Former Speaker of the Florida House of Representatives, H. Lee Moffitt, first conceived the idea of creating a world-renowned cancer center in the early 1980s. He was a cancer survivor himself, and when his friends had to leave Florida for treatment, he realized it was time to take action.


Today, Moffitt is one of only 47 National Cancer Institute-designated Comprehensive Cancer Centers in the U.S., a distinction that recognizes Moffitt’s excellence in patient care, research, clinical trials, cancer prevention and cancer control.
Moffitt Cancer Center looks at every patient’s cancer as unique. We start with a precise diagnosis that identifies the specific DNA alterations in your tumor and then create a treatment plan that is individually tailored to you.

A multidisciplinary team of specialists collaborate to look at your cancer from every perspective. The ultimate goal of personalized medicine at Moffitt is to create new, targeted treatments that will cure disease and improve quality of life.

**TOTAL CANCER CARE®**

**DO YOU WANT TO HELP MOFFITT UNDERSTAND HOW TO PERSONALIZE CARE FOR EACH PATIENT?**

Moffitt is committed to finding new and better ways to meet our patients’ needs. To do that we need your help. As a patient, you can assist researchers and doctors in better understanding your disease by participating in the Total Cancer Care® study.

Total Cancer Care® is a collaboration among doctors, researchers and you, the patient, as we work toward identifying the right treatment and diagnosis for each unique person. By studying data from patients over the course of their lifetimes we hope to develop a new approach that individualizes cancer care for everyone.

Once a patient agrees to enroll in Total Cancer Care®, here’s how it works:

1. We may review your medical records.
2. We may collect extra tissue removed during a surgery or a biopsy but not needed for diagnosis, blood or bodily fluids.
3. We may possibly re-contact you in the future with new clinical trials and information that may benefit you.

**You can sign up today.**

- Log into your MyMoffitt patient portal and click on the Total Cancer Care® (TCC) link. The website will walk you through the steps to sign up.
- Call 1-888-MOFFITT (1-888-663-3488) and ask about the Total Cancer Care® study.
- Email TCC-Coordinators@Moffitt.org

We hope you will consider becoming a part of this important study. Every participant helps take us one step closer to that next big breakthrough in cancer treatment.

**A CLINICAL TRIAL**

is a research study that finds new ways to prevent, diagnose or treat disease. Much of this research is done through clinical trials that explore new medical discoveries or new ways to use existing treatments to improve outcomes. With the help of patients like you, we hope to find answers to the questions we still have about cancer care.

Your participation in a clinical trial is completely voluntary and you may leave it at any time. Ask if a clinical trial may be right for you. Open trials are also available by visiting Moffitt.org/Clinical-Trials.
**ARTS IN MEDICINE** provides trained expressive artists who bring music, art, poetry, theater and movement to patients, families and visitors at the bedside, in clinics and lobbies. Open studios are held at:

- The Magnolia Campus – Monday - Friday in the Arts In Medicine Studio located by the B elevator on the 3rd floor of the Muriel Rothman Building
- The McKinley Campus – Monday - Friday in the Patient and Family Center, 1st floor, next to Publix Pharmacy
- Moffitt International Plaza – A certified music practitioner is in clinics and the infusion center several days each week

For more information, please call 813-745-8407.

**FAMILIES FIRST** is a special program to help parents and children under 18 years of age cope with changes that occur within the family when a parent has cancer.

The program provides:

- Guidance to parents on how to convey information about cancer and its treatment to children
- TLC backpacks for children and parents
- Loan library of recommended readings
- Therapeutic specialty programs providing peer support and promoting family fun and togetherness

To reach the Families First Program, please call 813-745-8407.

**THE CHAPLAINCY CARE PROGRAM** offers clinically trained, non-denominational interfaith chaplains who can provide spiritual counseling and support to patients, family members, and caregivers.

An Interfaith Chapel is located on the first floor of the Magnolia campus, near the Publix Pharmacy.

McKinley offers a Quiet Room, a non-denominational place of respite for patients, families, and guests, on the 2nd floor.

**CLINICAL SOCIAL WORKERS** are available on in-patient units and in clinics to assist patients, family, and caregivers with the complex emotions, problems, and situations that arise from a cancer diagnosis. Our trained clinical social workers can provide one-on-one and group counseling, resource referral, preparation of advance directives, and help with communication with the medical team. To talk to a clinical social worker or request an appointment, call 813-745-8407.

**FERTILITY PRESERVATION CLINIC** Some cancer treatments may affect your ability to have children. A University of South Florida reproductive endocrinologist/fertility specialist can consult with you about fertility preservation and family building options. Your Moffitt health care provider may arrange for your appointment, but no referral is necessary. To make an appointment directly, call USF at 813-974-1192.

**GENETIC RISK ASSESSMENT SERVICE** The Genetic Risk Assessment Service’s team of genetics counselors and physicians provide genetic risk assessment and counseling for patients with certain types of cancer or who have a strong family history of cancer. To reach the genetics counselors, please call 813-745-3980.

**INTERVENTIONAL PAIN MEDICINE** provides pain management for patients who have acute or chronic long-term pain. A combination of diagnostic tests and treatments is available to identify the source of the problem and set the stage for the best possible source of relief. Call 813-745-8207 to reach the Interventional Pain Clinic.

**LANGUAGE SERVICES FOR LEP AND DEAF AND/OR HARD-OF-HEARING PATIENTS** provides trained medical interpreters and translators to assist you and your family during consultations, procedures and general visits. Telephone and video-based interpreters are available 24-hours a day in more than 180 languages. Visit Moffitt.org/LanguageServices or ask a team member for more information.
The LODGING PROGRAM offers a range of nearby short-term and long-term lodging options at discounted rates. Ask your social worker about lodging options. Limited financial assistance may be available to those who qualify. Call 813-745-8407 or visit Moffitt.org/Lodging for additional information.

MOFFITT COMMUNITY OUTREACH AND EDUCATION CENTER If you have some free time between appointments, join us for a fun, educational activity, learn more about Moffitt’s resources and resources available in the community or just relax. To reach us, please contact MPower@moffitt.org or 813-454-8417.

NUTRITION AND REHAB SERVICES works with you and your family to develop a personalized care plan. Nutritionists will talk with you about best foods to eat during treatment or recovery. Rehabilitation services include speech pathology, physical and occupational therapy. To reach Nutrition and Rehab Services, please call 813-745-8449.

The PATIENT AND FAMILY ASSISTANCE PROGRAM assists patients who need help with additional expenses incurred during treatment. Referrals to national and community agencies are made. Limited financial assistance may be available to patients who demonstrate need. To reach the Patient and Family Assistance Program, please call 813-745-8407.

The PATIENT DISABILITY OFFICE provides assistance with commercial insurance-related disability forms and Family Medical Leave applications. A nominal fee may apply. Please call 813-745-2356 to speak with a Patient Support Specialist.

PATIENT LIBRARY & WELCOME CENTER Learn how to access patient and family resources and information including brochures on cancer and its treatments and Moffitt’s supportive services. Computers with free Internet are also available. Hours: 8:30 a.m. - 5 p.m., Monday - Friday; 813-745-4710, PatientLibrary@moffitt.org.

MAGNOLIA CAMPUS: Patient Library & Welcome Center, 2nd floor, Muriel Rothman Clinic Building, elevator B.

MCKINLEY CAMPUS: Patient and Family Center, 1st floor, next to Publix Pharmacy. The center also houses an Open Studio with a skilled Artist In Residence to encourage and guide creative expression.

INTERNATIONAL PLAZA CAMPUS: Patient and Family Resource Center, second floor.

Professionally led SUPPORT GROUPS provide a safe and caring environment for patients and families to connect with others who truly understand, learn ways to cope and develop problem-solving skills. Groups include:

• Patient Support Group (any cancers)
• Family & Friends Support Group
• Breast Cancer Support Groups
• Metastatic Breast Cancer Group
• Lung Cancer Phone Group
• Finding Balance with Cancer

For more information about Moffitt Support Groups, please call the Social Work Office at 813-745-8407.

The SUPPORTIVE CARE MEDICINE PROGRAM helps patients and families manage the physical, emotional and social challenges of having cancer. The program includes three services:

• The Integrative Medicine Service offers complementary therapies, including yoga, massage therapy and meditation.
• Behavioral Medicine psychiatrists and clinical psychologists provide medication management, therapy and counseling to help manage anxiety, depression and other stressors or coping challenges.
• Palliative Medicine specialists provide symptom management, emotional and spiritual support throughout the course of your illness. The team members also help with transitions of care and advance care planning.

Call 813-745-4630 to reach the Supportive Care Medicine Program.

The TOBACCO TREATMENT PROGRAM offers guidance and support to help you and your family make decisions about tobacco use. Customized treatment plans can help those who desire to quit. Call 813-745-8811 or email our Tobacco Treatment Specialist at TobaccoTreatment@moffitt.org to learn more.

The Tobacco Research and Intervention Program (TRIP) is dedicated to understanding, preventing and treating tobacco dependence. Moffitt’s FreshBreak® Smoking Cessation Clinic at TRIP offers new smoking cessation treatments. If you would like more information or are interested in participating in tobacco smoking research, please call 813-745-1751.
MAGNOLIA HAIR SALON is located on the ground floor of the Magnolia campus and offers professional hair styling, wigs, accessories and consultations. Licensed stylists have been trained and certified by the American Cancer Society as part of the Look Good Feel Better program. Appointments are required. Call 813-745-7299. Hours of operation are Monday - Friday from 9 a.m. - 5 p.m.

Look Good Feel Better teaches beauty techniques to help manage the appearance-related side effects of cancer treatment. Moffitt is a host site for the program. To register, please call 1-800-395-LOOK (5665).

LORI’S GIFTS is located in the main lobby of the Magnolia campus and on the second floor of the McKinley Outpatient Center. Hours are Monday – Friday 9 a.m. – 8 p.m. at the Magnolia campus and Monday - Friday 7 a.m. – 6 p.m. at McKinley Outpatient Center. The gift shop is also open during select hours on weekends.

MEALS AND SNACKS

CAFETERIA at Magnolia campus
Located on the ground floor of the main hospital and open to patients, families, visitors and employees.
• Breakfast: 6:45 a.m. – 10:30 a.m.
• Lunch: 11 a.m. – 3 p.m.

SHORT ORDER GRILL at Magnolia campus
11:15 a.m. – 1:30 p.m. (closed on weekends)
• Salad/Deli Bars: 11 a.m. – 6:45 p.m.
• Dinner: 4 p.m. – 6:45 p.m.
• Vending area open 24-hours a day

COMMON GROUNDS COFFEE SHOP at Magnolia campus
Located in the Muriel Rothman Building on the first floor near the B elevators.
7 a.m. – 4 p.m. Monday – Friday

BAY COFFEE AND TEA at McKinley Outpatient Center
Located on the first floor near the Healing Garden.
7 a.m. – 5 p.m. Monday – Thursday
7 a.m. – 4 p.m. Friday

THE RUNWAY CAFÉ at Moffitt at International Plaza
Located on the first floor near the main entrance.
7 a.m. – 3 p.m. Monday – Friday

OXYGEN SERVICES If you are using oxygen that has been prescribed by your physician, Moffitt can provide a portable oxygen tank for your use during your outpatient visit. Pick up a Moffitt tank at one of the information desks. We are not able to fill your personal tank due to fire protection codes. We regret that we can supply portable oxygen only to Moffitt patients.

The PUBLIX PHARMACY, available at the Magnolia campus and Moffitt McKinley Outpatient Center, can help make your return home easier by preparing or refilling your medication so it’s ready when you are.

If you have any questions about insurance and co-payments, patient resource specialists are available Monday through Friday, 8:30 a.m. – 6:30 p.m., and Saturday and Sunday, 9 a.m. – 5 p.m. Visit Publix.com/pharmacy to learn more or call 813-745-8484.
YOUR FIRST VISIT

Moffitt has multiple locations in Tampa, so please pay special attention to your appointment location. For directions, refer to the back of this guide or call us at 1-888-MOFFITT (1-888-663-3488).

WHAT TO PROVIDE BEFORE YOUR APPOINTMENT
Your scheduling or clinical coordinator will ask you to collect the following items:

• Your medical records – It is important we receive your medical records and radiology images prior to your first appointment.

• Pathology slides and written reports – If you’ve already had a biopsy or surgery for cancer, it is important we receive the actual glass slides, as well as the written report from the pathologist prior to your first appointment. A Moffitt pathologist will provide an interpretation of the slides for your oncologist. Please note that there is a charge for this service.

WHAT TO BRING TO YOUR APPOINTMENT

• Identification cards – Bring a photo ID, all health insurance identification cards (including secondary insurance and supplemental policies) and your outpatient prescription benefit card.

• Medications – Bring a current list of all medications you take, including dosages, and all over-the-counter medications such as vitamins or supplements to your first appointment. Let your health care team know about allergies to medications, foods or anything else that causes a reaction.

• Referring physician follow-up – Bring the addresses and phone numbers of your primary care and referring physicians.

PATIENT APPOINTMENT REMINDERS SERVICE
To better assist our patients with appointment confirmation, Moffitt sends automated patient appointment reminders using the contact information you provided to our registration team. You will receive the reminders by phone, text and/or email. We ask that you confirm your appointment when you receive the reminder. If your plans change, please request to be rescheduled at least three days prior to your appointment.

Clinic and routine lab, chemotherapy and radiology appointment reminders are automated. However, reminders for certain procedures may be made by a specialist who will go over any preparations with you.

For more information, ask your scheduling specialist or visit the patient portal for more details.

FOR YOUR SAFETY
Moffitt encourages patients to partner with their health care providers to prevent health care errors.

• Review your identification armband to ensure the information is correct. Inform a team member if there is an error. Be sure your health care professionals check your armband before drawing blood, giving medications or performing procedures.

• Make sure anyone caring for you is wearing a Moffitt badge you can clearly read.

• Illness and treatment might cause you to feel weaker and more tired than usual, which could increase your risk for a fall. Let your health care team know if you have had any recent falls or if you feel unsteady or dizzy.

MyMOFFITT PATIENT PORTAL
My.MOFFITT.org

MANAGING YOUR HEALTH CARE ONLINE

• View upcoming appointments and appointment instructions; request new appointments or changes to existing appointments.

• Complete patient questionnaire, prior to appointment.

• Securely communicate with Moffitt providers to request prescription renewals and send non-urgent health related messages.

• View and request updates to personal health information.

• Review approved lab results 36 hours after being completed by the Lab.

• View your complete medical record with few exceptions. Notes and documents are available immediately after physician signature.

• View Radiology and Pathology notes. These notes have a delay associated with them prior to being viewable in your portal account.

• View and pay your hospital bill statement(s), schedule payments, or make a one-time payment.

• Find other helpful educational information.

A secure messaging feature also allows care providers and appropriate staff to communicate electronically with patients.

PARKING/VALET SERVICES
Free valet parking is provided at the main entrances of the Magnolia campus (Red Valet), the Muriel Rothman Building (Gold Valet), the south wing entrance near the radiation oncology clinic (Blue Valet), and the McKinley Outpatient Center. Tips are gratefully accepted but not required. Let the valet team know if you need assistance so we can ensure your safety. Wheelchairs are provided on request. If you have questions about valet service or self-park, please call 813-745-3000.

Moffitt Cancer Center assumes no responsibility for valuables left in vehicles. Inquire at any of our information desks if you would like to secure your valuables in our safe until the end of your visit.

We are unable to accommodate RV parking. Please make arrangements with local RV parks.

In accordance with state law, pets cannot be left in vehicles. Please make arrangements to leave your pets elsewhere during your appointments. The valets are not permitted to take possession of vehicles with pets inside.
The CARDIO-ONCOLOGY PROGRAM at Moffitt is the first of its kind in the region and brings together oncologists and cardiologists who collaboratively treat cancer patients with cardiovascular complications. This unique program is designed to address the cardio-toxic side effects of chemotherapy, as well as coexisting heart disease and cancer. To reach the Cardio-Oncology program, please call 813-745-2718.

The DIAGNOSTIC IMAGING Department uses the most advanced technology available for screening, diagnosis, intervention and surveillance. Our radiologists are board-certified and fellowship-trained in breast imaging, nuclear medicine, body imaging and musculoskeletal and interventional radiology. To reach Imaging Services, please call 813-745-1144.

The INFUSION CENTER provides outpatient treatment services, including chemotherapy, blood and platelet transfusions, IV antibiotics, hydration infusions and injections. Infusion services are offered at Moffitt’s Magnolia campus, Moffitt McKinley Outpatient Center and Moffitt at International Plaza. Prior to your appointment, we will verify insurance coverage, evaluate lab results, check your current list of medications, take your vital signs and review any health changes. To reach the Infusion Center, please call 813-745-8420.

Moffitt’s RADIATION ONCOLOGY program is accredited by the American College of Radiology. The department provides radiation therapy treatment and conducts clinical research trials. Radiation therapy is offered at the Magnolia campus and Moffitt at International Plaza. To reach the Radiation Oncology Program, please call 813-745-8424.

REHABILITATIVE SERVICES include speech pathology, physical therapy and occupational therapy. Specialized treatments are provided on a one-on-one basis through physician referrals. To reach Rehabilitative Services, please call 813-745-8449.

The SURVIVORSHIP CLINIC meets the needs of the growing population of cancer survivors being treated at Moffitt. The Survivorship Clinic helps patients focus on wellness and provides surveillance for recurrences or new cancers. The clinic also monitors patients for long-term side effects from cancer or its treatment including physical, emotional and social concerns. Patients who meet specific medical criteria can be referred by their Moffitt oncologist or surgeon, or a community physician. To reach the Survivorship Clinic, please call 813-745-4630.
**INPATIENT CARE**

*An ADMISSIONS team member will contact you to complete the pre-admission process.* A patient account representative is available to answer any questions you may have about charges, financial arrangements or insurance coverage. Call 813-745-2868 Monday through Friday from 7 a.m. - 5 p.m. for more information.

Here are a few items to bring when you’re being admitted:
- Photo identification such as a driver’s license
- Insurance card
- Pharmacy benefit card

If you have questions regarding your upcoming admission, please call 813-745-8404. A patient account representative is also available to answer any charge-related, financial arrangement or insurance coverage questions. Call 813-745-8404 Monday through Friday from 7 a.m. - 6 p.m. for more information.

**DURING YOUR STAY**

All rooms at Moffitt are private to ensure a quiet atmosphere for healing. Please leave jewelry and other valuables at home. If this isn't possible, talk with your nurse about storing them in the Admitting Office safe. Moffitt is not responsible for any lost or missing personal items such as cell phones, tablets, laptops or jewelry.

Please do not bring electrical items other than hair dryers and electric razors. If you routinely use a medical device at home, you may bring it with you, but Moffitt reserves the right to substitute another device if it is determined necessary for your care.

Keep small personal items such as eyeglasses, hearing aids and dentures in a case and in the nightstand drawer when they aren’t in use. Do not wrap your dentures in tissue or a washcloth or put them on your meal tray where they might be discarded accidentally.

For your safety, we have controlled environments which prevent outside organisms from entering the building. Although state law requires us to have windows that can be opened, it is imperative that windows remain closed at all times.

**INTENSIVE CARE UNIT**

Our Intensive Care Unit (ICU) provides constant nursing observation and high-tech care. The ICU has open visitation except from 7-8 a.m. and 7-8 p.m. Visitors are asked to use the phone in the ICU lobby before entering the unit. Two visitors may visit at a time.

**BLOOD AND MARROW TRANSPLANTATION UNIT**

provides care to patients who are receiving or have received blood and marrow transplants. To provide safe and appropriate patient care, we must limit visitor groups to no more than two people at the bedside at any time.

**DIRECT REFERRAL CENTER** offers comprehensive, same-day services, 24-hours a day, every day. After your discharge, the DRC team will follow up with your physician to ensure the continuity of your care. By contacting your Moffitt clinic nurse or physician, your health care provider can make a referral to the DRC on your behalf should you need urgent care.

**VISITATION** Family and visitors provide comfort and support during your hospital stay. We support visitation without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

On the general inpatient units, an adult family member or other individual may stay overnight in your room for emotional support. In some circumstances, restrictions may apply for your safety and well-being.

General visiting hours are between 8 a.m. and 9 p.m. daily. Your primary nurse may arrange exceptions.

**FOR PATIENT SAFETY...**

Please refrain from bringing the following items into the ICU:
- Food
- Drinks
- Cell phones
- Flowers
- Plants

Due to limited space, only essential items can be accommodated. To reach the ICU, please call 813-745-8447.
BEFORE SURGERY

- Your doctor will explain your procedure and answer questions. You will be asked to sign a consent form to allow the surgery to be performed.
- Some preoperative testing may be required as a precaution to evaluate your present condition. Tests may include EKG, chest x-ray and labs.
- You will meet with a pre-op nurse and anesthesiologist to review your records.
- A team member will contact you the day before surgery to go over any instructions, including arrival time, what to bring, diet, etc.

DURING SURGERY

- Family members and loved ones will be asked to wait in the appointed surgical waiting areas within the Magnolia campus and McKinley Outpatient Center.
- Volunteers will keep family members informed of your progress throughout your procedure.
- Beepers are provided at the volunteer desk in the surgery waiting area to family members who need to leave the floor during your procedure.

POST-ANESTHESIA CARE UNIT (RECOVERY ROOM)

Following surgery, you will spend time in our Post-Anesthesia Care Unit (PACU). Your condition will be monitored prior to your discharge home or to one of our inpatient nursing units.

- Your physician will speak with your family after your procedure. The nursing staff will keep your family informed of your condition and your expected release from the PACU.
- If you are scheduled to go home the day of your surgery, you will be discharged only when the anesthesiologist and your surgeon determine you are ready to leave. Your nurse will give instructions on how to care for yourself after discharge.
- Moffitt requires all patients undergoing outpatient procedures to make arrangements for transportation and for a caregiver who is available up to 24-hours after any procedure involving sedation. Lack of transportation or a caregiver can result in your procedure being canceled.

DISCHARGE

On the day of your departure from the hospital, an escort will take you to the valet. Please make arrangements with a friend or family member for transportation and any additional assistance you will need when you return home.

CASE MANAGERS are registered nurses who collaborate with you, your family or caregiver, and your social worker to ensure plans for your continued care are coordinated with your medical team, insurance company and preferred providers.

Your case manager will:

- Set up home care services
- Order any medical equipment you may need for your return home
- Help you better understand your health care benefits and pharmacy co-payment plan

PLEASE REMEMBER

- Prescriptions with instructions regarding how and when to take your medicines
- Instructions for wound care, if appropriate
- Special diet instructions
- Activity restrictions
- Phone numbers for your doctor/health care team members and information as to when you should contact them
- Contact information for any agencies that will be providing care once you leave the hospital
- Information on follow-up appointments
- Resolution of financial affairs with the Admitting Office or Business Office
MAKING HEALTH CARE DECISIONS

You have the right to make decisions about your own health. Our goal is to help you understand your current health condition and treatment options so you can make informed choices. When making your decision, please consider the following:

- How much detail do you want to know about your situation?
- How much information do you want your family to know?
- Do you want your family or a close friend to be involved in discussions and decisions about your care?

ADVANCE DIRECTIVES/ADVANCE CARE PLANNING

Advance care planning (ACP) is a process of understanding, reflecting on and discussing future medical preferences with your loved ones and treatment team in the event you could not speak for yourself. It is a vitally important process that helps you review and document how you want to be cared for. ACP includes:

- Understanding your health care treatment options
- Clarifying your health care goals
- Weighing your options about what kind of care and treatment you would or would not want
- Making decisions about whether you want to appoint someone to speak on your behalf, if you are unable to express your wishes
- Putting your wishes in writing
- Communicating your wishes and sharing these documents with your family, friends, clergy, other advisers, physicians and other health care professionals

There are two ways you can document and arrange for your health care decisions:

LIVING WILL — A Living Will provides your instructions about life-prolonging procedures should doctors determine that you have a terminal condition, an end-stage condition, or are in a persistent vegetative state.

HEALTH CARE SURROGATE — This document identifies the person you have chosen to act on your behalf if you are unable to make or communicate your own health care decisions. You can also choose an alternate health care surrogate.

What’s most important is that you know what you want and communicate it. You have the right to change or cancel these documents at any time. Moffitt honors advance directives in both the inpatient and outpatient settings. Your physicians and other members of your health care team are available to help you with the many health care decisions you will be making.

You and your family can also turn to Moffitt’s certified advance care planning facilitators for help. To schedule an advance care planning session or obtain more information call the Social Work and Chaplaincy Care Office at 813-745-8407. Drop-ins are welcome, too. Information is also available in the Patient Library and Welcome Center on the second floor of the Muriel Rothman Building. A copy of Moffitt’s Advance Directive form has been provided in the front pocket of this booklet.

ETHICAL DECISIONS

If an ethical dilemma arises during your care, you, your family members and health care providers can request a consultation. The Clinical Ethics Committee will collaborate with your doctor and health care team to provide advice and recommendations. Members are available for consultation 24 hours a day, seven days a week, at no charge. To request a consultation, call and ask the operator to contact the on-call ethics consultant.

PATIENT PRIVACY We are committed to protecting the privacy of your health information and to abiding by federal laws that govern how your information can be used.

You will be given a “Notice of Privacy Practices” that describes how your information will be used or disclosed, and it explains your rights regarding this information. The privacy notice is also available on our website or upon request at any time. You will be asked to sign a form stating you received the notice when you arrived at the hospital.

To protect your privacy, Moffitt does not permit videotaping, voice recordings and photographs of any kind unless it is permissible by law.

The confidentiality and security of patient information is of paramount importance. If you have concerns regarding the privacy of your information at any time, please contact the Patient Relations Manager at 813-745-7335.

Your PATIENT ADVOCATE will:

- Investigate and resolve your concerns regarding the scheduling, timeliness and delivery of care
- Ensure you and your representative are aware of your rights and responsibilities as a patient and that these rights and responsibilities are respected during the delivery of your care
- Interpret the institution’s philosophy, policies, procedures and services for you, your representative, your family and your visitors

Patient Advocates are available Monday through Friday from 8:30 a.m. to 5 p.m. After hours, please ask to speak to the Nursing Supervisor.

Compliments, concerns, complaints? Please contact PATIENT RELATIONS for assistance navigating Moffitt’s services, resolving a concern about your care, or to offer suggestions for ways we can better serve you. Email PatientInput@Moffitt.org or call us at 813-745-3808 for assistance.

Though we strive to provide the best care possible, there may be times when you feel we have not met your expectations. If your concerns were not addressed to your satisfaction by the Patient Relations staff or if you wish to register a complaint against our hospital, clinic or a health care professional, you may contact the Consumer Assistance Unit of the Agency for Health Care Administration at 1-888-419-3456 or write to Agency for Health Care Administration, Consumer Assistance Unit, DHMO/MOACSU, 4052 Bald Cypress Way Bin C-75, Tallahassee, FL 32399-3275. You may also contact the Joint Commission by visiting www.JointCommission.org or by calling 1-800-994-6610.
PATIENT BILLING

Dealing with cancer is challenging enough. Understanding the bills shouldn’t add to patients’ stress. Patients will receive one statement that combines both hospital and MMG professional fees. Please direct any questions about your statements to the Financial Counselors located in the Business Office at the Magnolia Campus by calling 813-745-8422 or email custservbusoff2@moffitt.org.

Although Moffitt will help you obtain insurance authorization prior to treatment, ultimately you are responsible for adhering to the terms of your health care plan. If you have a change in your insurance prior to your first appointment or during your treatment, please contact us at 813-745-3980 or 1-888-860-2778. In addition, if you use the Publix Pharmacy at Moffitt, be sure to inform their staff of any changes to your insurance plan so your prescriptions can be processed correctly.

INSURANCE SERVICES

Moffitt works with an extensive network of insurance and managed care organizations to provide continuous care to patients. The New Patient Appointment Center has a list of managed care plans in which Moffitt participates. You may call 1-888-MOFFITT (1-888-663-3488), visit Moffitt.org/Billing or contact your insurance provider directly.

It is important to understand the extent or limitations of your coverage. With your written authorization, we will be glad to file your claim with your insurance company or health care organization. If your insurance coverage is inadequate or your insurance company does not cover your service, a social worker will help identify assistance programs that might help you meet your financial obligations.

There are many ways you can join us in the fight against cancer.

- Give to the MOFFITT FOUNDATION. Charitable contributions play a critical role in our mission. Donations directly support patient care and education, promising research, and important medical equipment. Make a gift in honor of a loved one or caregiver, or support us by attending one of the Foundation’s signature events. Visit Moffitt.org/Giving or call 813-745-1403 for more information.

- SPEAK OUT FOR MOFFITT is a coalition of volunteers who communicate the importance of Moffitt’s initiatives to elected officials. Your voice as a private citizen can make a big difference when it comes to government funding of cancer treatment, research and prevention. Go to Moffitt.org/SpeakOut or call 813-745-1527 for more information.

- The PATIENT AND FAMILY ADVISORY PROGRAM focuses on the principles of patient- and family-centered care. Advisors collaborate with clinicians and administrators to address patient needs and concerns. The program also offers peer visitor hospitality sessions for patients and family members. Call 813-745-1390 to learn more.

- BECOME AN ADVISOR Partner with other advisors, health care providers and staff to raise issues, communicate concerns and help with problem solving, with the goal of improving the patient experience and our services. To learn more, please call 813-745-1390.

- VOLUNTEERS offer assistance in more than 85 different service areas throughout Moffitt’s main campus and our International Plaza location. Visit Moffitt.org/Volunteer or call 813-745-1661 to learn more and to apply.

- FOSTERING A CULTURE OF DIVERSITY AND INCLUSION. Moffitt Diversity directs and monitors programs that advance the organization’s commitment to promoting diversity, fostering inclusion and reducing health disparities. Visit Moffitt.org/Diversity or call 813-745-6675 for more information.
Your next appointment is:

- MON.  - TUES.  - WED.  - THUR.  - FRI.

DATE__________________________  AT _________

am  pm

FOR  q  Physician/ARNP________________________

    q  Other ________________________________

Your next appointment is:

- MON.  - TUES.  - WED.  - THUR.  - FRI.

DATE__________________________  AT _________

am  pm

FOR  q  Physician/ARNP________________________

    q  Other ________________________________

If unable to keep appointment, kindly give 48 hours notice.

CONTACT INFORMATION

Clinical Phone ____________________________

Nurses/Doctors Name _______________________

Phone _________________________________

Email _________________________________

Clinical Phone ____________________________

Nurses/Doctors Name _______________________

Phone _________________________________

Email _________________________________

Clinical Phone ____________________________

Nurses/Doctors Name _______________________

Phone _________________________________

Email _________________________________

Clinical Phone ____________________________

Nurses/Doctors Name _______________________

Phone _________________________________

Email _________________________________
DIRECTIONS TO MOFFITT MAGNOLIA CAMPUS
12902 USF Magnolia Drive, Tampa, FL 33612-9416
Located in north Tampa on the campus of the University of South Florida.
From I-275, take the Fletcher Ave. exit east to Magnolia Dr. (first light after Bruce B. Downs Boulevard). Turn right on Magnolia Dr. and proceed south.
From I-75, take the Fletcher Ave. exit west to Magnolia Dr. and turn left, then proceed south.
From the Veterans Expressway, take the Ehrlich Rd. exit and drive east. Ehrlich Rd. becomes Bearss Ave. Take a right onto Bruce B. Downs Blvd. and proceed south. Turn left onto Fletcher Ave. Take a right onto Magnolia Dr.
Free valet parking is provided at Magnolia campus.

MOFFITT MAGNOLIA CAMPUS
RED VALET PARKING
MURIEL ROTHMAN BUILDING
GOLD VALET PARKING
VINCENT A. STABLE RESEARCH BUILDING
GOLD VALET PARKING
RADIATION ONCOLOGY ENTRANCE
BLUE VALET PARKING

DIRECTIONS TO MOFFITT MCKINLEY OUTPATIENT CENTER
10920 North Malcolm McKinley Drive, Tampa, FL 33612
Free valet parking is provided at the main entrance of McKinley.
If you are traveling north or southbound on I-75:
• Take exit 265 E Fowler Avenue
• Continue on Fl-582 Fowler Avenue for approximately 4.5 miles
• Turn left onto N McKinley Drive
• Turn right at first light into entrance of McKinley Outpatient Center
• Follow signs to free valet or proceed to the parking garage to self-park on floors 1 and 2.
If you are traveling north or southbound on I-275:
• Follow I-275 N to exit 51 E Fowler Avenue
• Continue on Fl-582 Fowler Avenue for approximately 2.5 miles
• Turn right onto N McKinley Drive
• Turn right at first light into entrance of McKinley Outpatient Center
• Follow signs to free valet or proceed to the parking garage to self-park on floors 1 and 2.

DIRECTIONS TO MOFFITT CANCER CENTER AT INTERNATIONAL PLAZA
4101 Jim Walter Boulevard, Tampa, FL 33607-5775
Free valet parking is available at the main entrance of Moffitt at International Plaza
Located in south Tampa, our facility is adjacent to International Plaza, on the east side of the Tampa International Airport.
If you are traveling southbound on I-275:
(Example: From Moffitt’s main campus)
• Take exit 41B toward Himes Avenue
• Merge onto W Greet Street
• Use right 2 lanes to turn RIGHT onto N Himes Avenue
• Take Himes Avenue to Columbus Drive
• Take a LEFT on Columbus Drive
• Stay on Columbus Drive across Dale Mabry Highway
• Take a RIGHT at the intersection of Jim Walter Boulevard and Columbus Drive
• Moffitt International is the FIRST entrance on your RIGHT.
If you are traveling north on I-275:
(Example: Traveling from Clearwater/St. Petersburg)
• Take exit 41A Dale Mabry Highway
• Turn LEFT onto Dale Mabry Highway
• Take Dale Mabry Highway to Columbus Drive
• Take a LEFT at the intersection of Dale Mabry Highway and Columbus Drive
• Take a RIGHT at the intersection of Jim Walter Boulevard and Columbus Drive
• Moffitt International is the FIRST entrance on your RIGHT.
From Veterans Expressway traveling south:
• Continue on to FL-60 East.
• Take exit 1B for Spruce Street toward Raymond James Stadium.
• Merge onto West Spruce Street and continue onto Boy Scout Boulevard.
• Turn left onto Jim Walter Boulevard.
• You will see the Center’s main entrance immediately on your right.
CONTACT US
1-888-MOFFITT (1-888-663-3488)
813-745-4673
7 a.m. to 7 p.m. Monday - Friday,
8 a.m. to 12 p.m. Saturday

PATIENT PORTAL
My.MOFFITT.org

PATIENT & FAMILY ORIENTATION
MOFFITT.org/Orientation

CANCER ANSWERS® is a free service where dedicated registered nurses answer your questions about cancer. Cancer Answers® is not intended to diagnose or provide a second opinion on any health problem or disease.

Call Cancer Answers® or visit Moffitt.org/CancerAnswers to email or chat live with a nurse.

*If you have a medical emergency, call 911 or go to the nearest emergency room. Give the emergency room staff the name of your doctor at Moffitt.