to an exam room.

**Psychology and Psychiatry Services**
Psychology services and the Psychosocial-Oncology Program assist with complex emotional concerns like fear, anxiety, depression, stress and other issues associated with a diagnosis of cancer or its treatment. Psychiatry services professionals are available for consultation in cases where medication may be beneficial for a patient’s psychological needs.

Available to patients by referral from your doctor or social worker.

**Genetic Counseling and Testing**
Genetic counseling and testing for individuals who may have an inherited, genetic predisposition to some types of cancer.

Call 216.636.1768 or 1.800.998.4785 or ask your physician.

**Financial Counseling**
We have a team of caring professionals to help you work through the financial burdens that often come with cancer treatment. See Financial and Billing section for more information.

Call 216.445.6249 or 1.866.621.6385.

**Ombudsman**
For concerns related to your medical care or service: If you have been unable to resolve your problem, please contact the Ombudsman Office.

Call 216.444.2544.
The 4th Angel Mentoring Program

Learning that you or your loved one has cancer can be an overwhelming experience. The 4th Angel Mentoring program offers free, one-on-one phone or email support for patients or caregivers who have made the same journey you are about to begin. This specially trained volunteer is someone who will talk and listen in a supportive way.

Available to patients and caregivers. Call 216.445.8734 or 1.866.520.3197, visit www.4thangel.org or email 4thangel@ccf.org.

Chemocare.com®
This website is available in English and Spanish, the website provides information and videos about:
• Chemotherapy and other anti-cancer drugs
• Managing side effects
• Complementary medicine
• Nutrition
• Care before, during and after chemotherapy

Nutrition Therapy
Consultation with a registered dietitian is available during your visit. Based on your nutritional status and illness, a dietitian will work with you to optimize your treatment and aid your recovery.
• Evaluate individual nutrient needs
• Assist with meal and snack planning
• Adjust diet based on disease symptoms and treatment side effects
• Answer questions about books, articles and online nutrition information
• Review current recommendations for cancer prevention, treatment and survivorship
• Clarify nutrition and cancer myths, facts and misconceptions
• Provide reliable, evidence-based resources
Call 216.444.3046. Please call ahead to make an appointment.

Tobacco Cessation
For patients who use tobacco, quitting is a challenging but important part of cancer treatment. This program focuses on tobacco cessation treatment options that have a positive influence on overall health.
Call 216.444.6833 for an appointment, or ask your doctor for a referral.
Support Services

Support programs and services for patients and families before, during and after treatment for cancer are available at various hospital and family health center locations.

**4th Angel Mentoring Program**
Free, one-on-one phone or email support for patients and caregivers by trained volunteers who have also been touched by a cancer diagnosis. Information at: 4thAngel.org or 866.520.3197.

**LOCATIONS:** All, nationwide, any treatment center

**Alternative and Wellness Therapies**
A variety of therapies to help patients cope with the stress of cancer treatment including Reiki, massage therapy, acupuncture, pilates, facials and makeup consultation.

**LOCATIONS:**
- **Main Campus**
- **Medina** (Pink Ribbon Pilates)

**Art Therapy**
Patients and families can explore the expressive, healing power of art using a variety of media including drawing, painting, collage, and sculpture.

**LOCATIONS:**
- **Beachwood**
  - **Fairview Hospital/Moll Pavilion**
  - **Hillcrest Hospital/Hirsch** (inpatient only)
- **Main Campus**
- **Sandusky**

**Cancer Answer Line**
216.444.7923 or 866.223.8100
Information and answers about cancer and cancer care at Cleveland Clinic.

**LOCATIONS:** All

**Chemocare.com**
Website in English and Spanish with information and videos about chemotherapy and other anti-cancer drugs, nutrition, side effects, before and after care and complementary medicine.

**LOCATIONS:** All

**Chemotherapy Orientation Class**
Programs that provide valuable information to patients undergoing chemotherapy or other anti-cancer therapies.

**LOCATIONS:**
- **Beachwood**
- **Hillcrest Hospital/Hirsch**
- **Independence**
- **Main Campus**

**Educational/Informational Resources**
Brochures, internet access, connections to local and national resources and related events.

**LOCATIONS:**
- **Beachwood**
- **Fairview Hospital/Moll Pavilion**
- **Hillcrest Hospital/Hirsch**
- **Independence**
- **Main Campus**
- **Sandusky**
- **South Pointe**
- **Wooster**
**Support Services (continued)**

**Facing Forward - Live: For Patients Who Recently Completed Cancer Treatment**
A two-hour educational program designed to ease the transition from active treatment to follow-up or maintenance therapy.

**LOCATIONS:**
- Fairview Hospital/Moll Pavilion
- Hillcrest Hospital/Hirsch
- Main Campus

**Genetic Counseling**
For individuals who may have an inherited, genetic predisposition to certain types of cancer. Ask your doctor if a referral to genetic counseling is right for you.

**LOCATIONS:**
- Beachwood
- Fairview Hospital/Moll Pavilion
- Hillcrest Hospital/Hirsch
- Main Campus
- Sandusky

**Look Good/Feel Better**
American Cancer Society program for women about makeup, skin care, nail care and hair loss. Participants receive a free makeup kit.

**LOCATIONS:**
- Fairview Hospital/Moll Pavilion
- Hillcrest Hospital/Hirsch
- Independence
- Lorain
- Medina Hospital

**Music Therapy**
Music to help with individual goals including physical, emotional and communication needs.

**LOCATIONS:**
- Fairview Hospital/Moll Pavilion
- Main Campus

**Nutrition Therapy**
Consultation with a registered dietitian is available. Based on your nutritional status and illness, a dietitian will work with you to optimize your treatment and aid your recovery.

**LOCATIONS:**
- Beachwood
- Fairview Hospital/Moll Pavilion
- Hillcrest Hospital/Hirsch
- Independence
- Main Campus
- Medina Hospital
- South Pointe

**Pastoral or Spiritual Counseling**
Chaplains of various faiths are available to help foster healing and supportive listening.

**LOCATIONS:**
- Fairview Hospital/Moll Pavilion
- Hillcrest Hospital/Hirsch
- Main Campus
- Medina Hospital (inpatient only)
- South Pointe
Psychosocial Programs
Psychology, psychiatry and social work professionals are available to provide counseling and support for patients face emotional, psychological and financial challenges. Ask your oncology social worker for information.

LOCATIONS:
- Beachwood
- Fairview Hospital/Moll Pavilion
- Hillcrest Hospital/Hirsch
- Independence
- Main Campus
- Sandusky
- South Pointe
- Wooster

Rehabilitation Programs
Physical, occupational, and speech therapists help improve physical function and post-treatment difficulties with fatigue, neuropathy, self-care, lymphedema, and cognitive abilities.

LOCATIONS:
- Independence
- Main Campus
- West Side Cleveland (various)
- Wooster

Support Groups
Led by oncology social workers, nurses and psychologists, support groups allow participants to share their concerns, fears and hopes with others experiencing similar life events.

LOCATIONS:
- Fairview Hospital/Moll Pavilion
- Hillcrest Hospital/Hirsch
- Lorain
- Main Campus
- Sandusky
- Wooster

Tobacco Cessation
This program focuses on tobacco cessation treatment options that have a positive influence for cancer treatment and overall health.

LOCATIONS: Main Campus

Wig Boutique
Wigs, hats and other accessories available for use on a complimentary basis.

LOCATIONS:
- Main Campus
- Sandusky
**Support Services** *(continued)*

### Location Support Programs

<table>
<thead>
<tr>
<th>Location</th>
<th>Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Locations</td>
<td>4th Angel; Cancer Answer Line; Chemocare.</td>
</tr>
<tr>
<td>Beachwood</td>
<td>Art therapy; chemotherapy orientation class; educational/informational resources; genetic counseling; nutrition therapy; psychosocial program.</td>
</tr>
<tr>
<td>Fairview Hospital /Moll Pavilion</td>
<td>Art therapy; educational/informational resources; Facing Forward; genetic counseling; Look Good/Feel Better; music therapy; nutrition therapy; pastoral/spiritual counseling; psychosocial programs; support groups.</td>
</tr>
<tr>
<td>Hillcrest Hospital/Hirsch</td>
<td>Art therapy (inpatient only); chemotherapy orientation class; educational/informational resources; Facing Forward; genetic counseling; Look Good/Feel Better; nutrition therapy; psychosocial programs; rehabilitation programs; support groups.</td>
</tr>
<tr>
<td>Independence</td>
<td>Chemotherapy orientation class; educational/informational resources; Facing Forward; genetic counseling; Look Good/Feel Better; nutrition therapy; pastoral/spiritual counseling; psychosocial programs; rehabilitation programs; support groups.</td>
</tr>
<tr>
<td>Lorain</td>
<td>Look Good/Feel Better; support groups.</td>
</tr>
<tr>
<td>Main Campus</td>
<td>Alternative and wellness therapies; art therapy; chemotherapy orientation class; educational resources; Facing Forward; genetic counseling; music therapy (inpatient only); nutrition therapy; pastoral/spiritual counseling; psychosocial programs; rehabilitation programs; support groups; tobacco cessation; wig boutique.</td>
</tr>
<tr>
<td>Medina Hospital</td>
<td>Alternative therapies and wellness (Reiki, pilates); Look Good/Feel Better; nutrition therapy; pastoral/spiritual counseling (inpatient only).</td>
</tr>
<tr>
<td>Sandusky</td>
<td>Art therapy; chemotherapy orientation class; educational resources; Facing Forward; genetic counseling; Look Good/Feel Better; nutrition therapy; pastoral/spiritual counseling; psychosocial programs; support groups; wig boutique.</td>
</tr>
<tr>
<td>South Pointe</td>
<td>Chemotherapy orientation class; educational/informational resources; genetic counseling; nutrition therapy; pastoral/spiritual counseling; psychosocial programs; support groups; wig boutique.</td>
</tr>
<tr>
<td>West Side Cleveland (various)</td>
<td>Rehabilitation programs.</td>
</tr>
<tr>
<td>Wooster</td>
<td>Educational/informational resources; psychosocial programs; rehabilitation programs; support groups.</td>
</tr>
</tbody>
</table>

Please contact your Cleveland Clinic Family Health and Surgery Center for more information on support offerings.
Local and National Resources

4th Angel Mentoring Program
216.445.8734  |  Toll Free: 1.866.520.3197
Phone or email support. Matches cancer patients and caregivers with survivors who have been through a similar cancer experience.
www.4thangel.org

American Cancer Society
Toll Free: 1.800.227.2345
Trusted information about all cancer types, cancer treatments and support.
www.cancer.org

Cancer Support Community
202.659.9709  |  Toll Free: 1.888.793.WELL
An international nonprofit providing support, education and hope to people affected by cancer.
www.cancersupportcommunity.org

cancer.net
Information from the American Society of Clinical Oncology on cancer types, treatments, advocacy, survivorship, resources, podcasts and news.
www.cancer.net

CaringBridge
651.789.2300
Provides a complimentary online space where patients and families can share cancer stories, connect, provide updates, and receive support.
www.caringbridge.org

Chemocare.com®
The latest information about chemotherapy for patients and their families, caregivers and friends.
www.chemocare.com

Cleveland Clinic
www.clevelandclinic.org/cancer

The Leukemia & Lymphoma Society (LLS)
Toll-Free: 1.800.955.4572
The world’s largest voluntary health organization dedicated to funding blood cancer research and providing education and patient services.
www.lls.org  |  Email: infocenter@lls.org

National Cancer Institute (NCI)
Toll Free: 1.800.422.6237
Part of the National Institutes of Health (NIH). Cancer information/resources, clinical trials.
www.cancer.gov  (Live chat on website.)

OncoLink
Information about specific types of cancer, updates on cancer treatments and news about research advances.
www.oncolink.org

Partnership for Prescription Assistance
1.888.4PPA.NOW (1.888.477.2669)
Qualified patients without prescription drug coverage get the medicines they need for free or nearly free.
www.pparx.org

Patient Advocate Foundation
757.873.6668  |  Toll Free: 1.800.532.5274
www.patientadvocate.org

Stewart’s Caring Place
330.836.1772
2955 West Market Street, Fairlawn, OH
Provides support services, free of charge, to individuals and families touched by cancer.
www.stewartscaringplace.org

The Gathering Place
Phone: 216.595.9546
West: 800 Sharon Drive, Westlake, OH
East: 23300 Commerce Park, Beachwood, OH
Support, educate and empower individuals and families touched by cancer through programs and services provided free of charge.
www.touchedbycancer.org
What do I need to bring to every visit?

We are committed to providing the best possible care for you.

Please bring the following to every visit:

- Insurance cards
- Prescription coverage insurance card
- Photo ID
- This binder
- A list of all medications for all over-the-counter, home remedies, herbal medications, vitamins and weight gain, weight loss products. Please include frequency and dose (the following template may be helpful to use).
- Any medical records and tests from other facilities that we do not already have from a previous visit. This would include X-rays, MRIs, CT scans, laboratory tests, chemotherapy, and operative reports.

At Each Visit

You will be asked the following at every visit:

- Are you experiencing pain?
- Do you have any allergies?
- What medications do you take?
- Quality of life questions.
Allergies
Please list all allergies including respiratory, medications, supplements, anesthetics, foods, materials, etc.

*Bring this list with you to all appointments as you will be asked for updates.*

Please list any allergies:

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Ohio Cancer Care

Medication Tracker
The following are pages where you can keep accurate track of all prescription and over-the-counter medications, as well as supplements and herbal supplements and medications. Please keep this record as up to date as possible and bring it with you to every visit.
### Prescription Medications

Please complete for prescription medicine:

<table>
<thead>
<tr>
<th>Name</th>
<th>Dosage</th>
<th>Frequency</th>
<th>What Used For</th>
<th>Start Date</th>
<th>Stop Date</th>
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Medication Tracker

**Over-the-Counter Medications**  Please complete for over-the-counter medicine:

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<thead>
<tr>
<th>Name</th>
<th>Dosage</th>
<th>Frequency</th>
<th>What Used For</th>
<th>Start Date</th>
<th>Stop Date</th>
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**Herbal Supplements and Vitamins**  Please complete for herbal supplements and vitamins:

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<tr>
<th>Name</th>
<th>Dosage</th>
<th>Frequency</th>
<th>What Used For</th>
<th>Start Date</th>
<th>Stop Date</th>
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Finding Your Way

Parking
Self-Park Options
Paking Garage #1, located on E 93rd between Chester and Euclid has access to the Taussig Cancer Institute (R Building) without going outside. Parking Garage #4, located on E 90th Street is a half block from Taussig, but does require you to walk outdoors to access the building. (See Main Campus map on fold-out page.)

Self-Park Rates: *Lost or damaged ticket pays maximum rate.*

<table>
<thead>
<tr>
<th>Time</th>
<th>Rate</th>
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<tr>
<td>Less than 1 hour</td>
<td>$0</td>
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<tr>
<td>1 - 2 hours</td>
<td>$4</td>
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<tr>
<td>2 - 3 hours</td>
<td>$6</td>
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<tr>
<td>3 - 4 hours</td>
<td>$8</td>
</tr>
<tr>
<td>Over 4 hours</td>
<td>$10 (maximum rate)</td>
</tr>
</tbody>
</table>

Self-Park Discount Coupons
Discount coupons are available for patients and visitors making frequent visits to main campus. You may purchase self-park discount coupons from all valet cashiers and self-park cashiers throughout main campus.

Coupon Packages: *Valid for use in self-park facilities only (not accepted at valet).*

<table>
<thead>
<tr>
<th>Coupon Packages</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five-pack</td>
<td>$35</td>
</tr>
<tr>
<td>Disabled or Senior Five-pack</td>
<td>$30*</td>
</tr>
</tbody>
</table>

Valet Parking
Valet parking is offered at the E 90th Street entrance to the R Building (Taussig Cancer Institute). Validations are accepted at all valet locations.

Valet Rates: *Self-park coupons are not accepted at valet.*

<table>
<thead>
<tr>
<th>Time</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>$12</td>
</tr>
<tr>
<td>Disabled or Senior</td>
<td>$10*</td>
</tr>
</tbody>
</table>

Patient and Visitor Shuttle Services
Cleveland Clinic provides shuttle services to and from buildings on main campus. Please see a Red Coat for more information or assistance.

Transportation Assistance
Please contact your social worker if you are experiencing transportation difficulties.

*Cleveland Clinic Main Campus Map* Please open fold-out.

*Seniors must present Golden Buckeye, AARP, Senior Circle or Healthwise Connection card.*
Parking Services Assistance Program
Call 216.444.2255 if you experience a mechanical or other problem while parked at Cleveland Clinic. This service is available 24 hours a day, 7 days a week, 365 days a year.

Free Shuttle Bus Service
For your convenience, a free shuttle bus service provides transportation around campus. Please call 216.444.8484 or, from any house phone, 48484.
### Three-Year Calendar

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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</thead>
<tbody>
<tr>
<td>January</td>
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“It’s good to have a goal, set a finish line. I would look forward to baseball season, I knew my treatment would be finished then. Keep up with the things you love — music, exercise if you can, helping others.”

Marc, Cancer Survivor and 4th Angel Mentor
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A diagnosis and treatment of cancer is a life-changing experience that affects the individual, family, friends and loved ones. This section discusses the personal impact of cancer, family issues and lifestyle changes. Support from your healthcare team and local and national programs will assist you in coping with illness and treatment.

**Personal Impact**

It is difficult to hear anything after the diagnosis of cancer. People often feel “numb” and there is a general feeling of disbelief. Once the numbness wears away, other feelings such as anger, sorrow, fear, helplessness and guilt emerge. These feelings are very normal and should be expected. There are many ways that you can take charge of these overwhelming emotions.

- Express your emotions honestly with your healthcare team.
- Recognize that grief over the loss of life as we knew it is natural.
- Consider that guilt and blame will not provide you any more control.
- Practice relaxation techniques.
- Schedule time with your social worker to discuss your emotions or ask to be connected with an individual who has been through the same experience.

**Body Image**

The diagnosis and treatment may leave you feeling vulnerable and less confident about your body image. This change usually occurs while in treatment. Here are some ways you can lessen the side effects of your treatment:

- Practice low-impact exercises to maintain muscle tone, stimulate appetite and fight fatigue.
- Recognize and accept that there will be changes in weight, strength and stamina.
- Enroll in a “Look Good…Feel Better” class (women only) and learn ways to take care of your skin and hair while in treatment.
- Continue, when able, to participate in social outings so isolation does not lead to depression and loneliness.

Remember, the side effects of treatment are usually temporary and subside once the treatment is complete.

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**Look Good… Feel Better**

The American Cancer Society Look Good…Feel Better program helps women learn about makeup, skin care, nail care and ways to deal with hair loss such as with wigs, turbans and scarves. Each woman receives a free makeup kit.

Sessions are available through Cleveland Clinic locations. Visit the website below for details. Preregistration is required.

Please register by calling 1.800.227.2345 or online at lookgoodfeelbetter.org.
**Self-Care**

**Exercise**
Physical activity during your cancer journey can reduce your fatigue, stimulate your immune system, and nourish your body, mind, heart and spirit.

Tips for Exercising Safely with Cancer:
- Recognize your limitations.
- Start slowly.
- Exercise for short periods at different times during the day when you are feeling able.
- Build up your strength little by little — 10 minutes a day is okay.
- If you have balance problems, consider exercises that are less likely to make you fall (swimming, stationary bicycle, or exercise equipment with handles).
- If you are at risk for infections, you may want to avoid going to a gym or other public places.
- If you do go to the gym, use an antibacterial hand sanitizer often (you may want to bring your own). Bring your own towel as well.
Is Cancer Rehabilitation Right for Me?

What is cancer rehabilitation?
Surgery, chemotherapy, radiation and cancer itself can all cause changes in your body — and the way you interact with your surroundings. Cancer rehabilitation is designed to help you or a loved one improve quality of life and cope with activities of daily living, mobility, and language/swallowing which are often affected by the cancer experience. The goal is to help you:

• Prevent disability
• Monitor your body’s changes
• Treating your symptoms during and after treatment
• Achieve your best quality of life and function

When would a patient receive cancer rehabilitation?
Rehabilitation programs are appropriate for patients of any age and during any stage of their cancer journey. The rehab approach to care is multidisciplinary, meaning that your program can consist of a variety of therapies, management of symptoms and emotional support for you and your family.

How does it work?
Since each patient and family is uniquely affected by cancer, rehab takes your goals into consideration during each step of the way through your cancer journey. Rehabilitation services are often covered by insurance.

In cancer rehabilitation, the following specialists provide expert evaluation and treatment customized to your needs:

Cancer Physical medicine and rehab (PM&R) physicians –
These experts diagnose musculoskeletal conditions that you may have developed from cancer treatments or which you had previously and are now impacting you (such as different types of arthritis, cardiopulmonary disease, history of musculoskeletal injuries). It is best to begin working with a physical medicine and rehabilitation physician when you first start to notice functional changes in your body.
Cancer PM&R doctors design a personalized functional program to help you to maintain or improve your quality of life and functional abilities. They focus on diagnosis, medication management and referral to specific types of therapies, if needed, with any of the following rehab professionals:

**Occupational Therapists** – These therapists traditionally work on improving how you perform activities of daily living and instrumental activities of daily living. They instruct you on safe ways to do things, teaching you modified ways to make tasks easier or more efficient. They also help with splinting, medical equipment evaluation and energy conservation.

**Physical Therapist** – Traditionally, physical therapists work on improving your endurance/fitness, posture, balance, fall prevention and walking/running/sport reentry. They develop home exercise programs and medical equipment evaluation.

**Lymphedema Specialists** – These experts can be either occupational or physical therapists who provide specialized help with managing swelling related to lymphedema. This usually includes manual lymph drainage, education and counseling on proper use of compression garments.

**Speech Therapist** – Speech therapists usually evaluate and treat problems related to how you speak and communicate, how you think and how you swallow.

**Orthotists/Prosthetists** – These experts help design and fit braces or prosthetics, if needed.

**Neuropsychologists** – These physicians who specialize in psychology help evaluate high-level cognitive processes (executive function, attention, problem solving, etc.).

Our entire cancer rehab team is here for you throughout your continuum of care and will work alongside your medical team to help you feel your best.
Sleep
While sleep disorders affect a small number of healthy people, as many as half of patients with cancer have problems sleeping.

There are many reasons a cancer patient may have trouble sleeping, including:
• Physical changes caused by the cancer or treatment
• Side effects of drugs or other treatments
• Hospitalization

Habits and routines that may help improve sleep include the following:
• A comfortable bed and bedroom
• Keep the room quiet with dim or no lighting
• Keep the room at a comfortable temperature
• Keep skin clean and dry
• Sleep in loose, soft clothing
• Keep bedding and pillows clean, dry, and smooth, without wrinkles
• Use pillows to get into a comfortable position
• Regular bowel and bladder habits help to reduce the number of times you have to get up during the night
• Avoid drinking a lot before bedtime – empty your bowel and bladder before going to bed
• Maintain adequate diet and exercise during the day, but don’t exercise within 3 hours of bedtime
• Eat a high-protein snack (such as milk or turkey) 2 hours before bedtime
• Avoid heavy, spicy, or sugary foods before bedtime
• Avoid drinking caffeine, alcohol or smoking before bedtime
• Avoid watching TV or working in the bedroom
• Go to sleep and wake up at the same hour every day, no matter how little you slept

“Support is always helpful and appreciated. This is why I belong to a support group and offer support.”

4th Angel Mentor
Family Roles
Many factors affect how a family copes with cancer. A cancer diagnosis shifts roles and responsibilities within the family.
• When giving new responsibilities consider the age and gender of the family member.
• Avoid giving any one person too much responsibility.
• Maintain your family’s normal routine as much as possible.
• Encourage family cooperation in taking on new roles and tasks.

Self-Care

Relationships
It has been said that cancer is a family disease. Family may include your spouse, partner, children, friends and loved ones. Your family members will experience the same rush of emotions that you feel and family life will change as they cope with the diagnosis and treatment. Often, family life is in temporary crisis.
Your family/friends can use these strategies to reduce stress:
• Practice and maintain open and honest communication with everyone in the family, including children and older parents. Seek out ways to better communicate with each other. (See your social worker for help.)
• If possible, have family members attend your meetings with doctors.
• Keep a notebook of appointments, treatments and results of tests and procedures that all family members can review.
• Be respectful of others’ feelings. Minimizing or ignoring another’s feelings can create frustration and lower self-esteem.
• Remember men and women cope differently with loss and new responsibilities.
• Look outside the family for resources such as support groups, websites and school personnel.
• Prepare yourself and your family for both good and bad days.
• Know each other’s strengths, weaknesses and freely admit them.
• Take time out for yourself – this helps to maintain perspective.

Other Sources of Family Stress
Finances can cause a tremendous amount of stress, particularly if treatment has an impact on a family’s financial situation. Contact your social worker if a change in finances affects your purchase of medications, groceries or utilities.
Nutrition is an important aspect of care and is one of the few things that the patient and family can control during treatment. Changes in eating patterns can disrupt this sense of control and
may lead to tension between the patient and family. Family members can help reduce food-related tension by keeping the following in mind.

• Remember that the person with cancer has lost a tremendous amount of control. Allow them as much control as possible. Ask them what, when and where they want to eat.
• Do not take it personally if they do not eat everything on their plate.
• Do not force the issue of eating full meals but rather offer small frequent snacks.
• Be flexible as the patient’s tastes and desires change during the course of treatment.
• Offer encouragement and support. Don’t overwhelm the patient with frequent discussions about eating and drinking.
• Ask the dietitian for specific suggestions to help your loved one cope with the challenges of eating during cancer treatment.

Support Services
Care Team Members
In addition to your primary oncologist, you may receive additional care or support from some of the following team members.

• As we are a teaching hospital, you may meet a Resident or Fellow who is working with your primary oncologist.
  - Resident – A physician in his/her initial graduate medical education immediately following medical school.
  - Fellow – A physician in advanced training (beyond residency) furthering his or her education in a specific specialty.

• Nurses – Skilled in the specialty of oncology, our nurses are also available to answer your questions, provide educational materials and address any concerns.

• Mid Level Providers – Nurse practitioners, clinical nurse specialists or physician assistants may be part of your care team. These providers are able to help with the monitoring, diagnosis, and treatment of many of the issues that may appear once you start treatment. These same providers will work with your disease team to follow you after treatment into survivorship.

Continued on next page.
How severe is your pain?

You will be asked to rate your pain on a scale of 0 – 5. Sometimes it may be difficult to rate your pain, especially if you have trouble speaking from treatment effects. In these cases, pictures may be utilized such as these:

0 = very happy, no hurt

1 = hurts just a little bit

2 = hurts a little more

3 = hurts even more

Cancer Survivor

4 = hurts a whole lot

5 = hurts as much as you can imagine

(Don’t have to be crying to feel this much pain.)

Support Services continued.

• Social Workers – Our oncology social workers can assist you with navigating the cancer experience. Services include counseling, support, referral to resources and advocacy.

• Registered Dietitian – Available to address your nutritional needs (please see the Nutrition section for more information).

• Patient Service Representative (PSR) – Here to assist you in scheduling appointments and follow-up testing. They work with you and your care team to help coordinate your schedule.

• Medical Secretaries – Working closely with the physician, medical secretaries answer patient phone calls, respond to inquiries, research problems and expedite solutions. They may also help with appointments/scheduling.

• Patient Liaison – Here to help you with any needs you may have. If they cannot answer your questions directly, they will get you to someone who can.

Self-Care

Pain Management — Don’t Suffer in Silence.

We are committed to minimizing your pain. Let us know if you are experiencing pain. You will be asked about your pain level when you see your nurse or doctor. When you report your pain to your doctor or nurse here are some questions to consider:

• Where does it hurt and how frequently do you feel the pain?

• When did you first notice the pain?

• How does it feel to you? For example, do you feel a throbbing, burning, or stabbing sensation, or is your pain more of an ache? Is the sensation sharp or dull?
Palliative Medicine: Supportive Care for Patients and Families

What is Palliative Medicine?
Palliative medicine is specialized medical care that considers the full effects of cancer and its treatment and helps control symptoms, manage complications, and improve quality of life.

Throughout the continuum of illness, palliative care addresses physical, intellectual, emotional, social, and spiritual needs and helps to facilitate patient autonomy, access to information and choice.

Who would benefit from this care?
- People experiencing pain or other symptoms from cancer or its treatment
- Patients or families dealing with the stress of a life-threatening illness

For appointment assistance and for answers to your questions about cancer, please call 216.444.7923 or toll-free 1.866.223.8100, Monday through Friday from 8 a.m. to 4:30 p.m.

What is the goal?
The goal of palliative care is to improve quality of life for both the patient and the family by providing:
- An added layer of support, working with the patient’s other physicians
- Relief from pain, symptoms, and the stress of serious illness
- Support at any age, any stage, and any diagnosis and alongside curative/life prolonging treatments

Common Misconceptions

Myth:
To qualify for palliative care, a patient must be dying.

Reality:
Palliative care is appropriate for patients at any stage of a serious illness, ideally at the time of diagnosis.

Myth:
Palliative care is the same as hospice care.

Reality:
Unlike hospice care, patients receiving palliative care do not have to accept comfort care as the primary goal of treatment or have a prognosis of six months or less. Palliative care patients can continue to receive treatment or hospitalization for their underlying disease.
Who is on the palliative care team?
Specially trained staff in the Harry R. Horvitz Center for Palliative Care at Cleveland Clinic coordinate the complex medical care for patients. The care team is made up of:

• The patient and his/her family
• The referring physician
• The palliative medicine physician
• Registered nurse

Additional support team members include, but are not limited to:

• Social worker
• Registered dietitian
• Psychologist/psychiatrist
• Chaplains/spiritual care
• Art therapist
• Music therapist
Creative Ideas for Eating During Illness and Recovery

Why Good Nutrition Is Important

Good nutrition is important for everyone, but it is particularly important to a person recovering from surgery, illness, infection, or unexplained weight loss. Good nutrition, especially adequate calories and protein, helps maintain the body's store of protein, provide energy, heal wounds and fight infection.

Most important of all, good nutrition can give you a sense of well-being.

Eating what and when you want is an important part of your nutrition therapy, yet many patients experience problems in eating that can slow healing or result in poor nutrition.

This section contains solutions to several of these nutritional problems. High-calorie, high-protein recipes are included to provide you with delicious foods that are good for you.

Nutrition goals are often changed. If you have been on a restricted diet (for example, a diet low in calories, sodium, or cholesterol), your doctor may change or remove these restrictions to improve your appetite. The best way to meet your nutritional needs is to work with your physician and dietitian while following the suggestions in this binder.

To read this section, you simply need to know that a calorie is a measurement of the amount of energy contained in food, and that protein is a nutrient for growth and repair of body tissues.

Good nutrition can give you a sense of well-being.
Nutrition Problems and Their Solutions

A variety of medical problems can affect your appetite. These problems can be caused by fatigue, your illness, medication, chemotherapy/radiation treatments, depression, or pain. Many patients can become frustrated when they know that they need to eat to get well, but they aren’t hungry. Each of the following sections describes a nutritional problem and suggests some possible solutions. Not all solutions will work for everyone — choose solutions that fit your situation.

Decreased Appetite

Decreased appetite or just not being hungry is one of the most troublesome nutrition problems you can experience. Although it is a common problem, why it occurs is unknown. There are some medications that might stimulate your appetite; ask your doctor if such medication would help you.

Solutions:

• Eat foods high in calories and protein. Try whole milk, pudding, cheese, cottage cheese, cheesy or creamed dishes, yogurt, peanut butter and cream soups.

• Keep nutritious, high-calorie snacks handy for when you are hungry, such as nuts, dried fruit, peanut butter cookies, cubed cheese, etc.

• Increase the calories and protein in the foods that you eat by using the suggestions given in Tips to Boost Intake, Calories, and Protein

• Select beverages which contain calories such as juices, sports drinks, milk, milkshakes, smoothies, soda, etc. Coffee and tea are permitted, but should be consumed in a limited quantity. They tend to fill you up, but offer no nourishment. The caffeinated products act as a diuretic and tend to dehydrate you.

• Drink a glass of wine or beer before meals to stimulate your appetite. Before you try this solution, discuss it with your doctor. Alcohol can worsen some medical conditions or react with certain medications.
**Early Satiety (Getting Full Too Soon)**

Many people feel full after eating only a few bites of food. Some people always feel full, even when they haven't eaten. This problem is called early satiety.

**Solutions:**

- Eat small amounts of food more frequently. Eating little bits of food all day lets you eat more without feeling uncomfortable.
- Drink high-calorie beverages. Liquids are digested faster than solids, so the full feeling will go away faster.
- Eat foods high in calories and protein. Try whole milk, pudding, cheese, cottage cheese, cheesy or creamed dishes, and cream soups.
- Increase the calories and protein in the foods that you eat by using the suggestions given in *Tips to Boost Calories and Protein*.
- Ask your doctor about medication to overcome early satiety.
- Limit the consumption of items with minimal nutritional value, such as broth, coffee, tea, carbonated beverages, and gelatin. They can contribute to feeling full.
- Sip small amounts of liquids during the meals. Often, people feel full if they eat and drink at the same time. Additional liquids can be consumed 30 minutes before or after the meals.

**Heartburn**

Heartburn can occur for many reasons, including overeating, eating certain foods, taking medications, or as a result of surgery.

**Solutions:**

- Avoid foods that have caused heartburn before. Some foods commonly associated with heartburn are highly seasoned foods, greasy or fried foods, chocolate, alcohol, peppermint and foods that contain caffeine (coffee, tea, and soft drinks). Spicy, tart, citrus, or acidic foods sometimes cause discomfort.
- Eat five or six smaller meals a day instead of three large meals. Decreasing the amount of food in your stomach eases digestion and reduces the chances of heartburn.
- Remain standing or sitting for at least 2 hours after eating. If you lie down, keep your upper body raised at a 45-degree angle.
- Eat your last meal several hours before going to bed.
- Take an antacid 1 hour after meals to relieve heartburn. You can also try taking antacids before going to bed. If you take antacids frequently, tell your doctor or dietitian.
Altered Taste and Sensitivity to Smell
How food tastes often determines what you like to eat. If food begins to taste different — if it becomes too sweet, too bland, bitter, or metallic tasting — your appetite can be affected. Medications often cause these taste changes.

Solutions:
• Brush your teeth before and after meals and snacks. Good oral hygiene helps control bad taste. Ask your doctor or dietitian if using a mouthwash would help.
• Cold or room-temperature food may taste better (sandwiches, cottage cheese, peanut butter, etc.). Hot foods tend to give off a stronger flavor and odor.
• Eat alternatives to red meat — turkey, chicken, fish, eggs, yogurt, cheese or cottage cheese.
• Use marinades to add flavor to poultry, red meat, or fish. Fruit juice, teriyaki sauce, Italian dressing, beer, wine, cranberry sauce, applesauce, or mint jelly will also add flavor.
• Add spices, such as herbs, onions, bacon bits, or almonds, to flavor plain foods.
• Use strong seasonings to improve the flavor of meats and vegetables. Rosemary, oregano, basil, tarragon, or mint are good possibilities.
• Eat snacks that leave a refreshing, pleasing aftertaste: fresh fruit, chewing gum, hard candy, cinnamon- or mint-flavored foods, fruit ice, or beverages.
• Ask your doctor about changing your medication. It could eliminate the bad taste in your mouth.
• If the food tastes metallic, eat with plastic utensils and avoid canned foods.
• If foods or beverages taste too sweet, consider adding lime, lemon, vinegar, salt, pickle juice, or finely ground decaffeinated coffee.
• If foods or beverages taste too salty or too bitter, consider adding sugar or sweetener.
• Sometimes tart foods (sherbet, Italian ice, sorbet) are better tolerated than sweeter items.

Sore Mouth or Throat
A sore mouth or throat can make eating difficult. Soreness can be caused by medications, chemotherapy, radiation therapy, or mouth infections.

Solutions:
• Eat bland, mild-flavored foods. Try bananas, canned pears, peaches, applesauce, or fruit nectars. Examples of items which may cause irritation include: salt, pepper, seasonings, items which are acidic, salsa, vinegar, pickles and tomato-based foods/juices.
• Eat lukewarm or cold foods. Hot food can irritate soreness.
• Puree foods before eating. Most cooked foods can be pureed in a blender or food processor.
• Avoid carbonated beverages or drink them once they have gone flat. These can irritate soreness.
• Drink soups or other liquids from a straw or a cup instead of a spoon to keep foods away from sore spots in your mouth.
• Avoid rough foods that may be hard to swallow, such as hard breads, toast, popcorn, raw vegetables, nuts and seeds.
• Eat soft foods that are easy to chew. Try casseroles, meat with gravy, mashed potatoes, cooked cereal, ice cream, eggs, pudding, or cottage cheese.
• Drink plenty of liquids all day to keep your throat moist and to help prevent dehydration. Try milk shakes, eggnogs, juices and soups.
• Sucking on ice chips can assist in numbing and soothing your mouth.
• Talk with your doctor about using an anesthetic mouthwash to help relieve discomfort.
• Have your doctor examine your mouth to see whether you have a fungal infection. These are treatable and often occur in patients who are ill, especially those taking steroids or antibiotics.

Dryness in the Mouth
Dryness in the mouth can make certain foods more difficult to eat. Dryness can be caused by fever, medications, chemotherapy, radiation therapy, or mouth infections.

Solutions:
• Drink 8 or more cups of liquid each day, 10 or more cups if you are feverish.
• Dunk or moisten breads, toast, cookies, or crackers in milk, hot chocolate or coffee to soften them.
• Take a drink after each bite of food to moisten your mouth and to help you swallow.
• Add sauces to foods to make them softer and more moist. Try gravy, broth, sauce, or melted butter.
• Eat sour candy, fruit ice, sugar-free gum or sugar-free candy to help to increase saliva and moisten your mouth.
• Sometimes sucking on ice chips, sugar-free popsicles, or frozen grapes helps.
• Add acidic juices/fruit as tolerated to the meals to stimulate saliva production. Oranges, lemons, limes, grapefruits and lemons are good choices.
• Don’t use a commercial mouthwash. Commercial mouthwashes often contain alcohol that can dry your mouth. Ask your doctor or dentist about alternative mouthwash products.
• Ask your doctor about artificial saliva products. These products are available by prescription.
Nausea

Nausea (an upset or “queasy” stomach) is a feeling of sickness that is sometimes accompanied by vomiting. Nausea can be caused by medications, radiation therapy, chemotherapy, pain, constipation or the flu. Ask your doctor if one of the many nausea medications available can help you.

Solutions:

- Eat dry foods when you wake up and every few hours during the day. Nausea is often worse on an empty stomach, and dry foods can relieve some of the discomfort. Try pretzels, plain crackers or cookies, dry cereal, or toast.
- Drinking liquids on an empty stomach can add to the feeling of nausea. Try sipping beverages slowly during your meals or drinking 30 to 60 minutes after eating solid foods.
- Avoid very hot foods and beverages. Cool or warm items would be a better selection.
- If the smell of food bothers you, avoid foods with unpleasant or strong odors. Eat in a different room from the kitchen, where the odors may be strongest. Cold or room-temperature foods may work out better if you are sensitive to smells.
- Avoid greasy, fried, or spicy foods. These foods take longer to digest and can make you feel bloated, uncomfortable and more nauseous.
- Avoid large meals and infrequent meals. The smaller and more frequent your meals and snacks are, the more comfortable you will be.
- Try ginger-containing items such as ginger ale, gingersnaps, ginger candy, or ginger tea.
- Eat foods and supplements that are high in calories and protein to maintain your nutrition when you cannot eat a lot.
- It is important to replace liquids if vomiting occurs. If you can, drink 8 or more cups of liquid each day. Add an additional 1/2 cup to 1 cup of liquid for each episode of vomiting.
- Avoid lying flat for 1 hour after eating.

If you are nauseated and:

- **Constipated** (or straining to pass stool)
  - Try the solutions for constipation
  - If this does not help after 2 days

- **Have flu-like symptoms such as fever or achiness**
  - Drink clear liquids

- **Have acute or severe pain**

- **Receive either chemotherapy, radiation therapy or both**
  - Try the solutions to control nausea above.
  - If these tips do not work for you

- **Have started taking a new medication OR a new dosage**
  - Try the solutions to control nausea above.
  - If these tips do not work for you

Call your doctor.
Diarrhea
Diarrhea is an increase in either the number of stools, the amount of liquid in the stools, or both. Diarrhea can be caused by medications, chemotherapy, radiation treatment, a reaction to certain foods, stress, and ordinary colds or flu.

Prolonged diarrhea can cause dehydration, weakness, fatigue and weight loss. Important nutrients — calories, protein, vitamins, water, sodium and potassium — are lost. This loss can be serious if you are already ill or trying to recover from an illness. Your doctor must know the cause of diarrhea to treat it correctly. Try the following solutions for two days. If after that time you are still having diarrhea, call your doctor. Liquids and nutrients are lost quickly and treatment must begin before prolonged diarrhea causes harm.

Solutions:
• Increase complex carbohydrates. Complex carbohydrates such as pasta, grains, rice and potatoes provide bulk to stool and slow the movement of stool through the intestine, helping to decrease stool output.
• Include a “thickening” food to each meal and snack. Foods such as bananas, tapioca, boiled white rice, baked potatoes without skin, applesauce, smooth peanut butter and oatmeal may help thicken stool output.
• Increase sodium in diet if stool output is increased. You lose sodium and other electrolytes in your stool. Eating salty meals and snacks and seasoning your foods with salt will replace some of the losses.
• Maintain hydration with caffeine-free fluids such as water, herbal tea, juices and sports drinks.
• Depending on the cause of your diarrhea, water may not be well-absorbed. If your stool output is increased with drinking water, you should drink an oral rehydration solution (ORS) instead. Fluid that has the same concentration of sodium, potassium and glucose as your blood is considered oral rehydration solution. See more about ORS at right.

Oral Rehydration Solutions
You may choose to purchase commercial ORS products such as Pedialyte®, Rehydralyte® or Ceralyte®, or make your own at home using one of these recipes:

Recipe 1
1 liter (4 cups) of water
2/3 tsp. of table salt
2 tbsp. of sugar
sugar-free Kool-Aid or Crystal Light (to taste)

Recipe 2
Mix 1 liter of G2® (low sugar Gatorade)
1/2 tsp. table salt

For either recipe: Mix ingredients together and sip between meals to maintain pale yellow (dilute) urine.

Be sure to ask your physician and dietitian if oral rehydration solution is appropriate for you.

Continued on next page.
Diarrhea solutions continued.

- Avoid foods that can make diarrhea worse. Because this can be different for everyone, take note of what you eat and when you experience diarrhea. Eliminate any foods that result in diarrhea. Some items that may make diarrhea worse include:
  - Foods high in fiber, such as whole wheat breads and pasta
  - Drinks that have a lot of sugar, such as regular soda and fruit punch
  - High fat, greasy foods
  - Milk products, unless they are low-lactose or lactose-free
  - Alcohol
  - Spicy foods
  - Foods or drinks with caffeine
  - Sugar-free products that are sweetened with xylitol or sorbitol, found mainly in sugar-free gums and candy. Apple juice is also high in sorbitol.

- Ask your doctor whether adjusting your medications or adding over the over-the-counter (non-prescription) drugs might help relieve the diarrhea. Do not change your medications without first talking to your doctor.

Lactose Intolerance

Lactose intolerance is the inability to digest lactose, a sugar found in milk. If you have lactose intolerance, foods that contain lactose can cause stomach cramps, gas and diarrhea. Medications, radiation therapy, chemotherapy, antibiotics and certain diseases can also cause or worsen lactose intolerance. Lactose intolerance is a common and often temporary aspect of medical treatment. Dairy products are the best source of calcium. If you have lactose intolerance, you must avoid dairy products, and you may not be getting enough calcium. Talk with your doctor or dietitian about taking a calcium supplement or adding other nondairy sources of calcium to your diet.

Solutions:

- Don’t use dairy products (they contain lactose). Avoid: cheese, ice cream, cottage cheese, yogurt, milk, sherbet and foods containing milk.

- If you can tolerate small amounts of lactose, you can try eating “lactose-reduced” foods. Lactose-reduced foods are treated with a substance called “lactase.” Eat lactose-reduced foods with other foods at a meal and not on an empty stomach.

- Try products made with soy milk, almond milk, or rice milk.
• Ask your doctor or dietitian about over-the-counter (nonprescription) lactase enzymes. These enzymes may be added to milk or taken when you eat dairy products to help digest lactose.
• Add nondairy sources of calcium, such as almonds, almond butter, soy milk, rice milk, navy beans, soy cheese and tofu.

**Constipation**

Constipation occurs when bowel movements become difficult or infrequent, usually more than 48 hours apart. Constipation can be caused by medications and by not drinking or eating enough liquids or food.

_Solutions:_

• Drink 8 or more cups of fluids per day, such as water, coffee, tea, juice, or flavored beverages.
• Drink something hot as the first beverage in the morning, such as hot water, coffee, tea, or hot apple cider. Hot liquids may stimulate a bowel movement.
• Drink 1/2 to 1 cup of prune juice in the morning to stimulate a bowel movement.
• Increase the fiber in your foods. Try whole grain breads, fresh fruits, whole grain cereals and fresh vegetables. Check with your physician or dietitian before starting a high-fiber diet. (Under some situations, limited fiber is better.)
• Add 2 to 4 tablespoons of psyllium or unprocessed wheat bran to foods and drink plenty of liquids (liquids help bran to be effective). Try bran sprinkled over hot or cold cereal, casseroles, or mixed with applesauce, pancake batter, pudding, muffin batter, milkshakes, or cookie dough.
• Add regular daily physical activity to help stimulate bowel movements. Walking is great if you are feeling tired. Check with your physician to make sure physical activity is safe for you.
• If constipation continues, call your doctor. Your doctor may prescribe a stool softener or laxative. Don’t take any medications, including over-the-counter (nonprescription) medications, to treat constipation without talking to your doctor.

_Drinking a hot beverage such as hot water, coffee, tea or hot apple cider may stimulate your system._
Swallowing Problems

For most people, the daily acts of eating and drinking are effortless tasks. If you have difficulty swallowing (called “dysphagia”), mealtimes and snacks can become frustrating experiences. Swallowing difficulties can be dangerous because food can accidentally travel into your windpipe and cause choking. Dysphagia can also stop you from eating enough calories, protein, vitamins and minerals, which can delay your recovery from surgery or an illness.

Helpful Tips for Safe Swallowing:

• Sit up straight in a firm chair with your head slightly forward and your chin down, or follow the specific positioning recommended by your doctor or speech therapist.
• Use seasonings and sauces and smell your foods. This will help stimulate your appetite and salivary glands.
• Do not talk while eating. Swallow your food before talking.
• Eat slowly. Take time to chew and swallow each bite of food completely.
• Place food on the strongest side of your mouth.
• Avoid foods that break apart, and foods that are hard to chew such as breads, dry cookies and crackers, unless consumed with plenty of liquids.
• Alternate between eating and drinking. Take a bite of food and then sip some liquid.
• Cough when you need to, as it will prevent food from going down your airway.
• After eating, sit upright for at least 15 to 20 minutes. This will aid in digestion and also help in preventing heartburn.

Modifying Food Texture or Consistency:

• Soft and smooth foods are easier to chew and swallow. Foods such as meatloaf, casseroles, chicken salad, egg salad and tuna salad are higher in moisture. Use extra sauces and gravies to moisten your foods.
• Avoid dry meat, plain rice, bread, raw vegetables, dried fruits and nuts.
• Foods with one texture or a single consistency will be easier to swallow. A thick cream soup is easier to swallow than a minestrone or meat and vegetable soup.
• Try cold, flavorful, or carbonated liquids if you are beginning to experience problems with thin liquids. These provide stimulation in the mouth that can trigger a swallow.
• Drinking thicker liquids such as nectars, milkshakes, and smoothies will be better tolerated than thin liquids. Thick liquids move more slowly down your throat instead of spreading out the way thin liquids do. Also, thick liquids are less likely to go down your airway.
**Getting Enough Fluids:**

Your body requires about 6 to 8 cups (8 ounces per cup) of fluid each day. When swallowing is a problem, getting enough fluid may be difficult, especially when thin liquids must be eliminated from your diet.

To add “thick liquids” to your diet, choose items such as thick milkshakes, ice cream, puddings, custards, thick cream soups, or yogurt.

Commercial thickeners are also available to thicken liquids to any recommended consistency. These products work equally well with hot, cold, thin, or thick liquids. Ask your dietitian to recommend a thickener that fits your needs.

Household thickeners may be used to thicken liquids. Follow the instructions on the package. If there are no directions, start with adding a teaspoon of thickener until the desired thickness is achieved. The following may be used: arrowroot, custard powder, cornstarches, potato starch, tapioca, rice starch, pectin, gelatin, tapioca, instant pudding and infant cereals.

**Commercial Thickeners**

- **Nutra/Balance Thickeners and Thickened Products**
  www.nutra-balance-products.com | 1.800.654.3691

- **Resource® Ready to Serve Thickened Beverages**
  www.nestlenutritionstore.com/dysphagia.asp | 1.888.240.2713

- **Resource® Thicken-Up® Instant Food and Beverage Thickener**
  www.nestlenutritionstore.com/dysphagia.asp | 1.888.240.2713

- **Simply Thick™ Thickening Gel**
  www.simplythick.com | 1.800.205.7115

- **Thick and Easy™ Instant Food Thickener**
  www.homecarenutrition.com | 1.888.617.3482

- **Thick It™ Instant Food Thickener**
  www.precisionfoods.com | 1.800.442.5242
Nutrition

Nutrition Therapy
Consultation with a Registered Dietitian is available to all patients.

What is a registered dietitian?
A registered dietitian (RD) practices the science of medical nutrition therapy. Based on your nutritional status, illness and treatment a dietitian will work with you to optimize your treatment and aid your recovery. All of the dietitians employed at Cleveland Clinic are registered with the Commission on Dietetic Registration, The Academy of Nutrition and Dietetics, and are licensed dietitians in the State of Ohio. Every Cleveland Clinic dietitian has completed a four-year baccalaureate degree from an accredited college or university and a dietetic internship or comparable supervised experience. Many dietitians also have advanced degrees and/or specialty certifications.

What can a registered dietitian do for me?
• Evaluate individual nutrient needs
• Assist with meal and snack planning
• Adjust diet based on disease symptoms and treatment side effects:
  - Nausea  
  - Taste changes  
  - Decreased appetite  
  - Impaired digestion  
  - Fatigue  
  - Difficulty chewing and swallowing  
  - Diarrhea and constipation
• Answer questions about books, articles and online nutrition information
• Review current recommendations for cancer prevention, treatment and survivorship
• Clarify nutrition and cancer myths, facts and misconceptions
• Provide reliable, evidence-based resources

Dietitian Appointments
Call ahead to schedule an appointment while you are in treatment or when you are here to see your doctor or nurse. Same-day appointments may be available depending on the dietitian’s schedule. To request a nutrition consult simply ask your nurse or physician and the dietitian will be paged. If a same-day visit is not possible, a future appointment may be arranged.

Call 216.444.3046 to schedule an appointment.
Food Safety and Preventing Food-borne Illness

Nausea, upset stomach, cramps, diarrhea, and vomiting are also symptoms of food-borne illness. Commonly known as food poisoning, food-borne illnesses are caused by harmful bacteria growing in food. People who are ill, patients recovering from surgery, infants, and the elderly are at far greater risk for food-borne illnesses than are healthy people. People at high risk for food-borne illnesses can also take longer to recover from a food-borne illness.

You can’t taste, see, or smell most bacteria that cause food-borne illnesses. If you aren’t sure about a food’s safety, do not taste it — throw it out! Most food-related illnesses are caused by improper food handling. You can reduce your chances of getting food-borne illnesses by cleaning, cooking, and controlling temperature.

Cleaning

Keeping food and food preparation areas clean is an important part of preventing food from being contaminated. In addition:

- Wash your hands with soap before handling food.
- Wash your hands, utensils, and work surfaces immediately after preparing raw foods.
- Use only clean utensils and work surfaces.
- Wash raw fruits and vegetables before preparing them.
- Change dish cloths and kitchen towels frequently.

A Caution About Cutting Boards

Bacteria on raw foods can contaminate cooked foods if you use the same cutting board. To prevent contamination, use separate cutting boards for raw and cooked foods or sanitize the cutting boards thoroughly after each use.

How to clean cutting boards:

1. Sanitize by first washing the board with warm soapy water.
2. Wash it again with a solution of 1 tablespoon bleach to 4 cups warm water.
3. Let the solution sit on the cutting board for 2 minutes.
4. Rinse the board with clean hot water.
**Eating in Restaurants**

- Always order food to be cooked well-done.
- Don’t be afraid to ask a server how your food will be prepared.
- Return any foods that aren’t thoroughly cooked, especially meats and eggs.
- Avoid foods that may contain raw eggs, such as Caesar salad dressing or hollandaise sauce.

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**Nutrition**

**Cooking**

Many bacteria that cause food-borne illnesses are destroyed by heat, so thorough cooking helps prevent food-borne illnesses. Eggs and meat are especially prone to contamination.

**Eggs**

- Thoroughly cook eggs before you eat them.
- Don’t eat raw eggs or dishes made with raw eggs, such as raw cookie dough, homemade ice cream, Caesar salad, or eggnog.
- Don’t eat eggs prepared “sunny-side up” or “over-easy” or eggs that are runny.
- You can substitute a pasteurized egg product (such as frozen pasteurized eggs or powdered egg whites) for raw eggs in most recipes.

**Meats**

- Cook all meats and other dishes until they are well-done.
- Avoid raw fish and seafood, such as sushi, oysters or clams.
- Use a meat thermometer when cooking at home to control the internal temperature of meats. See internal temperature chart at right.

**Controlling Temperature**

Bacteria grow fastest between 40°F and 140°F — a range that includes room temperature — so refrigerating foods or cooking them promptly helps prevent food-borne illnesses.

- Thaw frozen foods in the refrigerator or microwave — never on the counter at room temperature.
- Cook food immediately after thawing in a microwave.
- Keep hot food hot (above 140°F).
- Keep cold food cold (below 40°F).
- Refrigerate all leftovers within 2 hours of cooking.
- Don’t save leftovers in the refrigerator for more than 2 days.
- Don’t purchase refrigerated foods after their expiration date.
Tips to Boost Intake, Calories and Protein

Use your imagination when it comes to increasing calories. Many plain, basic foods can be “jazzed up” to become high in calories. Try the tips below and see the examples at the end of this section.

- Add nonfat powdered milk to foods. A single tablespoon of nonfat powdered milk adds 25 calories and 3 grams of protein to your diet.
  - **Add 2 or more tablespoons** of nonfat powdered milk to each serving of these foods.
    - instant mashed potatoes
    - creamed soup
    - scrambled eggs
    - casseroles
    - pudding
    - mashed potatoes
    - custard
    - gravies
    - sauces
    - hot cereal/oatmeal

- Drink high-protein milk or use it as an ingredient in cooking. Each cup of high-protein milk contains 200 calories and 14 grams of protein. The high-protein milk mixture tastes best when thoroughly chilled. To make a single serving add 2 tablespoons of nonfat powdered milk to 8 ounces of whole milk. To make multiple servings add 1 cup of nonfat powdered milk to 1 quart of whole milk.

- Add commercially prepared carbohydrate supplements to foods to boost calories. These supplements can be added to juices, coffee, tea, fruit drinks, custard, milkshakes, cereal, sauces, casseroles and pudding. They can be purchased at most pharmacies and added to food without greatly changing the taste, texture, or appearance of the food. Several high-calorie, high-protein products are packaged as ready-to-use drinks, powdered drink mixes, canned puddings, pudding mixes and soup mixes. Your dietitian can help select the products that are right for you and advise you on how to use these products.

- Grated cheese, sour cream, butter, margarine, gravy, cream cheese, nuts, nut butters, olive oil, canola oil, milled flaxseed, avocado and coconut can all increase calorie intake.
  - Add the combinations of the above to:
    - rice
    - eggs
    - potatoes
    - noodles
    - biscuits
    - bread
    - buns
    - muffins
    - crackers
    - rolls
    - casserole
    - cream soup
    - hot cereal/oatmeal
    - vegetables
These ingredients will add the following number of calories:

- 1 tablespoon of butter or margarine = 100 calories
- 1 tablespoon of cream cheese = 50 calories
- 1 tablespoon of gravy = 40 calories
- 1 tablespoon of sour cream = 25 calories
- 1 tablespoon of grated cheese = 24 calories
- 1 tablespoon of sugar or syrup = about 50 calories
- 1 tablespoon of olive oil = 120 calories
- 1 tablespoon of canola oil = 125 calories

These ingredients will add the following calories and grams of protein:

- 1 ounce most nuts = 165 to 200 calories and 3 to 7 grams protein
- 1 tablespoon almond or cashew butter = 90 to 100 calories and 3 grams protein
- 1 tablespoon milled flaxseed = 35 calories and 1 gram protein
- 1/3 cup avocado = 80 calories and 1 gram protein
- 1 ounce coconut = 185 calories and 2 grams protein
- 1/2 cup lentils = 115 calories and 9 grams protein
- 1/2 cup hummus = 205 calories and 10 grams protein
- 1/2 cup quinoa, cooked = 110 calories and 4 grams protein
- 1/2 cup edamame, prepared = 95 calories and 8 grams protein
- 1/2 cup tofu = 45 calories and 5 grams protein
- 1/2 cup beans such as black, broad bean, garbanzo, great northern, kidney, lentils, lima, navy, pinto, and white beans = 90 to 150 calories and 5 to 10 grams protein

Above figures are from the USDA.
## Nutrition

### Breakfast

<table>
<thead>
<tr>
<th>Plain</th>
<th>Calories</th>
<th>Boosted</th>
<th>Calories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain oatmeal, 3/4 cup</td>
<td>110</td>
<td>High-calorie oatmeal</td>
<td>594</td>
</tr>
<tr>
<td>2% milk, 1 cup</td>
<td>120</td>
<td>Instant breakfast drink made with whole milk</td>
<td>280</td>
</tr>
<tr>
<td>Orange juice, 1/2 cup</td>
<td>60</td>
<td>Hot chocolate from mix, 6 oz.</td>
<td>103</td>
</tr>
<tr>
<td>Coffee with 1 tsp. sugar and cream</td>
<td>24</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Calories</strong></td>
<td><strong>314</strong></td>
<td><strong>Total Calories</strong></td>
<td><strong>977</strong></td>
</tr>
</tbody>
</table>

### Lunch

<table>
<thead>
<tr>
<th>Plain</th>
<th>Calories</th>
<th>Boosted</th>
<th>Calories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken noodle soup, 2 cups</td>
<td>180</td>
<td>Chicken soup, 1 serving</td>
<td>335</td>
</tr>
<tr>
<td>Turkey sandwich: 2 slices bread</td>
<td>160</td>
<td>Turkey sandwich: 2 slices bread</td>
<td>160</td>
</tr>
<tr>
<td>Sliced turkey breast, 2 oz.</td>
<td>89</td>
<td>Sliced turkey breast, 2 oz.</td>
<td>89</td>
</tr>
<tr>
<td>Lettuce and tomato slice</td>
<td>10</td>
<td>American cheese, 2 slices</td>
<td>210</td>
</tr>
<tr>
<td>Mayonnaise, 1 tbsp.</td>
<td>80</td>
<td>Lettuce and tomato slice</td>
<td>10</td>
</tr>
<tr>
<td>Orange</td>
<td>60</td>
<td>Mayonnaise, 1 tbsp.</td>
<td>80</td>
</tr>
<tr>
<td>Iced tea with lemon 1 tsp. sugar</td>
<td>16</td>
<td>Canned peaches, 1/2 cup in heavy syrup</td>
<td>95</td>
</tr>
<tr>
<td><strong>Total Calories</strong></td>
<td><strong>595</strong></td>
<td><strong>Total Calories</strong></td>
<td><strong>1099</strong></td>
</tr>
</tbody>
</table>

### Dinner

<table>
<thead>
<tr>
<th>Plain</th>
<th>Calories</th>
<th>Boosted</th>
<th>Calories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roast beef, 3 oz.</td>
<td>225</td>
<td>Roast beef, 3 oz.</td>
<td>225</td>
</tr>
<tr>
<td>Green beans, 1/4 cup</td>
<td>18</td>
<td>Green beans, 1/2 cup with 2 tbsp. margarine</td>
<td>218</td>
</tr>
<tr>
<td>Mashed potatoes, 1/2 cup</td>
<td>80</td>
<td>Scalloped potatoes, 1/2 cup</td>
<td>130</td>
</tr>
<tr>
<td>Gravy, 1/4 cup</td>
<td>160</td>
<td>Gravy, 1/4 cup</td>
<td>160</td>
</tr>
<tr>
<td>Roll</td>
<td>80</td>
<td>Roll</td>
<td>80</td>
</tr>
<tr>
<td>Margarine, 1 tbsp.</td>
<td>100</td>
<td>1 tbsp. margarine</td>
<td>100</td>
</tr>
<tr>
<td>Diet soft drink</td>
<td>0</td>
<td>High protein milk, 1 cup</td>
<td>200</td>
</tr>
<tr>
<td><strong>Total Calories</strong></td>
<td><strong>663</strong></td>
<td><strong>Total Calories</strong></td>
<td><strong>1113</strong></td>
</tr>
</tbody>
</table>

### Creative Eating

**Examples of Calorie- and Protein-Boosted Meals**
Other Suggestions:

- Drink beverages after meals or 30 minutes before, not along with them.
- Try to increase the portion sizes of foods you are currently eating.
- Always add “extras” to your food, such as olive oil, butter, or cheese sauce on vegetables or other hot foods; cheese, mayo, or avocado slices on sandwiches; and different salad dressings on sandwiches, for additional flavor, or as a dip for crackers or veggies.
- Breaded meat, chicken, or fish have more calories than baked, roasted, or broiled.
- Find quick microwaveable snacks that you enjoy, such as single-serving pizza, hot sandwich pockets and breaded chicken nuggets.

### Chicken Soup Recipe

**Ingredients**
- 6 cups chicken broth (you can substitute 6 cups of water with 6 bouillon cubes)
- 1 cup Rosmarina (orzo) or other small noodles
- 1/3 cup lemon juice (or the juice of two lemons)
- 6 eggs

**Directions**

Bring chicken broth or bouillon water to a boil. Add noodles to boiling pot and bring to a boil. Turn heat down to medium. Cook noodles at medium for 10 to 12 minutes or until done. Remove from heat. Beat 6 eggs with an electric mixer set on low. Add lemon juice to eggs. Continue beating and slowly add 1 to 1-1/2 cups of hot soup to the egg mixture. Slowly stir the hot soup-egg mixture into the remaining soup until blended. Return to heat, stirring constantly, until soup begins to boil.

Makes 4 servings

**Compare Values**

<table>
<thead>
<tr>
<th>Food</th>
<th>Calories</th>
<th>Protein (grams)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boosted chicken soup</td>
<td>335</td>
<td>18</td>
</tr>
<tr>
<td>Canned soup</td>
<td>180</td>
<td>9</td>
</tr>
</tbody>
</table>

### Boosted Oatmeal Recipe

**Ingredients**
- 1 package instant oatmeal (or any instant hot cereal)
- 2 tablespoons nonfat dry milk powder
- 1/2 cup whole milk, scalded
- 2 tablespoons butter or margarine
- 1 tablespoon sugar
- 2 tablespoons heavy whipping cream

**Directions**

Mix dry oatmeal and powdered milk. Add scalded milk and stir well. Add sugar and butter or margarine and stir well. Pour in cream and stir well. Cold milk may be used if microwaving oatmeal.

**Compare Values**

<table>
<thead>
<tr>
<th>Food</th>
<th>Calories</th>
<th>Protein (grams)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boosted oatmeal</td>
<td>594</td>
<td>14</td>
</tr>
<tr>
<td>Plain oatmeal</td>
<td>110</td>
<td>4</td>
</tr>
</tbody>
</table>
A Special Note to Family and Friends

Helping someone improve their nutrition can be very rewarding and at times can also be very frustrating. You need to recognize when your friend or family member does and doesn’t want help. He or she may need to deal with the problem alone. Here are some suggestions to make mealtimes more pleasant:

• Offer to help plan meals. Your friend or family member may be too overwhelmed to ask.

• Sometimes it helps to freeze items in small portions for later use.

• Encourage changes, but don’t threaten or force them.

• Make a pleasant atmosphere. Keep mealtime conversation light. Discuss pleasant topics unrelated to food or eating.

• Certain smells or methods of preparation can upset an ill person. Follow the suggestions offered in this binder when planning meals.

• Be creative with food. Drawing a mustard “smile” on a sandwich can brighten your loved one’s spirits.

• Reassure the person that you know he or she is doing as best as possible. Sometimes, people become upset with family or friends when actually they are frustrated about the changes in their own lives.

• Volunteer agencies are available to offer support and guidance. Consult your doctor or social worker, or look in the Yellow Pages for the phone number of local chapters of social service agencies. They may have support groups from which you or your family may benefit.

For More Information
If you have questions or would like more information about nutrition, please call The Nutrition Expert at 216.444.4660.

Center for Human Nutrition, M17/Digestive Disease Institute
The Cleveland Clinic Foundation
9500 Euclid Avenue
Cleveland, Ohio 44195

Nutrition information provided by the Center for Human Nutrition, M17/Digestive Disease Institute, The Cleveland Clinic
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Clinical Trials

What Is a Clinical Trial?
Clinical trials are research studies that involve people. These studies test new ways to prevent, detect, diagnose, or treat diseases. People who take part in cancer clinical trials have an opportunity to contribute to scientists’ knowledge about cancer and to help in the development of improved cancer treatments. They also receive state-of-the-art care from cancer experts.

During your treatment at Cleveland Clinic, you may be asked to participate in a clinical trial. If you are approached for participation in a trial, we hope you will strongly consider joining the trial. Below is further information on how clinical trials work and what it means to participate in one.

What Happens in Clinical Trials?
You will be cared for in a hospital or clinical setting and will have a research team that may include doctors, nurses, social workers, dietitians, or other health care professionals who provide your care, monitor your health carefully, and give you specific instructions about the study.

Participating in a trial may mean that you might have more tests and doctor visits than you would if you weren’t in the study. Team members also may continue to stay in contact with you after the trial ends.

To make the trial results as reliable as possible, it is important for participants to follow the research team’s instructions. That means having all doctor visits and tests, taking medicines on time, and completing logs or answering questionnaires.

Informed Consent
Informed Consent is an ongoing process during clinical trials where all of the available information about the specific trial is discussed with the person participating in the trial. The doctor and nurse review the treatment plan, including potential risks and benefits, with the participant. This information is also written in a document (consent form) which is presented to the participant before treatment can begin. After the potential participant reads the document, he or she is given the opportunity to ask questions about any parts of the study that may be unclear. If the person agrees to participate in the study, the consent form is signed. The participant’s signature indicates that he or she understands the form and that the doctor or study nurse has answered any questions about the information contained in the form that may have been unclear. Signing a consent form does not mean that a person must stay involved in the study. In fact, people may leave cancer clinical trials at any time. If a person chooses to leave the study, he or she is given a chance to discuss other treatment options and care with his or her doctor. If a person chooses not to participate in the study, his or her care will not be affected in any way.
Clinical Trials

Possible Benefits of Clinical Trials

- Clinical trials may offer high quality cancer care.
- You may be among the first to benefit from a new treatment.
- By looking at the pros and cons of cancer clinical trials and other treatment choices, you are taking an active role in a decision that affects your life.
- You have the chance to help others and improve cancer treatment.

Clinical Trial Protocol

The protocol is the action plan for clinical trials. It states what will be done in the study, why it will be done, how many patients and what type of patients may take part, what tests they will receive and how often, and the treatment plan.

Each doctor who treats patients in the study uses the same protocol and must follow the plan in the protocol. The FDA has general guidelines that must be followed by any physician or institution conducting clinical trials. Before the FDA can approve a treatment, the study results are audited to ensure that the trial was conducted safely and according to the guidelines. For patient safety, each protocol must also be approved by the organization sponsoring the study. The institution’s Scientific Review Committee, which includes physicians, scientists, nurses, and administrators, reviews the protocol for scientific merit and feasibility. The hospital’s Institutional Review Board (IRB) must also approve it. This board includes consumers, clergy, and health professionals who review the protocol to try to ensure that the research will not expose patients to extreme or unethical risks. Eligibility criteria are guidelines from the protocol, which describe the characteristics all participants in the study must have. These criteria differ from study to study and depend on the purpose of the research. Examples are: age, gender, type and stage of cancer, and whether cancer patients who have had prior cancer treatment or have other health problems can participate.
Clinical Trials

Questions You Should Ask the Doctor or Study Nurse About Clinical Trials:

• What is the purpose of the study?
• What has previous research of this treatment shown?
• What is likely to happen in my case with or without the treatment?
• Are there standard treatments for my type of cancer?
• How does this study compare with standard treatment options?
• What Phase is this clinical trial?
• What are the possible short and long-term risks, side effects and benefits of the treatment?
• What kinds of treatments, medical tests, or procedures will I have during the study? And how do they compare with what I would receive outside of the study?
• How long will the study last? Will there be a follow-up after the study? How frequent are the visits? How many visits are required overall?
• Where will my treatment take place? Will I have to be in the hospital?
• How will I know the treatment is working?
• How could the study affect my daily life?
• Will my records be kept confidential?
• Will my insurance pay for the treatments?
• If I decide to withdraw from the study, will my care be affected? Will I need to change doctors?
• Will the study pay for overnight accommodations if needed?
• Are there any incentives for being in this study?

Clinical trials include research at four different phases. Each phase answers different questions about the new treatment:

Phase I

• What is the best way to give a new treatment?
• Can this medication be given safely to humans?
• What is a safe dose?

These cancer clinical trials involve a limited number of patients who may not be helped by other known treatments.
Clinical Trials

Phase II

• Does the new treatment have an effect on cancer for a specific diagnosis?
• What are the side effects of this treatment?
• What is a safe dose?

The drug or treatment is given to a larger group of people to see if it is effective and to further evaluate its safety.

Phase III

In Phase III clinical trials, a comparison is made between the results of people taking a new treatment and the results of people taking a standard treatment.

• Which group has had better outcomes?
• Which group has had fewer side effects?

Participants may be assigned at random (a process similar to flipping a coin) to either the new treatment (treatment group) or the current standard treatment (control group). Random selection helps to avoid bias (having the study’s results affected by human choices or other factors not related to the treatments being tested). Some clinical trials compare a new treatment with a placebo (a look-alike pill or infusion that contains no active drug). However, a person is told if this is a possibility before deciding whether or not to take part in a study. Comparing similar groups of people taking a different treatment for the same type of cancer is another way to make sure that the study results are real and caused by the treatment instead of by chance or other factors. These cancer clinical trials may include hundreds or thousands of people from different centers around the country.

Phase IV

In Phase IV, clinical trials are conducted after a treatment has been approved by the Food and Drug Administration (FDA). The purpose of these clinical trials is to gather information on the drug’s effect in various populations and any side effects associated with long-term use.

Resource for clinical trial information: www.clinicaltrials.gov

For a listing of current Cleveland Clinic Taussig Cancer Institute trials please visit: clevelandclinic.org/cancerclinicaltrials
Financial and Billing

This section provides resources to help with the financial burdens that may come with a cancer diagnosis. Please review the list of frequently asked questions below and also see our Resources section for additional organizations that may be able to provide financial assistance.

Frequently Asked Questions (FAQs)

Financial and Billing Contact Information

1. **Who should I call regarding my billing questions or concerns?**
   Please contact Patients First Support Services customer service.
   216.445.6249 or 1.866.621.6385

2. **Who can help me understand my Cleveland Clinic Billing Statement?**
   Patient Financial Services offers educational forums to help patients understand their Cleveland Clinic Statements and explanation of benefits. Patients can locate a calendar of educational sessions at the following link:
   clevelandclinic.org/billing
   Please reserve a spot by calling 216.636.1121.

3. **My personal/contact information has changed. Who do I call?**
   You can contact customer service.
   216.445.6249 or 1.866.621.6385

4. **I am an international patient who would like to come to the Cleveland Clinic for services. How do I set up an appointment to discuss my billing/financial concerns?**
   International patients should contact Global Patient Services. They assist with prepayment arrangements, insurance verification, and setting up interpreters to assist at the patient's scheduled appointment.
   216.444.6404 (International code 001)
Financial and Billing

Financial Assistance

5. **How do I apply for financial assistance?**
   Patients can obtain information and applications by calling the Credit and Collections department. Please call 1.866.737.4358 or visit clevelandclinic.org/billing.

6. **What are the requirements to be eligible for financial assistance?**
   You must be a legal resident of Ohio, your income must be at or below 400% of Federal Income Poverty Guidelines and you must comply with Medicaid Eligibility Process.

7. **Can financial assistance be used towards my deductible and out-of-pocket expenses with my insurance?**
   Any insured patient may qualify for CCHS financial assistance under exceptional circumstances. If you supply information that indicated an exceptional medical circumstance (for example, terminal illness, excessive medical bills and/or medications, etc.), you could be considered on a case-by-case basis for assistance regardless of your insurance status if 100% of incurred charges for your care are greater than 25% of your annual family income.

8. **How do I know if my financial assistance application was processed and approved?**
   A letter will be mailed to patients who were approved for financial assistance. The letter will state the level of coverage that will be provided. Coverage is available at 100%, 75%, 50% and 35%.

9. **I do not qualify for financial assistance at the Cleveland Clinic and I do not have insurance. I cannot afford the deposit as a self-pay patient. Are there any other financial programs I can apply for?**
   Yes, the loan program through U.S. Bank. Loans can be extended for up to $25,000 and are between the patient and the bank.

   Applications can be obtained through the financial counselors or by contacting Credit and Collections at 1.866.737.4358.

10. **Why should I apply for Medicaid when I can receive free care through financial assistance?**
    Medicaid is federal health insurance. Most facilities accept Medicaid. Financial assistance only covers you at Cleveland Clinic facilities. Medicaid also provides prescription coverage. Financial assistance does not cover the cost of prescriptions.

11. **I am a self-pay patient. Are there any discounts available?**
    A 35% discount will be extended to patients who can pay their balance in full prior to receiving services.
12. I keep receiving calls from HumanArc and/or Firstsource. Are they part of the Clinic?
HumanArc and Firstsource are two vendors utilized by Cleveland Clinic to help patients obtain Medicaid if they are eligible. Compliance with these vendors is important for qualifying for financial assistance if Medicaid is not approved.

13. I am self-pay. How do I make an appointment at Cleveland Clinic without insurance?
When a patient calls into Cleveland Clinic to make an appointment in a specific department, the Patient Service Representative will direct you to a financial counselor. At this time, the financial counselor will go over the self-pay policy for Cleveland Clinic.

14. How can I find out about other financial programs?
Based on your individual situation, you may want to consider a variety of financial resources. A social worker is available to help you identify organizations, government agencies and other resources that might offer assistance.
For social work assistance, call 216.444.6554.

15. I am a patient coming to Cleveland Clinic from out of town. My insurance does not offer travel and lodging benefits. Is there somewhere we can stay for free or at a discounted rate?
Lodging information can be located at the following link:
http://my.clevelandclinic.org/patients/accommodations/lodging.aspx

Insurance Coverage

16. My insurance requires a prior authorization/precertification for services. How do I obtain an authorization/certification?
We have coordinators to assist you with getting precertification for take home oral chemotherapy drugs. If your insurance company is not contracted with the pharmacy or does not approve your take home prescription, you may be responsible for obtaining authorization. If you decide to still receive the prescription, you may be responsible for the full amount or higher co-insurance amount.
Cleveland Clinic Pharmacy – contact the pharmacist
Non-Cleveland Clinic Pharmacy – contact your physician’s office

17. What steps do I need to take if my insurance carrier changes?
You can contact customer service at 216.445.6249 or 1.866.621.6385.
Financial and Billing

18. How can I find out if my insurance is accepted by Cleveland Clinic?
We recommend patients contact their insurance carrier to ensure Cleveland Clinic is in their network.

19. I have a separate cancer insurance policy. Who do I call to receive an itemized statement?
You can contact customer service at 216.445.6249 or 1.866.621.6385.

20. I have out-of-network insurance. Can I still be seen at Cleveland Clinic?
Patients with out-of-network insurance can come to the Clinic and our financial counselors can assist you.

Billing Statements

21. Why are my chemotherapy and/or radiation treatments billed from the first day of the month to the last day instead of the day I had my treatment?
Due to the frequency of visits, Cleveland Clinic historically required chemotherapy and radiation services to be billed on a monthly basis. Cleveland Clinic is looking into changing the statement to reflect actual service dates.

22. There may be a “hospital charge” on your statement for an outpatient office visit. What is this fee for?
The “hospital charge” is a facility fee included at many of our Cleveland Clinic hospitals used to cover the costs of providing nonphysician staff, equipment and supplies.

23. Why was my bill sent to a collection agency?
Cleveland Clinic employs third-party collection agencies to help resolve unpaid guarantor balances. A patient will receive four monthly billing statements for a specific date of service that is deemed patient responsibility. If the patient does not pay after receiving the fourth and final statement, the unpaid balance will be put into collections.

If your situation is not being managed or resolved in a timely manner, please call the reimbursement manager at 216.444.1774.
Thank you to all our patients and donors who have made “My Journey” possible.

We need your feedback…
If you receive a customer satisfaction survey in the mail, please take a few minutes to fill it out and return it.

Your opinions count!