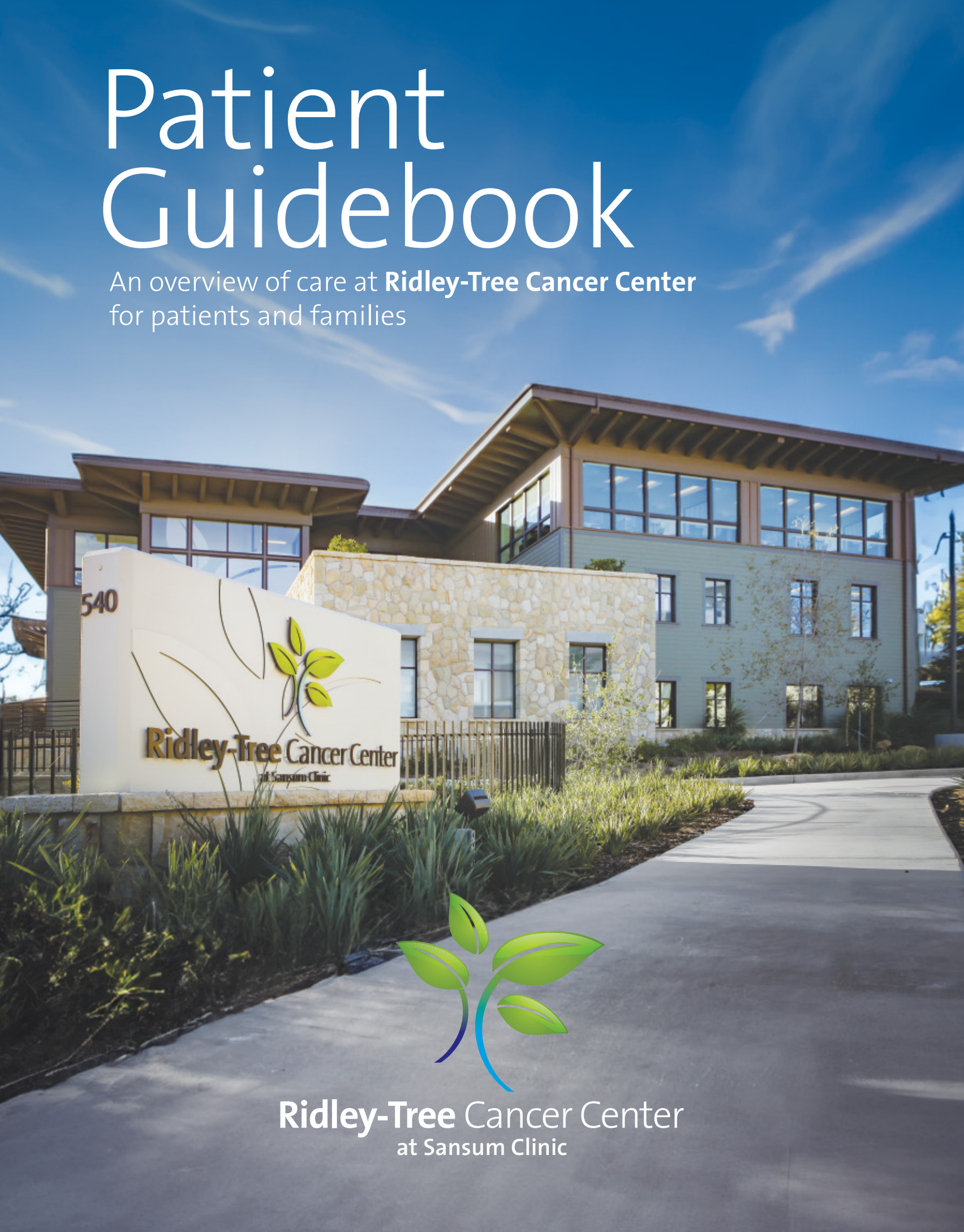
Patient Guidebook

An overview of care at **Ridley-Tree Cancer Center** for patients and families



Ridley-Tree Cancer Center
at Sansum Clinic

Welcome to Ridley-Tree Cancer Center at Sansum Clinic

Thank you for trusting us with your care. We understand that managing a cancer diagnosis can feel overwhelming. Our highly-trained team is committed to supporting you every step of the way.

At Ridley-Tree Cancer Center, we recognize that each person's medical situation is unique. In addition to treating your cancer, we support your overall physical health and well-being. Healthcare providers and staff from multiple specialties work together to develop treatment plans for your specific medical, psychological, social and logistical needs.

How to Use this Patient Guidebook

This Guidebook provides an overview of our teams and services that can help you through your experience. We recommend that you bring the Guidebook to your appointments. Your care team will provide additional education materials about your specific treatment plan. Please ask your care team if you have any questions about the information in this Guidebook.

We are here to help ease your cancer journey, and we hope that this Guidebook is useful to you.

Reminder for Families and Friends

Learning that a family member or friend has cancer can be difficult. Caring for someone with cancer can be physically and emotionally tiring, and it is easy to forget to take care of yourself. Don't be afraid to ask for help and know that there are support programs available for you at Ridley-Tree Cancer Center.

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Contacting Your Care Team

Building a trusted relationship with you, your caregivers and all members of your healthcare team is our top priority. We are committed to providing you with excellent communication and support throughout your experience at Ridley-Tree Cancer Center.

There are multiple ways to reach us:

For an emergency situation, please call 911.

MyChart

MyChart is our online patient portal, an easy way to stay in touch with your care team. You can send messages to your providers about non-urgent needs and concerns via the MyChart website or mobile app. Sign up at **mychart.sansumclinic.org**.

Phone

For any questions related to your care or experience, call your care team using the numbers below.

If you need help with managing non-urgent symptoms or discomfort, a triage nurse will be notified and will call you as soon as possible.

On-call physicians are available after hours, weekends and on holidays for urgent concerns

Call the department providing your current care at the phone number below:

Santa Barbara:
Medical Oncology **(805) 879-0670**
Radiation Oncology **(805) 879-0650**
Surgical Oncology **(805) 879-0680**
Palliative Care **(805) 879-0675**

Solvang:
Medical Oncology **(805) 686-5370**

Feedback About Your Care

Receiving feedback from patients and their loved ones helps us make meaningful improvements to our patient care. If you have any concerns about your care, or want to share feedback about your experience, please use one of the options below:

Press Ganey Survey: You may receive Press Ganey patient satisfaction surveys after your appointments. This questionnaire gives you the chance to provide constructive feedback on your experience.

If you have specific feedback, concerns or questions, please use one of the following options:

- Complete our online feedback form at **sansumclinic.org/patient-information/patient-feedback-form**
- Send an email to **patientsupport@ridleytreecc.org**
- Call **(805) 879-5677** to speak with a member of our Patient Support Team

Locations, Phone Numbers & Hours of Operations

Santa Barbara – Main Location

Elings Oncology Building
540 West Pueblo Street, Santa Barbara, CA 93105
Parking: Free parking is available in the onsite garage.

SPECIALTY	PHONE NUMBER	HOURS
Radiation Oncology	(805) 879-0650	Monday – Friday 8:00 am – 5:00 pm
Medical Oncology	(805) 879-0670	Monday – Thursday 8:00 am – 5:00 pm Friday 8:00 am – 12:00 noon
Surgical Oncology	(805) 879-0680	
Palliative Care	(805) 879-0675	
Research & Clinical Trials	(805) 879-0643	
Patient Navigation	(805) 879-0660	
Genetic Counseling	(805) 879-5653	
Oncology Nutrition	(805) 879-5652	
Oncology Social Work & Support Groups	(805) 879-5690	
Wellness Programs	(805) 879-5678	
Henley Resource Library	(805) 879-5648	
Financial Counseling – Medical Oncology & Surgical Oncology	(805) 879-0668	
Financial Counseling – Radiation Oncology	(805) 563-5817	

Nuclear Medicine

400 West Pueblo Street, Santa Barbara, CA 93105
Located inside Cottage Hospital, enter through the main entrance.

Parking: Parking is available in the Cottage Hospital visitor's parking lot located at the corner of Pueblo and Castillo Streets. Ticket validation is available, so be sure to bring your parking ticket with you.

SPECIALTY	PHONE NUMBER	HOURS
Nuclear Medicine	(805) 563-5870	Monday – Friday 7:30 am – 4:30 pm

Solvang Oncology & Specialty Care

2040 Viborg Road, Suite 140, Solvang, CA 93463
Parking: Free parking is available in the parking lot outside the office.

SPECIALTY	PHONE NUMBER	HOURS
Medical Oncology & Infusion	(805) 686-5370	Monday – Thursday 8:00 am – 6:00 pm
Research & Clinical Trials	(805) 879-0643	
Patient Navigation	(805) 879-0660	
Genetic Counseling	(805) 879-5653	
Oncology Nutrition	(805) 879-5652	
Oncology Social Work	(805) 879-5690	
Financial Counseling	(805) 879-0668	

My Important Phone Numbers

If you have a medical emergency, **dial 911**.
For non-emergency situations, please ask your care team which number to call and write down the numbers below.

NAME/ROLE	PHONE NUMBER	NOTES

While You Are Here

Interpretation Services

We provide the following interpretation services for patients and caregivers whose preferred language is not English:

- Several members of our team are qualified Spanish healthcare interpreters and can provide interpretation services for those whose preferred language is Spanish.
- Over-the-phone interpreting services are available when you need to call our office to schedule an appointment, ask questions or speak to a member of your healthcare team.
- Video interpreting services are available for your in-person and telehealth appointments. For in-person appointments, our staff will provide a device so that the interpreter can join your appointment over video. For telehealth appointments, our staff will invite an interpreter to your appointment.

Over-the-phone and video interpretation services are available in more than 150 languages. Additionally, video interpreting services are available in American and British Sign Language.

To request an interpreter, please contact your care team or ask the staff when you check in for your appointment.

Visitor Policy

At Ridley-Tree Cancer Center, you may bring one visitor to your appointments. If you would like to bring additional visitors, please check with your care team. Due to space, additional visitors may need to wait in the reception area during your appointment. You can also include caregivers virtually in discussions with your care team. If you are unable to use your phone or tablet, our staff can provide a device.

Pet Policy

For the health and safety of our patients, **pets are not allowed in Ridley-Tree Cancer Center**. This includes therapy, emotional support, companion animals or other pets. Animals whose sole function is to provide comfort or

emotional support do not qualify as service animals under the **Americans with Disabilities Act (ADA)**. To avoid any disruption or inconvenience, we ask that you please leave your pet at home.

Service dogs that are individually trained to provide assistance to an individual with a disability are allowed in Ridley-Tree Cancer Center. Service dogs are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the dog's ability to perform the work or tasks.

Mobile Devices

- For the comfort of all visitors, please be respectful when using mobile devices while in the building.
- Do not take photos or videos without written authorization. To protect patient privacy and ensure the safety and comfort of all in our facility, we do not allow photography or sound/video recording.
- Use headphones or earbuds when watching videos or listening to music.
- Limit phone calls in waiting areas and the Infusion Suite. Avoid using speaker phone.
- iPhone and Android chargers are available for in-building use. Please ask your care team if you need one.

Wi-Fi

Free Wi-Fi is available. Connect your device to ***Ridley-Tree Wi-Fi***. No password is required.

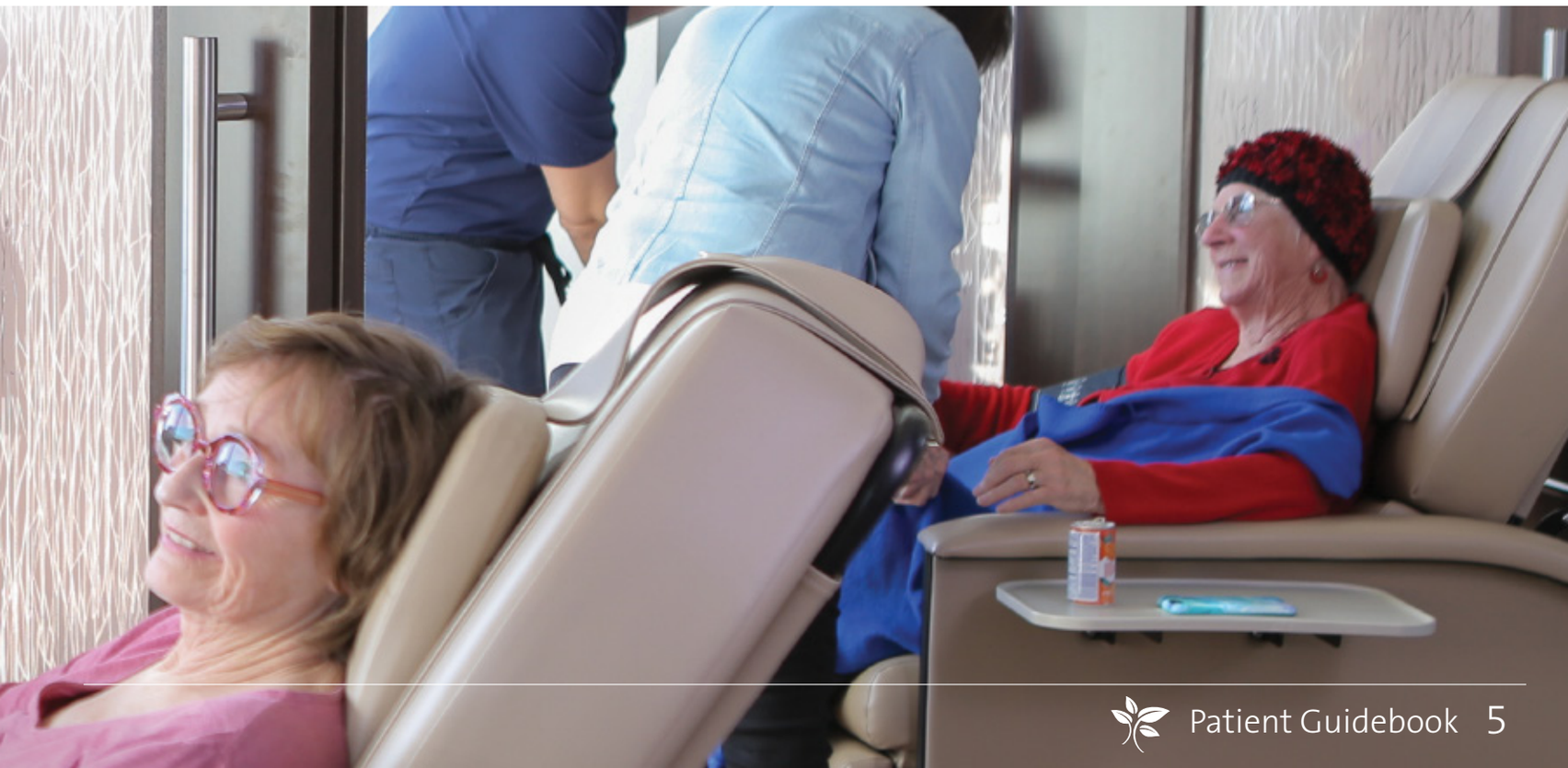
Food & Drinks

Free water, coffee and tea are available in our waiting areas. Volunteers may also deliver snacks in certain areas of our building. You are welcome to bring drinks or snacks, or purchase items from our vending machines.

For a list of nearby restaurants, visit **ridleytreecc.org**.

Out of Town Visitors

Several local hotels, motels, and transportation services offer discounted rates to patients of Ridley-Tree Cancer Center and Sansum Clinic. For more information, speak to your care team or visit **ridleytreecc.org**.



Useful Tips

Access MyChart for an Easy Way to Manage Your Care

MyChart is our online patient portal, an easy way to stay in touch with your care team. You can manage your care online via the MyChart website or mobile app.

With MyChart you can:

- Access your health information
- View, request or reschedule appointments
- Send non-urgent messages to your care team
- Review test results
- Manage prescriptions and request refills
- Pay bills and message customer service
- Designate a Proxy – a trusted person to access your MyChart

Access **MyChart** at:
mychart.sansumclinic.org

Three ways to sign up:

1. **In person:** Ask a member of your care team at your next appointment
2. **By phone:** Call the MyChart helpdesk at **(805) 898-3333**
3. **Online:** Visit **mychart.sansumclinic.org/mychart/signup**

For assistance with MyChart, call the MyChart helpdesk at **(805) 898-3333**.

Scheduling Your Appointments

We offer two types of appointments, both can be scheduled over the phone or in person:

1. **In-person:** Meet with your provider at one of our physical locations
2. **Telehealth:** Meet with your provider by phone or video, when appropriate

Preparing for Your Appointments

Please have the following information ready for your appointments:

- Insurance information and photo ID
- A list of questions to ask your healthcare provider
- Information about new symptoms or other health issues
- A list of medications you are currently taking, including any dietary supplements
- If your visit requires prior lab or imaging tests, please complete the orders BEFORE proceeding to your appointment. It you have any questions about lab or imaging orders that are needed prior to your appointment, please call your care team.

After Your Appointments

You can review what was discussed during your appointment by reading the **After Visit Summary** and the **Notes**. Printed copies can be provided at the end of your appointment, or you can access them in **MyChart**.

Request Medical Records

You can request copies of your medical records, or request to make a correction to your records maintained by Sansum Clinic. All requests are handled by Sansum Clinic's **Release of Information (ROI) Department** and we adhere to state and federal privacy statutes when handling these requests.

Below are the methods by which you or your authorized representative may request and obtain copies of your medical record for personal use, or to request Sansum Clinic release your medical records to a third party:

MyChart: You can complete a medical record request form on our patient portal, **MyChart**.

Download and complete an **Authorization for Use/Disclosure of Protected Health Information Form** found on our website at **ridleytreecc.org** and submit it using one of the methods below:

- **Fax** the completed form to **(805) 692-4699**
- **Mail** the completed form to the address below
- **Submit it in-person** at the **ROI Department**. The location and hours are included below:

Sansum Clinic
c/o ROI Department
89 S. Patterson Avenue
Santa Barbara, CA 93111

Business Hours:

Monday - Thursday: 9:00 am - 4:00 pm
Friday: 9:00 am - 12:00 noon

For more information about how to access or share your medical records, please call **(805) 692-6435** and a specialist will assist you.

Your Care Team

Our team of physicians and specialists will work with you to evaluate and develop a personalized treatment plan. Your care team may include:

Medical Oncologist: A doctor who has special training in diagnosing and treating cancer using chemotherapy, immunotherapy (also known as biological therapy), hormonal therapy and targeted therapy.

Surgical Oncologist: A surgeon who has special training in performing biopsies and treating cancer using surgery.

Radiation Oncologist: A doctor who has special training in using radiation to treat cancer.

Palliative Care Physician: A doctor who has special training in providing care for those experiencing a serious or life-threatening disease, such as cancer. Palliative care is focused on providing relief for symptoms, side effects or stress related to your illness.

Nuclear Medicine Physician: A doctor who has special training in testing and treating cancer and other diseases using a type of radioactive material.

Advanced Practice Provider (APP): APPs include physician assistants and nurse practitioners. They have advanced medical degrees and work closely with your doctor to coordinate your treatment and care.

Additional Team Members

Patient Service Representative (PSR): Schedules appointments, checks you in and out of your appointments.

Medical Assistant: Prepares you for your appointments by taking vital signs, recording medical history and medication list.

Infusion Scheduler: Coordinates and schedules infusion appointments, as well as visits with oncologists.

Oncology Nurse: Helps monitor your physical condition, explains medications and administers chemotherapy and other systemic treatments.

Radiation Therapist: Works with radiation oncologists to administer radiation treatment under the doctor's prescription and supervision.

Nuclear Medicine Technologist: Works with nuclear medicine physicians to administer radioactive drugs used in advanced imaging for diagnosis and treatment.

Radiation Nurse: Assesses how you are doing throughout your radiation treatment and helps you cope with any changes or side effects.

Pharmacist: Prepares and dispenses infusion and cancer medications.

Clinical Research Coordinator: Supports and guides patients during their participation in a clinical trial by working with their treating physician and other clinical staff.

Patient Financial Counselor: Helps you understand and navigate the financial aspect of your healthcare.

Patient Navigator: Guides you through the cancer journey. Patient navigators connect with various providers and identify helpful resources for patients.

Oncology Dietitian Nutritionist: Provides nutrition counseling during and after cancer treatment to help manage side effects and support well-being.

Genetic Counselor: Reviews your personal and family medical history and provides counseling about cancer risks, cancer screening and prevention options. They may recommend and guide you through genetic testing.

Social Worker: Provides emotional and practical support for patients and caregivers. This can include counseling, help with health insurance, disability benefits, lodging, transportation and referrals to community resources.

Resource Librarian: Helps visitors access comprehensive and evidence-based information about all aspects of cancer.

Your Medical Treatment

Your care team will create a treatment plan specifically for you. Some people with cancer will have only one treatment, but most have a combination of treatments, such as surgery with chemotherapy and radiation therapy. The most common types of treatment are:

Surgery

Surgery is a procedure in which a surgeon removes cancer from your body. Depending on your type of cancer and how advanced it is, surgery can be used to remove a tumor(s) or to ease symptoms such as pain or pressure.

Medical Oncology

Medical oncology is the use of medications to treat cancer. These treatments are considered systemic treatments because they affect cancer cells throughout the body.

- **Chemotherapy** uses medicine to destroy or slow the growth of cancer cells. Chemotherapy is one of the most common treatments for cancer and may be used alone or with other cancer treatments.
- **Immunotherapy or biologic therapy** helps your body fight cancer by boosting the immune system or changing how it works so it can find and attack cancer cells.
- **Endocrine therapy** is used to interfere with our bodies' hormones to slow or stop the growth of cancer. Hormones are naturally-occurring substances in the body that stimulate the growth of tissues, such as the prostate gland or breast. When cancer is in these tissues, hormones can cause the cancer to grow.
- **Targeted therapy** is a type of treatment that uses medicine or other substances to precisely identify and attack cancer cells.

The most common ways to receive medical oncology treatments are:

- **IV (infusion) therapy** provided in our Infusion Suite
- **Injection** provided in our Infusion Suite
- **Pills or a liquid** taken orally (by mouth)

Where do I pick up prescription medications?
Ridley-Tree Cancer Center's pharmacists prepare and dispense the medications used in our Infusion Suite. If your doctor prescribes a medication for use at home, they will place the order for pick up at a pharmacy that is most convenient to you.

Radiation Oncology

Radiation therapy, or radiotherapy, uses highly-targeted beams of energy to destroy cancer cells and shrink tumors. Ridley-Tree Cancer Center offers two types of radiation therapy at the Santa Barbara location:

External-beam radiation therapy: The most common type of radiation therapy uses a machine to aim radiation at your cancer. The size and shape of the radiation beam is adjusted to precisely target the tumor and avoid healthy tissue.

Internal radiation therapy: Also known as brachytherapy, internal radiation therapy delivers radiation through radioactive materials placed in or near the tumor.

Nuclear Medicine

Nuclear medicine is a type of diagnostic imaging that uses small amounts of radioactive substances to find cancer and to see how well a treatment is working. The radioactive substances may also be used to treat certain types of cancer.

Clinical Trials

For some people with cancer, a clinical trial might be an option. A clinical trial is a type of research study that patients can participate in to help determine the effectiveness of new treatments and technology.

Our medical oncologists, radiation oncologists and nuclear medicine physicians work with the **Clinical Research Department** to identify patients who are eligible for clinical trials. Ask your doctor if there is a clinical trial that is right for you. To search for clinical trials available at Ridley-Tree Cancer Center, visit **research.ridleytreecc.org**.

Palliative Care

Palliative care provides patients and families with physical, psychological, social and spiritual support to improve quality of life. Palliative care may be provided at any time during a person's illness, including at the time of diagnosis and at the same time as other treatments. Services may include assessment of your care plan and needs, care coordination, management of symptoms and help with difficult treatment decisions.

Supportive Care Programs

Research shows that supportive care can help you achieve a calmer mind, healthier body and improved ability to cope. Many of our Supportive Care Programs are free and also open to family members and caregivers. Some of these services are available via telehealth.

Genetic Counseling

Genetic counseling helps patients and families with a history of cancer better understand and manage their risk for developing cancer through genetic risk assessment and genetic testing. Results of genetic testing can directly affect the course of treatment or future surveillance for a patient and their family members.

To learn more, call **(805) 879-5653** or visit **geneticcounseling.ridleytreecc.org**.

Oncology Nutrition

Oncology dietitian nutritionists specialize in nutrition counseling for cancer patients. They help you develop a nutrition plan based on scientific research to reduce treatment side effects, improve quality of life and treatment outcomes.

To learn more, call **(805) 879-5652** or visit **nutrition.ridleytreecc.org**.

Patient Navigation

From diagnosis through treatment, our patient navigators help educate and support patients and families, and act as a bridge between patients and healthcare providers. For patients with complex treatment plans, patient navigators can help guide them through transitions in care.

To learn more, call **(805) 879-0660** or visit **navigation.ridleytreecc.org**.

Social Work

Clinical social workers provide emotional and practical support for patients, their families and their friends. This includes individual and family counseling, case management, assistance with home care and long-term care, insurance, transportation, finances and advocacy.

To learn more, call **(805) 879-5690** or visit **socialwork.ridleytreecc.org**.

Support Groups

Support groups provide our patients with a welcoming, safe place to share experiences, receive support and learn tools to manage life during and after treatment. Support groups are also available for caregivers.

To learn more, call **(805) 879-5690** or visit **supportgroups.ridleytreecc.org**.

Wellness Programs

A wide range of free wellness activities, classes and programs are offered to address the mental and physical well-being of patients and their caregivers. These include yoga, exercise programs, creative arts, meditation and more.

To learn more, call **(805) 879-5678** or visit **wellness.ridleytreecc.org**.

Beauty & Boutique Services

The Boutique can help you cope with some of the physical side effects of cancer and treatment. It is located on the 2nd floor of our Santa Barbara location (540 W. Pueblo Street).

To learn more, call **(805) 879-5690**.

Advance Care Planning

Advance care planning is a process of exploring values, goals, beliefs and healthcare preferences and makes them known to your care team and caregivers. To learn more, ask your provider or visit **acp.sansumclinic.org.**

Henley Resource Library

The Henley Resource Library is located on the 1st floor of our Santa Barbara location (540 W. Pueblo Street). Our collection includes books, DVDs and CDs on a variety of cancer-related topics which are available for checkout. Research assistance from our librarian is available in-person and by phone or email. If you are unable to visit the Library, materials can be mailed directly to your home. The Library is open to the community and all services are free.

To learn more, call **(805) 879-5648** or visit **library.ridleytreecc.org**.

Your Treatment Costs

We recognize that each patient's medical situation and insurance coverage is unique and that understanding and paying bills can be stressful. Our team can help you with the financial challenges that come with cancer treatment. This includes helping you understand your insurance coverage and other financial options.

Pre-authorization

Before beginning treatment, our **Authorization Specialists** will coordinate with your physicians to receive pre-authorization from your health insurance. Pre-authorization is a decision made by your health insurer that confirms the service or treatment is medically necessary. Pre-authorization is not a promise that your health insurance will cover the cost. There may be times when you are asked to wait for pre-authorization from your insurance company before getting a scan, test or treatment. Our Authorization Specialists will help with contacting your insurance company to receive the authorization, but reviews may not be immediate. This may be inconvenient at times, but waiting for authorization can help prevent unexpected bills.

Patient Financial Counselors

Patient Financial Counselors help you navigate insurance coverage and benefits, as well as all the possible expenses associated with your treatment plan. This includes providing an estimate that reflects what your insurance will cover and any possible costs that you will be responsible for. If you have concerns about paying for your treatment, please notify your Patient Financial Counselor immediately. They can help determine if you are eligible for assistance from private and/or public programs that assist with medical expenses, and refer you to the Oncology Social Work team for help with applying for financial assistance.

- Medical Oncology & Surgical Oncology Financial Counselors: **(805) 563-5817**
- Radiation Oncology Financial Counselors: **(805) 879-0668**

Health Insurance Changes

It is important to notify your Patient Financial Counselor in advance of any changes to your insurance coverage. They can help you understand how your new coverage may impact your treatment costs.

Payment Options

Online – Pay your bill online through MyChart. Login at **mychart.sansumclinic.org**

Mail - Mail your payment to:

Sansum Clinic
P. O. Box 101033
Pasadena, CA 91189-1033

Phone – Call **(805) 681-1760** to pay over the phone. Representatives are available **Monday – Friday, 8:00 am – 5:00 pm**.

If you received a bill that you cannot pay in full, please call your Patient Financial Counselor and they can help you set up a payment plan.

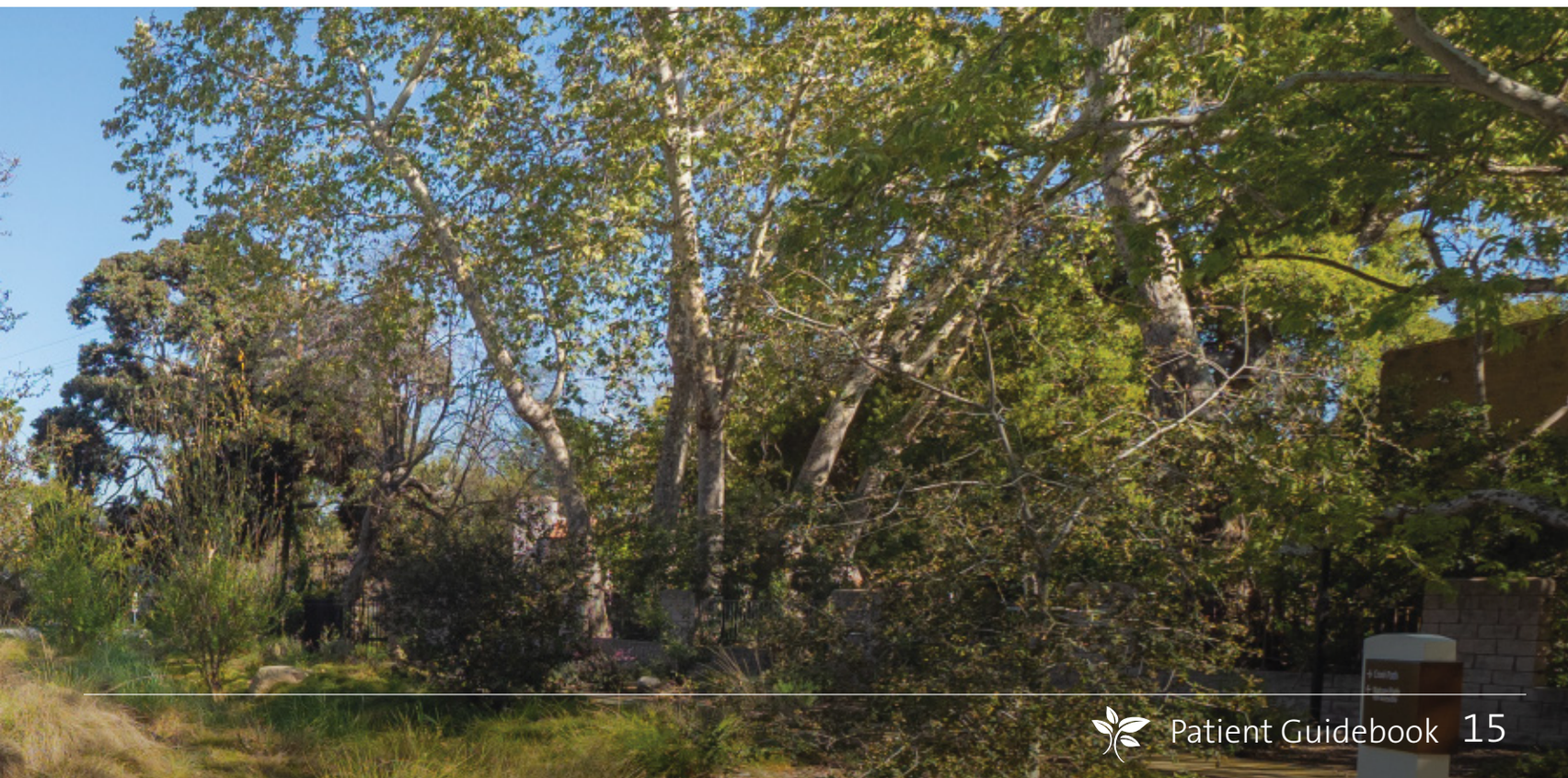
Billing Questions

Depending on the services and treatments you receive, you may receive separate bills from Ridley-Tree Cancer Center, Sansum Clinic, or one of our professional billing agencies.

If you are currently in treatment and have questions about a bill related to your treatment, please call your Patient Financial Counselor:

Medical Oncology & Surgical Oncology Financial Counselors: **(805) 563-5817**
Radiation Oncology Financial Counselors: **(805) 879-0668**

For all other billing questions, please call our customer service representatives at **(805) 681-1760** or send them a message through MyChart. Representatives are available **Monday – Friday, 8:00 am – 5:00 pm**.



We Are Here for You

We hope this Guidebook will help you, your family members and caregivers understand all of the services available to you at **Ridley-Tree Cancer Center**. Please call or ask your care team if you have questions about anything you read in this book.

This Guidebook is also available online at **guidebook.ridleytreecc.org**

The expert team at **Ridley-Tree Cancer Center** has dedicated their lives to cancer care and are here to help you in every way possible.

Thank you!

...for choosing **Ridley-Tree Cancer Center** for your care.

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