



# Duke Cancer Institute

A patient and family guide to Duke Cancer Center



Bring this  
reference guide  
with you!

Cancer survivor John Sanders, from North Augusta, South Carolina poses with Radiation Oncologist Manisha Palta, MD, and Surgical Oncologist Kevin Shah, MD. Sanders was diagnosed with pancreatic cancer in 2018 and is now cancer free. When Sanders was asked why he chose Duke, he shared that his decision was not only based on the expertise and cutting-edge research, but also for the support services available to him and his family. He closed with saying, "If you want life, go to Duke."



A background image of a dense forest of evergreen trees, heavily shrouded in thick fog or mist. The trees are dark green and their branches are visible against the lighter, hazy background. The overall tone is serene and somewhat mysterious.

**We suggest you bring this reference guide with you to your first visit.**

You may wish to highlight sections and perhaps even jot down some notes. The handy pockets are reserved for the safekeeping of information you may receive from your providers. If you received a digital copy of this reference guide before your first visit, please be sure to ask for a printed version at your first visit.

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# Welcome to Duke Cancer Center

## *Part of the Duke Cancer Institute*

Thank you for choosing Duke for your healthcare needs. A cancer diagnosis is difficult on many levels, and the decision of where to get your cancer care is very personal. We are humbled that you have selected Duke Cancer Institute (DCI) for your care, and we promise to rally a full team of experts and support staff around you and your family during this journey – from diagnosis through survivorship.

As a National Cancer Institute-designated comprehensive cancer center, the DCI integrates and aligns innovative research and education with compassionate clinical care. This means your physicians have virtually instant access to innovative scientists who continue the quest to find better treatments and a cure for the challenging set of diseases we call cancer. We bring the latest research and treatment options from the bench to the bedside to provide the best care possible.

In this guide, we will provide you with helpful information about Duke Cancer Center, our flagship location in Durham. This state-of-the-art patient care facility consolidates almost all outpatient clinical care services in one convenient location. It offers helpful programs and services, including a patient resource center, retail pharmacy, self-image boutique, quiet room, café, and outdoor garden. With this range of services and amenities, we aim to make your time with us more comfortable.

Contact information for these services and resources, as well as frequently asked questions (FAQs) are also located within. We hope this serves as a helpful reference guide for you throughout your time with us. And remember, your care team is a helpful resource if you need something that you can't find within these pages.

Thank you again for choosing the DCI for your care. It is our privilege to provide to you and your family cancer care as it should be.



Sincerely,

A handwritten signature in black ink that reads "Michael Kastan".

Michael B. Kastan, MD, PhD  
Executive Director, Duke Cancer Institute



**Duke Cancer Institute**

# A state-of-the-art facility, innovative research, and compassionate care — all for you

## Improving your experience

Completed in 2012, the Duke Cancer Center was designed with input from patients, families and caregivers to ensure you and your loved ones experience a welcoming, supportive, and healing environment.

## Team-based, disease-specific care

The Duke Cancer Center brings together the many aspects of your care in one convenient location. A team of physicians, nurses, pharmacists, medical family therapists, social workers, dietitians and other professionals will work together within a multidisciplinary disease-based program to provide you with your care needs.

## Spaces for you and your family

The Duke Cancer Center is open Monday through Friday, from 6 a.m. to 11 p.m. A video introduction to the Duke Cancer Center and video tours of the facility are available at [DukeHealth.org/CancerTour](http://DukeHealth.org/CancerTour). To reach the Front Desk, please call 919-613-1908.



Duke Cancer Center  
Front Desk  
919-613-1908

Manisha Palta, MD, greets cancer survivor John Sanders and his granddaughter, Akhayla. Palta successfully treated Sanders for pancreatic cancer.



# Directions, Parking & Maps

## From Richmond and points north

- From I-85, take Exit 174B—Hillandale Rd. Turn left onto Hillandale Rd.
  - Drive 1.5 miles south and continue without turning as Hillandale Rd becomes Fulton St.
  - Turn left onto Erwin Rd.
  - Turn right onto Trent Dr. You will see signs referencing Zone 8.
- See all directions below.*

## From RDU Airport, Raleigh, and points east

- From I-40, take Exit 279B—NC 147 North.
  - From NC 147, take Exit 15A—Elba St/Trent Dr.
  - At the top of the ramp, turn left onto Trent Dr. You will see signs referencing Zone 8.
- See all directions below.*

## From Fayetteville and points south

- From I-95 N, take Exit 81—1-40 W toward Raleigh.
  - Take Exit 279B to merge onto NC 147 N toward Durham.
  - From NC 147, take Exit 15A for Elba St/Trent Dr.
  - At the top of the ramp, turn left onto Trent Dr. You will see signs referencing Zone 8.
- See all directions below.*

## From Greensboro and points west

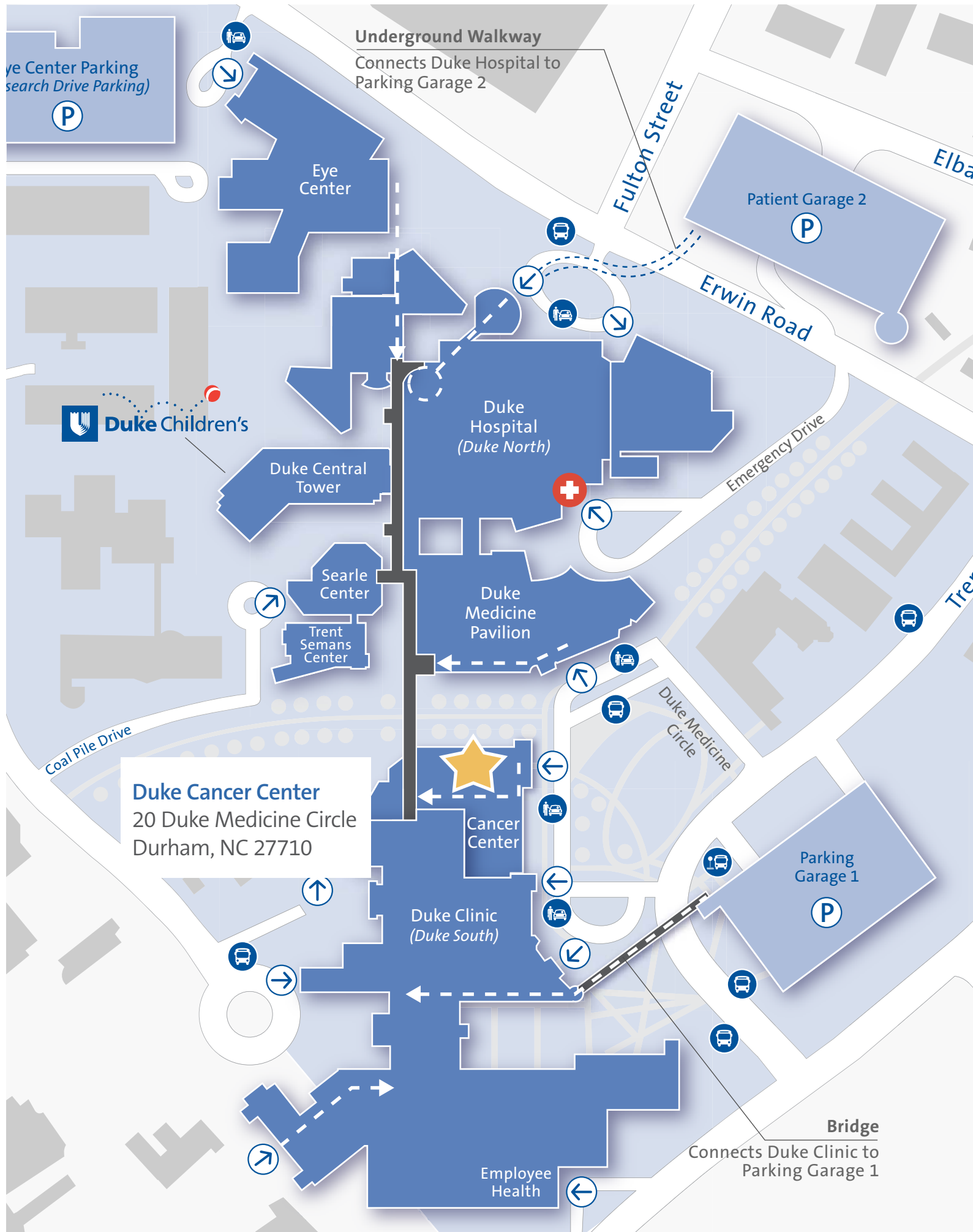
- From I-85, take Exit 172—NC 147 South.
  - From NC 147, take Exit 15B—Fulton St. Turn right onto Fulton St.
  - Turn left onto Erwin Rd.
  - Turn right onto Trent Dr. You will see signs referencing Zone 8.
- See all directions below.*

## From All Directions

- Trent Dr becomes Duke Medicine Circle.
- The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302 Trent Dr, about 1/10 mile after you make the turn onto Trent Dr.

### Campus Zone Entries

- A** Center For Living
- B** Lenox Baker
- C** LaSalle Street
- D** Research Drive
- E** Eye Center  
Eye Center  
Eye Center Parking **P**
- F** Duke Hospital  
Duke Hospital  
Duke Children's Hospital  
Duke Hospital Parking **P**
- G** **EMERGENCY**  
Emergency Department
- H** Access to Duke Medicine Circle  
Duke Medicine Pavilion  
Cancer Center  
Duke Clinic  
Duke Medicine Circle Parking
- I** Pratt Street  
North Pavilion  
North Pavilion Parking
- P** Parking  
Duke Hospital Parking



**Underground Walkway**

Connects Duke Hospital to  
Parking Garage 2

Fulton Street

Patient Garage 2

Erwin Road

Emergency Drive

Elba

Trent

Duke Medicine  
Circle

Coal Pile Drive

**Duke Cancer Center**  
20 Duke Medicine Circle  
Durham, NC 27710

Parking  
Garage 1

**Bridge**

Connects Duke Clinic to  
Parking Garage 1

Employee  
Health





## Parking & Transportation

Parking is available in the Duke Medicine Circle parking garage, located at 302 Trent Dr. Parking costs \$2 per hour or \$8 per day (fee subject to change). Pre-paid discounted parking passes are available at the Belk Boutique, located in the cancer center.

A courtesy shuttle is available free of charge for patients and visitors. The blue and white shuttle van picks up passengers at Level 1 of the Duke Medicine Parking Garage on Trent Drive, just outside the elevator lobby near a tall “Courtesy Shuttle” sign located outside on the sidewalk. The shuttle makes stops at the Duke Medicine Pavilion, Cancer Center, Morris Building, and Duke Clinic. After appointments, patients and visitors can catch the shuttle at drop-off locations for transport back to the parking garage. The van runs regularly every 5 to 8 minutes throughout the day, Monday through Friday, beginning at 6:30 a.m. and ending at 6 p.m. You can request a security escort to the parking garage after dark.

Valet parking is available at the main entrance of the cancer center for \$12 (fee subject to change). Attendants will provide you with a claim check and then park your car.

Wheelchairs and assistance are available in the Duke Cancer Center. Valet parking services can be reached at 919-681-2454.

As you calculate your travel time, please include extra time to park your car, find the clinic, and register.



# Travel & Lodging

The Duke Cancer Center is approximately 16 miles from the Raleigh-Durham International Airport (RDU). Taxis, shuttles, and public transportation are available at the airport. Some hotels also offer transportation assistance.

The hotels on the following page are located near the Duke Cancer Center in Durham. Information is provided as a courtesy and is not representative of all area lodging options. For a complete list of lodging options, visit [DukeHealth.org/Lodging](http://DukeHealth.org/Lodging).

## Hotels and Special Rates

When making reservations, be sure to ask about shuttle services and a medical room rate. Many local hotels offer discounts to patients receiving care at the Duke Cancer Center. Duke Concierge Services partners with select hotels and inns for special medical rates. To secure a Duke Concierge Services medical rate, patients and their families must call Duke Concierge Services at 919-681-4947 or email [ConciergeServices@duke.edu](mailto:ConciergeServices@duke.edu).

## Long-term lodging

Patients visiting Duke for an extended period of time may choose to stay at one of the following locations:

**Caring House** offers comfortable and affordable housing for adults receiving outpatient treatment at the Duke Cancer Institute and their caregivers. Rooms are \$45 per night (rates subject to change) and are available for long and short-term stays. A referral from a clinical social worker, patient navigator, or patient resource manager is needed for first-time guests. For more information call 919-490-5449 or visit [CaringHouse.org](http://CaringHouse.org).



Courtesy of Washington Duke Inn

**Ronald McDonald House** provides temporary housing for pediatric patients and their families. A referral from a clinical social worker or patient resource manager is needed for first-time guests. For more information, visit [RmhDurhamWake.org](http://RmhDurhamWake.org), or call 919-286-9305.

**The Host Homes program** is sponsored by Duke Concierge Services and can assist with lodging in private homes. A nominal need-based fee is charged for this lodging. For more information, please call 919-681-4947.

## Concierge services

Designed to serve patients and their families, Duke Concierge Services provides guidance for lodging, dining, personal services, entertainment, sporting events, and more. For more information, call 919-681-4947 or email [conciergeservices@duke.edu](mailto:conciergeservices@duke.edu).

## For more information

Families and visitors can find additional information about patient services, resources, and support at [DukeHealth.org](http://DukeHealth.org). For more information about the City of Durham, visit the Durham Convention and Visitors Bureau at [Durham-NC.com](http://Durham-NC.com).

**The Lodge at Duke Medical Center**  
2306 Elba Street  
Durham, NC 27705  
919-286-3111  
800-716-6401  
*(0.3 mi from Duke Cancer Center)*

**Comfort Inn Medical Park**  
1816 Hillandale Road  
Durham, NC 27705  
919-471-6100  
*(1.6 miles away from Duke Cancer Center)*

**Comfort Inn University**  
Durham Chapel Hill  
3508 Mount Moriah Road  
Durham, NC 27707  
855-516-1090  
*(6.9 mi from Duke Cancer Center)*

**Courtyard by Marriott**  
1815 Front Street  
Durham, NC 27707  
919-309-1500  
*(2.8 mi from Duke Cancer Center)*

**Durham Marriott City Center**  
201 Foster Street  
Durham, NC 27701  
919-768-6000 /  
800-909-8375  
*(2.3 mi from Duke Cancer Center)*

**Holiday Inn Express**  
2516 Guess Road  
Durham, NC 27705  
919-313-3244  
*(2.7 mi from Duke Cancer Center)*

**Hilton Garden Inn**  
2102 West Main Street  
Durham, NC 27705  
919-286-0774  
*(1 mi from Duke Cancer Center)*

**Hilton Durham**  
3800 Hillsborough Rd  
Durham, NC 27705  
919-383-8033  
*(2 mi from Duke Cancer Center)*

**Home2 Suites by Hilton**  
Durham/Chapel Hill  
3305 Watkins Road  
Durham, NC 27705  
919-680-9000  
*(4.8 miles away from Duke Cancer Center)*

**Homewood Suites**  
3600 Mount Moriah Road  
Durham, NC 27707  
919-401-0610  
*(6.4 mi from Duke Cancer Center)*

**IHG-Staybridge Suites**  
3704 Mount Moriah Road  
Durham-Chapel Hill  
Durham, NC 27707  
919-401-9800  
*(5 mi from Duke Cancer Center)*

**Millennium Hotel Durham**  
2800 Campus Walk Avenue  
Durham, NC 27705  
919-383-8575  
*(1.4 mi from Duke Cancer Center)*

**Sure Stay Plus Hotel by Best Western Durham Medical Center**  
3710 Hillsborough Road  
Durham, NC 27705  
919-382-3388  
*(1.4 mi from Duke Cancer Center)*

**JB Duke Hotel**  
230 Science Drive  
Durham, NC 27708  
919-660-6400  
844-490-7100  
*(1.8 mi from Duke Cancer Center)*

**Residence Inn**  
1108 W Main St  
Durham, NC 27701  
919-680-4440  
*(1.5 mi from Duke Cancer Center)*

**University Inn**  
502 Elf Street  
Durham, NC 27705  
800-313-3585  
*(0.4 mi from Duke Cancer Center)*

**Unscripted Durham**  
202 Corcoran Street  
Durham, NC 27701  
984-329-9500  
*(2.1 miles away from Duke Cancer Center)*

**Washington Duke Inn & Golf Club**  
3001 Cameron Boulevard  
Durham, NC 27705  
919-490-0999  
800-443-3853  
*(1.9 mi from Duke Cancer Center)*

For additional lodging options, visit [DukeHealth.org/Lodging](https://DukeHealth.org/Lodging).



# Spaces for You and Your Family



## **Tropical Smoothie Café – Level 0**

Tropical Smoothie Café offers a healthy menu featuring real-fruit smoothies, bowls, flatbreads, wraps, and sandwiches. The café features indoor and outdoor seating.

Other Dining Options Nearby:

**Panera Bread** - Duke Medicine Pavilion

**Food Court** - Duke Clinic



## **Resource Center – Level 0**

The Resource Center works with your healthcare team to provide written and online information on specific types of cancer treatments, side effects, coping strategies, family issues, nutrition, and more. The center offers educational materials, computer kiosks, and a skills lab for patients and their families. Patient Navigators are available to assist in accessing cancer care services and resources. For more information, call 919-684-6955.



## **Retail Pharmacy – Level 0**

The Duke Cancer Center Specialty Pharmacy provides a convenient location for filling prescriptions as well as purchasing over-the-counter medications. Our pharmacy is open Monday through Friday, from 8:30 a.m. to 6 p.m. For more information, call 919-613-2000.



## **Quiet Room – Level 0**

The Quiet Room provides a tranquil space where patients and their families can take time to reflect, relax, meditate, or pray. The Quiet Room inspires peace, quiet and spiritual meditation for individuals of all faiths.



## **Belk Boutique – Level 0**

The 1,000-square-foot Belk Boutique offers the latest trends in wigs, hats, caps, scarves, self-image products, post-surgical garments, and prosthetics. Private consultation rooms are available. Products and services are available to men and women. The boutique is open Monday through Friday, from 9 a.m. to 4 p.m. For more information, call 919-613-1906.



## **Gardens**

The Duke Cancer Center offers two outdoor spaces for meditative thought and reflection. The Seese-Thornton Garden of Tranquility is conveniently located in front of the Duke Cancer Center. The Bernstein Family Garden is located off the Oncology Treatment Center Waiting Room on Level 4. Make the most of your time by visiting these restorative locations.



## **Common Areas**

Beginning in the soaring central atrium, the Duke Cancer Center's common spaces foster a feeling of comfort and relaxation. Clinics offer spacious, comfortable waiting areas featuring large windows and natural light. Host stations can be found in waiting areas.

Charging stations and complimentary WiFi are available on every floor.

## Resources and Support

We are committed to treating you as a whole person—mind and body—not just your cancer. We believe quality comprehensive cancer care involves attending to issues beyond the scope of traditional models of medicine. We understand cancer not only affects you; it also touches the lives of those surrounding you. The care we provide extends to your family and your support network. In fact, most of our cancer support services are provided at no additional charge to you and your loved ones.

### Cancer patient support services

The Duke Cancer Patient Support Program offers services for patients and their loved ones. We help patients understand their options, make decisions, and manage the effects of cancer and its treatment. Services include: individual, couple, and family therapy; support groups; self-image resources; pet therapy; child-life services; recreation therapy; and more. There is no charge to patients and their families. For more information call 919-684-4497 or visit [DukeHealth.org/CancerSupport](http://DukeHealth.org/CancerSupport).

### Patient navigation

Patient navigators help identify and evaluate barriers to timely diagnosis and treatment of cancer. Duke Cancer Institute's patient navigation is a part of the Supportive Care and Survivorship Center and focuses on patients who are faced with multiple barriers such as transportation, housing, and financial concerns. For more information or to speak with a patient navigator, call 919-668-3882.

### Clinical social work

Oncology and palliative care social workers help patients and their loved ones cope with the emotional and practical concerns that accompany the diagnosis and treatment of cancer. Our social workers assess individuals and family members to identify and address their specific needs. Social workers establish

interventions to help our patients alleviate stressors and the financial burden associated with a cancer diagnosis. They can also connect patients and families to resources such as disability, home health/hospice, advance directives and end of life care. For assistance in finding the most appropriate social worker, please contact the Patient Resource Center at 919-684-6955.

### Interpreters

Medical interpreters are available and can be requested when scheduling your appointment.

### Chaplain services

Duke chaplains are on-site seven days a week, 24 hours a day, to offer spiritual support to patients and their families. When requested, they connect patients and their families with faith-specific representatives from the community. To learn more, call 919-684-3586 and ask for the on-call chaplain to be paged.



### Child-life services

The diagnosis of cancer impacts every member of the family, including children and teens. Our certified child life specialist strives to help children and teens better understand and cope with serious illness in the family. Education and supportive activities can reduce the stress experienced by children and teens and make it easier for families to talk about the illness experience. To schedule an appointment with our child life specialist, call 919-684-2913.

## Therapy and counseling

Our medical family therapists provide individual, couple, and family therapy. They help patients and their loved ones cope with the impact that cancer has on their lives. Psychiatry and psychology services are also offered as part of our treatment for emotional, psychological, and relational issues associated with a cancer diagnosis. For additional information, call 919-684-4497.

## Cancer nutrition

Our registered dietitians and nutritionists specialize in oncology, working collaboratively with you to make sure you're well-nourished throughout your cancer treatment. Dietitians help to prevent and treat malnutrition, restore digestive health, minimize the side effects of your cancer treatment, and work with you in survivorship. For more information, call 919-613-6379 to be directed to the dietitian who specializes in your cancer diagnosis.

## Physical and occupational therapy services

Duke Health provides a variety of outpatient physical and occupational therapy services. Services include assessments and treatments for the following conditions: general weakness and deconditioning, chronic pain, changes in cognition, impairment of fine motor dexterity, alterations in vision, incontinence, and sexual health issues. Specialized programs are also offered, including lymphedema management, fall risk assessment, functional capacity evaluations, driving evaluations, wheelchair seating evaluations, facial paralysis, and pelvic floor rehabilitation. For more information or to schedule an appointment with our programs, please call 919-684-2445.

## Speech pathology and audiology

We provide diagnostic and rehabilitation services to include a wide range of hearing, cognitive-communicative, and swallowing issues related to cancer and/or the effects of treatments.



Duke Cancer Institute provides a variety of support services and resources for the entire family.

A team of skilled clinicians will work with you to identify and improve difficulties with hearing, speaking, memory, attention, problem solving, language, and swallowing. Our clinicians focus on functional and practical therapy plans with a goal of achieving the best quality of life possible. To schedule an appointment or to seek further information regarding available programs, call 919-684-3859.

## Fertility preservation

Cancer treatments like chemotherapy, radiation, and surgery can affect your ability to have children because of the impact on eggs and sperm. If you plan to have a family, fertility preservation can save your healthy eggs or sperm before your cancer treatment. If your cancer team identifies the need for a fertility preservation consultation, our patient navigator will connect you with experts on our team including providers and nurses trained in fertility services, financial counselors, and therapists. For more information call 919-316-9935 to speak to a patient navigator.

## Cardio-Oncology

Duke cardio-oncologists specialize in providing care to people who have known heart disease or risk factors before they start cancer treatment, as well as those who develop heart-related side effects during cancer treatment. We also provide ongoing care to cancer survivors to



ensure treatment-related heart problems do not occur or worsen once treatment ends. For more information, visit [DukeHealth.org/treatments/cancer/cardio-oncology](http://DukeHealth.org/treatments/cancer/cardio-oncology).

### **Personalized exercise consultations**

The Supportive Care and Survivorship Center offers personalized exercise consultations by exercise physiologists and certified trainers. For more information or to schedule an appointment, call 919-660-6741.

### **Sexual health services**

Sexual health services are available through the Duke Cancer Patient Support Program. These services include patient education on the impact of cancer treatments on sexual health and intimacy and therapy services that address concerns surrounding sexual function, sexual feelings, intimacy, and changes in sexual health. For more information or to schedule an appointment, call 919-684-4497.

### **Quit at Duke**

Quit at Duke is a program designed to help people quit using tobacco products. Services are provided by tobacco treatment specialists and behavioral medicine clinicians. For more information or to schedule an appointment, please call 919-613-QUIT (7848).

### **Genetics counseling**

The Hereditary Cancer Clinic offers cancer risk assessment and education to patients with cancer and people with a family history of cancer or other cancer risk factors. For more information or to make an appointment, call 919-684-3181.

### **Palliative care**

Duke's palliative care experts help you find relief from the pain, symptoms, and stress of serious illness. No matter your age or the stage of your illness, we work closely with you and your doctors to help you understand your treatment options and make decisions about your care. We're here to help you gain emotional and

psychological strength, and to ensure you and your loved ones experience the best possible quality of life. Although palliative care providers sometimes see people at the end of life, and we may talk with you about what hospice offers, we are not hospice care. We can also help with pain control, symptom management, complex medical decisions, navigation of complex health care issues, and advance care planning, including a living will or health care power of attorney. Palliative Care is available to you in our outpatient clinic and in the hospital. To schedule a new appointment, call 919-385-0572.

### **Clinical trials**

Clinical trials offer hope for many people. These studies allow our researchers to discover, develop, and deliver the most advanced treatment options available, including the latest cancer drugs, surgical technologies, and radiation therapies. Duke Cancer Institute patients have access to a broad selection of Duke-initiated and national clinical trials across all types of cancer. For more information and questions about clinical trials for your cancer type, consult your doctor, or visit [DukeCancerInstitute.org/Clinical-Trials](http://DukeCancerInstitute.org/Clinical-Trials). You may also contact the Duke Recruitment Innovation Center at 919-681-5698.

### **Teen and young adult oncology program**

Duke Cancer Institute's Teen and Young Adult Oncology Program provides teen and young adult patients (ages 15 to 29) and their families with support and community during a cancer diagnosis, treatment, and survivorship. The program offers specialized medical care; individual, couple, and family therapy; peer connection; and activity-based groups, both in the medical center and in the community. To learn more call 919-316-9935 or visit [DukeCancerInstitute.org/TYAO](http://DukeCancerInstitute.org/TYAO).

## **Survivorship services**

Our cancer survivorship initiative focuses on the design and delivery of high-quality survivorship care. We partner with patients and their families to help them achieve healthy, fulfilling lives beyond cancer. Areas of care that are addressed include assessment and management of physical and emotional needs that may result from the cancer experience; cancer screenings and monitoring; and counseling related to prevention and health promotion. We offer a number of clinical and supportive services. For more information, call 919-668-2122.

## **Oncology recreation therapy**

This program assists hospitalized adults with cancer and their family members in adjusting to illness, treatment, and hospitalization. Recreational therapy treatment interventions and general recreational activities and resources are offered to hospitalized patients. For more information, call 919-681-2928.

## **Volunteer services**

The Duke Cancer Patient Support Program offers volunteers trained to work with you and your family members. They provide conversation and companionship. Our volunteers guide patients to locations and resources within the clinics and hospital, and play a vital role in the day-to-day activities at the Duke Cancer Center. To learn more about volunteer opportunities, call 919-684-3651.

## **Pet therapy**

Pets at Duke, a service offered through the Duke Cancer Patient Support Program, offers many benefits to our patients. Research shows that animal-assisted therapy, or pet therapy, is an effective form of psychotherapy intervention that reduces stress, anxiety, and fear. It also provides a sense of companionship that can combat feelings of isolation. Pets at Duke offers individual inpatient visits or visits in

designated areas of the Cancer Center. For more information, speak with your Duke Health provider, visit [DukeHealth.org/PetsAtDuke](http://DukeHealth.org/PetsAtDuke) or call 919-684-4497.

## **Free legal services**

Duke Law School's Health Justice Clinic offers free legal assistance to help you deal with legal issues that may accompany your medical diagnosis and treatment. Volunteer law students from the Cancer Pro Bono Project are also available to help prepare important legal documents, such as healthcare power of attorney, living will, and general power of attorney.

## **Patient advocates**

The Department of Patient and Visitor Relations assists patients and their families. As advocates for you and your family, patient representatives can listen to and follow up on your concerns, answer questions or direct your request to the appropriate hospital department, and arrange for special services or direct you to resources in the community. For more information, call 919-681-2020.

## **Cancer Care Calendar**

The Cancer Care Calendar contains information about available support services, activities, and resources. Printed copies are available at our cancer care locations in Wake and Durham counties. The calendar can be viewed online by visiting [DukeCancerInstitute.org/SupportCalendar](http://DukeCancerInstitute.org/SupportCalendar).

## **American Cancer Society Road to Recovery program**

The Road to Recovery program is a service offered at no charge that matches Durham County and Wake County patients who need transportation assistance with local volunteers willing to drive them to oncology appointments at the Duke Cancer Center or Duke Cancer Center North Durham. Cancer patients needing transportation to their appointment or who

would like more information about the program can call 800-227-2345.

### **Duke Cancer Institute Office of Development**

Many of our patients and their families want to know what they can do to help make a difference in the lives of others battling cancer. The DCI Development Office helps to foster working partnerships between our patients and our scientists, who are on the frontlines of cancer research. Philanthropic support from patients and their loved ones enables us to advance new models of patient-centered care; to prepare the next generation of compassionate and innovative cancer doctors and researchers; and to continue to bring novel, improved treatments to patients at Duke and beyond. Ultimately, patient support accelerates our quest to cure cancer. There are many ways to support the Duke Cancer Institute and its efforts. To learn more or to make a donation, contact the DCI Office of Development at 919-385-0039 or visit [DukeCancerInstitute.org/Donors](http://DukeCancerInstitute.org/Donors).

## **Events**

Duke Cancer Institute partners with many local and national health charities to support cancer research. We also team with passionate individuals who, by uniting their passions with their commitment to help fund a cure, organize their own special events to benefit ongoing science at Duke. We invite you to team up with Duke to change the rules on cancer. For more information on events, visit [DukeCancerInstitute.org/Community-Outreach-Engagement/Benefit-Special-Events](http://DukeCancerInstitute.org/Community-Outreach-Engagement/Benefit-Special-Events).

## **Duke MyChart**

Duke MyChart is a free service that offers you personalized and secure online access to portions of your medical record. It is an online tool that allows you to manage and receive information about your health. With Duke MyChart, you can:

- Schedule and cancel medical appointments
- Communicate electronically and securely with your medical care team
- View your health summary
- View test results
- Complete clinical questionnaires
- Read your providers' notes from your office visits
- Request prescription refills

To start using Duke MyChart, visit [DukeMyChart.org](http://DukeMyChart.org) and follow the instructions to sign up.

You can also add a loved one or caregiver to your account so he or she is able to view your lab reports, request appointments, and use other MyChart features.

**If you have questions about Duke MyChart or need assistance setting up an account, contact the Duke Health Customer Service Center at 800-782-6945.**



# Important Phone Numbers

American Cancer Society Road  
to Recovery Program..... 800-227-2345

American Cancer Society Road  
to Recovery Program..... 800-227-2345

Belk Boutique ..... 919-613-1906

Cancer support service ..... 919-684-4497

Caring House ..... 919-490-5449

Chaplain services..... 919-684-3586

Child-life services ..... 919-684-2913

Clinical social work ..... 919-684-6955

DCI Office of Development ..... 919-385-0039

**Duke Cancer Center Telephone  
Triage Service ..... 919-385-0039**

*Monday through Friday, 8 a.m. to 5 p.m.  
Patients can select from six options, including:  
scheduling an appointment, billing inquiry, prior  
authorizations and other paperwork needs,  
prescription refills, test results, and nurse advice.*

Concierge Services  
(travel assistance)..... 919-668-6608

Customer Service Center  
(billing questions)..... 800-782-6945

Exercise consultants ..... 919-660-6741

Fertility preservation ..... 919-316-9935

Front desk ..... 919-613-1908

Genetics counseling ..... 919-684-3181

Host Homes program ..... 919-681-4947

Nutrition ..... 919-613-6379

Legal services..... 919-613-7169

Palliative care ..... 919-385-3572

Patient advocates ..... 919-681-2020

Patient and visitor relations ..... 919-681-2020

Patient navigation ..... 919-668-3882

Pet therapy ..... 919-684-4497

Physical and occupational  
therapy ..... 919-684-2445

Quit at Duke..... 919-613-QUIT (7848)

Recreation therapy  
(inpatient) ..... 919-681-2928

Recruitment Innovation Center  
(clinical trials) ..... 919-681-5698

**Reschedule an appointment... 919-668-6688**

*Monday through Friday, 8 a.m. to 5 p.m.  
If you need to reschedule an appointment,  
call the number listed on your appointment letter  
or email reminder. If this number is not readily  
available, please call the number above.*

Resource center ..... 919-684-6955

Retail pharmacy ..... 919-613-2000

Ronald McDonald House ..... 919-286-9305

Sexual health services ..... 919-684-4497

Speech pathology  
and audiology ..... 919-684-3859

Survivorship services..... 919-668-2122

Teen and Young Adult  
Oncology Program ..... 919-316-9935

Therapy and counseling ..... 919-684-4497

Triage..... 919-668-6608

Valet parking services..... 919-681-2454

# Frequently Asked Questions



## What should I bring to my appointment?

We suggest you bring this reference guide with you. You may wish to highlight sections and perhaps even jot down some notes. The handy pockets are reserved for the safekeeping of information you may receive from your providers. If you received a digital copy of this reference guide before your first visit, please be sure to ask for a printed version at your first visit. You should also bring:

- Completed new patient packet if one was provided
- All medicines, vitamins, and supplements (in original containers or take pictures of the medicine labels)
- Any medical records, not obtained during the scheduling process, that may need that may need to be reviewed (such as x-rays, scans and lab results related to the reason for your visit)
- Photo ID
- Insurance cards
- Pen and paper to take notes



## Where should I park?

See the “Directions, Parking & Maps” information provided in this packet on pages 4-7. Additional resources are available at [DukeHealth.org](http://DukeHealth.org).



## What can I expect during my first visit?

At the Duke Cancer Center, we are dedicated to a multidisciplinary approach to cancer care. Our goal is to streamline your care. In a single visit, depending on your diagnosis, you may see a variety of specialists, including your medical oncologist, surgeon, radiation oncologist, and geneticist. In many instances, you will also meet with a nurse, a pharmacist, and a social worker. Your new patient appointment may begin with a nurse, nurse practitioner, or physician assistant. At that time, your healthcare provider will review and discuss your health history with you. They may ask additional questions to establish a complete overview of your diagnosis and treatment history.

As part of an academic medical center, we are devoted to the mentoring of future healthcare providers. At times you may be seen by a medical resident or fellow pursuing specialty training in healthcare. Both work closely with your oncology specialist and are vital members of your health care team. After meeting with other members of your health care team, you will be seen by a cancer specialist who will discuss with you in detail treatment options and next steps.

# Frequently Asked Questions



## What can I expect at follow-up visits?

On subsequent visits, your medicines and symptoms will be reviewed by a nurse. You will then see either your cancer specialist or the nurse practitioner or physician assistant who works with your cancer specialist. Our physician assistants and nurse practitioners are experienced in caring for cancer patients and they are experts in symptom management.

The Duke Cancer Center offers disease-site nursing, which means you have nurses who are focused on your particular cancer. At each appointment, you will see the same nursing team. Required lab tests or imaging studies may increase the length of your visit, so we encourage you to make any necessary childcare or pet care arrangements. While we try to schedule all of your tests and scans at the Cancer Center, some may be in other buildings nearby. You are encouraged to bring a sweater or light jacket, reading material, a laptop or mobile device, and power cords. Free wireless internet service is provided throughout the Cancer Center.



## What do I need to know about clinical trials offered at Duke?

Clinical trials offer hope for many people. These studies allow our researchers to discover, develop, and deliver the most advanced treatment options available, including the latest cancer drugs, surgical technologies, and radiation therapies. Duke Cancer Institute patients have access to a broad selection of Phase 1, Phase 2, and Phase 3 Duke-initiated and national clinical trials across all types of cancer. People choose to participate in clinical trials because they want to take part in the advancement of new discoveries, because they feel empowered when they take a more active role in their health, or because they can gain access to new treatments before they are widely available.

From precision cancer medicine to immunotherapy, genetically targeted therapy, CAR T-cell therapy, radiotherapy and new treatment combinations, to cancer prevention and disparities research, and we offer multiple trials looking for better ways to treat cancer.

Our Duke Cancer Institute's experienced and compassionate staff will assure your safety and be your guide. For more information and questions regarding clinical trials for your cancer type, consult your doctor, or visit [DukeCancerInstitute.org/Clinical-Trials](https://DukeCancerInstitute.org/Clinical-Trials). **You may also contact the Duke Recruitment Innovation Center at 919-681-5698.**



## What should I know about insurance and my bill?

We will process claims for services with your insurance carriers. You may be asked to pay amounts not covered by your insurance, such as co-pays, deductibles, and coinsurance, at the time of your visit. Duke participates with most insurance companies, Medicare, and North

Carolina Medicaid. Prior to your visit, check with your employer or insurance company to see if you have access to healthcare services at Duke. Otherwise, you may be responsible for all or a large portion of your bill. Bring your complete health insurance information, including identification, insurance cards and authorization forms, to your appointment.

Co-payments for physician and hospital care and other balances you may owe are due on the day you receive services. Your insurance may also require you to pay for estimated coinsurance or deductibles related to your care. If you have multiple appointments, your insurance company may require multiple co-payments.

Duke is committed to providing care with dignity and respect. If you have questions or cannot pay your bill in full, please tell us and let us help. Our account representatives and financial care counselors, located on every floor of the cancer center, will assist you with filling out applications for monthly payment plans, financial assistance programs, and government-sponsored programs.



### **Who do I call with questions about billing or insurance before or after my visit?**

If you have any questions about your co-payments, deductibles, or coinsurance requirements, please call your insurance company. If you have questions about your bill or would like to speak with someone about financial assistance, contact the Duke Health Customer Service Center at 800-782-6945.



### **Who do I contact about my experience at the Duke Cancer Center?**

Our goal is to provide you with high-quality care and an outstanding patient experience. We depend on the feedback of our patients to help us serve you better and to identify areas for improvement. You may receive a patient satisfaction survey in the mail about two weeks after your appointment. Please take a few moments to complete the survey and return it in the postage-paid envelope provided. If your feedback is urgent or if you wish to speak with someone, please contact our patient advocates at 919-681-2020.

### **Learn more about the Duke Cancer Institute and share your experiences with others.**

Facebook: DukeCancerInstitute  
Twitter: @DukeCancerInstitute  
Instagram: @dukecancerinstitute  
LinkedIn: Duke Cancer Institute







The Belk Boutique, located on the ground floor of the Duke Cancer Center, offers trendy wigs, turbans, scarves and hats, and other accessories. The boutique offers private consultation rooms for fitting wigs, prosthetics devices, and surgical garments. Our staff of self-image consultants are available to meet all of your self-image needs. For more information, call 919-613-1906.