

# Resource Directory

FOR PATIENTS AND THEIR FAMILIES DEALING WITH A CANCER DIAGNOSIS

## About Our Accredited Cancer Program

United Hospital Center's comprehensive Community Cancer Program has been approved by the Commission on Cancer of the American College of Surgeons since 1989. In 2014,

the Cecil B. Highland Jr, & Barbara B. Highland Cancer Center received accreditation with commendation for its survey. Approval acknowledges

treatment regimens available, is complemented by clinicians who keep abreast of the ever-changing advances in cancer care.

The American College of Surgeons Approval Program sets standards for cancer programs and reviews the programs to make sure they conform to those standards.

Recognizing that cancer is a complex group of diseases, the program promotes consultation among surgeons, medical oncologists, radiation oncologists, diagnostic radiologists, pathologists, and other cancer specialists.

This multi-disciplinary cooperation results in improved patient care.

Receiving care at a Commission on Cancer (COC) approved cancer program ensures access to quality care close to home; comprehensive care offering a range of state-of-the-art services and equipment; a multispecialty team approach to coordinate the best treatment options available to cancer patients; information about cancer clinical trials, education, and support; lifelong patient follow-up through a cancer registry that collects data on type and stage of cancer and treatment results; and ongoing monitoring and improvement of care.

Forty of the 50 cancer hospitals in the country are accredited by the COC and treat more than 70 percent of newly diagnosed cancer patients.

CECIL B. HIGHLAND JR.  
& BARBARA B. HIGHLAND  
CANCER CENTER

WVU Medicine  
UNITED HOSPITAL CENTER

national recognition for the entire cancer care team at UHC.

Our commitment to providing state-of-the-art equipment and the most up-to-date

## Groups Provide Support to Cancer Patients and Family

### Hope Support Group

This group meets as needed at UHC. Programs include support and education for those with cancer and their families. Call 681.342.1804 for more information.

### Butterfly Kiss Support Group

Butterfly Kiss meets at UHC monthly; sessions are open to anyone diagnosed with breast cancer and interested in help following diagnosis and/or treatment. Support and educational programs are provided. For information and exact location of this program, call Peggy Johnson, RN, BSN, Clinical Navigator for Breast Health, at 681.342.1810.

### Caregivers Support Group

A monthly opportunity for cancer survivors, their families and caregivers coping with cancer, from newly diagnosed to any stage of survivorship. Lite lunch offered. Discussed are ways to meet daily psychological and physical challenges of cancer treatment. Meets at noon last Thursday of each month with Cancer Navigators and others with similar experiences. See main hospital registration desk for location. Call Clinical Navigators, Gretchen Hennigan, RN (681.342.1793) or Amber Biggie, RN, OCN (681.342.1796) for information.

### Look Good, Feel Better

*An American Cancer Society program*

Look Good, Feel Better creates a support system for cancer patients through sessions with professionals on make-up, skin care, hair and wigs. Self-referral to this program may be done or you can call for information. Call 681.342.1804 to register for this bi-monthly American Cancer Society program.

### Reach to Recovery

*An American Cancer Society program*

Through the Reach to Recovery program, trained American Cancer Society representatives (former breast cancer patients) visit those newly diagnosed with breast cancer to counsel, teach exercises, answer questions and offer support. Call Peggy Johnson, RN, BSN, Clinical Navigator for Breast Health, at 681.342.1810.

### Man to Man

*An American Cancer Society program*

A one-on-one support visitation for patients who have been diagnosed with prostate cancer. Visits are done by trained volunteers who are prostate cancer survivors. For more information, call 1.888.227.6333.

## **United Home Health**

A diagnosis of cancer can be devastating for patients, family and friends. United Home Health's professional staff can provide services including family teaching and support, pain management, intravenous therapy,

assistance with catheter care, dressing changes and other tasks as needed to encourage maximum comfort and independent functioning of the patient.

There is a registered nurse on call seven days a week, 24 hours a day. Other services include home health aides, physical therapy, speech and occupational therapy and medical social services. Billing to Medicare, Medicaid and third party payors is handled by the agency. Home health services are provided in Harrison, Doddridge, Marion, Lewis, Taylor, Barbour and Upshur counties. United Home Health is Medicare certified and Joint Commission accredited. United Home Health is a department of United Hospital Center.

A physician referral is needed for services, but family, friends or other health professionals may call 681.342.3200 for information.

## **People's Hospice**

People's Hospice, a service of UHC, serves Harrison, Marion, Lewis, Doddridge, Taylor, Barbour, Upshur, Wetzell and Monongalia counties, providing holistic support and care for terminally ill patients of any age and their families, allowing them to live as full a life as their illness will permit during the final stages. Any individual may refer a patient, but the attending physician must certify the patient's appropriateness for hospice care.

An interdisciplinary team of professionals — including the attending physician and the hospice medical director — guide the family in the care and support of their loved one in his/her own home, personal care home or nursing facility and are available 24 hours a day. The staff includes nurses, social workers, certified home health aides, physical, occupational and speech therapists and volunteers. Services are available regardless of ability to pay.

Support groups are offered to caregivers dealing with anticipatory grief. These groups are open to the public. Bereavement services are offered for at least one year after death to a patient's surviving family. Trained staff is available to work with children and adults.

People's Hospice is Medicare certified, state licensed, and Joint Commission accredited. For further information, call 681.342.3200.

## **Outpatient Diabetes Education**

Sometimes people with cancer will experience high blood sugar levels due to medications, treatments or the inability of the body to keep blood sugar levels down. Your doctor may recommend that you monitor your blood glucose levels, take special medication, or follow a specific diet. If you find you need instruction on how to care for diabetes, please call 681.342.1862 for an appointment (required) or for more information.

## **Health Promotion/Early Detection**

The UHC Cancer Center offers various programs and can provide pamphlets including information on early detection, prevention, specific types of cancer and cancer treatment.

The Cancer Center also conducts annual cancer screenings for men and women as well as periodic seminars on cancer-related topics. For a schedule of upcoming programs or to obtain pamphlets or other information, call 681.342.1804.

## **Cancer Genetics Testing**

Discuss with your physician whether you would benefit from genetic testing. For more information about testing, call 681.342.1804. If certified counseling is needed, a referral will be made by your physician.

## **Yoga**

Yoga is an ancient system of relaxation and exercise addressing the physical, mental, intellectual, emotional and spiritual dimensions toward an overall harmonious state of being. YMCA—Clarksburg and Bridgeport offer yoga classes for around \$40 for a 6-7 week class. Call 304.623.3303 (Clarksburg) or 304.842.6904 (Bridgeport).

## **Tai Chi**

Anyone can benefit from tai chi. This low impact activity can be an important part of a healthy lifestyle. Its gentle, fluid movements and proven health benefits provide stress reduction and improve physical comfort and balance. For more information and class schedule, call 681.342.1805.

## **Reflexology**

Reflexology is a treatment that uses pressure on specific areas (called reflex points) of the feet and/or hands with the goal of relieving a variety of problems and balancing the flow of vital energy throughout the body. Reflexology has been determined to be helpful with relaxation and relieve pain in some people. A reflexology expert/services are available from Valerie Dunlevy, BA, LMT, who provides reflexology, massage and yoga. Call Natural Touch, 304.745.3958, for service and fee information. Some insurance carriers provide coverage with physician referral.

## **Acupuncture**

Acupuncture is the use of needles at specific points (called meridians) to correct and re-establish the flow of energy (called chi) and stimulate the body's natural healing ability. Acupuncture has been determined helpful for relief of pain, nausea/vomiting from chemotherapy. To reach Ahmed Mahmoud, MD for an appointment or information on costs, call 304.933.3352.

## **Mammography Services\***

Mammography services are available at United Hospital Center. The test is performed in comfortable, pleasant surroundings. Physician referral is necessary.

Mammography services at UHC are certified by the American College of Radiology. For more information on breast care services at United Hospital Center, call 681.342.1300.

## **Cancerline 1.800.924.2083**

The Cancerline is an ongoing information service to the communities surrounding United Hospital Center. The phone line is staffed from 8 a.m. to 5 p.m. After 5 p.m., an answering machine will take your message and your call will be returned.

Many individuals have taken advantage of receiving information over the phone or through the mail on a cancer-related topic.

This service is not for emergencies and does not replace the importance of talking with your physician.

## **United Pain Management**

Depending on the type of cancer, as many as one-third or more of all patients report pain that may interfere with their social and physical activity and overall enjoyment of life.

At United Pain Management, the staff's goal is to help return patients to as functional and as independent a life as possible.

Treatment can be as easy as oral medication changes, epidural narcotics through a catheter or other advanced treatments such as neurolytic blocks. For more information, ask your physician for a referral or call United Pain Management at 681.342.3500.

## **United Transitional Care Center\***

United Transitional Care Center (UTCC) is a 32-bed skilled nursing facility affiliated with United Hospital Center.

Oncology patients may qualify for admission by meeting specific medical guidelines set by Medicare for skilled coverage. Some typical services include intravenous therapy for hydration, medication and pain control; skin care management; and nursing management. A committee will review each referral for possible Medicare coverage and admission to the facility.

UTCC utilizes an interdisciplinary approach to geriatric care and provides short term sub-acute services. More information may be obtained from your hospital social worker or by calling 681.342.5100.

## **Clinical Trials**

When appropriate, various clinical trial opportunities are available to the patients of UHC. Your physician may offer this investigational option depending on the type and stage of your cancer. Clinical trials currently available at UHC may include but are not limited to treatment; study of tumor tissue; laboratory analysis of components of blood; and prevention of cancer in high-risk individuals. Clinical trials are provided in collaboration with WVU Healthcare.

Other national sources of clinical trial information include the American Cancer Society (1.888.227.6333, [www.cancer.org](http://www.cancer.org)) and the National Cancer Institute

(1.800.4.CANCER, [cancer.gov/clinicaltrials](http://cancer.gov/clinicaltrials)).

Talk to your physician if this is appropriate for you. Call 681.342.1804 for more information on cancer research at UHC.

## **Radiation Oncology**

Radiation Oncology provides a full range of services including state-of-the-art equipment. Two new linear accelerators are available, which have electronic imaging of treatment sites; cone-beam CT which does simple CT scans within the accelerator itself for day-to-day comparison of patient positioning; and stereotactic cones that will give the doctor an additional treatment method for small tumors. There are additional features that improve patient care. The department also has a new CT simulator so patients are now scanned in the department rather than at a remote site. For more information, call 681.342.1800.

## **UHC Infusion Center**

The UHC Infusion Center is located in the cancer center. This department provides care to outpatients with infusion needs as chemotherapy, blood products, fluids for hydration, antibiotics and care of intravenous catheters and ports. When the physician/patient team determines outpatient cancer care is appropriate, the UHC infusion center will assist in meeting your needs. Call 681.342.1820.

## **Lymphedema Management**

A program for women and men with lymphedema, this service includes therapy to redirect fluid to lymph nodes plus education on home management. For more information, call United Rehab at 681.342.5610.

## **Health Access**

This free clinic provides primary care, specialty care to residents of Harrison and Doddridge counties upon referral, and pharmaceuticals.

Diagnostic testing and acute hospital care are available for patients through collaboration with UHC. Patients are self-referred to Health Access and qualify for services based on financial need.

Patients must have been denied Medicaid benefits in order to apply at Health Access. For more information, call 304.622.2708.

*\*Denotes  
physician referral required*



## **Chaplaincy**

The Chaplaincy service staff is available to assist patients who would like to speak to a chaplain; receive the sacraments of his/her church; or contact his/her own pastor. Call Chaplaincy at 681.342.1735.

The hospital chapel is located on the first floor near the main entrance and is available for private prayer and reflection.

## **Discharge Planning and Social Services**

Discharge planning includes coordination of community resources to assist you in obtaining care outside of the hospital. This may include durable medical equipment, home health and hospice referrals. The department's staff also assists with support services, nursing home placements, skilled care center placements and assists with

transportation arrangements for outpatient radiation therapy.

For more information, call 681.342.1670.

## **Concerns/Complaints**

If you feel any concerns or complaints you have about your hospital stay are not being addressed satisfactorily by the staff, please ask to speak to the department manager or call 681.342.1600 for further assistance.

## **Nutrition Services**

Registered dietitians provide personalized nutritional assessments, teaching and support to cancer patients on an inpatient as well as outpatient basis.

Their expertise about nutritional needs and concerns helps patients to maintain a healthy diet throughout their treatment.

Specific questions may be addressed to UHC's oncology dietitian by calling 681.342.6158 and asking for a dietitian.

## **Psychosocial Services**

Behavioral therapists are available to assist with the many emotions that the diagnosis and treatment of cancer can bring. For questions please call 681.342.1830.

## **Rehabilitation Services**

The purpose of rehabilitation is to help individuals attain or perform at their highest possible level of function. These nationally certified professional oncology services offered at UHC include occupational, physical, speech and ostomy therapies. The therapist will establish a program based on identified needs to meet your personal goals. Rehabilitation may help those who are demonstrating a decrease in mobility skills, strength, endurance, daily living skills, communication skills and swallowing skills.

For more information, call 681.342.5610 for rehabilitation services and 681.342.1888 for ostomy services.

## **Billing Concerns**

You or a family member may visit our Patient Accounts Representative should there be questions regarding your account or you need copies of your statements. This office is located on the first floor of United Hospital Center next to the cashier window. If you need assistance locating the Patient Accounts Representative office, a volunteer at the information desk or one of the greeters will assist you.

United Hospital Center also processes claims to your insurance carrier(s). However, if a balance remains (or you do not have any insurance coverage), we can arrange for an installment payment program.

If you cannot pay, we can provide assistance, based on annual family

income guidelines published by the federal government.

Because the hospital patient accounts processes are complex, we usually register you each time you are a patient which will mean you could have many accounts. However, we can list all accounts under a single account for your family which simplifies the billing process.

The hospital bill does not include charges for physician's services (your personal physician or a specialist). The hospital bill also does not include charges for any Radiologist fees or the ER physicians. You may receive additional bills for those physician charges. The hospital bills for traditional hospital services plus for the pathologist and electrocardiogram (EKG) interpretations. If you need to call about your

account, please use the following numbers:

- Hospital patient accounts representative .....681.342.3100
- United Hospital Center Anesthesia ..... 1.888.505.2455
- Radiation Oncologist patient accounts .....681.342.1824
- Radiological Physician Associates..... 1.866.338.6463
- University Health Associates..... 1.800.541.4009

## **Medicaid Eligibility Specialist**

A Medicaid eligibility specialist is available at UHC who can assist patients in determining eligibility for Medicaid and completing necessary paperwork to receive Medicaid benefits if they have no insurance or means of paying their hospital bill. For more information, call 681.342.1711.

# American Cancer Society Provides Many Services

All American Cancer Society (ACS) programs are free of charge and are made available by past contributions to the ACS.

## Information and guidance

- The ACS Resource Center is located within the Cecil B. Highland, Jr. & Barbara B. Highland Cancer Center.
- Referral to helpful ACS programs and other available community resources
- Non-medical advice and information on cancer, its treatment and the care of cancer patients
- A wide variety of cancer education materials on prevention and early detection

## Transportation

- Road to Recovery program: transport for ambulatory patients to and from their treatment centers in certain areas

## How to Contact the American Cancer Society

The American Cancer Society has a resource center located within the UHC Cancer Center. To visit the resource center or for answers to questions, please call 1.888.227.6333 or 681.342.1804.

This office serves the northern part of West Virginia, including Barbour, Doddridge, Gilmer, Harrison, Lewis, Marion, Monongalia, Preston, Taylor, Tucker, Upshur, Ritchie and Randolph counties.

For more information about services in other parts of West Virginia, call 1.888.227.6333.

## Important ACS Phone Numbers

- UHC ACS Resource Center ..... 1.888.227.6333
- Services and Financial Assistance at Patient Resource Center ..... 1.888.227.6333
- Information and Guidance 24 hours a day, seven days a week ..... 1.888.227.6333
- Local programs ..... 1.888.227.6333
- Cancer Survivors Network ..... 1.877.333.4673
- Website ..... cancer.org

## Rehabilitation and support

- Reach to Recovery is a one-on-one support visitation for patients who have had breast cancer surgery. Visits are done by trained volunteers who have had breast cancer surgery
- FreshStart is a four-session program which offers information and strategies to help individuals with their own efforts to stop smoking or using smokeless tobacco
- I Can Cope Online offers free online classes to allow cancer survivors and caregivers to take classes in the privacy of their homes and when it is convenient. The self-paced

classes take about 30 minutes and are available at [www.cancer.org](http://www.cancer.org). Go to the pull-down menu for Support Programs & Services, and select *I Can Cope*

## Access to a Patient Advocate

- A licensed clinical social worker
- Assist with loss of income
- Assist with lack of insurance
- Locate community resources
- Assist with emotional impact of a cancer diagnosis
- Follow-up phone calls for further patient assistance

Call 1.888.227.6333 to speak to a Patient Advocate.

## Need More Information?

- VP of Oncology and Post-Acute Care  
Linda Carte, RN, MSN, AOCN ..... 681.342.1830
- Oncology Program Coordinator  
Nancy Dye, RN, CCRP ..... 681.342.1804
- Cancer Registry  
Lorry Richards, RHIT, CTR ..... 681.342.1803
- Nurse Manager, Inpatient Oncology  
Tina Harding, RN, BSN ..... 681.342.6350
- Radiation Oncology Chief Therapist  
Cathy Libert, RTT ..... 681.342.1805
- Radiation Oncology Nurse  
Donna Riddle, RN, BSN ..... 681.342.1808
- Outpatient Infusion Center  
Melissa Morgan, RN, BSN ..... 681.342.1820
- Oncology Social Worker  
Tracy Potesta, LSW ..... 681.342.1681
- UHC Cancerline ..... 1.800.924.2083
- American Cancer Society local services  
Mary Lough ..... 1.888.227.6333
- Clinical Navigator for Breast Health and GYN .... 681.342.1448  
Peggy Johnson, RN, BSN
- Clinical Navigator for Lung, Colon, Melanoma,  
Pancreatic or Liver Cancer ..... 681.342.1447  
Amber Biggie, RN, OCN
- Clinical Navigator for Urology, Hematology,  
Head and Neck and Brain Cancer ..... 681.342.1441  
Gretchen Hennigan, RN

# 2016 Program Schedule

## Community Support Groups\*

For more information call Nancy Dye, 681.342.1804.

## Cancer Survivorship Workshop

For all cancer survivors/family and friends. Important topics will be discussed which may include the following: communication, nutrition, spirituality, rehabilitation needs, financial issues, thoughts and feelings, and survivorship panel.

### Annually

For more information, contact Nancy Dye, Oncology Program Coordinator, 681.342.1804.

## Butterfly Kiss

A group for those with breast cancer and their families/friends. For more information, call Peggy Johnson, RN, BSN, Clinical Navigator for Breast Health, 681.342.1810.

## Bereavement Support Group

To register or for more information, call Leigh Ann Ritter, 681.342.3259.

## FreshStart\*

A 4-session program to help individuals stop smoking or using smokeless tobacco. For more information or to register, call American Cancer Society, 1.800.ACS.2345.

## Getting Through the Holidays

A program for those who have lost a loved one in the past year – grief workshop.

### November - December

For more information or to register, call Leigh Ann Ritter, 681.342.3259.

## Learning to Live with Cancer

Your choice of an informational video or DVD. To obtain a copy, call Oncology Program Coordinator, 681.342.1804.

## Skin Cancer Screening

Skin screening available at no cost; pre-registration required.

### Spring

For more information or to register, call 681.342.1804.

## Look Good, Feel Better\*

A program where women with cancer can receive tips on makeup, hair, wigs and turbans. Call 681.342.1804.

## Celebration of Life

Annual cancer survivor program; invitations are sent to those patients treated at UHC. For more information, call Linda Carte, 681.342.1830.

## Men's Health Event

### Spring

For more information Nancy Dye, Oncology Program Coordinator, 681.342.1804.

## Nutrition Information\*

Get answers or suggestions for your questions on nutrition. Call Nancy Dye, Oncology Program Coordinator, 681.342.1804.

## Women's Cancer Screening

Breast exam, pap test, colorectal screening and mammogram at no cost; pre-registration required.

### October

For more information, call Nancy Dye, Oncology Program Coordinator, 681.342.1804.

## Let's Talk About Cancer with Kids

For kids who have a close relative who has been diagnosed with cancer. Tour Infusion Center, Radiation Oncology and inpatient unit as well as discuss feelings and emotions with a therapist. For more information or to register, call Nancy Dye, Oncology Program Coordinator, 681.342.1804.

## Cancer Genetics Testing

Discuss with your physician whether you would benefit from genetic testing. For more information or to register, call Nancy Dye, Oncology Program Coordinator, 681.342.1804.

## Voyager Newsletter

Informative cancer care newsletter. If you would like to be added to the mailing list or for more information, call Nancy Dye, Oncology Program Coordinator, 681.342.1804.

## Clinical Trials

For information on the clinical trials currently open and enrolling, call Nancy Dye, RN, CCRP, Oncology Program Coordinator, 681.342.1804.

## Navigators

For cancer patient information, contact

- Peggy Johnson, RN, BSN, for breast or gynecological cancer, 681.342.1448.
- Amber Biggie, RN, OCN, for lung, colon, melanoma, or any tumor in the abdomen, 681.342.1447.
- Gretchen Hennigan, RN, for urology, hematology, head and neck, and brain, 681.342.1441.
- Unknown primary call any Navigator listed.

*\*Program offered in conjunction with American Cancer Society*

If you have a suggestion for a program or service, call Linda Carte, 681.342.1830.

For information on community education programs or to be placed on a mailing list to receive information call 681.342.1804.

Unless otherwise noted all programs are held on the UHC campus.

*Note:* Program dates and times are subject to change throughout the year. Therefore, it is important to call and register for programs or to call for any information you may need.



For information on any cancer-related topic call the Cancer Information Line.

**1-800-924-2083**

**CANCERLINE**  
At United Hospital Center