Starting the Journey

ENLOE HEALTH | GONZALES COMPREHENSIVE CANCER CENTER

enloe.org/cancer

S7186000 06/26

"A cancer diagnosis can be disorienting. Almost immediately after your diagnosis, you are asked to make decisions that affect the rest of your life. You may feel that your life and future are no longer under your control. Reorient yourself by looking for ways to exercise your control."
— Amy R.

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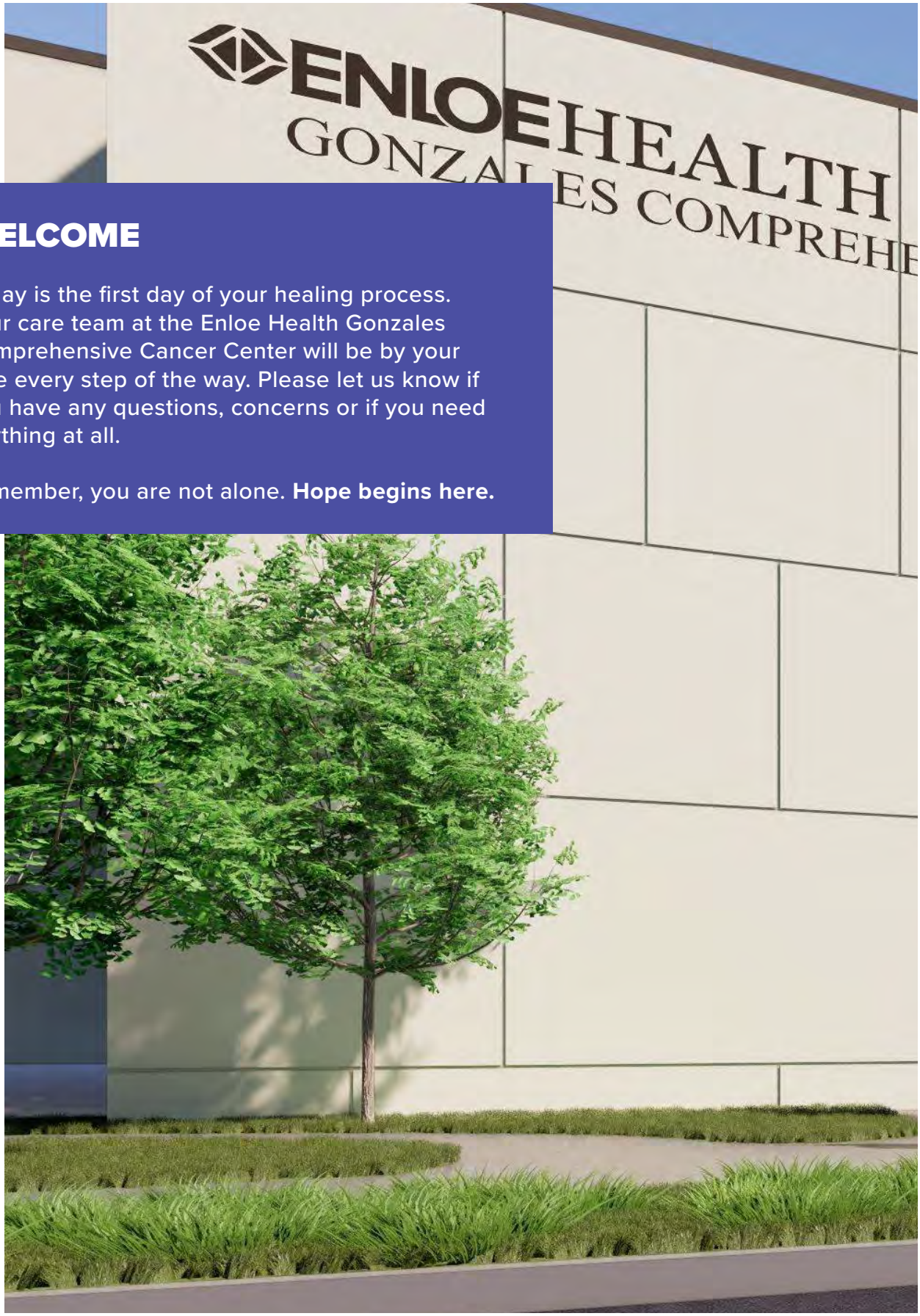
WELCOME

Today is the first day of your healing process. Your care team at the Enloe Health Gonzales Comprehensive Cancer Center will be by your side every step of the way. Please let us know if you have any questions, concerns or if you need anything at all.

Remember, you are not alone. **Hope begins here.**



ENLOE HEALTH | GONZALES COMPREHENSIVE CANCER CENTER
2390 E. 20th St., Chico, CA
530-332-4700

Scan the QR code to view a map of the Cancer Center.

FLOOR 1 – GROUND FLOOR

Patient Check-In – Main Lobby *530-332-4700*

Blood Draw Lab *530-332-7360*

Radiation Oncology *530-332-3917*

Specialty Pharmacy *530-332-4000*

AARON RODGERS FOUNDATION SUPPORTIVE THERAPIES SUITE

Health & Wellness Resource Center *530-332-3856*

Summit Conference Room 1 & 2

Quiet Room

Family & Patient Lounge

ENLOE HEALTH | GONZALES COMPREHENSIVE CANCER CENTER

2390 E. 20th St., Chico, CA
530-332-4700

FLOOR 2

Hematology Oncology *530-332-3890*
530 332 3900

Surgical Oncology *530-332-3866*

Genetics *530-332-3840*

Symptom Management *530-332-5200*

FLOOR 3

Infusion Therapy *530-332-3834*

Acupuncture *530-332-3857*

ADDITIONAL SERVICES

Social Work & Nurse Navigation Services *530-332-3833*

Clinical Trials *530-332-3858*

ENLOE HEALTH

FOUNTAIN MEDICAL PLAZA

251 Cohasset Road, Chico, CA

Breast Imaging ..... *Suite 260*
530-332-4350

Comprehensive Breast Care ..... *Suite 220*
530-332-4530

Imaging – Fountain Medical Plaza ..... *Suite 150*
530-332-7080

Lymphedema ..... *Suite 330*
530-332-3800

ESPAA (Enloe Surgical & Procedural Assessment Area) ..... *Suite 110*
530-332-6001

MY CARE TEAM

My doctor(s): _____

_____

My advanced practice provider(s): _____

_____

_____

My nurse(s): _____

_____

_____

Other people on my team:

_____

_____

_____

_____

_____

_____

Scan the QR code to meet our cancer care providers, or visit www.enloe.org/cancer for more resources, education and support.

WHAT'S NEXT

First, take a breath. Remember that if you've heard stories or had experiences with cancer before, no two cancer journeys are the same.

New treatments are making it possible for people to continue their regular activities during and after treatment. The first few weeks are often the most stressful as you juggle appointments, absorb new information and make decisions. To prepare yourself:

GATHER INFORMATION

- There are many kinds of cancer. It's important to understand your diagnosis and recommended treatment.
- Ask questions. You may struggle to process the information you receive during your initial visits. That's OK. Ask for clarification.
- Speak up if loved ones overwhelm you with their research. If you do your own research on the internet, start with two reliable sources at the most.
- Consider getting a second opinion. This won't offend your care team. It can offer you more information and give you confidence in your diagnosis.

FIND RELIABLE RESOURCES

Many websites and social media platforms offer health-related resources, but it's important to be aware of inaccurate or misleading information. Ask yourself these questions to help assess the validity of the information you find:

- Who runs the website? Can you trust the organization or person?
- What does this website say? Do the claims seem too good to be true?
- When was the information posted or reviewed? Is it up to date?
- Where did the information come from? Is it based on scientific research?
- Why does the site exist? Is it selling something?

It's best not to rely exclusively on online resources when making decisions about your health. If you're considering complementary health approaches, discuss them with your care team.

Understanding your diagnosis is important. Your patient rights include receiving information about your disease and treatment in terms you can understand. If you have questions, please ask.

The Health & Wellness Resource Center is a great resource, as is the internet. However, it's important to be cautious when researching online. Some websites aren't grounded in science.

GET ORGANIZED

- Find a care partner. This could be a relative or friend who can help you navigate tests, appointments and arrangements. Making decisions is easier when you can talk to someone you trust.
- Decide who can have access to your private health information and list them on your original patient intake form. If you wish to add someone later, complete an Authorization for Use or Disclosure of Health Information form. You can find this form by scanning the QR code.
- Some treatments may affect your oral health. Ask your care team if you should talk with your dentist about cleanings and other procedures before starting your treatment.

TAKE CARE OF YOU

- You may be trying to figure out how you'll manage your commitments during treatment. Remember the airplane advisory, "Put your own oxygen mask on before helping others." Putting your appointments and self-care first will help you feel better and be more available to others.
- Keep life as normal as possible. You are who you were before your diagnosis. Focus on other topics to keep things in perspective.
- Accept help. It might be difficult at first, but letting others help can be very rewarding and lead to special connections that otherwise might not occur.
- Don't deny your feelings. Learn how to manage them instead.
- Complementary therapies like guided imagery, aromatherapy, yoga, and massage can help reduce stress and improve your sense of well-being.

SIGN UP FOR MYCHART TODAY

MyChart — Enloe Health's patient portal — makes it easy to communicate and coordinate your cancer care. Sign up to gain secure access to your health records at any time. View your test results, message your care team, manage appointments and more from your computer or mobile device. You can also give your care partner access to your MyChart account in the Sharing Hub.

Scan the QR code for a video introduction to MyChart. Or visit the Enloe Health Health & Wellness Resource Center for assistance.

"I think it is important to read as much as I can about my cancer treatments, even the bad things that might happen. It helps take away fear of the unknown."
— Frank L.

QUESTIONS FOR YOUR DOCTOR

Asking about your diagnosis isn't always easy. Here are some questions you might ask to get the conversation started. You can write down answers or additional questions for your care team in the lines below.

DIAGNOSIS

- What type of cancer do I have? What is my exact diagnosis?
- Where is the cancer located? Has it spread beyond where it started?
- What is the cancer's stage? What does that mean?

TREATMENT

- What treatment options are available, and which one do you recommend as the best choice for me?
- How often will I have treatments? How long will they last?
- Could any drugs or supplements change the way my treatment works?

TREATMENT SIDE EFFECTS

- How will treatment affect my daily life and activities?
- What are the possible side effects and risks, and how can I manage them?
- Will treatment affect my fertility?
- What steps can I take to stay as healthy as possible before, during and after treatment?

CLINICAL TRIALS & GENETIC TESTING

- What are clinical trials?
- Are clinical trials an option for me? How can I learn more?
- Should I think about genetic testing? Are my family members at risk?

TALKING ABOUT YOUR CANCER

SPEAKING WITH YOUR CARE TEAM

Working with your care team can help you get the information you want and the health care support you need. Try these tips:

- **Bring a trusted friend or family member to appointments** for support and to help remember details.
- **Write down your questions and the answers you receive.** Keep a notebook for reference.
- **Track how you feel.** Note side effects, pain, and mood changes, and share them with your care team.
- **Be informed about your treatment plan.** Review information sheets and ask for clarification when needed.
- **Speak honestly and ask questions.** Stop your doctor or nurse if you need simpler explanations.

TALKING WITH OTHERS ABOUT YOUR CONDITION

It can be difficult to talk about cancer, especially with your loved ones. But not talking about it could wear you down and affect your relationships. Try these tips:

- **Choose your circle and set boundaries.** Decide who you want to share your journey with and what details to keep private.
- **Prepare for tough conversations.** Identify triggers and practice respectful, firm responses for when you're caught off guard.
- **Check in with yourself first.** Before engaging, ask if you're ready for the conversation. If not, use your prepared response to shift the topic.
- **Use tools to share updates easily.** Consider a patient website like CaringBridge to keep loved ones informed and receive support.
- **Find moments of humor.** Laughter can be therapeutic. Don't hesitate to say, "What I need right now is a good laugh."

TALKING WITH CHILDREN

We often hesitate to discuss cancer with kids. But by not talking to them, children may feel left out of an important event happening to a person they love.

Try these tips:

- **Embrace your emotions.** If you cry, it tells kids it's OK for them to cry. Explain why you are crying, for instance, because you feel sad, mad or scared.
- **Use words kids understand** when you talk about your condition.
- **Let kids share their feelings** and remind them that your illness is not their fault.
- **Answer their questions.** Don't be afraid to say, "I don't know."
- **Avoid promises** you may not be able to keep.
- **Reassure your children** they're loved and will be cared for.
- **Visit the Health & Wellness Resource Center** for books to help explain cancer to children.

TALKING WITH YOUR EMPLOYER OR CO-WORKERS

You may need time off from work for your treatment, and you may want to talk to your employer or co-workers to let them know. Your doctor can give you an idea of how your treatment might affect your ability to do your job. Use these tips to prepare for the conversation:

- **Know your rights.** Learn about the Americans with Disabilities Act and the Family and Medical Leave Act.
- **Talk to your doctor.** Ask how treatment may affect your job.
- **Talk with your employer.** Tell your boss about your plan to focus on treatment, ask for privacy, and check with HR for help.
- **Keep records.** Save reviews and write down talks about your illness.
- **Stay in touch.** Work with your boss to adjust your tasks if needed.

DON'T IGNORE YOUR NEED TO TALK

Don't ignore the need to talk with someone about what you're going through. Find someone you trust and a safe place to talk. Talking to a therapist, spiritual adviser or pastor can help you feel less alone. A spouse or good friend can do the same.

"It's easy to resist reaching out for help. At first it can be hard to share, but once you get going, it is such a relief." — Joe T.

DEALING WITH PRACTICAL CHALLENGES

Here are tips to help you organize offers of help, arrange housing options and coordinate transportation.

ORGANIZING HELP

Your loved ones may want to show their support by offering help. It can have a huge impact, but it can be overwhelming to match helpful offers with the tasks that need to get done. Remember, people offer help because they care and accepting it can reduce your stress. Try these tips:

- **Check out "Share the Care"** from the Cancer Center Library. This publication covers all aspects of organizing care for someone who is seriously ill.
- **Make a list of specific tasks others could do,** such as driving you to treatments, grocery shopping or mowing the lawn.
- **Make a list of people who can support you.** Don't worry about how long it has been since you talked to someone or how far they live. We hear many stories of friends or even strangers going above and beyond to help.
- **Don't be surprised if the people you thought would be there the most are the least available.** This doesn't mean they don't care. Often, they don't know how to handle the emotions they're feeling.
- **If you're uncomfortable asking for help, delegate the asking** to a friend or family member.
- **Use technology to organize help.** Several free websites help patients organize helpers. If you're uncomfortable using computers, the Health & Wellness Resource Center can help.

HOUSING OPTIONS DURING TREATMENTS

Enloe Health caregivers can help if you need temporary housing during your treatments. We maintain a list of local motels, hotels, and other facilities, many of which offer special rates to patients and their families.

Call a social worker at 530-332-3833 for more information.

TRANSPORTATION ASSISTANCE

Having a transportation plan for your appointments is crucial. Ask family and friends to help and consider sharing the driving between several people. This gives others an opportunity to feel useful and gives you more opportunities for support.

If you need transportation to your appointments, consider the following options or contact an Enloe Health social worker at 530-332-3833.

NON-EMERGENCY MEDICAL TRANSPORT FOR NON-AMBULATORY PATIENTS:

- B-Line Paratransit | 530-342-0221 | (If you're a new rider, you'll need to be registered and certified eligible by B-Line prior to using the service.)
- Colusa County Transit | 530-458-0287
- Glenn Transit/Glenn Ride | 530-934-6700
- Tehama County TRAX/ParaTRAX | 530-385-2877

If you have a Partnership HealthPlan membership, your rides to medical appointments are free. If you have transportation and want reimbursement, call 1-866-828-2303 to plan your rides.

DISABLED PERSON PARKING PLACARD OR PLATES

You can get a disabled person parking placard or plates if your mobility is impaired and a licensed physician, surgeon, physician's assistant, nurse practitioner, or certified nurse midwife certifies your condition. Call 1-800-777-0133 to have the application mailed to you or download it by scanning the QR code. (Hearing Impaired: TTY 1-800-368-4327)

You may also qualify if:

- You have heart or circulatory disease, or lung disease.
- Your condition significantly limits the use of your lower extremities.

- You have specific, documented vision problems, including low-vision or partial-sightedness.
- You lose, or lose the use of, one or both lower extremities or both hands.

NOTE: You don't have to own or drive a vehicle to use the placard.

To apply for a Disabled Person Placard:

- Complete and sign an application for a disabled person placard or plates (REG 195).
- Have a licensed physician, surgeon, physician's assistant, nurse practitioner or certified midwife sign the Doctor's Certification of Disability portion of the application.
- Include a fee for a temporary placard.
- Mail the original application to the address on the form. Your placard should arrive within two weeks.

CALIFORNIA EDD DISABILITY INSURANCE

Disability insurance provides partial wage replacement to eligible workers unable to work because of a disability due to a non-industrial injury, illness or pregnancy-related condition. Your physician will need to complete a portion of the disability insurance form to verify your disability. You can pick up a form from a Cancer Center social worker. A social worker can also assist you with the form.

YOUR TRANSPORTATION PLAN

UNDERSTANDING YOUR INSURANCE COVERAGE & FINANCIAL ASSISTANCE

As you start your treatment, you'll want to understand what your insurance covers so you can plan accordingly. Try these tips to navigate the financial waters:

TALK TO OUR FINANCIAL NAVIGATORS

The Enloe Health Gonzales Comprehensive Cancer Center offers financial navigators to help guide you through the financial and insurance aspects of care. They can:

- Review your insurance upon referral. They can also assist in referring or obtaining additional coverage.
- Explain your insurance benefits and provide an estimate of cost.
- Obtain authorizations for referral, treatment and management of your care. If we cannot receive approval from your insurance before your doctor would like you to start treatment, we can get approval from Enloe Health Patient Financial Services on a case-by-case basis.
- Review for qualification for assistance programs, assist with enrollment and help as needed once a program is in place.
- Assist in appeals and denials from your insurance.
- Communicate with other services to help manage bills from imaging, pathology and other doctors.

Financial navigators will be your advocates and can provide understanding and peace of mind. To reach a financial navigator, call 530-332-4545 Monday through Friday from 8 a.m. to 4:30 p.m.

THINK ABOUT TAX DEDUCTIONS & KEEP GOOD RECORDS

Tax deductions are available for some cancer treatment expenses, but you will need to keep good records. The IRS is your best resource for information on this. You can also find record-keeping tips on the American Cancer Society website at www.cancer.org by searching for "keeping health insurance records."

CONSIDERING CROWDFUNDING WEBSITES?

These sites can help you raise money to cover expenses during treatment. If you go this route, keep in mind that money raised counts as income and could affect your state and federal benefits, your taxable income, and your privacy.

Once information about your diagnosis is on the internet, others can see it, including future employers. If you use these sites, speak to a tax or financial adviser. Most crowdfunding sites take a percentage of the money raised. You should always read the fine print of any site you use.

"In addition to the physical challenges, it took some time for me to get my head around having cancer. Mentally and emotionally, it caused a lot of ups and downs."
— Ken B.

MANAGING ANXIETY & OTHER FEELINGS

A strong body and a positive attitude may improve your ability to manage big emotions that are a natural part of dealing with your condition. Try these tips:

- **Surround yourself with people and places you love.** Participate in activities you enjoy. You are still the person you were before your diagnosis.
- **Try relaxation techniques like deep breathing, meditation and yoga.** The Health & Wellness Resource Center has a wide selection of materials on this.
- **Be active.** A walk around the neighborhood, puzzles or classes can keep you physically and mentally strong.
- **Avoid alcohol, caffeine and tobacco.** They can add stress to your body and increase your heart rate.
- **Attend Enloe Health's Shifting My Perception sessions.** A serious illness can bring challenges, but it can also give you a chance to see life differently. Learn practical coping skills and connect with others for support and inspiration. Sessions are free and open to all patients, caregivers, and survivors. For more information, call 530-322-3856 or email cancersupport@enloe.org.

Cancer Center social workers offer patients and families free practical and emotional support. Call 530-815-8954 to reach a social worker.

CONNECT WITH A SPIRITUAL CARE VOLUNTEER

Enloe Health Spiritual Care Volunteers are available to come alongside patients and families to explore what may bring them comfort, strength, and peace. Volunteers also offer a listening ear or prayerful companionship.

This service is offered to patients and families of any religion or denomination and to those whose spirituality is experienced apart from a religious context. Call 530-332-5064 to arrange a visit with one of these volunteers.

CANCER RESEARCH & CLINICAL TRIALS

Enloe Health and UC Davis Health are bringing leading-edge cancer research and clinical trials to the North State.

As an affiliate of the UC Davis Health Cancer Care Network, Enloe Health has access to innovative clinical trials with the full support of UC Davis Comprehensive Cancer Center.

These trials help develop new treatment, medications and screening methods. By participating, you may be among the first to benefit from a new treatment and will help contribute to medical advancements. For more information about clinical trials, contact your provider or the Enloe Health Office of Clinical Research at 530-332-3858 or by scanning the QR code.

TUMOR BOARD

The Gonzales Comprehensive Cancer Center and Enloe Health Comprehensive Breast Care teams hold up to four Multidisciplinary Tumor Boards per week. These meetings include many specialists, such as medical oncologists, radiation oncologists, pathologists, surgeons, radiologists and support staff. This team of physicians and staff review each unique patient to develop the best personalized treatment plan for the patient while taking clinical symptoms, pathology, imaging and patient preferences into consideration.

COMPLEMENTARY THERAPIES

Complementary therapies can help manage physical and emotional side effects of treatment and support your overall well-being. The Society for Integrative Oncology recommends these evidence-based approaches.

- **Mind-Body Modalities:** Practices like meditation, yoga, tai chi, qigong, hypnosis, relaxation techniques, and expressive arts can reduce anxiety, improve mood, ease chronic pain and enhance quality of life.
- **Massage Therapy:** Gentle massage or reflexology can help relieve anxiety and pain. Avoid deep pressure near lesions, radiation sites, medical devices or post-surgical areas.
- **Exercise:** Physical activity during and after treatment can improve strength, energy and overall health.
- **Energy Therapies:** Reiki, therapeutic touch and healing touch may reduce stress and promote relaxation.
- **Acupuncture:** This practice is well-supported for managing treatment-related side effects such as fatigue, nausea, neuropathy and hot flashes.

Many of these complementary therapies are offered by the Aaron Rodgers Foundation Supportive Therapies program

ACUPUNCTURE AT ENLOE HEALTH

Acupuncture uses thin, sterile needles placed at specific points to relieve symptoms and promote healing. Treatments are offered in a group setting at the Cancer Center. No physician referral is required. Call 530-332-3857 to make an appointment.

ONCOLOGY MASSAGE

Oncology massage uses gentle, specialized techniques to support relaxation, better sleep, reduced pain, and improved energy. Look for an oncology-certified therapist and check your insurance coverage to understand your options.

REIKI

Reiki is a gentle, hands-on technique that promotes energy flow and relaxation. Benefits may include reduced pain, stress, and anxiety, as well as improved immunity and energy. Find local practitioners by searching online.

PLEASE NOTE:

For the safety and well-being of all patients, personal pets and emotional support animals are not permitted in the Cancer Center. Only dogs from the P.A.W.S. program and ADA-qualified service dogs are allowed.

For more information about ADA rules regarding service animals in health care settings, call 530-332-3856 or visit the Health & Wellness Resource Center.

"I also like 'grounding.' I go barefoot in nature and take in the little things like birds chirping and the color of the leaves. I also like to shift my focus to things I've experienced in the past because it brings up good feelings."
— Carole B.

FOR YOUR CAREGIVER: COPING

A care partner can be anyone who offers you physical and emotional care. That person might be a spouse or partner, family member, or close friend. Care partners can become important parts of the team by going to appointments, coordinating transportation, giving medication, handling day-to-day tasks and more.

They often have no training for this job, and dealing with cancer can strain relationships, which requires you and your care partner(s) to learn new ways to communicate. Juggling caregiving and regular employment can be particularly challenging.

Visit the Health & Wellness Resource Center for caregiving resources. Your care partner can also talk to a social worker by calling 530-332-3833, or he or she can attend the Shifting My Perception sessions to meet other care partners and find support.

Several sites offer resources for loved ones, including the American Cancer Society website (www.cancer.org). Using these resources and taking the time to take care of themselves will help care partners provide better care for you.

ADDITIONAL RESOURCES

Looking for additional insight? Try these trusted sources:

- American Cancer Society (available in English and Spanish) | 800-227-2345
- National Cancer Institute (available in English and Spanish) | 1-800-4-CANCER
- National Comprehensive Cancer Network

For scientific articles published in medical journals, visit the:

- National Library of Medicine; the main page gives you access to several different data bases

Enloe Health also has several resources on:

- Advance care planning
- Cancer and exercise
- Clinical trials
- Considering counseling
- Coping as a caregiver
- Couples and cancer
- Fertility and cancer
- Finances and record keeping
- Intimacy and cancer
- Managing fear and worry
- Pain management
- Single people and cancer
- Sleep strategies
- Survivorship and prevention
- Talking with someone who has cancer
- Tips for families
- Work and cancer treatment
- Young adults with cancer

View these resources by scanning the QR code.

WAYS WE CAN HELP

Services we provide	Who can help	Ways they can help	For more info
Billing & Payments	Patient Financial Services	• Answer questions about your medical bills and explain our challenge charges. • Help set up payment plans for unpaid bills and review charity-care applications.	Call 530-332-6300.
Cancer Rehab	Occupational therapists Physical therapists Speech therapists		Speak with your doctor, APP or nurse.
Coping & Emotional Support	Social Workers	• Provide short-term counseling for you and your family. • Referrals to local resources	Call 530-815-9854.
Diet & Nutrition Support	Dietitians	• Address lack of appetite, unintended weight loss, or weight gain and other symptoms related to cancer treatment.	Speak with your doctor, APP or nurse.
Financial Assistance & Insurance Coverage	Financial Navigators	• Help explain your insurance and get approval for your care. • Check if you qualify for assistance and help you apply. • Assist with insurance denials or appeals.	Call 530-332-4545.
Help with practical challenges	Social Workers	• Assist with transportation needs • Help with disability applications	Call 530-815-9854.
Information about cancer, treatment & coping	Health & Wellness Resource Center	• Free Cancer Center Library • Resource sheets • Support groups & classes • Assistance finding reliable online information, and MyChart help	Call 530-332-3856 or stop by.
Rescheduling Appointments	Your doctor's office		Follow the phone tree and select your doctor's office.
Sexuality & Fertility Resources	Oncologist APP Intimacy resource sheet at Enloe.org Cancer Center Library	• Provide education, guidance and resources	Talk to your nurse, APP or doctor, or check out the Intimacy resource sheet at Enloe.org. Or stop by the Health & Wellness Resource Center.
Spiritual Care	Spiritual Care Volunteers	• Help identify sources of comfort, strength or peace. • Provide companionship & prayer.	Call 530-332-5064.
Symptom Management	Symptom Management Clinic	• Optimize quality of life. • Address pain, nausea, & other symptoms. • Talk about goals of care and treatment options.	Speak with your doctor, APP or nurse.
Voice Your Choice - Advance Care Planning	Social workers	• Answer questions • Provide forms	Call 530-815-9854.

ENLOE HEALTH

Cancer Care Locations

1 ENLOE HEALTH GONZALES COMPREHENSIVE CANCER CENTER
2390 E. 20th St.
530-332-4700

2 FOUNTAIN MEDICAL PLAZA
251 Cohasset Road, Chico, CA