

# **The Cancer Care Coalition of Winston-Salem, North Carolina**

***The Cancer Care Coalition was formed to help cancer patients, family members and caregivers maintain and enhance quality of life during and after diagnosis and treatment.***

**The Cancer Care Coalition is pleased to offer this seventh edition of the Cancer Resource Guide. We understand that the diagnosis of cancer can seem overwhelming. This guide has been developed to assist you by providing a list of community resources that focus on services for people with cancer. Every effort has been made to include current information.**

**Inclusion or omission of any resource is not meant to imply endorsement or lack of endorsement of its purpose or the quality of its products and/or services. Every effort has been made to ensure accuracy.**

**Resource information for other Triad Counties can be obtained by contacting Cancer Services, Inc. at 336-760-9983 or 1-800-228-7421(NC Only) or by calling “211” in communities that currently have this service.**

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# PART 1: FIRST STEPS

## Who is a Cancer Survivor?

This booklet often uses the term “Cancer Survivor.” According to the National Cancer Survivors Day Foundation, a survivor is “anyone living with a history of cancer, from the time of diagnosis through the remainder of life.”

The National Coalition for Cancer Survivorship has this to say: “Survivorship is a reason for celebration. It is the act of battling adversity and hanging tough despite bad luck and difficult circumstances. It is living with a constant life challenge that pits the desire to live against the possibility of death. Day-by-day survivorship is a victory because it is the act of living on, no matter what happens.”

## Cancer Survivor’s Bill of Rights

Written for the American Cancer Society by NCCS Board Member, Natalie Davis Springarn:

A new population lives among us today — a new minority of 8 million people with a history of cancer. Four million of these Americans have lived with their diagnoses for five years or more.

You see these modern survivors in offices and in factories, on bicycles and cruise ships, on tennis courts, beaches and bowling alleys. You see them in all ages, shapes, sizes, and colors. Usually they are unremarkable in appearance; sometimes they are remarkable for the way they have learned to live with disabilities resulting from cancer or its treatment.

Modern medical advances have returned about half of the nation’s cancer patients of all ages to a normal life span. But the larger society has not always kept pace in helping make this life span truly “normal,” at least, it has felt awkward in dealing with this fledgling

group; at most, it has failed fully to accept survivors as functioning members.

The American Cancer Society presents this **Survivors' Bill of Rights** to call public attention to survivor needs, to enhance cancer care, and to bring greater satisfaction to cancer survivors, as well as to their physicians, employers, families, and friends:

1. Survivors have the right to assurance of lifelong medical care, as needed. The physicians and other professionals involved in their care should continue their constant efforts to be:

- sensitive to the cancer survivors' lifestyle choices and their need for self-esteem and dignity;
- careful, no matter how long their patients have survived, to take symptoms seriously, and not dismiss aches and pains, for fear of recurrence is a normal part of survivorship;
- informative and open, providing survivors with as much or as little candid medical information as they wish, and encouraging their informed participation in their own care;
- knowledgeable about counseling resources, and willing to refer survivors and their families as appropriate for emotional support and therapy, which will improve the quality of individual lives.

2. In their personal lives, survivors, like other Americans, have the right to the pursuit of happiness. This means they have the right:

- to talk with their families and friends about their cancer experience if they wish, but to refuse to discuss it if that is their choice and not to be expected to be more upbeat or less blue than anyone else;
- to be free of the stigma of cancer as a "dread disease" in all social relations;
- to be free of blame for having gotten the disease and of guilt for having survived it.

3. In the work place, survivors have the right to equal job opportunities. This means they have the right:

- to aspire to jobs worthy of their skills, and for which they are trained and experienced, and thus not to have to accept jobs they would not have considered before the cancer experience;
- to be hired, promoted and accepted on return to work, according to their individual abilities and qualifications, and not according to

“cancer” or “disability” stereotypes;

- to privacy about their medical histories.

4. Since health insurance coverage is an overriding survivorship concern, every effort should be made to assure all survivors adequate health insurance, whether public or private. This means: for employers, that survivors have the right to be included in group health coverage, which is usually less expensive, provides better benefits, and covers the employee regardless of health history;

- for physicians, counselors and other professionals concerned, that they keep themselves and their survivor-clients informed and up-to-date on available group or individual health policy options, noting, for example, what major expenses like hospital costs and medical tests outside the hospital are covered and what amount must be paid before coverage (deductible);
- for social policy makers, both in government and in the private sector, that they seek to broaden insurance programs like Medicare to include diagnostic procedures and treatment which help prevent recurrence and ease survivor anxiety and pain.

### **Questions to Ask**

These questions were suggested by cancer survivors to help you learn as much as you can so that you can make the best choices about your care. Some of these terms may be new to you, so don't be embarrassed to take notes, use a tape recorder and take another person with you when you meet with your doctor. We encourage you to talk with your doctor, repeat your questions until you understand the answers, and call organizations that can help you with your questions, such as the agencies listed inside the front cover of this guide.

1. What type of cancer do I have?
2. What is its stage? What does this mean?
3. If it has spread (metastasized), into what organ(s) has it spread?
4. What other tests can be done?

5. When tests are done, how soon can I expect to get the results?  
How will I get the results - mail, phone, etc.?
6. What are my treatment options?
7. What (research studies) are available for my type  
of cancer?
8. What treatment do you recommend?
9. What other treatments are available (complementary,  
alter-native, etc.)?
10. What are the expected benefits of the treatment (cure,  
shrink the tumor, reduce pain, extend my life, etc.)?
11. What are the risks of this treatment?
12. What are the physical, emotional and sexual side effects of  
the treatments?
13. How many treatments will there be, how often will I have them,  
and for how many weeks or months?
14. What will the treatments be like? What should I expect?
15. What changes will I need to make in diet, exercise, or lifestyle  
during treatment?
16. How critical is it that I make the decision about my treatment  
within the next week?
17. Should I get a second opinion on the diagnosis of  
recommended treatment? If so, from whom?
18. How and when will we know if the treatment has been  
effective?
19. If this treatment does not work, what happens then?

20. After treatment is completed, what follow-up do you recommend?
21. What other resources will give me more information about my type of cancer?
22. What support agencies are available to help me and my family face these issues?

#### Informational Brochures:

- “Talking With Your Doctor,” brochure available from the American Cancer Society. 1-800-ACS-2345 (1-800-227-2345)
- “Questions to Ask Your Doctor,” NCI brochure available from Cancer Services, Inc. or call 1-800-4-CANCER (1-800-422-6237).

### **Second Opinions**

When cancer is diagnosed, many people are more comfortable if they get another doctor’s advice. This is called a second opinion, and it involves having your medical records reviewed by another physician who practices in the same field of medicine to see what his/her treatment advice would be. Seeking a second opinion is an individual’s personal decision, but it is very common to ask for one, and some insurance providers even require that you do so. Your original physician should not be offended by a request for a second opinion, and may even encourage you to seek one.

If you want a second opinion, your physician can suggest the names of qualified physicians, or you may choose to call a major cancer center for a referral. Sometimes additional opinions have already been obtained at group conferences when physicians review records as a team. Ask your physician if this has happened.

If you choose to seek a second opinion, be clear about your purpose when you call to schedule the appointment. Make sure that copies of all your lab and test results will be sent to the second physician’s office. Call a few days before your appointment to see if the records have arrived. Don’t forget to prepare a list of questions you want to ask.

Any recommendations that the consulting physician gives you will also be sent back to your original physician.

For further information about obtaining a second opinion, call:

- Cancer Information Service (CIS) - a program of the National Cancer Institute (NCI)  
1-800-4-CANCER (1-800-422-6237)
- Cancer Services, Inc.  
**Patient Advocacy Program**  
336-760-9983 or 1-800-228-7421 (NC Only)
- Derrick L. Davis Forsyth Regional Cancer Center  
1-800-611-FRCC
- Health On-Call (WFUBMC)  
336-716-2255 or 1-800-446-2255

### **Clinical Trials/Research Studies**

Clinical trials, also called cancer treatment or research studies, test new treatments in people with cancer. The goal of this research is to find better ways to treat cancer. Clinical trials are important because they contribute to knowledge and progress against cancer and patients who take part may be helped by the treatments they receive.

Ask your doctor about clinical trials when you discuss your treatment options. There are many clinical trials sponsored by the National Cancer Institute (NCI). The decision to take part in a clinical trial is up to you. You should discuss the benefits and risks associated with participating in a clinical trial with your doctor. Participation in any clinical trial is always voluntary, and you have the right to leave a study at any time.

For more information on specific clinical trials available for the type of cancer you have contact:

- Comprehensive Cancer Center of Wake Forest University Baptist Medical Center  
336-713-6984                      [www.wfubmc.edu/cancer/](http://www.wfubmc.edu/cancer/)

· Derrick L. Davis Forsyth Regional Cancer Center  
866-611-3722     [www.forsythmedicalcenter.org/centers/cancer](http://www.forsythmedicalcenter.org/centers/cancer)

· National Cancer Institute (NCI)  
1-800-4-CANCER (1-800-422-6237)     [www.nci.nih.gov](http://www.nci.nih.gov)

## **Genetic Risk Assessment & Counseling**

Most cancers are caused by multiple factors. For example, chemical, physical or biological exposures can all cause cell mutations. Some cancers can also be inherited. Cancer genetic screening and counseling focuses on individuals and families with a hereditary disposition to cancer. Familial cancers account for approximately 5%-10% of all cancers and are caused primarily by inherited gene mutations. Cancers linked to an inherited genetic abnormality include:

- Breast Cancer
- Ovarian Cancer
- Colon Cancer
- Von-Hippel-Lindau Syndrome
- Multiple Endocrine Neoplasia
- Retinoblastoma
- Li-Fraumeni Syndrome

Individuals who think they may have a family history for cancer should speak with a genetic counselor for a risk assessment and early detection and screening recommendations.

For information contact:

· Derrick L. Davis Forsyth Regional Cancer Center  
High Risk Clinic  
336-718-8577 or 1-866-611-FRCC (3722)

· Wake Forest University Baptist Medical Center  
Hereditary Cancer Clinic  
336-716-0784

## PART 2: CHILDREN AND CANCER

### Local Children's Resources

• **ACS College Scholarships:** \$1000 scholarships for cancer survivors who were diagnosed before the age of 21 available for each year the cancer survivor is enrolled in an accredited 2 or 4-year college or university.

1-800-ACS-2345 .....  
..... [www.cancer.org](http://www.cancer.org)

• **Camp Carousel:** Weekend camp experience for grieving children, teens and adults. Offered by Hospice & Palliative CareCenter. Carousel Center encompasses all programs of Hospice & Palliative CareCenter that serve seriously ill children and their families, including grief counseling for any child who has lost a loved one.

336-768-3972 or  
1-888-876-3663 .....  
[www.hospicecarecenter.org](http://www.hospicecarecenter.org)

• **Camp Kesem:** For children 6-16 years old whose parent or caregiver has cancer.

3827-3827-3827 [www.campkesem.org](http://www.campkesem.org)

• **Cancer Services:** Patient advocacy, support groups, medication assistance, nutritional and home health supplies.

336-760-9983 ..... or  
1-800-228-7421 (NC Only) [www.cancerservicesonline.org](http://www.cancerservicesonline.org)

• **Children's Cancer Support Program:** For children their families and caregivers. Offered by Brenner Children's Hospital. 336-713-5984 .....

..... [www.wfubmc.edu/cancer/](http://www.wfubmc.edu/cancer/)

### Other Children's Resources

• **Candlelighters Childhood Cancer Foundation**

1-800-366-2223

[www.candlelighters.org](http://www.candlelighters.org)

• **Children's Hospice International** .....

[www.chionline.org](http://www.chionline.org)

1-800-242-4453

## PART 3: COUNSELING & SUPPORT

### Individual Counseling

A life-changing event, like a cancer diagnosis, disrupts the lives of patients and family members alike. It is very common, and often advisable to seek counseling and support during such times of stress. Your physician may be able to make a referral or your medical center may have chaplains or psychologists on staff. Support groups offer education as well as help from the point of view of others who have gone through the same experiences.

Physician referral and/or prior approval for reimbursement from your insurance carrier may be necessary for counseling services. Always call your insurance carrier to verify coverage and check their list of approved counselors.

For more information on individual counseling resources contact:

- Cancer Services, Inc.  
336-760-9983 or 1-800-228-7421 (NC Only)
- **CareNet**—the Pastoral Counseling Service at Baptist Hospital  
336-716-0855
- Comprehensive Cancer Center at Wake Forest University  
**Baptist Medical Center** – Cancer Patient Support Program  
336-716-7980
- Derrick L. Davis Forsyth Regional Cancer Center  
1-866-611-FRCC (3722)
- Hospice & Palliative CareCenter  
336-768-3972

## Caregiver Support

A caregiver is someone who provides physical and emotional assistance to someone who is ill or disabled. A family or informal caregiver is someone who provides these services to a loved one free of charge. Providing care to a family member can be a positive and rewarding experience. However, caregiving can also be both physically and emotionally draining, and can lead to feelings of anger, depression, frustration, and guilt as well as health concerns for the caregiver.

Studies have shown that the use of formal services (paid care providers or volunteers) may reduce some of the burdens associated with caregiving. To find out more about the programs and services available to caregivers, contact any of the following **local** agencies:

- **Area Agency on Aging** 336-761-2111
- **Brenner Children’s Hospital (WFUBMC)** 336-713-5984
- **Cancer Patient Support Program (WFUBMC)** 336-716-7980
- **Cancer Services, Inc.** 336-760-9983
- **Hospice & Palliative CareCenter** 336-768-3972
- **Senior Services** 336-724-2155

Other Caregiver Resources:

- **CancerCare** [www.cancercare.org](http://www.cancercare.org)  
1-800-813-4673
- **National Family Caregivers Association** [www.thefamilycaregiver.org](http://www.thefamilycaregiver.org)  
1-800-896-3650
- **Strength for Caring** [www.oncolink.upenn.edu/](http://www.oncolink.upenn.edu/)  
1-888-ICARE80

## Support Groups & Programs

The Cancer Care Coalition has compiled a list of support groups and programs for individuals, families and/or caregivers going through a cancer experience. Please call the numbers listed for meeting times and places.

## **CATAWBA COUNTY**

- Hearts of Hope (Breast Cancer Support)

Catawaba Memorial Hospital (CMH): 828-326-2176

Contact Person: Brenda Putnam

- CanSurmount (Any cancer survivor, family & friends) ACS/  
CVMC: 828-326-3127
- New Voice Club of the Unifour (Laryngectomy survivors).  
ACS: 704-872-0660
- Phone Pals (Phone support for the newly diagnosed)  
CMH: 828-326-2175
- US TOO (Prostate survivors and family)  
828-466-0064

## **DAVIDSON COUNTY**

- Friends for Life (Breast Cancer Support Group)  
Davidson County Cancer Services (DCCS): 336-249-7265 Contact  
Person: Tonya Austin
- Look Good Feel Better (See page 41) ACS: 1-800-ACS-2345
- Reach to Recovery (See page 41) ACS: 1-800- ACS-2345
- Share (Sharing hope and recovery efforts. Support group for  
those diagnosed with cancer, their friends and family).  
DCCS: 336-249-7265—Contact Person: Tonya Austin

## **DAVIE COUNTY**

- Look Good Feel Better (See page 41) ACS: 1-800- ACS-2345
- Pink Broomstick® Visitation Program (Breast cancer peer  
visitation program) CSI: 336-760-9983 or 1-800-228-7421
- Reach to Recovery (See page 41) ACS: 1-800- ACS-2345

## **FORSYTH COUNTY**

- Brain Tumor Support  
WFUBMC/CSI: 336-716-7588 or 1-800-228-7421
- Breast Cancer—Pink Broomstick® Group  
CSI: 336-760-9983 or 1-800-228-7421
- Caregivers' & Cancer Patient Support Group  
WFUBMC/CPSP: 336-713-6954
- Caregiver Support Group  
DLDFRCC: 718-3218
- Caregiver's Support Group
- Hospice/BestHealth: 336-768-3972
- Caregiver Support Group for All Illnesses  
The Shepherd's Center: 336-748-0217

- Clemmons Support Group  
Clemmons Methodist Church: 336-766-6512
- Dietician on Call (Free nutrition counseling for cancer patients)  
ACS: 1-888-227-6333
- Family Support Group For Adults With Leukemia,  
Multiple Myeloma and Lymphoma  
DLDFRCC: 336-718-0264 or 1-800-866-611-FRCC (3722)
- Fresh Start (Free tobacco cessation classes)  
ACS: 1-800-ACS-2345
- Grief Support Group  
DLDFRSS: 336-718-8486
- Gynecologic Support Group  
CSI: 336-760-9983 or 1-800-228-7421
- I Can Cope (A series of two-hour classes about cancer,  
treatment, research and emotions.)  
ACS: 1-800-ACS-2345 (Patient Services)
- Living With Cancer (General cancer support group)  
St. Paul's Episcopal Church: 336-723-4391
- Look Good Feel Better (See page 41)  
ACS: 1-800-ACS-2345
- Lung Group  
CSI: 336-760-9983 or 1-800-228-7421
- Man to Man (telephone support for prostate cancer survivors)  
  
ACS: 1-800-ACS-2345
- Ovarian Group  
CSI: 336-760-9983 or 1-800-228-7421
- Pink Broomstick® Visitation Program (Breast cancer peer  
visitation program)  
CSI: 336-760-9983 or 1-800-228-7421
- Redefining Survival: Women Facing Breast Cancer Together  
(Quarterly seminar)  
WFUBMC/CPSP: 336-716-7980
- Us Too! (Prostate Cancer)  
FRCC: 336-718-0264 or 1-866-611-FRCC (3722)
- Western Piedmont Speak Easy (For Laryngectomy patients and  
family members).  
Nancy Reynolds: 336-768-7626

## **IREDELL COUNTY**

- Cancer Support Group sponsored by ACS (Meets 2nd Monday of each month at noon. Lunch is provided)

Davis Regional Medical Center(DRMC): 704-838-7299

- Cancer Support Group sponsored by ACS (Meets 2nd Tuesday of each month at noon. Lunch is provided)

Lake Norman Regional Medical Center: 704-660-4112

- Living With Cancer (cancer survivors and members of their support system)

Iredell Memorial Hospital: 704-873-5661ext. 3414

Contact: Tom Sherrod, Chaplain

- Look Good Feel Better (See page 41)

Iredell Memorial Hospital: 1-800-ACS-2345

- Reach to Recovery (See page 41)

ACS: 1-800-ACS-2345

- SHARE (Sharing hope and recovery efforts. Support for patients, families and friends)

DRMC: 704-873-0281Delore Speilman, Chaplain (Janie)

## **STOKES COUNTY**

- Conversations on Cancer (for any cancer survivor)

CSI: 336-760-9983 or 1-800-228-7421

- Pink Broomstick® Visitation Program (Breast cancer peer visitation program) CSI: 336-760-9983 or 1-800-228-7421

## **SURRY COUNTY**

- Heart & Soul (all cancers)Hugh Chatham Memorial Hospital: 336-874-4519, David McCann

- Look Good Feel Better (See page 41.)Mt. Airy – Pracilla Butcher 336-789-0039—Lori Gwyn 336-527-7132

- Man to Man (Telephone support for prostate cancer survivors)

ACS: 1-800-ACS-2345

- Pink Ribbon Breast Cancer Support Group (Mt. Airy)

Jami Myers: 336-463-2346

- Reach to Recovery (See page 41)

Mt. Airy—Beverly Handy: 336-320-3170

Elkin—Betty Jo Haynes: 336-835-5052

## **WILKES COUNTY**

- Keeping in Touch

Ann Walker: 336-696-5400 or Majorie Caudill: 336-696-2013

- Look Good Feel (See page 41) ACS: 1-800-ACS-2345
- Reach to Recovery (See page 41) ACS: 1-800-ACS-2345

## **YADKIN COUNTY**

- Women's Cancer Group CSI: 336-760-9983 or 1-800-228-7421
- Fresh Start (Free tobacco cessation classes)  
April Pardue: 336-679-4651
- Look Good Feel Better (See page 41)  
Jami Myers: 336-463-2346
- Pink Broomstick® Visitation Program (Breast cancer peer  
visitation program) CSI: 336-760-9983 or 1-800-228-7421
- Reach to Recovery (See page 41)  
Betty Jo Haynes: 336-835-5052

## **End of Life Care**

Everyone wants to live life to its fullest. So when illness is a reality, it's natural to explore and exhaust every possible medical alternative. But when a cure is no longer an option, you and the ones you love deserve dignity, comfort and peace in the months, weeks and days ahead. Hospice & palliative care gives you a choice in how you choose to face those difficult times.

**Hospice** is medical, emotional, spiritual and social support for patients who have a serious illness. The primary goal of the hospice team is providing quality of life, peace of mind and adding life to every day for patients and their families. Hospice care is most often provided in a patient's home or primary place of residence. Under the direction of the patient's physician, a comprehensive hospice team provides care for the patient and family. Hospice nurses are on call 24 hours a day, seven days a week. The entire hospice team works to minimize the patient's physical discomfort, helps the family and patient understand the illness, and strives to replace anxiety with an acceptance of life's natural progression.



1-800-989-WILL or 212-366-5540

• **Hospice for the Carolinas, Inc.**      [www.hospicecarecenter.org](http://www.hospicecarecenter.org)  
1-800-662-8859

• **National Hospice Organization**      [www.nho.org](http://www.nho.org)  
1-800-658-8898 (Hospice Help line)

**Grief and Loss**

The experience of grief is not a sign of weakness. On the contrary, it is a healthy and appropriate response to loss. Denying grief postpones sorrow, while holding onto it may prolong pain. Understanding that loss naturally causes feelings of grief enables the healing process to begin. Recognizing the validity of grief is the initial step in accepting the reality of loss.

Although every experience of grief is inherently unique, most people’s grief follows a pattern through basic phases. Reviewing these stages with a trained counselor may help you identify your own pattern, determine where you are in the process, and anticipate what is to come.

To schedule an appointment with a counselor, contact any of the following:

Local Agencies with sliding scale fees:

- **Associates in Christian Counseling** ..... 336-896-0065
- **Family Services, Inc.** ..... 336-722-8173
- **Pastoral Counseling at WFUBMC** ..... 336-716-0800
- **Trinity Center, Inc.** ..... 336-725-3999

Other Local Resources Include:

- **Cancer Services**—call for a list of individual counselors.

336-760-9983 or 1-800-228-7421 (NC Only)

• **Hospice & Palliative CareCenter**—currently charges no fee for illness and death-related counseling.

336-768-3972.

## PART 4: COMPLEMENTARY & ALTERNATIVE MEDICINE

Many people with cancer use complementary therapies along with their conventional cancer treatment. Most physicians agree that anything that makes you feel more comfortable and relaxed during your cancer treatment is beneficial to you. **It is important that you communicate with your doctor any complementary or alternative therapies you are considering so he or she can work with you to enhance your cancer treatment.**

Some examples of integrative therapies include:

- Mind/Body/Spiritual Exercises which are used to connect the mind, body and spirit to enhance healing. Some examples include support groups, meditation, prayer, yoga, and therapies that use creative outlets such as art, music or dance.
- Manual/Energy/Physical Touch approaches include manipulation, movement or touching the body and energy fields. Some of these approaches include massage, chiropractic and energy work such as Reiki, qi qong, Healing Touch and the use of magnets.
- Herbs/Vitamins & Minerals use plant-derived herbs or extracts, vitamins and minerals. Some examples include ginkgo, folic acid and selenium.
- Diet & Nutrition approaches include special nutritional and dietary programs to help prevent or manage cancer. These approaches may encourage the use of specific foods such as broccoli, garlic, grapes or programs such as macrobiotic diets.
- Pharmacological & Biological approaches include the use of substances made from chemicals, plants and other living things.

Examples of these include coenzyme 10, chelation therapy and shark cartilage.

Most herbs and supplements have not been tested for interactions with other herbs, supplements, drugs or foods. **Always let your healthcare provider know what you are taking.**

Call **Cancer Services** at 760-9983 for information on local wellness programs.

## PART 5: PAIN CONTROL

Having cancer does not always mean having pain. For those with pain, there are many different kinds of medicines and non-medicinal methods that can be used to relieve pain. **It is important that you talk to your doctors and nurses about your pain and how well pain treatment is working for you.**

Here are some facts about cancer pain:

- All patients have the right to pain relief.
- Cancer pain can almost always be relieved.
- Preventing pain from starting or getting worse is the best way to control it.
- Telling your doctor or nurse about pain is not a sign of weakness.
- People who take cancer pain medicines rarely become addicted to them.
- Side effects from pain medicines (constipation, nausea, drowsiness) can be managed and often prevented.

When you talk to your doctor or nurse about pain you should tell them:

- Where you feel the pain
- What it feels like (sharp, dull, throbbing)
- How strong the pain feels
- How long it lasts
- What makes the pain better and what makes the pain worse
- What medicines you take for pain and how much relief you get from them
- Other things you do to get relief from pain such as rest or relaxation techniques

For more information you may want to visit one of these web sites:

[www.cancer.gov](http://www.cancer.gov)

[www.cancernet.nci.nih.gov](http://www.cancernet.nci.nih.gov)

[www.altmed.od.nih.gov](http://www.altmed.od.nih.gov)

## PART 6: NUTRITION

Nutrition recommendations for cancer patients are different from the usual suggestions for healthful eating. Nutrition recommendations for cancer patients focus on eating higher calorie foods that emphasize protein. Sometimes you may have to eat less high-fiber foods because these foods can aggravate problems such as diarrhea or a sore mouth. Nutrition for cancer patients is designed to help build up your strength and help you tolerate the effects of your cancer and treatment.

Some side effects of cancer treatment can affect your ability to eat. You may or may not have these side effects, and if you do, most side effects can often be well controlled. Also, most side effects will go away after your treatment ends. Side effects related to your nutrition include:

- Loss of appetite
- Changes in weight (weight gain or loss)
- Sore mouth or throat
- Dry mouth
- Dental and gum problems
- Changes in taste
- Nausea/vomiting
- Diarrhea
- Constipation
- Lactose intolerance
- Fatigue

Some things you can do ahead of time to deal with nutritional problems are:

- Eat a healthy diet.
- Drink plenty of fluids.
- Don't be afraid to try new foods. Some things that you may have never liked before may taste good to you during treatment.
- Stock up on foods in your pantry and freezer so you won't need to shop so often.
- Keep foods that need little or no preparation around such as pudding, cheese, peanut butter and eggs.

- Cook in advance and freeze meal-sized portions.
- Have family and friends help with shopping and cooking.
- Talk to your dietitian.

If you do experience eating related side effects your doctor and dietitian can work with you to manage the side effects. For more information you may want to visit the following web sites:

[www.cancernet.nci.nih.gov](http://www.cancernet.nci.nih.gov)

[www.eatright.org](http://www.eatright.org)

### **Other Resources:**

**American Cancer Society**—provides a booklet titled, “Nutrition for the Person with Cancer. You may request this booklet by calling 1-800-ACS-2345

**Cancer Services**—has as pamphlets and books on nutrition & treatment. 336-760-9983 or 1-800-228-7421 (NC Only)

**The National Cancer Institute (NCI)**—has many booklets for cancer patients and their families. You may find the booklets listed below helpful during your treatment. You can find copies at your oncologist’s office, Cancer Services, or by calling 1-800-4-CANCER (1-800-422-6237).

- “Chemotherapy and You: A Guide to Self-Help During Treatment”
- “Radiation and You: A Guide to Self-Help During Treatment”
- “Eating Hints for Cancer Patients Before, During & After Treatment”
- “Taking Time: Support for People With Cancer and the People Who Care for Them”
- “Facing Forward: A Guide for Cancer Patients”

## PART 7: FINANCIAL CONCERNS

Nearly 70% of people facing life-threatening or terminal illnesses will have financial challenges, but most are unaware of available options.

In most cases, patients and families facing cancer treatment without private health insurance will need to ask for financial help.

Assistance is available through local, state, or national programs. Some forms of assistance must be applied for directly by patient or family, others can be obtained only through a social worker, and still other agencies can be contacted directly.

An Oncology Social Worker specially trained to help you cope with these financial burdens is usually available at hospitals with an oncology floor or unit (such as Wake Forest University Baptist Medical Center or Forsyth Medical Center). Help may include, but is not limited to, paying for prescription medications, arranging for in-home or out-of-home care, and completing applications to state or national programs.

If you cannot return to work, find out if you have a short-term or long-term insurance policy through your employer. These policies help replace a percentage of your income while you are out of work due to illness. Talk with your human resources department to see if you have this benefit and how to request benefits.

### **Medication Assistance**

Patient Assistance Programs are offered by some pharmaceutical manufacturers to help pay for medications. To learn whether a specific drug might be available at reduced cost through such a program, talk with a physician or social worker.

In addition, the oncology social worker, oncology support program staff at both local hospitals and Cancer Services, can help to identify various local and national organizations that may offer assistance.

## Local Financial Resources

- **Cancer Services, Inc.** ... 336-760-9983 or 1-800-228-7421  
Financial assistance, including cancer medications and information and referral to other financial resources.
- **Catholic Social Service** ..... 336-727-0705  
Assists with utility and rent payments.
- **Community Care Center** ..... 336-723-7904  
Free medical clinic that provides basic medical care to patients without health insurance.
- **Crisis Control**..... 336-724-7453  
Assists with utility, food, medications and rent payments.
- **Downtown Health Plaza** ..... 336-713-9800  
Chronic condition care, acute care, physicals, immunizations, primary care, some health education, pharmacy, lab, x-ray.
- **HealthCare Access** ..... 336-723-6565  
Links patients with doctors for primary care and specialists. Small co-pays for services. Doctors volunteer time. Forsyth, Davie and Stokes counties.
- **Salvation Army** .....336-722-8721  
Rent and utility assistance and have a shelter for women and families.
- **Sunnyside Ministry of the Moravian Church** ..... 336-724-7588  
Assists with clothing food, rent, utility and some medications. *Only serves 27107 and 27127 zip codes.*
- **Social Security Administration (SSA)**..... 1-800-772-1213 or 336-727-8311  
Benefits are paid under two programs: Social Security and the Supplemental Security Income (SSI) program. Medical requirements for disability payments and determination process are the same for both. While eligibility for Social Security disability is based on prior

work under Social Security, SSI payments are made on the basis of financial need.

**- Veteran’s Administration (VA) ..... 1-800-827-1000**

If you are a veteran you may qualify for financial and/or medical benefits.

**- American Cancer Society ..... 1-800-ACS-2345**

Offers the following resource booklets:

- o “Coping financially With the Loss of a Loved One”
- o “Advanced Illness”
- o “Can I Be Prepared if Cancer Occurs?”

**Life Insurance Options**

There are some relatively new options involving the use of life insurance policies to help finance expenses for people with limited life expectancy. Income from these options could be taxable and could affect federal or state assistance such as Social Security disability benefits, Medicaid, food stamps, etc.

**Viatical Settlements**

A viatical settlement is the sale of a life insurance policy for cash(less than the full value of the policy), providing money for a person living with a terminal illness. This is done by applying to a viatical settlement company

For Information Contact:

- The North Carolina State Department of Insurance  
1-800-662-7777

**- National Viator Representatives, Inc.** [www.nvrnvr.com](http://www.nvrnvr.com) (for a free copy of “ Every Question You Need to Ask Before Selling Your Life Insurance Policy.”)

**Advances on Insurance Policies**

An advance on an insurance policy (accelerated death benefit) is an agreement between an insured person with limited life expectancy

and his or her life insurance company. The company advances up to one-half the face amount of the policy for use during the remainder of the insured's life. The balance of the policy is payable to the beneficiary(ies) after the insured's death.

For more information call your life insurance company or the North Carolina Department of Insurance at 1-800-662-7777.

## PART 8: HEALTH INSURANCE

Contact your health insurance company to confirm your benefits. The phone number is usually located on the back of your insurance card.

Filing insurance claims can be difficult to complete. If you need assistance ask the following people for guidance: business office staff at your physician's office, a family member, a friend, or a social worker.

The following private companies or agencies offer insurance filing help:

- Retired Senior Volunteer Program (RSVP)  
336-761-2111, ext. 132
- **Senior Advisory Association**—must be at least age 55.  
336-760-1950.
- **Senior Financial Care**—for Forsyth County residents ages 60 and older. Can mail out brochures at your request.  
336-896-1328.
- Senior's Health Insurance Information Program (SHIIP)  
1-800-443-9354  
336-748-0217 Provides information  
336-724-2040 Provides assistance

### Options If You Do Not Have Insurance

• **Medicaid**—a jointly funded, Federal-State health insurance program for people who need financial assistance for medical expenses. To receive Medicaid, your income and assets must be below a certain level. Some examples of eligible groups include: low income families with children, Supplemental Security Income (SSI) recipients, and Medicare beneficiaries who have low income and limited resources. These groups may receive help paying for their out-of-pocket medical expenses.

For more information contact your local Department of Social Services. In Forsyth County call 336-727-8311.

- **Medicare**—a health insurance program for people who are at least 65 years of age or who are disabled and/or Social Security disability beneficiaries for 24 months. It provides basic protection against the cost of health care, but it doesn't cover all medical expenses, nor the cost of most long-term care. Cancer patients who qualify may also be eligible for coverage of hospice services, if they are accepted into a Medicare-certified hospice program. (See page 14 for an explanation of Hospice care). Medicare Part D is an optional prescription benefit that recipients can choose, which will help cover the expense of medications. The type and costs of plans vary. Contact SHIP 1-800-443-9345 for assistance with choosing a plan.

For more information about Medicare call 1-800-MEDICAR (1-800-633-4227) or the local Social Security office at 336-767-3736.

- **Medigap**—if you are on Medicare, you may be able to purchase coverage with a Medigap or Medicare HMO. For more information contact SHIP at 1-800-443-9354 or the NC State Department of Insurance at 1-800-662-7777 or 919-733-7343.
- **Triad Disability Advocates**—local, nonprofit service that helps people secure social security disability benefits. Fees based upon a sliding scale. Call 336-650-1080.

### **Insurance Resources**

- **American Cancer Society** ..... [www.cancer.org](http://www.cancer.org)  
1-800-ACS-2345
- **Association of Community Cancer Centers**—describes standard and investigational treatments that should be covered and what to do if reimbursement is denied.  
301-984-9496.
- **Cancer Services Inc.** ..... [www.cancerservicesonline.org](http://www.cancerservicesonline.org)

(336) 760-9983 or 1-800-228-7421 (NC Only)

- National Coalition for Cancer Survivorship  
1-888-650-9127
- **The National Insurance Consumer Hotline**—answer questions and provides problem-solving support and printed materials.  
1-800-942-4242.
- **NC State Department of Insurance** (Raleigh)  
1-800-662-7777 or 919-733-7343
- **The Patient** ..... [www.patientadvocate.org](http://www.patientadvocate.org)  
**Advocate Foundation**—provides patient education about cancer care and policy issues that may affect insurance coverage and helps with legal aid referrals as indicated by patient need. 1-800-532-52

## PART 9: LEGAL CONCERNS

### Employee Rights and Health Insurance Laws

- 1. The Americans with Disabilities Act of 1990 (ADA).** Protects workers from job discrimination based on disability or disease.
- 2. Consolidated Omnibus Budget Reconciliation Act (COBRA).** Gives some workers the right to keep their health insurance coverage for a limited period of time after they leave their jobs.
- 3. Employee Retirement Income Security Act (ERISA).** Provides rights and protections for private pension and health benefit plan participants and their beneficiaries. ERISA prohibits an employer from discriminating against an employee for the purposes of preventing the employee from collecting benefits under an employee benefit plan.
- 4. The Family and Medical Leave Act (FMLA).** Prevents an employee from losing a job in the event the employee needs to take an unpaid leave of absence. This law lets eligible employees take up to 12 weeks of leave for family or medical reasons. Employers with 50 or more employees within 75 miles of the workplace are covered by this act. To file a complaint contact the ***Employment Standards Administration***.
- 5. The Health Insurance Portability and Accountability Act/Notice of Privacy Practices (HIPAA/NPP).** Limits exclusions for preexisting conditions, prohibits discrimination against employees and dependents based on their health status, and guarantees renewability and availability of health coverage to certain employees and individuals. These protections were signed into law in 1996. As of April 14, 2003, it also enforces patients rights regarding your personal health information (the Privacy Rule).
- 6. The Federal Rehabilitation Act of 1973.** States that federal employers or companies receiving federal funds cannot discriminate against handicapped workers. This law protects cancer survivors in

hiring practices, promotions, transfers, and layoffs on the federal level. In addition, you may be eligible for re-employment protection under state laws.

## **Employee Resources**

- **American Cancer Society** ..... [www.cancer.org](http://www.cancer.org)  
1-800-227-2345
  
- **Cancer Services** ..... [www.cancerservicesonline.org](http://www.cancerservicesonline.org)  
336-760-9983
  
- COBRA  
1-800-998-7542
  
- Employment Standards Administration, Wage and Hour Division of the U.S. Department of Labor  
336-547-2430 (regional office)
  
- **Equal Employment Opportunities Commission (EEOC)** Basic information line—1-800-669-3362 For answers to legal questions call 1-800-669-4000.
  
- **National Cancer Institute (NCI)** [www.nci.nih.gov](http://www.nci.nih.gov)  
1-800-4CANCER (1-800-244-6237). Ask for “Facing Forward” booklet.
  
- **National Coalition for Cancer Survivorship** 1-800-622-7939. Ask for “Working It Out: Your Employment Rights As a Cancer Survivor.”

## **Advanced Directives**

All adults - not just cancer patients - should decide who to designate to make health care decisions for them if they become unable to do so themselves. You may want a family member or close friend to take on this responsibility. It is important that you truthfully and thoroughly discuss your treatment preferences with your doctor and with the person you choose to act on your behalf. Your doctor or hospital can give you information on *Advance Directives* that help

you prepare documents that meet your state’s legal requirements for this type of arrangement. A lawyer is not required. Two common documents are as follows:

· **Living Wills**

In a living will you choose whether or not you want medical care used to prolong your life. All states recognize living wills and most states have their own forms. Your living will should be signed, dated and witnessed by two people who know you well but are not your relatives, your potential heirs or your health care providers

· **Health Care Power of Attorney**

A health care power of attorney names someone to make your medical decisions if you become unable to make them yourself. You can give instructions about any treatment you want or do not want.

Your doctor should have these documents in your medical records, and you should keep copies in a safe place (not a safe deposit box). Be sure someone else knows where they documents are kept.

For more information contact the **Community Partnership for End of Life Care** at 336-768-6157.

**Legal Resources**

If you do not have a lawyer and you want to talk with a lawyer about any of your legal concerns or questions, you may call:

- **Cancer Services** ..... 336-760-9983
- **Lawyer Referral Service of NC** ..... 1-800-662-7660
- **Legal Aid Society of Northwest NC** ..... 336-725-9166
- **Wake Forest University Legal** ..... 336-713-8630  
Clinic for the Elderly  
(must be at least age 60)

## PART 10: ONGOING PATIENT CARE

### **Assisted Living Facilities (Rest Homes)**

Rest homes provide residential care for aged or disabled persons who need a home with supervision and personal care appropriate to their age or disability. It is not a medical facility. Medical care is only occasional such as might be given in the home of any individual or family. Medication is administered by designated staff. Home health services can be provided by an external licensed home health agency when prescribed by a physician.

### **Home Health Care**

Skilled health care prescribed by a patient's physician and provided in the home. Allowable services include: skilled nursing care; physical, occupational, and/or speech therapy; medical social services and nutrition care. Personal care services may also be available. Check with your insurance company for details about covered services.

### **Nursing Homes/Intermediate Care Facilities**

Nursing homes provide a residential setting for patients who require assistance with their daily care and require or prefer the assurance of regular medical attention. In a nursing home/intermediate care facility a licensed nurse is on site for a minimum of 8 hours a day to supervise the observation, assessment, and treatment planning for patients. In a skilled nursing facility this level of care is increased to 24 hours. These services must be provided under the direction of a physician.

### **Respite Care**

A patient's caregiver often appreciates a period of time away from caregiving responsibilities. Respite care provides this temporary relief. Respite care may be formal or informal and provided either in the home or in a facility. Some examples of each are as follows:

- Formal—respite that is provided either in the home by private sitters or staff from in-home care agency; or in a facility (such as an adult day care center or a nursing home) by trained staff.
- Informal—respite that is provided by family, friends, neighbors, church members, etc. for no charge.

### **Sitters**

Patients who are living at home may need companionship or the presence of another person. Also, the primary caregiver may need respite or personal time. In these cases, sitters can be hired. Sitters do not provide hands-on care; they are simply there as companions. Sitters are generally paid out-of-pocket.

### **Resources**

- **Cancer Services**—assistance with respite care.  
336-760-9983
- **Helping Hands & Caring Hearts, Inc.**—volunteers providing errands, respite and hospitality calls and visits to homebound individuals and older adults in Forsyth County.  
336-794-2552
- **Northwest Piedmont Council of Governments, Area Agency on Aging**—call for information regarding the *Caregiver Support Program* (offering respite assistance) and information on how to choose a nursing home or assisted living facility. A Long Term Care Facility Directory for Forsyth, Davie, Stokes, Yadkin and Surry counties is available and information is updated every six months.  
336-761-2111
- **Senior Services**—for caregiver information and services available in Forsyth County to ages 60 and older. 336-725-0907
- **Senior Services Elisabeth & Tab Williams Adult Day Center**—providing adult day care services in Forsyth County. 336-724-2155

# PART 11: MEDICAL EQUIPMENT & SUPPLIES

## Medical Equipment & Supplies

Equipment and supplies are available from different sources for a fee, on loan, or free. Examples include hospital beds, wheelchairs, walkers, wigs, prostheses, disposable medical supplies, etc. You may have to arrange for the pick up or delivery of these items. Home health care agencies can provide equipment and supplies to their clients.

Two local resources that have equipment available for no fee:

- **Cancer Services, Inc.** ..... [www.cancerservicesonline.org](http://www.cancerservicesonline.org)  
336-760-9983 or 1-800-228-7421 (NC Only)
- **Shepherd's Center of Kernersville, Inc.**  
336-996-6696

## Wigs

- **American Cancer Society** ..... [www.cancer.org](http://www.cancer.org)  
336-768-1224  
*Provides wigs, turbans and hats, that have been donated, free of charge to cancer patients.*
- **Cancer Services, Inc.** ..... [www.cancerservicesonline.org](http://www.cancerservicesonline.org)  
336-760-9983 or 1-800-228-7421 (NC Only)  
*Offer men's and women's wigs that have been donated and are free of charge.*
- **Comprehensive Cancer** ..... [www.wfubmc.edu.cancer](http://www.wfubmc.edu.cancer)  
Center of WFUBMC  
*Cancer Patient Support Program*  
336-713-6954 Clinic

## PART 12: TRANSPORTATION

### Local Resources

Some agencies provide transportation to medical appointments and treatments. Some of these agencies may limit their services to senior citizens and disabled adults. If you are eligible for Medicaid, ask your Medicaid Eligibility Worker about transportation funds.

- **American Cancer Society** ..... [www.cancer.org](http://www.cancer.org)  
“Road to Recovery” – assists ambulatory cancer patients with ground transportation to and from cancer treatment.  
1-800-ACS-2345
- **Ardmore Transportation Ministry** (Ardmore area only; no fee)  
336-722-5686
- **Cancer Services, Inc.** ..... [www.cancerservicesonline.org](http://www.cancerservicesonline.org)  
(Davie, Stokes and Yadkin counties only—free transportation for radiation therapy only)  
336-760-9983 or 1-800-228-7421
- **Clemmons Transportation Ministry** (Clemmons area; no fee)  
336-766-6486; contact Joyce Love: 765-2542
- **Lewisville United Methodist Church** (Lewisville area; no fee)  
336-945-3203
- **Shepherd’s Center of Kernersville, Inc.**  
(Kernersville area, Belews Creek, Walkertown, Colfax, Oak Ridge; 60 years and older; no fee) 336-996-6696; 336-996-5755
- **Trans-Aid of Forsyth County** (free to senior citizens)  
336-727-2257
- **Winston-Salem Church & Ministry**  
(no fee; donations accepted)  
336-722-5128

- **Winston-Salem Transportation Authority (WSTA)**  
336-727-2000

## **State and National Resources**

- **Angel Flight** ..... [www.angel-flight.com](http://www.angel-flight.com)  
Free non-profit flying service  
1-800-296-3797  
1-877-621-7177
- **Corporate Angels Network, Inc.**    [www.corpangelnetwork.org](http://www.corpangelnetwork.org)  
Flies qualified patients to treatment sites, using empty seats on corporate flights. Patients must be ambulatory.  
1-866-328-1313
- **National Patient Air Transport Helpline** .... [www.npath.org](http://www.npath.org)  
Nationwide association of humanitarian flying organizations  
1-800-296-1217 – Referral service

## PART 13: INFORMATION, ORGANIZATIONS & WEBSITES

Many organizations and individuals offer up-to-date cancer-related information over the computer Internet including cancer resources, educational information, treatment information, personal stories, support groups and even information about available clinical trials. The following sites are only a small sample, and only sites that offer general cancer information are included. Links to more specific information (certain types of cancer, for example) are found on most of these sites.

### General Cancer Information Resources

**American Cancer Society** ..... [www.cancer.org](http://www.cancer.org)

The national ACS homepage is an online Cancer Resource Center and provides links to more information on cancer and ACS services.

**Cancer Care Inc.** ..... [www.cancercare.org](http://www.cancercare.org)

The homepage for the national organization, Cancer Care, Inc., has online help, a library, survivor's stories and more. (It is not related to the Cancer Care Coalition of Winston-Salem.)

**Cancer Services, Inc.** ..... [www.cancerservicesonline.org](http://www.cancerservicesonline.org)

Offers information about services that offered locally and links to national organizations.

**CancerGuide** ..... [www.cancerguide.org/tour.html](http://www.cancerguide.org/tour.html)

This site was compiled by an individual - Steve Dunn. It has very helpful information, presented in a caring and complete fashion.

**CancerLink** ..... [www.personal.u-net.com](http://www.personal.u-net.com)  
[www.personal.u-net.com/~njh/cancer.html](http://www.personal.u-net.com/~njh/cancer.html)

Designed by an individual, Nick Hill, this page is extremely thorough, and provides links to almost every cancer-related site available.

**CancerNet** ..... [cancernet.nci.nih.gov](http://cancernet.nci.nih.gov)

This National Cancer Institute (NCI) page has links to information, PDQ, research, clinical trials, NCI publications, useful links, kid's page, etc.

**CanSearch** ..... [www.cansearch.org/canserch/canserch.htm](http://www.cansearch.org/canserch/canserch.htm)

**Cancer Statistics** [www.nci.nih.gov/public/factbk95/canstat.htm](http://www.nci.nih.gov/public/factbk95/canstat.htm)

This National Cancer Institute site lists national cancer statistics.

**Guide to Cancer Resources** [www.wfubmc.edu/cancer/careccr.html](http://www.wfubmc.edu/cancer/careccr.html)  
& Services in the Winston-Salem Area

### Other Resources

A L C A S E ..... [www.alcase.org](http://www.alcase.org)  
(Alliance for Lung Cancer Advocacy, Support and Education)  
1-800-298-2436

American Brain Tumor Association (ABTA) ..... [www.abta.org](http://www.abta.org)  
1-800-886-2282 (Patient Line)

American Foundation for Urologic Disease, Inc.  
1-800-242-2383

American Institute for Cancer Research ..... [www.aicr.org](http://www.aicr.org)  
1-800-843-8114

American Liver Foundation ..... [www.liverfoundation.org](http://www.liverfoundation.org)  
1-800-465-4837, 212-668-1000

American Lung Association ..... [www.lungusa.org](http://www.lungusa.org)  
1-800-586-4872

The Brain Tumor Society ..... [www.tbts.org](http://www.tbts.org)  
617-783-0340, 617-924-9997, 1-800-770-8287

Breast Cancer Coalition of N.C. [www.cbcs.med.unc.edu/bccnc.htm](http://www.cbcs.med.unc.edu/bccnc.htm)  
1-800-419-5481

Breast Cancer Information  
1-800-UNC-8660, 919-966-0381

Breast Cancer Institute ..... [www.bci.org](http://www.bci.org)  
1-800-224-7874

Cancer Federation, Inc.  
909-849-4325

Cancer Information Service (CIS)  
1-800-4-CANCER (1-800-422-6237)

Cancer Hope Network..... [Cancerhopenetwork.org](http://Cancerhopenetwork.org)  
1-877-467-3638

Colorectal Cancer Network .....[www.colorectal-cancer.net](http://www.colorectal-cancer.net)  
301-879-1500

Combined Health Information Database (CHID)<http://chid.nih.gov/>  
301-770-5164 (FAX) .....

*Coping* (a magazine for cancer survivors)[www.copingmag.com](http://www.copingmag.com)  
615-790-2400

Gynecologic Cancer Foundation..... [www.wcn.org/gcf](http://www.wcn.org/gcf)  
1-800-444-4441; 312-578-1439

Head and Neck Cancer Information Service  
1-800-224-7874  
(Breast Cancer Institute number; they will connect you)

International Association of Laryngectomees [www.larynxlink.com](http://www.larynxlink.com)  
E-mail: [ialhq@larynxlink.com](mailto:ialhq@larynxlink.com)  
209-472-0516

International Myeloma Foundation ..... [www.myeloma.org](http://www.myeloma.org)  
1-800-452-CURE

Kidney Cancer Association .....[www.kidneycancerassociation.org](http://www.kidneycancerassociation.org)  
1-800-850-9132

Leukemia & Lymphoma Society [www.leukemia-lymphoma.org](http://www.leukemia-lymphoma.org)  
1-800-955-4LSA

Multiple Myeloma Research Foundation [www.multiplemyeloma.org](http://www.multiplemyeloma.org)  
203-972-1250

National Alliance of Breast Cancer Organizations  
1-888-80-NABCO

National Black Leadership..... [www.nblc.org/welcome.htm](http://www.nblc.org/welcome.htm)  
Initiative on Cancer (NBLIC)  
Southern: 404-752-1949

National Brain Tumor Foundation (NBTF)  
1-800-934-CURE

National Cancer Institute (NCI) ..... [www.nci.nih.gov](http://www.nci.nih.gov)  
1-800-NCI-7890 (U.S.A.)

National Cancer Survivors Day Foundation ... [www.ncsdf.org](http://www.ncsdf.org)  
615-794-3006

National Coalition for Cancer Research (NCCR)  
[www.cancercoalition.org](http://www.cancercoalition.org)  
202-544-1880

National Coalition for Cancer Survivorship [www.cansearch.org](http://www.cansearch.org)  
1-888-650-9127 (toll free) National Lymphedema Network (NLN)  
[www.lymphnet.org](http://www.lymphnet.org)  
1-800-541-3259 .....

National Marrow Donor Program ..... [www.marrow.org](http://www.marrow.org)  
1-800-526-7809 or 612-627-5800

National Prostate Cancer Coalition .. [www.pcacoalition.org](http://www.pcacoalition.org)  
202-463-9455

Ovarian Cancer National Alliance..... [www.ovariancancer.org](http://www.ovariancancer.org)  
202-331-1332

Pancreatic Cancer Action Network (PanCan) [www.pancan.org](http://www.pancan.org)  
1-877-272-6226

R.A. Bloch Cancer Foundation, Inc., Cancer Hotline

[www.blochcancer.org](http://www.blochcancer.org)

1-800-433-0464, 816-932-8453

The Sarcoma Alliance ... .. [www.sarcomaalliance.com](http://www.sarcomaalliance.com)

415-381-7236

The Skin Cancer Foundation [www.skincancer.org/melanoma](http://www.skincancer.org/melanoma)

1-800-SKIN 490

The Susan G. Komen Breast Cancer Foundation [www.komen.org](http://www.komen.org)

1-800-I'M AWARE or 1-800-462-9273

Support for People with Oral & Head & Neck Cancer, Inc. (SPOHNC)

1-800-377-0928 ..... [www.spohnc.org](http://www.spohnc.org)

The Thyroid Foundation of America

[www.clark.net/pub/tfa/index.htm](http://www.clark.net/pub/tfa/index.htm)

1-800-832-8321, 617-726-8500

Thyroid Society for Education & Research

[www.the-thyroid-society.org](http://www.the-thyroid-society.org)

1-800-849-7643

The Ulman Cancer Fund for Young Adults

[www.ulmanfund.org](http://www.ulmanfund.org)

1-888-393-FUND

United Ostomy Association (UOA)

[www.uoa.org](http://www.uoa.org)

1-800-826-0826

Us Too International (prostate cancer)

[www.ustoo.com](http://www.ustoo.com)

1-800-808-7866 630-795-1002

Y-Me (breast cancer)

[www.y-me.org](http://www.y-me.org)

1-800-221-2141

1-800-221-2141 Partner's Hotline (spouses and significant others)

9505-9505-9505-9505 Spanish Hotline

# Appendix

## **Cancer Care Coalition Member Agency Information**

# American Cancer Society (ACS)

**Address:** 1900 South Hawthorne Road, Suite 462  
Winston-Salem, NC 27103

**Phone:** 336-768-1224  
1-800-ACS-2345 (National Cancer Information Line)

**Website:** [www.cancer.org](http://www.cancer.org)

**Mission:** ACS is a nationwide community-based voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives and diminishing suffering from cancer, through research, education, advocacy, and service.

## **Services:**

**Medical Research:** ACS provides millions of dollars for cancer research both nationally and at the state level.

**Look Good Feel Better:** Free service which teaches cancer patients hands-on cosmetic techniques to help them cope with appearance-related side effects from chemotherapy and radiation treatments, provided by certified/trained cosmetologists.

**Road to Recovery:** A program that assists ambulatory cancer patients with ground transportation to and from cancer treatment.

**Man to Man:** A program that helps men cope with prostate cancer by offering community-based education and support for patients and their family members.

**College Scholarships:** \$1000 scholarships for cancer survivors who were diagnosed before the age of 21.

**Cancer Survivor Network:** A free web-based support service created by and for cancer survivors and their family members. Call 1-877-333-4673 (toll free).

**Medical Supplies:** Provides wigs, turbans and hats, that have been donated, free of charge to cancer patients. Also offers bras and breast prostheses free of charge to cancer patients.

**24 Hour Cancer Information:** 1-800-ACS (277)-2345

# Cancer Services, Inc. (CSI)

**Address:** 3175 Maplewood Avenue  
Winston-Salem, NC 27103

**Phone:** 336-760-9983 or 1-800-228-7421(NC only)

**Website:** [www.cancerservicesonline.org](http://www.cancerservicesonline.org)

**Mission:** CSI is a local nonprofit, United Way agency enhancing the quality of life for those living with cancer, and providing the gift of life through education. Serving Forsyth, Davie, Stokes and Yadkin Counties. All services are free of charge.

## **Services:**

**Home Health Equipment Loan:** Hospital beds, wheelchairs, bedside commodes, etc.

**Ostomy and Personal Care Supplies:** Bed sheets, bed pads, specific Ostomy products, nutritional supplements, wigs, prosthesis, etc.

**Financial Assistance:** For clients who meet the eligibility requirements, CSI can provide assistance with the purchase of cancer specific medications and supplies.

**Support Groups:** Several groups are offered and are open to cancer patients. Call the office for a listing of groups and meeting times and dates.

**Pink Broomstick<sup>®</sup> Program:** Peer visitation for individuals newly diagnosed with breast cancer.

**Transportation:** For clients in Davie, Stokes and Yadkin counties, transportation can be provided for radiation therapy.

**Education:** Provides specific educational programs to the public. Also offer early detection training, pamphlets, brochures, and a lending library of books and tapes.

**Patient Advocate:** Identifies community resources and provides information and referral services to clients. CSI is a co-sponsor of our regional Cancer Survivor Day celebration.

# Comprehensive Cancer Center Wake Forest University Baptist Medical Center (CCC/WFUBMC)

**Address:** Medical Center Boulevard  
Winston-Salem, NC 27157

**Phone:** 336-713-6984 – Administration  
336-716-7980 – Cancer Patient Support Program  
336-713-5440 – Hematology and Oncology Clinic  
336-713-3200 – Breast Care Center  
336-713-5440 – Thoracic Oncology Program  
336-713-3600 – Radiation Oncology  
336-765-8804 – Best Health Resource Center  
336-713-3232 – Surgical Oncology

**Website:** <http://www.wfubmc.edu/cancer/>

## **Mission:**

Our mission is to advance and provide excellent cancer care in a caring atmosphere. We are one of only 38 centers in the United States designated by the National Cancer Institute (NCI) as a Comprehensive Cancer Center and the only NCI designated cancer center in western Carolina. Designation by the NCI is a seal of excellence that means that our center is at the forefront of cancer treatment, education and research.

## **Services:**

**Patient Care:** Inpatient and outpatient services for adults and pediatrics including diagnosis, surgery, chemotherapy, radiation, blood and marrow transplant, follow-up and consultation. Our outpatient Comprehensive Cancer Center features an appearance boutique, a mediation room, outpatient pharmacy, food court and resource center.

## **Cancer Patient Support Program (CPSP):**

CPSP strives to meet the emotional and psychosocial support needs of cancer patients and their families. Services include hospital

visitation; clinic orientation; individual, group and family counseling; support groups; appearance consultation; and patient/family education.

**Breast Care Center:** The Breast Care Center consolidates the services of a multidisciplinary team of physicians and healthcare professionals in a central location, allowing patients to be seen by multiple specialists during a single visit. It is the intent of the practitioners in the center to facilitate the diagnosis and treatment process for women who have been newly diagnosed with breast cancer or benign breast disease.

**Thoracic Oncology Program (TOP):** This program provides “one stop” care for newly diagnosed patients with lung cancer. The program brings together a multidisciplinary team representing pulmonary medicine, radiology, pathology, thoracic surgery, radiation oncology and medical oncology. The program facilitates communication between specialties to provide a timely and appropriate treatment plan for each patient. In most cases patients need to come to the clinic only once to see multiple specialists and receive a consensus recommendation for their plan of care.

**Community Outreach and Education:** Community education, screening and early detection programs are offered by the cancer center throughout the year. The Cancer Center also offers programs for medical professionals. The Cancer Center is a co-sponsor of our regional Cancer Survivor Day Celebration.

**Research:** Scientists at the Cancer Center are engaged in ongoing research to develop and investigate promising new cancer treatments and diagnostic techniques. The Cancer Center maintains relationships with community oncologists in a multi-state region, providing access to state of the art cancer treatment and research protocols.

# Forsyth County Department of Public Health (FCDPH)

**Address:** 799 N. Highland Avenue  
P.O. Box 686  
Winston-Salem, NC 27102-0686

**Website:** <http://www.co.forsyth.nc.us>

## **Breast & Cervical Cancer Control Program (BCCCP)**

**Phone:** 336-703-3196 - Nurse  
336-703-3249 – Program Coordinator  
**Fax:** 336-748-3644

### **Mission:**

The Womanwise Program (BCCCP) is designed to reduce the breast and cervical cancer mortality and morbidity of Forsyth County women through early detection. Womanwise is a public health outreach program for women age 18 to 64.

### **Services:**

The WomanWise Program is a free service to women who meet certain income guidelines and do not have insurance or Medicaid. The Program is a preventive screening program. Women receive a clinical breast exam by the nurse. The nurse instructs on performing self-breast exam. A pelvic exam is performed and if the woman has not had a Pap test in five years a Pap test is done. The women are contacted by the nurse with their results. A copy is sent to their primary care provider for continuity of care.

**Education and Community Outreach:** Community outreach and education on breast and cervical cancer prevention is provided free of charge. Please call 336-703-3200 or 336-703-3249. The WomanWise Program is funded by the North Carolina Breast and

Cervical Cancer Control Program.

## **Preventive Health & Nutrition Division**

**Phone:** 336-727-2436

**Fax:** 336-727-8034

### **Mission:**

The Nutrition and Health Promotion Division strives to educate, provide technical assistance, and help set nutrition and health policies for residents of Forsyth County. Another goal is to see that all residents have access to a safe and healthy food supply and are educated in making healthy choices regarding food, nutrition, and health during all phases of the human life cycle. They also provide direct nutrition counseling services to the Downtown Health Plaza patients and the citizens of Forsyth County.

### **Services:**

**Counseling:** Both normal and medical nutrition counseling, body fat testing, and nutrition assessment for individuals of all ages are available.

**Diabetes Education:** A 12-week series is offered three times a year. Regular classes are held for Pounds-Off-Weight-Management. Every Wednesday, free **diabetic screening** is offered from 9:00 AM – 12:00 Noon.

**Smoking Cessation:** Classes are offered in a series of 4 sessions.

**Walking Club:** Has been established.

### **Education:**

Educational materials, workshops, and consultation for health professionals, employers, schools or community groups are provided upon request.

**Derrick L. Davis**  
**Forsyth Regional Cancer Center**  
**(DLDFRCC)**  
**Forsyth Medical Center**

**Address:** 3333 Silas Creek Parkway, Winston-Salem, NC 27103

**Phone:** 1-866-611-FRCC (3722)

**Website:** [www.forsythmedicalcenter.org/centers/cancer](http://www.forsythmedicalcenter.org/centers/cancer)

**Mission:**

The mission of the Derrick L. Davis Forsyth Regional Cancer Center (DLDFRCC) is to provide comprehensive, state-of-the-art cancer care for the community and region in a personal and responsive manner, with compassion and convenience for our patients, continuously growing to meet their needs through prevention, early detection, education, treatment and research.

DLDFRCC is the largest community-based cancer center in North Carolina and the largest provider of cancer care in our region. DLDFRCC satellite clinics are located in Elkin, Kernersville, Mt. Airy, Wilkesboro, Statesville, and in Davidson County. Forsyth Medical Center is the second largest hospital in the state.

DLDFRCC is a member of the Southeast Cancer Control Consortium. Through this and other affiliations, such as Duke University Medical Center, an NCI-designated Comprehensive Cancer Center, patients have the opportunity to be offered treatment and prevention clinical trials, both national and international, which may not be available anywhere else in the region. In 2004, DLDFRCC was rated number one in the nation within Community Clinical Oncology Programs in terms of patient accruals by the American Society of Clinical Oncology.

**Services:**

**Patient Care:** Inpatient and outpatient services include diagnosis, surgery, chemotherapy, radiation, stem cell transplantation,

consultation, spiritual and palliative care, nutritional and physical therapy, and numerous support programs.

**Oncology Support Program:** Physical, emotional, and spiritual comfort is emphasized to patients and their families through ongoing education, support and referral.

- For those newly-diagnosed with breast, lung, or esophageal cancers, specialized nurses in the ***Navigator Program*** provide individualized guidance and support throughout cancer treatment.
- To complement inpatient Social Services, a ***Care Coordinator*** is available to help with financial and community resources for outpatients.
- A ***chaplain***, dedicated to DLDFRCC, serves the spiritual needs of outpatients.
- The ***Resource Center*** with books, tapes, pamphlets (all available on loan), and internet-access computers offers a large variety of cancer-related information.
- During weekly meetings, a ***multidisciplinary oncology team*** reviews the needs of inpatients on the 9WT oncology unit.
- ***Support Groups*** that meet monthly at DLDFRCC include UsToo (for prostate cancer survivors) a Family Support Group for those affected by leukemia, lymphoma, myeloma or Hodgkin's Disease, Caregivers Support Group and Grief Support Group. These are open to all, regardless of hospital affiliation.

**High Risk Clinic:** People with a family history of certain types of cancer are assessed for and counseled about individual risk or hereditary disease and offered genetic testing if appropriate. Phone: 718-0264

**Community Outreach:** DLDFRCC staff and associated physicians take part in cancer screenings, health fairs, and educational talks; they also serve on community boards.

**Research:** "DLDFRCC is a member of the Southeast Cancer Control Consortium. Through this and other affiliations, such as Duke University Medical Center, an NCI-designated Comprehensive Cancer Center, patients have the opportunity to be offered treatment and prevention clinical trials, both national and international, which may not be available anywhere else in the region. In 2004, SCCC

received an award from the American Society of Clinical Oncology for being foremost in the nation for patient accrual to clinical trials. DLDFRCC was rated # 1 within the SCCC for their work in prevention trials and ranked 7th in treatment trials.”

DLDFRCC is a co-sponsor of our region’s Cancer Survivor Day celebration, Susan G. Komen NC Triad Race for the Cure, Relay for life, Hospice Hope Run and many other community events.

# Hospice & Palliative CareCenter (HPCC) Formerly Hospice of Winston-Salem/ Forsyth County Inc.

**Address:** Kate B. Reynolds Hospice Home  
101 Hospice Lane  
Winston-Salem, NC 27103

**Website:** [www.hospicecarecenter.org](http://www.hospicecarecenter.org)

**Phone:** Hospice: 336-768-3972  
KBR Hospice Home: 336-760-1114

## **Mission:**

Hospice & Palliative CareCenter is committed to providing quality medical, emotional, spiritual and social support to patients and families who face a serious illness regardless of diagnosis, prognosis or treatment. We advance excellence in compassionate care through related community collaboration, education and service.

## **Services:**

**Hospice:** Hospice provides expert care and comfort to patients and families facing the physical and emotional challenge of a serious illness. Our specially trained, professional teams of physicians, nurses, certified nursing assistants, medical social workers, chaplains and volunteers offer comprehensive, compassionate care. Hospice Care is most often provided in the patient's home, and can also be provided to patients living in a long-term care setting. Hospice care is also provided at the Kate B. Reynolds Hospice Home.

**Palliative Care:** A hospice physician will visit patient in place of residence to provide pain control and assistance in managing symptoms that might occur from one's illness. The goal of palliative care is to provide comfort care and improve quality of life and is offered regardless of life expectancy and treatment options.

**Community Support Program:** This program is designed to provide support to anyone facing a serious illness, whether it be their own or a loved one's. The Community Support Program is a non-medical model that focuses on emotional, financial, social and spiritual needs through regular telephone contact.

**Carousel Center:** The Carousel Center encompasses all Hospice & palliative CareCenter programs designed to serve children and those who love them.

**Grief Counseling Center:** The Grief Counseling Center provides counseling and bereavement follow-up to any adult grieving a death-related loss, or the anticipated loss of a loved one.

**Kate B. Reynolds Hospice Home:** The Kate B. Reynolds Hospice Home is an alternative for Hospice patients (both adults and children) who cannot remain at home because of a need for acute medical care or respite care.

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