Connect with us

@VanderbiltIngram

@vumc_cancer

@VUMC_cancer
Welcome to Vanderbilt-Ingram Cancer Center

When you need medical care, you want the best care possible.

We are committed to providing compassionate, evidence-based care and disease prevention, pioneering research, community engagement, and survivorship support. This is why we recruit the very best medical professionals and hold them to the highest standards.

Vanderbilt-Ingram Cancer Center is one of only 50 National Cancer Institute-designated Comprehensive Care Centers, and the only one in Tennessee that cares for both adults and children. We are at the forefront of discovery.

Your care plan will be centered around the needs of you and your family. We will listen to you. We will support you, your family, and your caregivers with resources and programs throughout the time you are with us.

We hope this guide will help you wherever you are in your journey with cancer. With so many emotions and facts to process at once, it can be difficult to remember all the details.

If you have concerns or questions, please ask.

Thank you for choosing Vanderbilt-Ingram Cancer Center for your health care.
We welcome your feedback. If you have comments or concerns about your care, please contact our Office of Patient Relations at PatientRelations@vumc.org or (615) 322-6154.

THE VANDERBILT PATIENT AND FAMILY PROMISE

Include you as the most important member of your health care team

Respect your right to privacy

Work with you to coordinate your care

Our Promise to You
We make those we serve our highest priority.

We expect everyone at Vanderbilt to keep these promises to you and your family.

Personalize your care with a focus on your values and needs

Communicate clearly and regularly

Serve you and your family with kindness and respect
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1 (877) 936-VICC (8422)
This number is answered 24 hours a day, 7 days a week.

Call when you have cancer-care related concerns or emergencies. One of our on-call providers will be there to help. Whether it be a visit with your provider, lab, infusion, or radiology, you can use this phone number for all your scheduling needs.
Getting ready for your visit

Make a travel plan

**APPOINTMENT TIME**

For your first appointment, please get here 30 minutes before your appointment time.

Plan on spending several hours at the Cancer Center. We try very hard to be on time for your appointment. But sometimes the amount of time you will have to wait may change. We hope you understand if your provider is running late because of unexpected patient needs.

You may have several appointments during the day in our center, and as a result we do our best to stay on time. We honor the time of your appointment and do all we can to honor those of others as well. Arriving early does not mean you will be seen early.

**TRAVEL TIME**

It’s a good idea to figure out how long it will take you to get here. Call us at (615) 936-VICC (8422) if you are running late or if you can’t keep your appointment.

**VUMC SHUTTLE SERVICE**

Monday through Friday, 6 a.m. to 9 p.m.
(615) 936-1215, choose option 3
*Or stop by any Guest Services desk for help.*

Shuttles transport patients and visitors within the Medical Center campus.

**GETTING TO REGISTRATION (SUITE 1710)**

**VICC patient drop-off and valet (Pierce Avenue)**

- Go in the main VICC entrance (Preston Research Building lobby).
- Walk past the information desk through the lobby area. Registration is on your left.

**South Garage (street level)**

- Cross Pierce Avenue and go in the main VICC entrance (Preston Research Building lobby).
- Walk past the information desk through the lobby area. Registration is on your left.

**Central Garage (street level)**

- Walk across Medical Center Drive to The Vanderbilt Clinic entrance.
- Walk past Guest Services and the F elevators (both will be on your left) and go straight.
- You will pass the pharmacy on your right. Registration is straight ahead.

**Central Garage (Level 2 or 3 skybridge)**

- Walk across either skybridge and enter The Vanderbilt Clinic.
- After you enter the main building, take the F elevator (on your left) down to Floor 1.
- Walk away from the main entrance and Guest Services. You will pass the pharmacy on your right. Registration is straight ahead.
My Health at Vanderbilt

If you haven’t already done so, sign up for a My Health at Vanderbilt account. Visit MyHealthAtVanderbilt.com to sign up.

With My Health at Vanderbilt, you can:
- schedule an appointment
- keep track of appointment times and locations
- join an appointment wait list
- view test results online
- pay your bill
- request a prescription refill
- email your health care provider
- check medical records and vaccine history
- review lab results or other tests over time.

The My Health app is available in Apple’s app store and the Google Play store. If you have any issues you can call our Help Desk at (615) 343-HELP (4357).

What to bring

- a friend or family member to help take notes and ask questions
- all health insurance cards, including primary and secondary
- any pharmacy (drug) cards
- a photo I.D.
- your cell phone (this will be used to communicate with you during your appointments)
- a list of all current medicines (including over-the-counter products, vitamins, supplements, or herbs)
- a list of all your providers outside of Vanderbilt who currently care for you
- a way to pay for any co-pays, deductibles, or coinsurance you may owe
- a list of questions for your provider
- a notebook for writing notes
- comfortable clothing and shoes, and something to keep you warm, such as a sweater
- a laptop, tablet, or mobile device
- snacks and drinks
- a book or magazine to read
GETTING HERE

2220 PIERCE AVENUE, NASHVILLE 37232

FROM THE NORTH
- Take I-65 South.
- Stay on I-65 South through the interchanges at EXITS 88, 86, and 84.
- Take EXIT 209B and turn right onto Broadway. Broadway turns into 21st Avenue South.
- Turn right on Pierce Avenue South.

FROM THE SOUTH
- Take I-65 North.
- Take EXIT 80 to merge onto I-440 West (Memphis).
- Take EXIT 3 to US-431/21st Avenue/Hillsboro Pike. Right lane merges onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE EAST
- Take I-40 West.
- Take EXIT 213A to merge onto I-24 East/I-440 West (Memphis/Chattanooga).
- Take EXIT 53 to merge onto I-440 West (Memphis).
- Take EXIT 3 to US-431/21st Avenue/Hillsboro Pike. Right lane merges onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE SOUTHEAST
- Take I-24 West.
- Take EXIT 53 to merge onto I-440 West (Memphis).
- Take EXIT 3 to US-431/21st Avenue/Hillsboro Pike. Right lane merges onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE WEST
- Take I-40 East.
- Take EXIT 206 to merge onto I-440 East (Knoxville).
- Take EXIT 1 and turn left on Murphy Road.
- Turn left onto West End Avenue.
- Turn right onto 31st Avenue South (it will become Blakemore Avenue).
- Turn left onto 21st Avenue South.
- Turn left on Pierce Avenue.

FROM THE NORTHWEST
- Take I-24 East.
- Take EXIT 44A to merge with I-65 South.
- Stay on I-65 South through the interchanges at EXITS 88, 86, and 84.
- Take EXIT 209B and turn right onto Broadway. Broadway turns into 21st Avenue South.
- Turn right on Pierce Avenue.
Parking

FREE VALET

V1 Vanderbilt-Ingram Cancer Center 7 a.m.–5 p.m.

V2 The Vanderbilt Clinic 6:30 a.m.–5 p.m.

V3 Vanderbilt University Hospital 5 a.m.–5 p.m.

V4 East Garage, Level 1 6 a.m.–7 p.m.

V5 Children’s Hospital 5 a.m.–8 p.m.

V6 Adult Emergency Room 24 hours a day, 7 days a week

Once your visit is finished, you can get your car from any valet stand. If your appointment goes past 5 p.m. you can call the phone number on your valet ticket to get your car from any valet stand.

FREE SELF-PARK

P1 South Garage

P2 Central Garage

P3 East Garage

HEIGHT OF GARAGE ENTRANCES

- **East Garage**
  - 21st Avenue South: 6 feet, 8 inches

- **Central Garage**
  - Medical Center Drive: 6 feet, 9 inches

- **South Garage**
  - Children’s Way: 6 feet, 10 inches
  - 24th Avenue South: 6 feet, 10 inches
  - Pierce Avenue: 6 feet, 10 inches
Your first appointment

What to expect

We understand that you may be feeling anxious and worried at your first appointment. Everything is new: new faces, a new building, and many new questions.

There will be someone who can answer your questions and address your concerns every step of the way.

Please call us at (615) 936-VICC if you are running more than 15–20 minutes late.

REGISTRATION

You will start your visit by checking in at Registration (Suite 1710). A greeter will help get you checked in and ask you to wait until a Patient Service Specialist sends you a text message telling you which desk to visit in Registration.

PATIENT SERVICE SPECIALIST

At the desk, you will update your contact and health insurance information, sign consent and release forms, and pay a co-pay (if necessary). The Patient Service Specialist will ask to scan all of your insurance cards. You may be asked to have your photo taken for your health record.

LAB NURSE

Next, a lab nurse will draw your blood and may start your IV or access your port for treatment. This lab work does not require fasting (not eating).

Some patients who live far away may have lab work done before they arrive for treatment. We’ll let you know if you should do this ahead of time.
After your labs, many patients will walk across to the larger VICC waiting area (Suite 1840). You do not need to check in again.

While you are waiting, you are welcome to enjoy a cup of coffee or tea. Also, feel free to visit the Patient and Family Resource Center, which is inside this waiting area.

If you are a hematology patient, you will be directed to the 2nd or 3rd floor (take the “F” elevator). You will check-in with the Patient Service Specialist in that clinic.

**MEDICAL ASSISTANT**

The medical assistant will send you a text message and then come greet you and go over any medicines you are currently taking.

The medical assistant will then take vital signs that include your temperature, pulse, breathing rate, blood pressure, height, and weight.

**YOUR PROVIDER**

Next, you will meet with your provider who will go over:

- your disease, treatment options, and test results
- medicines, vitamins, and supplements
- your health history.

More than one health care team member may go over this information with you at different times during your appointment.

**CHECK OUT**

After your appointment, **make sure to stop at Check-Out to schedule your next appointment.** Your after-visit summary will be available here.

It is unlikely that you will receive any treatments at your first visit. If you are receiving treatment, we will help you get to where you need to go.
# Asking questions

## Getting information

Your first appointment is an excellent time to ask questions about your cancer diagnosis, treatment options, and supportive care.

Tell your health care provider how you would like to get information. If you are not sure about what to ask, here are some suggestions:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>What type of cancer do I have?</td>
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<th>Question</th>
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<td>What stage is my cancer? What does this mean?</td>
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<th>Question</th>
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<td>Do I need any additional tests before I can begin treatment?</td>
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<td>What is the goal of my treatment?</td>
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<th>Question</th>
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<td>What are my treatment options?</td>
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<th>Question</th>
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<td>Which treatment(s) would you recommend? Why?</td>
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<th>Question</th>
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<td>What side effects or likely outcomes will each treatment have on me?</td>
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How will treatment affect my life? Will I be able to work? Go to school? Drive?

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Am I eligible for a clinical trial? Should I think about participating in one?

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Is there a genetic link to my type of cancer? Should my family members get tested?

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Where can I get additional information about my type of cancer and treatment?

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What support services are available to me?

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Whom should I call if I have more questions after I leave my appointment?

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How do I talk about this to my family and friends?

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Will treatment affect my fertility? If so, is there anything I can do to protect my ability to have children in the future?

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Your health care team

DOCTORS

Green badges

An attending physician supervises your care.

A consulting physician may be called in by the attending physician to treat a specific problem or part of your body.

A physician’s assistant (PA) is an advance practice provider who is able to diagnose and treat illness and disease, and can prescribe medicine for patients.

A resident is a doctor who has completed medical school and is being trained on the job. A first-year resident is called an intern.

A fellow is a doctor being trained in a specific medical specialty.

NURSES

Blue badges

An advanced practice nurse or nurse practitioner (APRN) is able to diagnose and treat illness and disease, and can prescribe medicine for patients.

A registered nurse (RN) has a nursing degree and license.

A licensed practical nurse (LPN) works closely with the RN to care for you.

A charge nurse oversees the unit during a particular shift.

A case manager helps you and your family with services you will need when you leave the hospital.

A care coordinator looks at your needs and makes sure you get the right kind of care.
OTHER HEALTH CARE TEAM MEMBERS

White badges

A medical assistant helps care for you under the supervision of a nurse. They usually greet you before you see your care provider. They take your vitals and ask about changes since your last visit.

A social worker helps you through social and emotional issues, as well as find the care and services you need in your community.

A clinical pharmacist helps you understand and manage your medicines.

A radiology technologist takes x-rays and CT scans.

A patient navigator partners with you and your family during your care. They can help solve problems and understand your emotional needs. They help with community and social support services, and make sure you get a quick response to your needs.

A patient service specialist checks you in and out, schedules future appointments, and updates you while you are here.

RESPIRATORY THERAPISTS

Gold badges

A respiratory therapist treats and manages lung or breathing problems.

HEALTH CARE STUDENTS

Vanderbilt University Medical Center is a teaching hospital. Students are supervised by experienced providers and do not make decisions about your medicines or treatments.
Support services

Lodging assistance

LODGING COORDINATOR
(615) 322-2278
Our lodging coordinator can help you find hotels and other places to stay in Nashville that meet your need and budget. In addition, our coordinator can help you understand any lodging benefits you may have.
Monday–Friday, 7:30 a.m.–4 p.m.

Helpful information

PATIENT AND FAMILY RESOURCE CENTER
(615) 936-9722
- The Vanderbilt Clinic, 1st floor
We offer one-on-one help, free brochures and pamphlets, and access to evidence-based online information. We also help patients and families connect to financial counseling, support services, and community resources.

HEREDITARY CANCER CLINIC
(615) 343-7400
VanderbiltHereditaryCancer.com
Cancer genetic counseling is the best way to learn about your risk or your family’s risk of cancer. Our doctors, genetic counselors, and nurse practitioners are trained in cancer genetics and can help explain your options.

Caregiver support

CARING FOR THE CAREGIVER
(615) 343-6546 or (615) 322-4887
Meet others who understand what it’s like to care for a loved one with cancer. Call before you come so we can give you directions.
Tuesdays, 3 p.m.–4 p.m.

Before your treatment

FINANCIAL COUNSELING
(615) 322-8154
We can help with questions or concerns about insurance billing, patient balances, and payments.

CLINICAL TRIALS
(800) 811-8480 toll free
We offer a wide range of clinical trials. Ask your provider if taking part in one of our studies is a good option for you.

During your treatment

CARDIO-ONCOLOGY
(615) 936-1720
Cardio-oncology brings together cardiologists, oncologists, and researchers who work together to promote the cardiovascular health of our patients.

DAYANI CENTER FOR HEALTH AND WELLNESS
(615) 322-4751
VanderbiltHealth.com/dayani
At Dayani, you can take classes to strengthen your body and lower your pain and stress. Our Restore Wellness Program has certified lymphedema therapists for stem cell transplant patients.

NUTRITION SERVICES
People with cancer often need to follow diets that are different than the way they normally eat. We have dietitians who can create a food plan to meet your needs. Let your provider know if you would like to learn more about this support service.

PSYCH-ONCOLOGY
As part of your treatment plan, we will work to support your emotional well-being throughout your care.
After your treatment

REACH FOR SURVIVORSHIP

(615) 343-7400

The end of cancer treatment can be a relief for patients and their families. It’s also a time of new concerns. Our survivorship clinic offers follow-up care designed to meet your needs for a healthy future. Your provider can help you with your personalized Survivorship Care Plan.

OSHER CENTER FOR INTEGRATIVE MEDICINE

(615) 343-1554

VanderbiltHealth.com/oshers

We offer a combination of traditional medicine and complementary therapies such as massage, yoga, acupuncture, nutrition counseling, and mindfulness. We focus on healing the whole person: mind, body, and spirit.

PALLIATIVE CARE

Palliative Care focuses on the management of physical symptoms, non-physical symptoms, and aligning your care with your personal values. Unlike hospice (which is based on prognosis and occurs at the end of life), palliative care is based on the needs of each patient and is tailored to meet those needs. Let your provider know if you would like a consultation.

SUPPORTIVE ONCOLOGY PAIN AND SYMPTOM MANAGEMENT CLINIC

(615) 936-8422

Cancer and cancer treatment can cause many different symptoms. We serve all patients with cancer or cancer-treatment-related symptoms. We partner with your oncologist to help improve your experience. Our team includes medical assistants, pharmacists, pharmacy techs, nurses, and nurse practitioners. We make sure all your questions are answered about medicines, side effects, dosing, frequency, interactions, and insurance coverage. You may request an appointment with a scheduler or ask your oncologist for a referral.

SOCIAL WORK

(615) 322-7459

We can provide counseling, education, and help with finances and transportation for you and your family.

Extended Hours Clinic

(615) 936-VICC (8422)

1 (877) 936-VICC (8422) toll free

Weekdays 11 a.m.–9 p.m.

Saturday, Sunday, holidays 8 a.m.–5 p.m.

Our clinic can help with any symptoms you may have during your treatment.

Examples of symptoms treated:
- pain
- nausea and vomiting
- diarrhea
- temperature of 100.4°F (38°C) or higher.

Parking (weekdays)

Central Garage—Enter the Vanderbilt Clinic at the Medical Center Drive entrance.

Parking (weekends)

Valet service is only available at the Adult Emergency Room entrance.
Hospital and clinic services

We offer many different services to make sure you have everything you need during your visit.

FREE WI-FI
The wireless network is called VUMCGuest. The password is: vumcguest

GUEST SERVICES
(615) 322-1000
Guest Services helps with information, directions, parking and shuttle services, wheelchair access, and more.
Every day, 7 a.m.–9 p.m.

INTERPRETER SERVICES
This office helps patients who are deaf and hard of hearing, visually impaired, or speak limited or no English. All services to patients are free but you will need to let us know when scheduling your appointment if you would like to request an interpreter.

VENDING MACHINES
Vending machines with drinks and snacks can be found throughout the hospital. They take cash and credit cards.

RHEA CHAPEL
► Vanderbilt University Hospital lobby, 1st floor
Rhea Chapel is open 24 hours a day, 7 days a week. The Chapel offers space for prayer and meditation, as well as Bibles, Care Notes, and other spiritual resources for families, patients, and staff.

PHARMACY
(615) 322-6480
► The Vanderbilt Clinic, 1st floor
(across from main VICC waiting area)
Our full-service pharmacy works directly with your health care team to meet your special needs. There is no extra cost to you for using this service.
GIFT SHOP
(615) 322-3422
- Vanderbilt University Hospital, 2nd floor
Gift shop staff can answer questions by phone or in person during regular business hours. Visa, Mastercard, Discover, and American Express are accepted.
Delivery to patient rooms is free.
Monday–Friday, 7 a.m.–9 p.m.
Saturday–Sunday, 12 p.m.–5 p.m.

PATIENT RELATIONS
(615) 322-6154
- The Vanderbilt Clinic, 1st floor
We are here to make sure that your experience at our hospitals and outpatient clinics is positive and respectful.
Our specialists can:
- answer questions or address concerns about your care
- help you understand your rights and responsibilities
- help you plan for your care in advance.
Monday–Friday, 8 a.m.–5 p.m.

PATIENT BILLING
(888) 274-7849 toll free
While it is now even easier to view and pay your bills through My Health at Vanderbilt, you can also speak with someone about your billing statement or discuss payment options.

Volunteer Services
VICC is grateful for our wonderful volunteers. You will see them around the hospital and clinics wearing blue vests.
They are here to help make your day a little easier. Some volunteers play music, some provide pet therapy, and some are here just to help you find your way around.
To learn more about our volunteer program, visit VolunteerAtVanderbilt.com.
Dining

1 **Courtyard Café**
- Vanderbilt University Hospital, 2nd floor
  Deli, pizza, pasta, grill, salad bar, grab-and-go foods
- **Monday–Friday**
  - Breakfast: 6 a.m.–10:30 a.m.
  - Lunch: 11 a.m.–2 p.m.
  - Dinner: 2 p.m.–6:30 p.m.
  - Late night: 6:30 p.m.–2 a.m.
- **Saturday and Sunday**
  - Breakfast: 6 a.m.–10 a.m.
  - Lunch: 11 a.m.–2 p.m.
  - Dinner: 2 p.m.–2 a.m.

2 **Au Bon Pain**
- Vanderbilt University Hospital, 2nd floor
  Sandwiches, soups, salads, baked goods
  **Monday–Friday** 6 a.m.–11 p.m.

3 **Bistro on 8th**
- Medical Center East, 8th floor
  Lunch, grab-and-go items, beverages
  **Monday–Friday** 7:30 a.m.–4 p.m.

4 **Vandy Deli**
- Oxford House
  Sandwiches, salads
  **Monday–Thursday** 8:30 a.m.–2:30 p.m.
  **Friday** 8:30 a.m.–2 p.m.

5 **Suzie’s Espresso**
- Medical Research Building III
  Beverages, sandwiches, baked goods
  **Monday–Friday** 7 a.m.–4:30 p.m.

6 **Children’s Way Café**
- Children’s Hospital, 2nd floor

7 **VANDY CAFE**
- Grill, salad bar, grab-and-go foods
  **Monday–Friday**
  - Breakfast: 6 a.m.–10:30 a.m.
  - Lunch: 11 a.m.–2 p.m.

8 **SUBWAY**
- Sandwiches, salads
  **Monday–Friday** 9 a.m.–midnight
  **Saturday and Sunday** 9 a.m.–10 p.m.

9 **BEN & JERRY’S**
- Ice cream
  **Monday–Friday** 11 a.m.–10 p.m.
  **Saturday** noon–9 p.m.

10 **TACO BELL/PIZZA HUT EXPRESS**
- Mexican, pizza
  7 days a week 10 a.m.–11 p.m.

11 **SUZIE'S ESPRESSO**
- Beverages, sandwiches, baked goods
  **Monday–Friday** 6:30 a.m.–5 p.m.
VANDERBILT-INGRAM CANCER CENTER

Cancer Care locations

Vanderbilt locations

1. VANDERBILT-INGRAM CANCER CENTER
   2220 Pierce Avenue
   Nashville, TN 37232
   Parking: Valet, South Garage, or Central Garage

2. MEDICAL CENTER EAST
   1215 21st Avenue South
   Nashville, TN 37232
   Parking: Valet or East Garage

3. THE VANDERBILT CLINIC
   1301 Medical Center Drive
   Nashville, TN 37232
   Parking: Valet, Central Garage, or East Garage

4. THE VILLAGE AT VANDERBILT
   1500 21st Avenue South
   Nashville, TN 37232
   Parking: free parking behind the building

5. VANDERBILT DAYANI CENTER
   1500 Medical Center Drive
   Nashville, TN 37212
   Parking: South Garage or Central Garage
Middle Tennessee locations

6 GATEWAY-VANDERBILT CANCER TREATMENT CENTER
(931) 221-0479
375 Alfred Thun Road
Clarksville, TN 37040

7 VICC AT NORTHCREST MEDICAL CENTER
(615) 382-6099
500 NorthCrest Drive, Suite 521
Springfield, TN 37132

8 VANDERBILT HEALTH ONE HUNDRED OAKS
(615) 322-6257
719 Thompson Lane
Nashville, TN 37204

9 VICC COOL SPRINGS
(615) 936-8422
324 Cool Springs Boulevard
Franklin, TN 37067

10 VICC FRANKLIN
(615) 591-9890
2107 Edward Curd Lane
Franklin, TN 37067

11 VICC AT MAURY REGIONAL
(615) 875-2711
1003 Reserve Boulevard
Radiation Therapy: Suite 120
Medical Oncology: Suite 240
Spring Hill, TN 37174
Patient rights and responsibilities

You have the right to considerate and respectful care, including the right to:

• be safe from abuse or harassment
• have your pain treated
• have your doctor and a friend or family member told that you are in the hospital
• be free from being restrained or secluded, unless needed for your care
• wear appropriate clothing or cultural or religious items as long as doing this doesn't interfere with your treatment
• know the names of the people caring for you, what they do, and who they work for
• have an interpreter at no cost if you need one
• have an assistive (service) animal or aid if you need one
• see your bills and have them explained to you
• talk with other doctors (at your own expense)
• have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

You have the right to privacy, including the right to:

• be examined in as private an area as possible
• have someone of your own sex with you when you are examined
• have your medical information kept private, as provided by law
• not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

You have the right to be involved in all aspects of your care, including the right to:

• know what your problem is and what this might mean for you
• share in decisions about your care, including getting information in a way that you can understand
• be told what you can expect from your treatment, its risks and benefits, other choices you may have, and what might happen if you are not treated at all
• have your wishes for advance care (living will, power of attorney) or organ donation followed
• meet with an ethicist, chaplain, or advocate to talk about ethical issues and policies
• refuse tests or treatment (as far as the law allows) and be told what might happen if you do
• leave the hospital (as far as the law allows) even if advised against it; if this happens, we will not be responsible for any medical issues that may result
• be involved in research only if you agree to this in writing
• be given information about any ongoing care you may need after you leave the hospital; you will not be sent to another place without being told why
• have a support person of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.
To keep you safe, we encourage you to become actively involved in your care by:

- confirming to us which part of your body will be operated on
- reminding us to check your I.D. band before we give you medicine or blood
- making sure we wash or foam our hands before caring for you
- checking for our I.D. badge
- asking questions
- knowing what medicines you are taking and why.

It is your responsibility to:

- give us truthful and complete information about your health, medicines, and insurance
- ask any questions you may have about your treatment and what you need to do to take care of yourself
- follow your plan of treatment
- give us a copy of any living will, power of attorney, or donor forms you may have
- follow all hospital and clinic rules, including the no-smoking policy
- treat caregivers and other staff with respect, without regard to their race, nationality, religion, age, beliefs, disability, sex, sexual orientation, gender identity or gender expression, recognizing their professional skill and commitment to care
- treat other patients and visitors, as well as their property and hospital property, with respect
- tell us if you are concerned about or notice any changes in your condition
- make sure your bills are paid
- go to all of your appointments and be on time
- let us know if you are concerned about your privacy.

If you have concerns or complaints:

Any member of our staff can help you contact Patient Relations at (615) 322-6154.

You may also contact the Joint Commission at (630) 792-5800 or JointCommission.org.

Or you may contact the Tennessee Department of Health:

State of Tennessee
Department of Health Care Facilities
West Tennessee Regional Office
2975 Highway 45 Bypass
Jackson, TN 38305
Phone: (615) 741-7221
Fax: (731) 512-0063

If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form.

You may also contact:

TNCARE Solutions
PO Box 593
Nashville, TN 37202-0593
Phone: (800) 878-3192
TTY/TDD: (866) 771-7043
Español: (800) 254-7568

This information is available in Spanish on request.

Solicite la versión en español de esta información.
Financial assistance

Cost of medical care

We know that patients and families sometimes find it hard to pay for medical care, especially if they don't have health insurance.

Even people with insurance can have trouble paying out-of-pocket expenses. If you need financial assistance, we may be able to help.

VANDERBILT FINANCIAL COUNSELORS

Our financial counselors are here to help you understand the cost of medical care. No appointment is needed. They can meet with you in Registration (Suite 1710).

YOUR APPLICATION

To get an application form, visit a financial counselor in person or go to:

VanderbiltHealth.com/financialassistance

Your application must include all the following:

• A copy of the your tax return.

• *If you are on Social Security*: a copy of your SSA-1099 form from the previous year and benefit letter for the current year. If you don’t have a copy, you can get one through your local Social Security office, on the SSA website (SSA.org), or call 1 (800) 772-1213. We do not need the benefit statement.

• *If you are currently unemployed and receiving care from someone else*: a notarized letter of support from whoever is providing for your basic needs. This letter must show who is providing your food, shelter, and other basic daily needs. It must be signed by the main person who is supporting you.

• We may ask for more information, based on your individual case.

If your application does not include all of the forms listed above, it will not be accepted.

It usually takes 6–8 weeks to review an application. If you are getting medicines through a Vanderbilt pharmacy, ask about our MAP grant.

OTHER QUESTIONS OR CONCERNS

Please call (615) 322-8154 or (615) 322-5988.

HOW YOU CAN QUALIFY FOR HELP

To qualify for financial help, all of the following must apply:

• Your care must be medically necessary or emergency care.

• Your care cannot be dental, cosmetic, or elective.

• You cannot be eligible for federal or state assistance.

• You can have no other source of payment (such as insurance).
Clinical research

Clinical trials

At VICC, we are dedicated to developing new and better cancer care options through continued commitment to clinical trials. Patients seek out our center because of our extensive range of trials, expert specialists, active Phase I program, and supportive team.

GOALS
Clinical trials are also called medical research or research studies. Some goals of a clinical trial:

- find a disease or disorder
- control or manage a disease
- prevent an illness
- cure a disease or disorder
- determine the safety or effectiveness of new drugs or treatments.

VOLUNTEERS
As a volunteer, you have the opportunity to be involved in clinical research that may bring about advances in science and health care. Volunteers are needed in all areas of clinical research, from trials in healthy volunteers to the study of specific diseases.

RISKS
There are risks that you need to know about before you decide to enroll in a clinical trial. Any questions you may have about the study will be answered before you start.

SAFETY
Before a new treatment is tested with patients, it is carefully studied for several years in a laboratory and tested for safety. At Vanderbilt, clinical trials undergo a rigorous approval process both by the U.S. Food and Drug Administration and by two separate committees at the Medical Center.

Participation
Patients who qualify for a trial decide, with advice from their doctor, whether to participate in a study. The patient will learn about both the risks and benefits of the study before making a decision.

A patient will never be placed in a clinical trial without their knowledge or permission. All qualified participants sign consent forms before the study begins. A patient may leave a study at any time without any effect on their continuing medical care.

Resources

MY RESEARCH AT VANDERBILT
MyResearchAtVanderbilt.com
You can search open clinical trials at Vanderbilt University Medical Center using this tool.

RESEARCH MATCH
researchmatch.org
Vanderbilt is a partner with this national registry that connects people who would like to participate in research with researchers at Vanderbilt and nationwide.

CLINICALTRIALS.GOV
clinicaltrials.gov
Provides patients, family members, and members of the public easy and free access to information on clinical studies for a wide range of diseases and conditions.

NATIONAL CANCER INSTITUTE
cancer.gov
Provides accurate, up-to-date information about many types of cancer, information about clinical trials, resources for people dealing with cancer, and information for researchers and health professionals.
Advance care plan

Get the kind of care you want

An advance care plan is sometimes called a living will or advance directive. It’s a way to get the care you want even if you can no longer make your own decisions.

If you want to make an advance care plan or name a health care agent, you need to put this in writing while you are able to say what you want.

Your plan will be used only if you become unable to speak for yourself. If this should happen and you don’t have an agent, your doctor will pick one of your relatives or friends to help carry out your wishes and act in your best interest. Your agent must carry out your wishes.

HOW IT WORKS

Make a care plan and name an agent

You can make an advance care plan, name a health care agent, or both. You do not need a lawyer.

Visit VanderbiltHealth.com to download a plan (under Patient and Visitor Info).

- You must sign your written plan in front of two witnesses or in front of a notary public. It is okay to use any form, from any state, if it meets the requirements of Tennessee.
- A health care agent must be 18 or older and cannot be one of your witnesses.
- The witnesses must not be related to you by blood, marriage, or adoption.
- The witnesses must not be people who will inherit your property.

What to do with your plan

- Give a copy of your plan to the following people and make sure they read it:
  - your main doctor(s)
  - your main hospital
  - your health care agent
  - your backup health care agent
  - your close relatives and friends.
- Keep the original somewhere safe.
  - Include a list of people who have a copy.
  - Tell your family you have one and where it is.

Changing your plan or agent

You can change your plan and agent any time. The best way to change your plan is:

- fill out, date, and sign a new one
- destroy the old one
- ask anyone who has a copy to tear up the old form and replace it with the new one.

IF YOU NEED HELP

For help, call Admitting at (615) 343-0179 (3-0179 from a hospital phone) or Patient Services at (615) 322-6154 (2-6154 from a hospital phone).
Quitting tobacco

We are smoke-free

Vanderbilt University Medical Center is a smoke-free place. No tobacco products, e-cigarettes, or vaporizers of any kind can be used on campus. It’s our policy. We encourage everyone to quit using tobacco.

HOW TO START

Get support
Talk to your family and friends. Identify your allies: at home, at work, wherever you go. Find safe places to be a “quitter.”

Set a quit date
Your quit date is the date you set to be tobacco-free, whether you quit all at once or gradually.

Choose a method
- “cold turkey” (quitting all at once)
- quitting gradually
- going to classes
- taking medicine
- using a nicotine substitute
- a combination of these methods.

Learn new habits
Change your daily routine. For example, if your habit is to sit at the kitchen table and smoke while you have your first cup of coffee, sit in the living room instead.

If you chew or dip while you walk the dog, walk another route or walk with someone. Make new habits, like concentrating on healthy eating or exercise.

Prepare to quit
As you go through the quitting process, you may feel hungrier or crave certain foods. You may feel irritable, angry, or restless. Some people feel anxious or depressed, or have a harder time sleeping. Plan ways to deal with these feelings in advance. Your planning might prevent a setback.

Saying good-bye
Quitting tobacco is like saying good-bye to a good friend. Take the time to mourn.

WHERE TO GET HELP

- smokefree.gov
- American Heart Association
  (800) 242-8721  americanheart.org
- American Cancer Society
  Quitline (800) 227-2345  cancer.org
- American Lung Association
  (800) 548-8252  lungusa.org
- National Cancer Institute
  (877) 44U-QUIT (877-448-7848)
- Tennessee Quit Line
  1 (800) QUIT-NOW (1-800-784-8669)  tnquitline.org

Vanderbilt-Ingram Cancer Center Tobacco Treatment

(615) 418-4458

We offer free services including a personalized plan with counseling with a tobacco treatment specialist.
Vanderbilt University Medical Center

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, religion, beliefs, age, disability, military service, veteran status, sex, sexual orientation, or gender identity or expression. We do not exclude people or treat them differently because of race, color, national origin, religion, beliefs, age, disability, military service, veteran status, sex, sexual orientation, or gender identity or expression.

We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats such as large print, audio, and accessible electronic formats. And we provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Interpreter Services at (615) 322-7378.

If you believe that Vanderbilt University Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Patient Relations. You can file a grievance in person or by mail, fax, or email. If you need help, Patient Relations is available to help you. They are located at 1817 The Vanderbilt Clinic, Nashville, TN 37232 Phone (615) 322-6154 Fax (615) 343-4163 Email patientrelations@vumc.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at wwwocrportal.hhs.gov, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 Phone (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available www.athhs.gov/ocr