



Lombardi Comprehensive Cancer Center

3800 Reservoir Road, NW Washington, DC 20007

Patient Information & Resource Guide

What to expect when you arrive at Lombardi:

Check In

Upon your arrival you will be greeted by our front-desk check-in/check-out staff. Parking validation will be offered.

Registration

Next, you will visit our registration staff who will review and enter your demographic and insurance information into our computer systems. *Please bring your referral and/or insurance authorization.* Copies of your insurance card(s), your picture ID and referral/authorization will be obtained for scanning into the systems.

If you are currently not enrolled in a health plan or Georgetown University Hospital is not a participating provider with your health plan, you will be asked to sign a Patient Financial Responsibility Form which documents your acknowledgement that you will be responsible for the cost of services provided.

You will also receive a copy of the Georgetown University Hospital Patient Privacy notice. Once the registration process is complete you will be directed to your physician's waiting area.

Physician Visit

A medical assistant obtains your vital signs: weight, height, blood pressure, and temperature. If you are bringing medical records the medical assistant will collect them from you and give them to your medical team for review. You will then be escorted to an exam room to begin your exam and consultation.

During your consultation and exam you will be seen by your physician and his/her medical team. The team may consist of a Fellow and/or Resident, Physician's Assistant, Nurse Practitioner, and a Clinical Nurse Coordinator, all directed by your physician. A member of the team may come into the exam room first to obtain a complete history and perform an exam. The team will then consult with your doctor regarding their findings. Following this discussion your doctor will come in, review the findings with you, with or without performing an exam, and offer recommendations for a plan of care.

Lab Work/Medical Tests

Once your exam is completed your doctor may wish you to have lab work performed. You will be directed to the Lombardi laboratory drawing station to obtain your studies. Once your lab work is completed you will then proceed to the front-desk check-in/out station to complete your visit. Depending on your plan of care, the Clinical Nurse Coordinator may also discuss scheduling additional studies and/or chemotherapy and radiation therapy.



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Check Out

At the check-in/out station, co-payments and/or co-insurance and encounter forms will be collected. Your next appointment will be scheduled and parking validation may be obtained.

If you are a chemotherapy patient...

Lab Tests

Blood tests are typically required before chemotherapy can be given. It generally takes 30 - 45 minutes for the results to be posted for review by your physician and/or the medical team. To avoid delays, many patients prefer to have their blood tests drawn before the visit with the physician or even have them drawn the day before.

Once your exam/consultation is complete and you have checked out with the front-desk staff you will be directed to one of our Oncology Infusion Units: 5-North, located on the 5th floor, Main Building, or 7-West located on the 7th floor, Main building.

Infusion

When you arrive to the Infusion Unit you will check in with the reception desk. The reception staff will notify the infusion nurse of your arrival. The chemotherapy is not prepared by pharmacy until all lab work and verification is performed. This may delay the start of your treatment but it is an essential step to ensure your safety.

During this time the medical technician will escort you to the triage room where your vital signs will be obtained. You will then be escorted to an infusion chair or bed where your nurse will introduce herself, review chemotherapy protocol, and obtain intravenous access. A question and answer session will be done to review any new or pertinent information that you may have to offer to the nurse before an IV access is established.

Typically chemotherapy infusion begins with pre-medications to prevent nausea and other side effects. Pre or post hydration may be required by your protocol. This may add an additional 1 - 4 hours to your chemotherapy visit.

Once your chemotherapy infusion is complete vital signs will be taken and assessment made regarding your stability to depart. You will then stop at the Infusion front-desk to schedule your next chemotherapy visit if necessary.

Note

Appointments for infusions are not the same as physician appointments and must be made separately.



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Your Health Care Team

Your Doctor

Physicians of the Division of Hematology and Oncology are dedicated to the medical treatment and care of cancer patients. The physician selected for you specializes in your specific cancer. Many of our physicians are involved in “translation research”, meaning they conduct research studies, making many new treatments available to you. Several of our physicians also teach in our medical school. We believe this combination of research, education and clinical treatment helps ensure that care provided you is on the cutting edge.

Resident Physicians/Fellow Physicians

These physicians are licensed medical doctors who are continuing their advanced training under the supervision of our doctors. These outstanding young doctors are selected through a competitive process from top medical centers throughout the country and the world and will be assisting in your care.

Nurse Practitioners (NP) and Physician Assistants (PA)

Nurse Practitioners and Physician Assistants assist the attending physicians with patient care and may be readily available as a resource to you.

Clinical Nurse Coordinator (Case manager)

During the consultative and treatment phase of your illness, a clinical nurse coordinator will be involved in your care. The clinical care coordinator is a nurse specializing in the care of persons with cancer. Patient education and symptom management are the clinical nurse coordinator’s primary focus. She/he provides information and support to you and your family, and will assist in coordination of required tests and various therapies. They also assist you in learning to recognize and control the side effects of your treatments.

Research Nurse

If you chose to participate in a clinical trial, a research nurse will coordinate your care in a similar fashion as the Clinical Nurse Coordinator above.

Infusion Nurse

Our Infusion Nurses are Oncology Certified Nurses specializing in administering chemotherapy. Infusion nurses work closely with your physician, clinical nurse coordinator, or research nurse throughout your therapy. They contact you about laboratory results, provide recommendations for managing your symptoms, and communicate findings to your physician and/or nurse coordinator.

Nutritionist

Our Oncology Nutritionist is a Registered Dietitian with special expertise in the nutritional challenges faced by oncology patients. The Nutritionist can be reached at 202-444-7423.



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How do you reach your physician

When you call your physician’s office (Physician Line), you will often reach his/her medical secretary. The medical secretary and the administrative support staff are the point of contact for your physician. They can assist you with obtaining reports, scheduling appointments, and get you in touch with your physician.

Essential Phone Numbers:

After Hours/Weekends Attending/Fellow On-Call (202) 444-PAGE (7243)

Appointment Line

Adult Hematology/Oncology (202) 444-2223

Gynecologic Oncology (202) 444-2114

Pediatric Hematology/Oncology..... (202) 444-7599

Billing Service (202) 444-1400

CancerLine (Resource Nurse) (202) 444-4000

Hospital Directory (202) 444-2000

Infusion Services (202) 444-4399

Interpreter Services / Foreign Language (202) 444-1588

Interpreter Services / American Sign Language (202) 444-3040

Nutritionist (202) 444-7423

Pastoral Care/Chaplain (202) 444-0109

Physician Line

Adult Hematology/Oncology (202) 444-2198

Gynecology Oncology (202) 444-2114

Pediatrics Hematology/Oncology (202) 444-7599

Social Worker

Adult..... (202) 444-1684
(202) 444-3755

Pediatric (202) 444-7580



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Support and Other Services:

Lombardi CancerLine

Oncology resource nurses are available to provide current and reliable cancer information and resources including physician referral, clinical trial information and screening. Lombardi CancerLine is available between 9:00 a.m. and 5:00 p.m. Monday thru Friday by calling 202-444-4000.

Pastoral Care

The Lombardi Chaplain is a licensed professional counselor who provides spiritual and emotional support to all Lombardi patients and families, regardless of religious or spiritual background. The chaplain is available for support, pastoral counseling, and/or prayer at any time during your treatment process. The chaplain can also make arrangements for sacramental services.

Social Workers

Lombardi Clinical Social Workers provide a wide range of social work services to patients, families and significant others throughout all phases of the cancer experience. Social workers are available for short term adjustment to illness counseling with the goal of maintaining or increasing quality of life. They also coordinate and facilitate on-site cancer support groups, participate in patient/family meetings, provide education about and assist with access to community and online resources having expertise in areas that include government and state eligibility programs, financial and insurance options, home meal delivery, transportation, prescription drug assistance and hospice or alternative care environments.

Community Resources and Patient Education

The ***Nina Hyde Resource Room***, located on the first floor of the Lombardi Cancer Center, offers a place where patients and their families can access the latest reference materials regarding cancer. The Room is equipped with two computers connected to the internet. There are also many books, pamphlets and materials available for your use.

Arts & Humanities Program

The Lombardi Arts and Humanities Program promotes an optimum life experience for patients, family members and caregivers with arts activities, resources, education and environments that encourage a creative and constructive response to illness.

Patient Satisfaction Surveys

Your feedback about your visit to Lombardi is important to us. We are pleased to give you an opportunity to comment on individuals and services that you feel were particularly noteworthy. Your observations form the basis in part for our employee reward system and your suggestions about your visit at Georgetown help us improve our services.

This confidential questionnaire, sent out by Press Ganey, Inc. a private research company, will take about 15-20 minutes to fill out. Patients are selected randomly to participate and you may elect to answer or not answer any specific question. We urge you to respond to this survey if you receive one.



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Driving Directions

From Washington:

From Northwest Washington:

Take Wisconsin Ave. south to Reservoir Rd. Turn right. Turn into Hospital Entrance # 1.

From Southeast Washington:

Take Pennsylvania Ave. west to Independence Ave. Bear left. Take Independence to 12th St. NW, and turn right. Take 12th St. to K St. and turn left. Follow K St. to Whitehurst Freeway. Turn left onto Canal Rd. Stay in right lane. Bear right onto Foxhall Rd. Turn right at Reservoir Rd. Turn into Hospital Entrance # 1.

From Northeast Washington:

Take Rhode Island Ave. west until it feeds into M St. Take M St. to Wisconsin Ave. Turn right onto Wisconsin Ave. Take Wisconsin Ave. to Reservoir Rd. and turn left. Turn into Hospital Entrance # 1.

From Maryland

From I-270:

Take I-270 south toward Washington. Exit Rte. 355 Wisconsin Ave. south. Take Wisconsin Ave. south to Reservoir Rd. Turn right. Turn into Hospital Entrance # 1.

From I-95:

Take I-95 south to I-495 west to Silver Spring. Exit Rte. 355 Wisconsin Ave. south to Washington. Take Wisconsin Ave. south to Reservoir Rd. Turn right. Turn into Hospital Entrance # 1.

From Baltimore-Washington Parkway or Rte. 50 Westbound:

Take B-W Parkway or Rte. 50 west to New York Ave. Take New York Ave. to L St. Bear right. Turn left on 10th St. NW and then right on K St. Follow K St. to Whitehurst Freeway. Turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Rd. Turn right at Reservoir Rd. Turn into Hospital Entrance # 1.

From Northern Virginia

From I-66:

Take I-66 East to the Rosslyn-Key Bridge exit. Stay in left lane and follow signs to Key Bridge. Cross Key Bridge and stay in left lane. Turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Rd. Turn right onto Reservoir Rd. Turn into Hospital Entrance # 1.

From I-395:

Take I-395 North. Exit Washington Blvd. to Rosslyn. Take Washington Blvd. and follow signs to Rosslyn and Key Bridge. Cross Key Bridge. Turn left onto Canal Rd. Stay in right lane. Bear right onto Foxhall Rd. Turn right at Reservoir Rd. Turn into Hospital Entrance # 1.

From Rte. 50 Eastbound:

Follow Rte. 50 east and take Rosslyn-Key Bridge exit. Follow signs to Key Bridge. Cross Key Bridge and turn left onto Canal Road. Stay in right lane. Bear right onto Foxhall Rd. Turn right at Reservoir Rd. Turn into Hospital Entrance # 1.

From George Washington Parkway:

Take Key Bridge Exit and Cross Key bridge. Turn left onto Canal Rd. Stay in right lane. Bear right onto Foxhall Rd. Turn right at Reservoir Rd. Turn into Hospital Entrance # 1.



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Parking and Public Transportation

Parking

You can park your car in the Leavey Center located directly across from the Lombardi Cancer Center. A discounted rate of \$2.00 per hour (maximum \$6.00 per day) applies to Lombardi patients. Please make sure you obtain a discount parking sticker from the front desk.

Valet Parking

For your convenience valet parking is offered at the entrance to the Lombardi Cancer Center. The same discounted rate of \$2.00 per hour (maximum \$6.00 per day) applies for valet parking. Please make sure you obtain a discount parking sticker from the front desk.

Parking Rate for Daily/Weekly Chemotherapy Treatment

Patients who are on a daily or weekly chemotherapy treatment protocol can obtain a **Patient Discount Parking Voucher Letter** from the front desk staff of our Infusion Units (5-North & 7-West). The Voucher Letter allows you to purchase daily parking stickers at a discounted rate of \$2.00 per day.

You can purchase as many of these stickers as needed at one time or return daily/weekly to obtain stickers with your letter.

The discounted daily stickers can be purchased from the Hospital Parking Garage Office located in Parking Garage 1, Level 3 (by the Hospital's Main Building / Emergency Room entrance - Entrance #2 from Reservoir Road).

Public Transportation

Georgetown University Hospital provides free bus transportation service between the Hospital and Dupont Circle and Rosslyn Metro Stations. The *GUTS* Bus and the *International Limousine Service* Bus run every ten (10) minutes during rush-hour and every twenty (20) minutes during non-rush hour times. GUTS and International Limousine bus stop is located close to the Leavey Center.

Metrobus and Metrorail:

For the most direct route, call METRO at (202)637-7000. One of the most common routes is to take the Red Line Metrorail to Dupont Circle, exit to Q Street. Head to the Metrobus stop on the north side of P Street between 21st and 22nd streets. Take the D3 or D6 bus and exit at 38th and Reservoir Road.



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Community Resources - Local

Greater Washington Coalition for Cancer Survivorship

www.gwccs.org

This local organization acts as a voice for survivors and survivor interests with their primary concern being cancer related issues that affect quality of life. (202) 364-6422

Smith Farm Center for the Healing Arts

www.smithfarm.com

This is a non-profit health and educational organization serving adults with cancer and other life threatening illnesses along with the caregivers and healthcare professionals that support them. (202) 483-8600

Center for Mind Body Medicine

www.cmbm.org

This organization combines the science of medicine with the wisdom of the healing traditions. The model is based on self awareness and the center offers a number of mind-body skills groups. (202) 966-7388

211 Answers, Please!

<http://answersplease.dc.gov>

Links residents of the District of Columbia with a network of government and community social service providers. ***211 Answers, Please!*** specializes in referrals that meet essential human needs for food, shelter, financial assistance, and healthcare. (202) 463-6211 24 hours/7 week

Food and Friends

www.foodandfriends.org

This organization delivers freshly prepared meals and/or groceries FREE OF CHARGE to your home up to six days per week. Every delivery includes three meals, a snack and a supplemental drink. Ask your social worker for more information if you think this service might be helpful. (202) 269-2277

Gilda's Club Greater Washington

www.gildasclubgreaterwashington.org

The mission of Gilda's Club is to provide meeting places where men, women and children living with cancer and their families and friends can join with others to build emotional and social support as a supplement to medical care. Gilda's Club offers support and network groups, lectures, workshops and social events in a homelike setting. (202)362-2900

Metro Access

www.wmata.com

Apply on line or get information about accessing metro services when disabled.

William Wendt Center for Grief and Loss

www.wendtcenter.org

This local agency addresses grief in adults and children via individual and group counseling. (202) 624-0010

A complete listing of cancer support groups offered at Lombardi Comprehensive Cancer Center, along with other useful information, can be found on our website <http://lombardi.georgetown.edu>

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Community Resources - National

American Cancer Society

<http://www.cancer.org>

At this useful website, one can find information on different types of cancer, treatment options, coping, support groups and programs, prevention, and statistics.
(888) ACS-Need

Association of Cancer Online Resources, Inc. (ACOR)

<http://www.acor.org>

This site lists resources to help everyone affected directly or indirectly with cancer.

American Institute for Cancer Research

<http://www.aicr.org>

This site is directed towards cancer research. It details the work with which the institute is undergoing, and includes published articles about past research.

American Society of Clinical Oncology

<http://www.asco.org>

ASCO online is an interactive resource for oncology professionals and cancer patients. It provides a range of professionally edited information as well as interactive services for ASCO members.

Cancervive

<http://www.cancervive.org>

This site was built to provide emotional support for patients who have survived cancer.
(310) 203-9232

Cancer Care

<http://www.cancercare.org>

Cancer care is a non-profit organization whose mission is to provide free professional help to people with all cancers through counseling, education, information and referral and direct financial assistance.

National Coalition for Cancer Survivorship

www.cansearch.org

This organization is a patient led advocacy organization which works on behalf of people with all types of cancer and their families. (888) 650-9127

National Cancer Institute

<http://www.cancer.gov>

This site offers information about cancer and medical treatments. It also provides information on supportive care, clinical trials, screening and prevention and links to other cancer related sites.
(800) 422-6237

National Center for Complementary & Alternative Medicine <http://nccam.nih.gov>

Part of the **National Institutes of Health**, the Center conducts and supports basic and applied research and training and disseminates information on complementary and alternative medicine.

The Wellness Community

<http://www.cancer-support.org>

The mission of the Wellness Community is to help people affected by cancer enhance their health and well-being by participating in a professional program of emotional support, education, and hope.
(888) 793-WELL