

Cancer Services Guide



To Our Patients and Family Caregivers,

When you learn that you or a loved one has cancer, it may come as a shock. You may feel angry, sad, scared, depressed, or confused. You may even question the diagnosis. Your reaction is normal. There is no single, right or expected way to react to a cancer diagnosis.

We know you and your loved ones feel some degree of uncertainty. That is why we at Ochsner Cancer Institute are committed to minimizing your anxiety. Our medical and support staff are concerned about your health. We will do our best to provide excellent healthcare and as positive an experience as possible.

This Patient and Family Caregiver Guide can help you and your family navigate through the Ochsner system. It contains information on Ochsner's cancer services, programs and support. It includes explanations and answers to questions we know many cancer patients and families have as they begin this journey.

The needs of our patients and their families always come first. Please let us know if we can do anything to make your time with us better. We encourage you to fill out the evaluation at the end of the guide and submit it to your doctor's office. Your thoughts and comments are always appreciated.

Sincerely, Your Ochsner Cancer Care Team

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Ochsner Cancer Institute Locations

Ochsner Cancer Institute (OCI) is the largest provider of multidisciplinary cancer care for adult and pediatric cancer patients in the Gulf South.

The Ochsner Cancer Network offers more options for cancer treatment closer to your home. Our patients receive care at The Gayle and Tom Benson Cancer Center and at other specialized facilities throughout the region.

Greater New Orleans Area: East Bank

The Gayle and Tom Benson Cancer Center 1515 River Road, Jefferson, LA 70121	
Hematology/Oncology	504-842-3910
Bone Marrow Transplant	504-842-3910
Gynecology Oncology	
Urologic Oncology	
Head and Neck Surgical Oncology	504-842-4080
Ochsner Medical Center 1514 Jefferson Highway, New Orleans, LA 70121	
International Internal Medicine	504-842-4075
Radiation Oncology	504-842-3440
Lieselotte Tansey Breast Center at Ochsner 1515 River Road, Jefferson, LA 70121	
Breast Oncology	504-842-6406
Ochsner Baptist – A Campus of Ochsner Medical Center 2700 Napoleon Avenue, New Orleans, LA 70115	
Hematology/Oncology	504-899-9311
Gynecology Oncology	504-842-4165
Ochsner Medical Center – Kenner 200 West Esplanade Avenue, Suite 200, Kenner, LA 70065	
Neuroendocrine Tumor Program	504-464-8500
Greater New Orleans Area: West Bank	
Ochsner Medical Center – Westbank Campus 2500 Belle Chase Hwy, Gretna, LA 70056	
Hematology/Oncology	504-392-3131

Greater New Orleans Area: Northshore

St. Tammany Cancer Center: A Campus of Ochsner Medical Center 900 Ochsner Boulevard, Covington, LA 70433	
Hematology/Oncology	985-249-2383
Slidell Memorial Hospital Regional Cancer Center 1120 Robert Boulevard, Ste 330, Slidell, LA 70458 Hematology/Oncology	985-280-2902
North Louisiana	
Ochsner LSU Health Shreveport – Feist Weiller Cancer Center 1501 Kings Hwy Shreveport, LA 71103 Hematology/Oncology	318-813-1000
Greater Baton Rouge Area	
Ochsner Health Center – The Grove 10310 The Grove Blvd., Baton Rouge, LA 70836 Hematology/Oncology	225-761-5200
Ochsner Health Center – O'Neal 17050 Medical Center Drive, Baton Rouge, LA 70816 Hematology/Oncology	
Bayou Region	
Leonard J. Chabert Medical Center 1978 Industrial Blvd., Houma, LA 70363 Hematology/Oncology	
Gynecology Oncology – 112 Picone Rd	
Ochsner Health Center – St. Charles Parish Hospital 1057 Paul Maillard Road, Suite 1300, Luling, LA 70070 Hematology/Oncology	
Southwest Mississippi	
Ochsner Medical Center – Hancock 149 Drinkwater Blvd., Bay St. Louis, MS, 39520	
Hematology/Oncology	228-467-8600
* This location is part of the Ochsner Health Network but will require additional appointments with a TGMC provider.	

Section 1: My Cancer Journey

All cancer experiences are different. Your journey is specific to you, so your treatment plan should be specific to you as well. At Ochsner we offer a wide variety of services that allow you to customize your cancer journey.

What you need today may be very different from what you need in six months. We understand that. This section covers all the services at your fingertips. When the time is right, take advantage of the ones that seem best for you. Never hesitate to utilize the tools you've been given!

If you need guidance on what may benefit you the most or be the most important, talk to your doctor about your choices. We're happy to help you prioritize your needs.

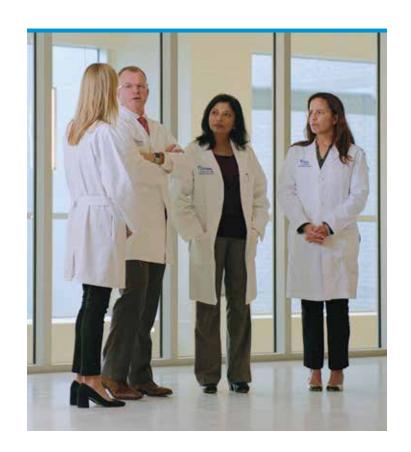
Our Comprehensive Team Approach

During your cancer treatment, our team of oncology professionals are here to help you along your journey. Each member of your care team has a specific role in your care.

And then there's you, the patient. At Ochsner, we consider you and your loved ones vital members of the team as well. We all work together to ensure you receive the most comprehensive care possible.

As an Ochsner patient you are also connected to a large network of other specialties and clinics. Being part of a large hospital system means our cancer center has access to many resources and related specialties. This allows us to ensure you get any other care you need more easily.

The following pages list some types of providers and support staff that you may meet during your time with us. Not every patient will need all of those listed. How many providers you have, and which types, will depend on your treatment plan.





You can view this information and more details on your team members at www.ochsner.org/services/cancer-care/living-the-team-approach

Your Core Multidisciplinary Oncology Team

Advanced Practice Provider

Advanced Practice Providers (APPs) include nurse practitioners and physician's assistants. They have advanced educations and training to work with your physician. APPs are great sources of information and medical advice during your treatment.

Financial Coordinator

A Financial Coordinator works with you and your insurance company to determine what your policy covers. They can also provide information about other ways to pay for your care. They can help with financial assistance, Medicaid, and Medicare applications as needed. They are also a great resource for billing questions and setting up payment plans.



Our financial coordinators are available for in-person meetings at most of our cancer centers, and always available by phone: 855-226-6523.

Medical Oncologist

Medical Oncologists are doctors who treat your cancer systemically, or through the bloodstream. These treatments try to kill the cancer at its source and prevent it from spreading further within your body.

Nurse Navigator

Our Oncology Nurse Navigators serve as patient liaisons to help patients and family members find their way through the complex healthcare system. Your Nurse Navigator may be one of the first members of your care team to contact you as you start your cancer journey. They work with the multidisciplinary team to help schedule tests, procedures, appointments and treatments. They can also help direct you to resources at Ochsner and the wider community to support you and your family. And they're available to help explain things you may not understand.

Oncology Fellow

Fellows are physicians who temporarily work at a hospital or health system to train in a specific area of medicine, such as surgical or medical oncology. You may encounter an oncology fellow during your treatment journey. Oncology Fellows work closely with the other providers at Ochsner to contribute to your care in the most comprehensive manner possible.

Oncology Pharmacist

Oncology pharmacists play an important role in caring for those with cancer. They work with your physician to ensure your medication list is accurate and up to date. They help select the most appropriate therapy and monitor the effects of medications. Oncology pharmacists are experts at helping you manage the side effects that often come with cancer treatment. Like other members of your care team, they can meet with you to discuss your treatment and answer questions.

Oncology Social Worker

Our oncology-certified social workers are specially trained professionals who offer emotional and financial counseling to you and your caregivers. They're a great source of information and referrals. They often know the best resources and services to help reduce the stress that often accompanies a cancer diagnosis and cancer treatment.

Radiation Oncologist

Radiation Oncologists undergo rigorous training in how to use radiation therapy, or targeted high energy rays, to treat cancer. They determine the correct dose of radiation to have maximum benefit on the cancer while protecting the healthy organs around it.

Surgical Oncologist

A Surgical Oncologist treats cancer by removing all or some of it from the body. These are specialized surgeons who understand cancer and how it behaves and spreads. As part of your care team, they determine what surgical procedures may benefit you.

Clinical Research Coordinator

If your treatment for cancer consists of a clinical trial or research study, you may be assigned a research coordinator or other clinical trial staff to help as you progress through the study. Members of the Clinical Research Department will explain the trial, gain your consent to participate, and enroll you in the study. Throughout your trial participation, they will monitor you closely for side effects and complications. They'll assist in scheduling any tests or procedures that are needed for the trial. They will also communicate frequently with your provider about your progress.

Individualized Team Members for Your Diagnosis and Journey

In addition to the core multi-disciplinary providers on your team, we have additional providers and programs to help customize your treatment plan to your specific situation. Our Shared Clinics and Services are specialties within your oncology team that support you through the treatment, providing side effect relief, psychological support, nutritional guidance, and many other benefits. These services may be a part of your treatment plan depending on your specific circumstances and desired cancer care experience. Learn more about these individual services below, and the situations in which they may benefit you.

Review the chart below. If any of these scenarios apply to you, talk to your doctor or navigator about a referral to that clinic. There is no limit to the number of referrals you can request. They are all available at any time during your cancer journey. For some, it may be better to enroll early in your treatment plan, especially those that can help manage your side effects.

Cancer Genetics and High Risk - Virtual Visits Available!	Check any that apply to you
While most cancers do not have inherited causes that we are born with, and are, identifying the presence of a genetic problem can be helpful to individuals with cancer and to their families.	 I have a family history of cancer in my closest (first-degree) relatives I am worried that my family members may be at risk of developing cancer because of my diagnosis I am concerned about my risk for other cancers
Cancer Physical Therapy	Check any that apply to you
The American Cancer Society and National Comprehensive Cancer Network confirm that exercise after surgery, during chemotherapy and radiation treatments helps patients get strong and stay strong. Ochsner cancer rehabilitation physical therapists will work with you to regain the life you love. Tell us what matters to you and we will help you achieve it.	 □ I have trouble with fatigue □ I don't feel strong enough to complete activities that used to be easy for me □ I am worried about what my cancer treatment will do to my level of energy or strength in the future □ I want to continue exercising through my treatment □ I have swelling in my arms or legs

Cardio-Oncology Clinic	Check any that apply to you
Ochsner's Cardio-Oncology Clinic is a collaboration between the John Ochsner Heart and Vascular Institute and the Ochsner Cancer Institute. One of just a few in the U.S., our innovative program treats the cardiovascular side effects of cancer treatments. Our goal is to maximize cardiovascular outcomes for cancer patients and survivors.	☐ My doctor told me my treatment may affect my heart☐ I have an existing heart condition and I'm worried about the effect of my cancer treatment/diagnosis
Integrative Oncology Program - Virtual Visits Available!	Check any that apply to you
Whether you're facing a new diagnosis of cancer or are a survivor coping with side effects, the Ochsner Integrative Oncology team can help enhance the quality of your life. Our services, when combined with traditional therapy, treat the whole patient – not just the cancer.	 I am experiencing pain, stress, or anxiety related to my diagnosis and treatment I have trouble sleeping I am worried about the side effects of my treatment/ diagnosis I am interested in alternative therapies to support me through my cancer treatment I have fertility questions I have questions about sexual health during/after treatment
Oncology Acupuncture	Check any that apply to you
Acupuncture helps alleviate a wide variety of symptoms simultaneously. For cancer patients and survivors, clinical studies have shown acupuncture can reduce cancer-related pain, nausea, post-chemotherapy fatigue and hot flashes. It can also help improve overall sleep quality.	□ I am worried about the upcoming side effects of my treatment/diagnosis □ I have pain □ I have trouble sleeping □ I have trouble relaxing □ I am nauseous often □ I have hot flashes □ I am always tired □ I am interested in alternative methods of treating my side effects besides medication
Oncology Dietitians - Virtual Visits Available!	Check any that apply to you
Nutrition is an important part of cancer treatment. Choosing the right kinds of foods to nourish the body can help you stay stronger and feel better throughout treatment. Cancer itself, as well as its treatments, can affect the appetite. It can also change the body's ability to tolerate certain foods and utilize certain nutrients. Our specialty trained dietitians (sometimes called nutritionists) can provide personalized medical nutrition therapy. They can also help you make informed choices about nutrition based on your unique medical history. Our dietitians are here to help before, during, and after your cancer journey.	 I'm concerned about what my cancer diagnosis and/or treatment will do to my nutritional health I'm worried about long term side effects impacting my ability to eat. I've been told I will need a PEG tube or tube feedings during my treatment, or I have one already I am worried about achieving and maintaining a healthy weight during my cancer care I'm interested in alternative nutritional therapies I'm interested in hearing more about how health and nutrition can help prevent cancer recurrence

Oncology Psychology - Virtual Visits Available!	Check any that apply to you
We understand that the stress that comes from a cancer diagnosis does not disappear after the initial appointment. Every new success or failure brings new concerns and questions to both patients and caregivers. That's why we offer psychological services to help patients and their loved ones manage this stress. Our Oncology Psychologists are very knowledgeable about cancer biology and treatment side effects. They meet with patients and/or caregivers to provide a more comprehensive approach to coping with illness.	 □ I and/or my family are having trouble accepting my diagnosis □ I have mood swings □ I am not sleeping or don't feel like waking up in the morning □ I no longer find joy in things □ I feel like no one understands what I'm going through □ I am overwhelmed and/or worried often
Palliative Care Provider - Virtual Visits Available!	Check any that apply to you
Palliative care is the treatment of symptoms and stress related to disease or medication. The goal is simply to improve your quality of life. Your Palliative Care Provider will work with you to develop a treatment plan that targets your specific issues or symptoms. It does not replace treatment for cancer, but rather supports it.	☐ I am worried about side effects of my treatment ☐ I have pain ☐ I don't feel like I'm adequately managing my symptoms
Prehabilitation Program	Check any that apply to you
Prehabilitation is a multidisciplinary strengthening program that helps to improve a patient's strength before surgery and recovery time afterward. The program includes evaluation, education, nutrition, exercise and stress management.	☐ I am worried about my recovery from surgery ☐ I have questions about the side effects of my surgery ☐ I have been told I need to improve my health before surgery can occur
Smoking Cessation Services - Virtual Visits Available!	Check any that apply to you
Our smoking cessation clinics help patients kick their smoking or vaping habit and quit for good! Along with the Smoking Cessation Trust, Ochsner offers free counseling for anyone who wants to make this healthy lifestyle change. Medications may be covered at a free or reduced cost.	 □ I am currently a smoker □ I quit smoking less than a year ago □ I have thought about quitting smoking but have not been able to on my own

Speech Therapy Program	Check any that apply to you
The American Cancer Society and The National Comprehensive Cancer Network confirm that involving a Speech-Language Pathologist in cancer treatment can help support clear communication, decrease "brain fog," (chemo brain), and maintaining or regaining swallowing function to eat and drink. Ochsner's cancer rehabilitation speech-language pathologists work with you to meet your personal goals. They can help you continue to participate in the activities you love.	 □ I am having trouble swallowing □ I have noticed a change in my voice □ I have concerns about how I'm going to communicate during/after my treatment □ I am having difficulty remembering things day to day □ I have difficulty completing tasks that used to be easy for me
Spiritual Care	Check any that apply to you
Diagnosis of a chronic or life altering illness can offer us a time to recover a sense of what life means. It can also offer a chance to reconcile with ourselves, family, friends, and with our Higher Power/God. Feelings and emotions such as joy, anger, sadness, fear, and happiness are gifts given to us by God to help us get in touch with what is going on within and around us. These feelings are neither good nor bad. We do not have control over what we feel, only over how we respond to these feelings. A chaplain, who is trained to offer support to people of all faiths or beliefs, is available in the hospital 24 hours a day, 7 days a week. The chaplain can help patients and families draw on their spiritual resources to cope with illness.	□ I am struggling with my faith □ I feel lost □ I just want to talk to someone □ I want someone to pray with □ I have a difficult decision to make □ I would like the sacrament of Holy Communion, Reconciliation (confession), or Anointing of the Sick
Women's Wellness & Survivorship Center	Check any that apply to you
Fatigue, weight gain, menopausal symptoms, general lack of energy, relationship issues and life stressors are all common frustrations faced by women. Cancer survivors and those currently fighting cancer have these and others related to their cancer treatments. The Women's Wellness and Survivorship Center at Ochsner Baptist offers extended time with a doctor who can offer customized services and trusted resources that can help you cope and live the best life you can.	☐ I have questions about fertility ☐ I have questions about sexual health during treatment ☐ I have hot flashes and other menopausal symptoms ☐ I am a female concerned about the effects my treatment will have on me

Your Comprehensive Care Plan

Your care team will develop a comprehensive plan to ensure all aspects of your care are well coordinated. This plan also allows you to participate more fully in decisions related to your care. It offers a clear way for you to communicate with your doctor.

Your team will use this plan to coordinate your overall care. This includes the specifics of your treatment, possible side effects and any related emotional or social needs.

We encourage you to communicate often with your care team. This will ensure you have all the information you need to make informed decisions.

Suggestions to help you communicate with your doctor and care team:

- Speak up when you don't understand something or need more explanation.
- Write down your questions before any appointment.
- Take notes to keep track of what your doctor tells you.
- 4 Bring someone with you to your appointments.

Questions to Ask Your Team

When you discuss your care plan with your physician, it can often be difficult to understand what is available. Asking questions can help you determine the right path for you. Here are some examples of questions that may help you decide what you want to do:

What option is proven to work best for my diagnosis? Why?
How do my age and other health factors affect my treatment options?
Will my insurance cover this treatment?
What are some of the common side effects? What are some ways to alleviate these side effects?
Will I have to go to the hospital? For how long?
How soon should I begin treatment? Do I have to prepare in any way?
Will I miss work or school because of this treatment?
Will I be able to take care of myself during treatment, or will I need someone to take care of me?
How long after treatment will I be able to go back to my normal routine?
Who should I contact if I have a problem?

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Deciding what you want out of your cancer treatment is important. Whether you are hoping for a cure,

stabili key ar	ization, or symptom relief, you need to have an active role in your care. Be sure to be involved in these reas:
1	Keep a Record of Your Medical History A record of your medical history is helpful for those involved in your cancer care. Include dates of your medical issues, symptoms and side effects.
2	Keep Your Cancer Care Team Informed Discuss any symptoms with your cancer care team. They might be related to your cancer and treatment
3	Ask Your Cancer Team to Address Your Concerns Talk with your cancer care team about specific areas of concern, whether medical, personal or even relationship issues. Your team is there to help you find answers.
Note	s

Section 2: Resources

We have compiled a small collection of information and material in this section to help you keep track of and understand your treatment plan. Just like with your care team, you may not need every tool at the same time. But knowing what's available at the start of your journey will keep it in the front of your mind if it becomes necessary. More resources can be found at ochsner.org/cancer-resources.

If you don't see a resource in this booklet but are interested in finding out if it's available, just ask! We are happy to help find additional ways to improve your experience.

Cancer Patient Help Line

Each Ochsner Cancer Center has a direct phone line for patients. Use it to reach the oncology team for all urgent symptoms and health issues. Dialing this number will direct your call to oncology staff 24 hours a day. **We offer same day or next day urgent care visits to our active, established hematology patients.**



My Cancer Center's Patient Help Line:

Our urgent care process exists to improve your care and reduce medical emergencies related to your cancer. Each oncology urgent care clinic is staffed primarily by the hematology and oncology Advanced Practice Providers (APPs). It is open Monday-Friday, 8am to 5pm.

When you have an urgent need we encourage you to call the help line, to ensure a timely response. MyOchsner messages may not be answered as quickly. During daytime hours (Monday-Friday, 8am to 5pm) calls are directed to clinic nurses.

- When calling after 5pm and on weekends, ask to speak with the on-call provider.
- If you are a blood cancer or bone marrow transplant patient, ask for the Bone Marrow Transplant (or BMT) provider on-call.
- For all other cancer diagnoses, ask for the medical oncologist provider on-call.

Call **immediately** if you have any of the following symptoms:

- A fever of 100.4°F (38.1°C) or higher
- Coughing, wheezing or shortness of breath
- A racing or irregular heartbeat
- Uncontrolled diarrhea or vomiting

- Blood in urine or dark red stool
- Vomiting that contains blood or looks like coffee grounds
- A nosebleed lasting longer than 15 minutes
- Shaking, chills, sore throat, overall tiredness or flu-like symptoms
- Painful and/or frequent urination or inability to urinate
- Fainting and dizziness
- Extreme fatigue where you feel too tired to get out of bed or move
- Disorientation or confusion
- A fall with injury or loss of consciousness
- Uncontrolled pain
- Drainage at the treatment site

If you have a catheter or implanted device, call **immediately** if you:

- See any signs of infection at your catheter site (pain, redness, drainage, burning or stinging)
- Find leaking or bleeding at your catheter site or damage to catheter
- Hear gurgling noises coming from an external catheter

Appointment Tracker

Month _____

As a cancer patient you will have many appointments, visits, and phone calls with your cancer care team. Take the time to write down your questions, the answers, medication changes, or other details. It will serve as both a reminder and a history for you and others involved in your care.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Details about	upcoming app	ointments					
Date and Time: _		L	ocation:				
Purpose:							
Date and Time: _		L	ocation:				
Purpose:							
Date and Time: _		L	ocation:				
Purpose:	Purpose:						
Questions to ask at next appointment							

Symptom Tracker

Use this list to record details and dates of any symptoms you experience. An example tracker is provided below that you can copy or use as a guide to create your own tracker. Bring this information to your next appointment or treatment session.

Symptom	Date and Description of Problem
☐ abdominal pain	
☐ arm swelling	
☐ blood in stool/urine	
☐ bone pain	
☐ chest pain	
☐ constipation/diarrhea	
☐ cough	
☐ dizziness	
☐ fever or chills	
☐ headaches	
heart palpitations	
☐ hot flashes	
☐ indigestion	
☐ leg swelling	
☐ low energy	
☐ nausea/vomiting	
lacksquare new lumps or redness on chest	
numbness or tingling	
sexual difficulties	
☐ shortness of breath	
sleeping difficulties	
urinary burning/urgency/frequency	
☐ vision problems	
unusual pain	
☐ other:	

Some side effects are fleeting and minor, but others may be a sign of serious problems. Don't try to determine the difference yourself. **Tell your doctor right away** if you suffer from:

- fever of 100.4°f or greater for 1 hour
- bleeding or unexplained bruising
- a rash or allergic reaction
- intense chills

- unusual, intense headaches
- shortness of breath or trouble breathing
- long-lasting diarrhea or vomiting
- bloody stool or blood in your urine

Advance Directives

Advance Directives allow you to make decisions about your medical care ahead of a time when you may no longer be able to speak for yourself. They consist of two main parts:

1. Power of Attorney for Healthcare Decisions

This form allows you to name the person you want to make healthcare decisions for you when you are not able to make them for yourself.

2. Living Will

This form allows you to state what you wish and do not wish to be done in the event you are unable to speak for yourself and have a terminal and irreversible condition.



Visit www.PrepareForYourCare.org or www.theconversationproject.org to learn more. These websites are designed to make medical decision making easier for patients and caregivers. You may also want to visit www.ochsner.org/advancecareplanning for assistance. You can find Power of Attorney and Living Will forms in your MyOchsner account.

Completing these documents

Any person 18 years or older who is judged to be able to make his or her own decisions can complete an advance directive. You do not need a lawyer to complete the forms, but the forms will need to be dated and signed by the patient or healthcare representative. They must also be signed by two witnesses not related to the patient by blood or marriage and not entitled to any portion of the patient's estate.

At Ochsner we encourage patients to make their healthcare preferences known early in their care. A member of your care team can help you complete these forms if needed.

If you do complete these forms, it is important to give copies to your doctor, family, or others who may be involved in your care. Always bring a copy with you when you go to the hospital or to treatment. You can also submit your completed advance directives to Ochsner by email—just email a scanned copy or clear photo of the forms to HIM@ochsner.org.

+ We understand these can be hard conversations. Here are some suggestions to help you discuss this topic with a loved one.

"This is not easy to talk about but if I get sick or have an accident and cannot make medical decisions on my own, I want to tell you what is important to me—so you can be my decision-maker."

"I need to think about the future...will you help me?"

"Even though I am OK right now, I am worried what would happen if something happens to my health."

I would like to be prepared."

Patient Financial Resources

At Ochsner, we are committed to caring for our patients' health and well-being, including financial needs. We know healthcare costs can be complicated, and we know patients are interested in care costs. Beyond providing compassionate, high-quality care, we are committed to meaningful transparency, so you and your family can make informed choices. Here are some of the convenient ways we are working to empower patients with information:

Online Cost Estimator

Available at Ochsner.org/billing estimates, our online cost estimator tool is the most convenient way for patients to estimate care costs. The tool is available 24 hours a day, 7 days a week, and helps patients create estimates for 300 of the most common services and procedures. Patients generated nearly 3,000 estimates last year through online tools.

Personal Assistance

Our expert financial counselors are available to provide patients with assistance for personalized cost estimates. Our financial services team created over 22,000 personalized estimates for patients last year alone.

For personal assistance, patients can:

- Call: 1-855-226-6523 to speak with an Ochsner financial counselor
- Live Chat: accessed through Ochsner.org/billing estimates or the MyOchsner patient portal
- Email: request a personalized estimate by email through Ochsner.org/billing estimates
- MyOchsner messaging: accessed through the MyOchsner patient portal

Proactive Estimates for Scheduled Care

Our financial services team proactively calls patients and sends a message through the patient portal, MyOchsner, to inform patients of out-of-pocket costs for scheduled radiology tests, surgeries, clinic procedures, etc. Nearly 300,000 proactive estimates were provided to patients in 2020.

With these resources, Ochsner is working to support patients and ensure you and your loved ones can stay focused on your health.

In addition to helping patients understand care costs, Ochsner is also committed to helping patients cover the cost of care. We provide interest-free payment plans. Every year we help thousands of patients complete applications for financial assistance. And our Drug Copayment Assistance Program partners with patients to apply for copayment assistance offered by drug companies.

To learn more, visit ochsner.org.

Talking About Your Cancer

Finding out you have cancer can be overwhelming to you and for your friends and relatives. People often don't know what to say. They may feel sad and uncomfortable and may be afraid of upsetting you.

Here are some suggestions to help you talk with others about your cancer.

1. Start by making a list of people that you want to talk to in person.

Decide when you are ready to talk about having cancer. Sometimes, telling those closest to you helps you to begin taking in the reality of what's happening. People usually tell their spouse or partner first, then other family and close friends. Co-workers and acquaintances often find out later, although sometimes you'll need to tell a supervisor or Human Resources staff that you have a medical problem if you must take time off from your job.

You may want to create a group text/email chain, or a blog or private facebook page to help keep everyone updated as a group. This will prevent you from having to update multiple people individually. **CaringBridge** (www.caringbridge.org) is a great resource to communicate information to a broad group of family and friends.

2. Decide what you want to share and not share about your cancer.

Think about how much you want to share. You may want to explain what kind of cancer you have, which treatments you might need, and what your outlook (or prognosis) is. It can be OK to explain all this to a few close friends, but it may get tiring to tell a lot of people this much detail over and over again. Think about topics that are too sensitive for you to talk about yet. Then, plan a response that's comfortable for you and cuts off the conversation. Once you've shared what you wish to share, be prepared to change to another topic. Maybe you can say something like "I really get tired of talking about cancer. Let's talk about something else."

3. Tell those that offer help what things they can do for you.

Most people want to help and you will likely need extra help at some point during your cancer treatment. Your loved ones need to do things for you and want to support you. Let your friends and family help you. Be as specific as possible about the kind of help you need. For example, tell them when you need a ride to the doctor, or find out if they might be able to help with housecleaning, yard work, or childcare.

Friends, loved ones, and even complete strangers will ask you about your cancer. Sometimes you may get unexpected reactions when with talking with others. Below are some common ones you may experience and ways to deal with the situation.

Telling you to cheer up

You may have friends or family members who tell you to "cheer up" when you talk to them about your sadness, worries, or fears. Ask them gently if they would be willing just to listen, without judgment or giving advice (unless you ask for it). It's important for your mental health that you find someone you can talk to. Don't allow yourself to be discouraged by people who are uncomfortable with your feelings. We have wonderful oncology social workers and psychologists available to discuss your situation with you in a non-biased manner, if you would prefer to speak to someone outside of your support system.

Many people asking about your cancer

You may find that sometimes you are pressured to answer questions about your cancer when you don't feel like it. To avoid this, you might want to ask a family member or friend to be your spokesperson. Having a spokesperson keeps loved ones up to date without wearing you out.

Dealing with people you would rather not talk to

Cancer is very personal and you need to be comfortable with how much you share with people who just want to know what's happening. You may have to think about ways to tell people that you don't want to talk about your personal business. In many cases, saying "Thank you for asking, but I'd rather not talk about it right now" is enough to make people understand. Think about how you want to handle curious questions from people you don't know. Try to prepare a response that works for you.

Talking to younger children

Families with young children or teens may be concerned about how children will react to a diagnosis of cancer in a family member. Children understand the world around them and it is important to be honest with them. They need to know the truth otherwise they will think the worst.

Suggestions for talking with kids about cancer:

- Tell them about cancer.
 - Let them know there is nothing they did to cause cancer and they cannot catch it from someone else.
- Let them know their feelings are OK.

 Tell them you understand if they are upset, angry, sad or sacred. Remind them you will love them no matter what happens.
- Tell them the truth with love and hope.

 Let them know you are getting good care and hope to get well again. But don't promise a good outcome if you are not sure of one.
- Listen and stay involved.

 Ask them how they feel and what they are worried about. Try to spend some time with your children in any way you can.

Explaining cancer treatment to children can be a tough job, especially when you are already trying to deal with your own feelings and emotions. What you tell your children depends on many things, like their ages, personalities, and what you know about the treatment.

Write down the questions and concerns you have with talking to your children about your cancer. Your cancer care team can assist you with how to explain it to children.

As you talk with others, write down the questions and comments that come up so you can discuss them with your cancer care team. This will help you next time when talking to others about your cancer.

Nutrition and Food Safety

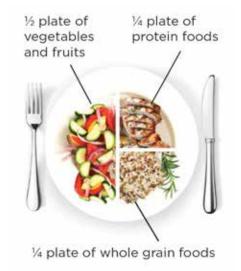
Good nutrition and dietary habits will help you maintain strength and weight while healing from your disease. Here are some helpful suggestions:

The best diet for cancer patients and survivors contains:

- fruits and vegetables
- · whole grains
- foods rich in healthy fats like omega-3 and monounsaturated fats
- healthy proteins

At every meal, you should have a healthy balance of foods by planning your plate into these sections:

- ½ of your plate with vegetables and/or fruits
- ¼ of your plate with healthy meats or proteins
- 1/4 of your plate with whole grains or starchy vegetables
- A small amount of healthy fats
- Plenty of water



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Suggestions for when you have a poor appetite:

1 Eat several small meals

Eat several small meals throughout the day (every 2-3 hours, 6 times per day).

2 Eat high-calorie, high-protein foods

Eat foods known for high calories and protein content such as eggs, ice cream, whole milk, yogurt, and cheese.

Add calories

Hydrate

Add extra calories and protein to foods by including butter, gravy, protein powder, peanut butter, heavy cream, whole milk, etc.

Drink supplemental drinks

Drink high-calorie, high-protein nutritional supplement beverages (Boost Plus, Ensure, etc.)

when you don't feel like eating.

Drink fluids every 1-2 hours. Make your goal 8-10 glasses of decaffeinated, non-carbonated beverages each day.



Also, follow these guidelines during your cancer treatment:

- Wash your hands thoroughly before and after preparing food and eating.
- Rinse all raw fruits and vegetables (peeled and unpeeled) under running water for about two minutes. They do not need to be peeled.
- Prepare food on a cleaned and sanitized cutting board using cleaned and sanitized knives or utensils.
- Do not clean raw fruits and vegetables by soaking them in water.
- Serve hot food HOT (150° or greater) and cold food COLD (40° or lower).
- Store prepared food in the refrigerator within 2 hours of preparation. Do not eat any food that has not been refrigerated for longer than this amount of time.
- Keep your refrigerator temperature at 40° or lower. Heat all poultry products, stuffing, dressing and leftovers to at least 165°.
- Store leftover food in one-quart containers or smaller and eat within 3 days.
- Avoid raw and undercooked meat, fish, shellfish, poultry, eggs, hot dogs, tofu, sausage and bacon. This includes cold smoked fish, lox and pickled fish. Does this include sushi?
- Avoid unpasteurized and raw milk products, as well as unpasteurized commercial fruit and vegetable juices.
- Avoid raw sprouts such as alfalfa and Mung beans.
- Avoid aged cheese (Camembert, blue Roquefort, Stilton, Feta, soft cheese), and refrigerated cheese-based salad dressings that are not shelf stable.
- Avoid molded and outdated foods of any types.
- Avoid spicy foods.
- Avoid all food items the news media has reported may be responsible for causing an outbreak of food poisoning.
- Do not eat food from salad bars and buffets.

Physical Activity

Physical activity and exercise are important during cancer treatment. Staying physically active each day can enhance your physical well-being, minimize side-effects of surgery or treatment, and can spur recovery. Research has found no harmful effects on patients with cancer from moderate exercise.

Benefits of Physical Activity and Exercise

- Increases muscle strength, joint flexibility, and overall conditioning
- Relieves stress and anxiety
- Decreases fatigue related to chemotherapy and radiation treatment
- Minimizes risks of developing lymphedema and decreases lymphedema symptoms if present
- Aids weight loss

An effective exercise program consists of:

- Aerobic conditioning or cardiopulmonary exercise to increase heart rate and lung capacity:
 - walking
 - jogging
 - swimming
 - bicycling
- · Strength training to tone and build muscles:
 - · weight lifting
 - weight machines
 - exercise bands
- Stretching exercises to keep joints and muscles flexible

Exercise Goal

Perform 30 minutes of moderate intensity exercise five (5) days a week.

It is important to talk to your doctor about the type of exercise you are considering to be certain it is safe for you. Don't exercise if you are not feeling well or running a fever.

Lymphedema

Lymphedema is swelling in one or more parts of the body, often in the arms or legs. During cancer treatment, when lymph nodes are removed and/or with radiation therapy, the lymphatic system becomes impaired. This may prevent lymphatic fluid from leaving the area, and therefore, cause lymphedema.

If lymphedema is left untreated, the affected limb can progressively become more swollen. This can lead to hardening of the skin, bulkiness in the limb, infection and impaired wound healing.

Trained physical and occupational therapists can treat lymphedema with massage to help the lymph system drain better, compression, and exercise. They can also teach you ways to minimize the risks of lymphedema.

Support Groups and Classes

Support groups bring together people facing similar medical issues. In these settings, patients connect with others facing similar challenges and learn new ways to cope with a cancer diagnosis.

Non-medical supportive practices and methods can also complement your cancer treatments. Massage therapy, meditation and yoga can all help control symptoms and improve your sense of well-being.

Ochsner's Healing Yoga program can help clear out toxins accumulated during cancer treatment more effectively. Yoga also helps relieve tension and anxiety. It can enable cancer patients to settle into a greater sense of ease during and after treatment.



Many of our cancer centers offer support groups and classes to patients. Ask your provider, nurse navigator, social worker, or clinic staff for more information.

MyOchsner Patient Portal

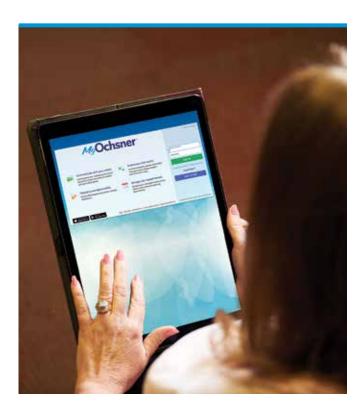
Activating your online MyOchsner account is easy. See your personalized After Visit Summary (AVS) for sign-up information. If you don't have an AVS, you can still set-up a new account. Just follow these steps:



- 1. Go to my.ochnsner.org and click the blue "Sign up now" button. If you have an activation code, enter it into the fields provided along with your date of birth. If you do not have an activation code, click the "Sign up online" button in the right-hand column.
- 2. If you've entered an activation code and your birth date, click the green "Next" button, continue to enter the requested information and submit.
- 3. If you have questions, send an email to myochsner@ochsner.org or call toll-free 1-877-339-2637.

MyOchsner is not for urgent medical needs. Messages sent through the Patient Portal are only checked during normal business hours.

If you need assistance urgently and cannot wait until the next business day, call your cancer center urgent line and ask for your provider or to speak to the medical oncologist on call.



Ochsner-Approved Cancer Websites

We understand the need to research and read as much as possible about your cancer diagnosis. On the following pages are cancer-related websites that may be useful for you and your family. If you do not have internet access at home, visit the Ochsner Medical Library located on the first floor of Ochsner Medical Center at Jefferson Highway.

Although these websites are generally considered to be reliable sources, be sure to verify the information you find there. They can provide information but should never substitute for advice from a qualified medical professional. Ochsner Cancer Institute does not endorse any particular organization listed in this guide.

General Cancer-Related Organizations and Informative Websites

American Cancer Society	www.cancer.org
Information about all types of cancer and treatments and is regularly updated with new n	
treatment breakthroughs.	
American Cancer Survivors Network	csn.cancer.org
A website dedicated to cancer survivors to share personal stories, discussions, and expres	sions of caring
American Institute for Cancer Research	www.aicr.org
Information on diet, nutrition, and foods that can fight cancer.	
American Society of Clinical Oncology	www.cancer.net
Information on types of cancer, support organizations, clinical trials, and side effects.	
Cactus Cancer Society	cactuscancer.org
A website for young adults with cancer	
CancerCare	www.cancercare.org
Free support services for anyone affected by cancer.	
Cancer Hope Networkwwv	v.cancerhopenetwork.org
Support information, a bulletin board and volunteer information, online support groups, to and more.	elephone support groups,
Clinical Trials	www.clinicaltrials.gov
A registry of federal and privately supported clinical trials.	-
MedlinePlus	www.medlineplus.gov
Authoritative information from the National Library of Medicine, the National Institutes of	Health, and other health
related organizations.	
National Cancer Institute	www.cancer.gov
Information on types of cancer, current treatments, a medical dictionary, NCI drug diction information, and clinical trials.	
Complementary and Alternative Medicinewww.cancer.gov/abou	ut-cancer/treatment/cam
Government resource in complementary and alternative medicine as it relates to cancer p treatment, and symptom management.	revention, diagnosis,

Patient Advocate Foundation	www.patientadvocate.org
Resources specifically for solving insurance and healthcare access problems.	
Susan G. Komen	
Information on the causes and cures of breast cancer, advocates action on breast cancer	issues, provides patient
information and more.	
U.S. Food 9 Dwg Administration	vanant fda gay /drugg
U.S. Food & Drug Administration Safety information on drugs and other FDA-regulated products.	www.raa.gov/arugs
Safety information on drugs and other FDA-regulated products.	
Chemotherapy Educationwww.chemocare	e.com or www.oncolink.org
Information about a variety of chemotherapy and cancer medications, with printable edi	
patients and family members	acadonal packets for
Cancer and Careers	www.cancerandcareers.org
Empowers and educates cancer patients to thrive in their workplace	
Websites Specifically for Caregivers	
AARP Resources	
A treasure trove of resources across all areas of caregiving: financial, emotional, education	onal. New caregivers: start
here!	
Caregiver Action Network	
The Caregiver Action Network operates a support line at 855-227-3640 and offers many of website	other resources on the
website	
Caregiver Support Groupswww.care.com/c	/caregiver-support-groups
A roundup of more than 20 top caregiving support groups	, 3 11 3 1
How-To Caregiving Videos www.aarp.org/ppi/initiatives/home-alone-alliance	e/family-caregiving-videos
A collection of educational videos for family caregivers (some in Spanish)	
•	
ianacare	www.ianacare.com
Free app for coordinating caregiver support and community care	
How to Become a Paid Caregiver for a Family Member	
www.seniorlink.com/blog/how-to-become-a-paid-caregiver-for-a-family-member-6-step	
assistance-options-for-family-caregivers	
A state-by-state guide to how to qualify (via Medicaid) for pay for family caregiving	
VA Caregiver Support	
The Veterans Administration has programs that pay family caregivers of veterans, explain	ned at this link.
Rare Disease Caregiving	www.rarecaregivers.org
Supporting someone with a rare disease brings distinctive challenges, covered at this lin	K.

Support for Mesothelioma Caregivers	www.asbestos.com/support/caregivers
Resources for caregivers supporting loved ones suffering f	• • • • • • • • • • • • • • • • • • • •
asbestos exposure, as well as information about the disea	se
Paid Family Leave Laws by Statestate-family-and-medical-leave-laws.aspx For questions about whether you are eligible for paid fam from the National Conference of State Legislatures.	
The Toucan App	www.thetoucanann.com
This audio-based app offers informal, peer-to-peer social s	
with similar situations; potentially a great resource for car	
support groups, or who for whom therapy is inaccessible.	
Caregiver Podcasts	blog.feedspot.com/caregiver_podcasts
A big list of podcasts by and for caregivers	
Websites for Specific Cancers	
Brain Tumors	www.abta.org
Breast Cancer	www.breastcancer.org
Colon Cancer	www.ccalliance.org
Kidney Cancer	www.kidneycancer.org
Leukemia and Lymphoma	www.lls.org
Lung Cancer	www.go2foundation.org
Ovarian Cancer	www.ovarian.org
Oral Cancer	oral cancer found at ion.org
Oral, Head and Neck Cancer	www.spohnc.org
Pancreatic Cancer	www.pancan.org
Prostate Cancer	www.zerocancer.org
Sarcoma	www.sarcomaalliance.org
Thyroid Cancer	www.thvca.org

Section 3: My Notes

This section contains Notes pages to help you organize your thoughts. This way all your information related to this experience/diagnosis can be kept in one place, including the things you write down on your own.				

My Notes	

My Notes	

My Notes	

My Notes	

My Notes	

Section 4: Patient Guide Evaluation

We would like your opinions about our Ochsner Cancer Institute Cancer Services Guide. By filling out this evaluation, you will help us continue to improve this important resource. All comments will be confidential.

1. Today's date:					
2. Are you: □ a patient □ a caregiver					
3. What is your primary cancer diagn	3. What is your primary cancer diagnosis (skin, lung, prostate, breast, etc.)?				
4. After reading and using the guide,	, select the resp	onse that reflec	ts your opinion	for each statem	ent below:
	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
The guide gave me all the information I needed.					
The guide is organized and easy to understand.					
The pages of the guide where I could write personal details and notes are helpful.					
The guide is a valuable, high quality, educational resource.					
I will use the guide to record information for future reference.					
5. Suggestions for making the guide better:					
3. Suggestions for making the galac better.					
Please give the completed evaluation to your nurse. Thank you.					

