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General Information



Specialized care. Personalized treatment.

During this journey, you will meet several key members of our team who will help guide and assist you along the way. A brief overview and description of Kellogg Cancer Center's team members is provided below.

Patient Support Associate (PSA), Patient Account Representative (PAR) and Coordinators

Our **PSAs** are the first to greet you at the front desk upon your arrival. They are specially trained in patient registration to make the registration process as smooth and quick as possible. During this process, PSAs will obtain and update your insurance and applicable personal demographic information. They may present you with a list of your current medications, as noted in your electronic medical record. You should verify the accuracy of this information with your nurse or physician during your visit. Additionally, NorthShore now routinely includes patient photos in the medical record for patients 18 years and older as a way to improve patient safety and prevent medical identity theft or fraud. The PSAs will also provide you with a patient identification wristband, which is an additional safety protocol.

Once you have registered, our PSAs will direct you to our reception area where we offer a variety of beverages and a free Lending Library for our patients' reading pleasure. If you would like to donate reading material to our Lending Library, you may provide these to the front desk staff.

When you call Kellogg Cancer Center, the **PARs** are the team members answering our phones and they will communicate your request to the proper individual. They are also able to schedule appointments. If your call requires immediate medical attention, they will direct you to a clinical team member.

As you check out at Kellogg Cancer Center, you may ask the PSA or **coordinator** to assist you in scheduling future appointments. Our PSA will also ensure that you have received a copy of your **After Visit Summary**.

Phlebotomist

Many Kellogg Cancer Center patients require the service of our certified **phlebotomist** located on-site to save you a trip to the lab. This lab technician will draw your blood.

Medical Assistant

Medical assistants support the team with patient care. They may assist with obtaining vital signs, height and weight during a visit, and enter this information in your electronic medical record, which is held confidential. They may also escort you to your exam or treatment room.

Medical Oncologist

You will be seen by specialized **medical oncologist** physicians who are MDs offering expertise in your specific type of cancer. They work with other members of the interdisciplinary team to coordinate your care and ensure state-of-the-art treatment.

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Nurse Practitioners (NPs) or Physician Assistants (PAs)

Established Kellogg Cancer Center patients may see a **nurse practitioner** or **physician assistant** in between their regularly scheduled appointments with their physician or if immediate medical attention is necessary and a physician is not available. Our nurse practitioners and physician assistants work closely with Kellogg Cancer Center physicians and are recognized as expert healthcare providers. They may perform physical examinations and procedures, obtain a medical history, order and interpret diagnostic tests, diagnose and treat acute and chronic health problems, provide patient education and counseling, prescribe and administer medications, and order or perform therapeutic treatments.

Collaborative Nurse or Nurse Navigator

The **collaborative nurse** or **nurse navigator** is a nurse specially trained in oncology. Each medical oncologist has a specialized nurse who practices with him or her in the clinic. They assist patients in care coordination, diagnosis and treatment education, and are a primary resource throughout your journey.

As the diagnosis of cancer is often overwhelming, the collaborative nurse or nurse navigator will:

- Navigate you through the entire medical experience, including diagnosis, treatment plan, appointments, billing, and all tests and procedures.
- Coordinate your care to ensure that tests and procedures are conveniently scheduled.
- Facilitate referrals to surgeons and other cancer specialists, such as radiation oncologists, dietitians, psychosocial professionals, dentists and other medical specialists.
- Along with the the physician, promptly communicate your laboratory and test results.
- Offer one-on-one informational instruction about cancer, definitions of treatment, and information about cancer services available at Kellogg Cancer Center and throughout NorthShore.
- Provide educational materials on cancer that are meant to empower you throughout the treatment process. At the end of each of your physician visits, your nurse or physician will review your After Visit Summary with you to make sure you understand all of your instructions.
- Serve as a contact throughout your care to help you and your family connect with existing community resources.

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Treatment Nurse

The **treatment nurse** is a nurse who collaborates with the entire care team to administer medications and therapies ordered by the medical oncologist. Nurses at Kellogg Cancer Center have a special competency in the administration of chemotherapy. The treatment nurses partner with you to set goals, provide ongoing education and support, and ensure that the best possible care is provided during each treatment visit. They work together as a team to provide care for all the patients at Kellogg Cancer Center. At the end of each of your treatment visits, your nurse will review your After Visit Summary to make sure you understand the side effects you may anticipate, the medications that have been prescribed and when to alert your physician to symptoms you experience.

Pharmacist

The Kellogg Cancer Center pharmacy team consists of specially trained and nationally certified **oncology pharmacists**. Our pharmacists partner with physicians and nurses to develop an individualized plan of care for you based on national standards and guidelines as well as your unique needs. The pharmacist is a resource to assist with your questions about medications and symptom management.

Research Department

Research nurses, clinical trial data managers and **certified research associates** will assist if you are interested in enrolling in clinical research studies.

Nutrition and Dietary Services

Registered dietitians are available for consultation if you are experiencing difficulty with your nutritional intake, including loss of weight and appetite. They will work with you and your family to outline strategies and set nutritional goals throughout therapy.

Psychosocial Support Services

Social workers are available not only for emotional support and referrals to programs and resources, but also to offer their help in navigating the assistance programs offered by government or nonprofit groups for those facing cancer.

Patient Financial Advocates

Patient financial advocates are available to meet with patients throughout their journey. The team includes precertification specialists who work to have your treatment plans preauthorized for payment by your insurance company and can answer questions about your bills. For patients who demonstrate significant financial need, they will coordinate reduced-cost care through state programs, the hospital's charity care program or pharmaceutical companies' programs.

General Numbers

Kellogg Cancer Center (847) 570-2112

Evanston Hospital Kellogg Cancer Center:

Fax (847) 570-1041

Glenbrook Hospital Kellogg Cancer Center:

Fax (847) 503-1100

Highland Park Hospital Kellogg Cancer Center:

Fax (847) 480-3805

Kellogg Cancer Center Outpatient Pharmacy

Kellogg Outpatient Pharmacy—Evanston:

Phone (847) 570-1130

Fax (847) 733-5320

Kellogg Outpatient Pharmacy—Glenbrook:

Phone (847) 503-1206

Fax (847) 503-1220

Kellogg Outpatient Pharmacy—Highland Park:

Phone (847) 926-6560

Fax (847) 926-5390

Nurse Managers

Evanston Hospital Kellogg (847) 570-3609

Glenbrook Hospital Kellogg (847) 503-1171

Highland Park Hospital Kellogg (847) 480-3870

Dietitian/Nutritionist

Evanston Hospital Kellogg (847) 570-4089

Glenbrook Hospital Kellogg (847) 503-1193

Highland Park Hospital Kellogg (847) 480-3867

Hospital Outpatient Pharmacy

Evanston Hospital (847) 570-2210

Glenbrook Hospital (847) 657-1785

Highland Park Hospital (847) 433-9808

Billing Information

NorthShore Financial Services
Department (847) 570-5000

Patient Financial Advocate

Evanston Hospital (847) 570-1825

Glenbrook Hospital (847) 503-1181

Highland Park Hospital (847) 926-4724

Test Scheduling

Radiology (888) 364-6400

Mammography (888) 364-6400

Nuclear Medicine

Evanston Hospital (847) 570-2584

Glenbrook Hospital (847) 657-5674

Highland Park Hospital (847) 480-3782

Interventional Radiology (847) 570-2638

General Billing

Kellogg Cancer Center offers the unique service of having dedicated financial advocates help explain your bills. Bills for services and procedures, and physician services completed at Kellogg Cancer Center come from NorthShore University HealthSystem. These bills will reflect procedures, laboratory tests, pharmacy charges and chemotherapy administration. Reimbursement for these charges varies.

We ask that you confirm your coverage with your insurance company to identify services covered and not covered. For example, some insurance policies do not cover the cost of drugs that are self-administered. Please inform us of any special requests or exclusions made by your insurance plan.

Visit the billing section of our website at northshore.org to pay a hospital or NorthShore Medical Group physician bill online.

You may also use the following phone numbers for billing questions:

NorthShore Financial Services Department (847) 570-5000

Patient Financial Advocate

Evanston Hospital(847) 570-1825

Glenbrook Hospital(847) 503-1181

Highland Park Hospital(847) 926-4724

Evanston Hospital Map

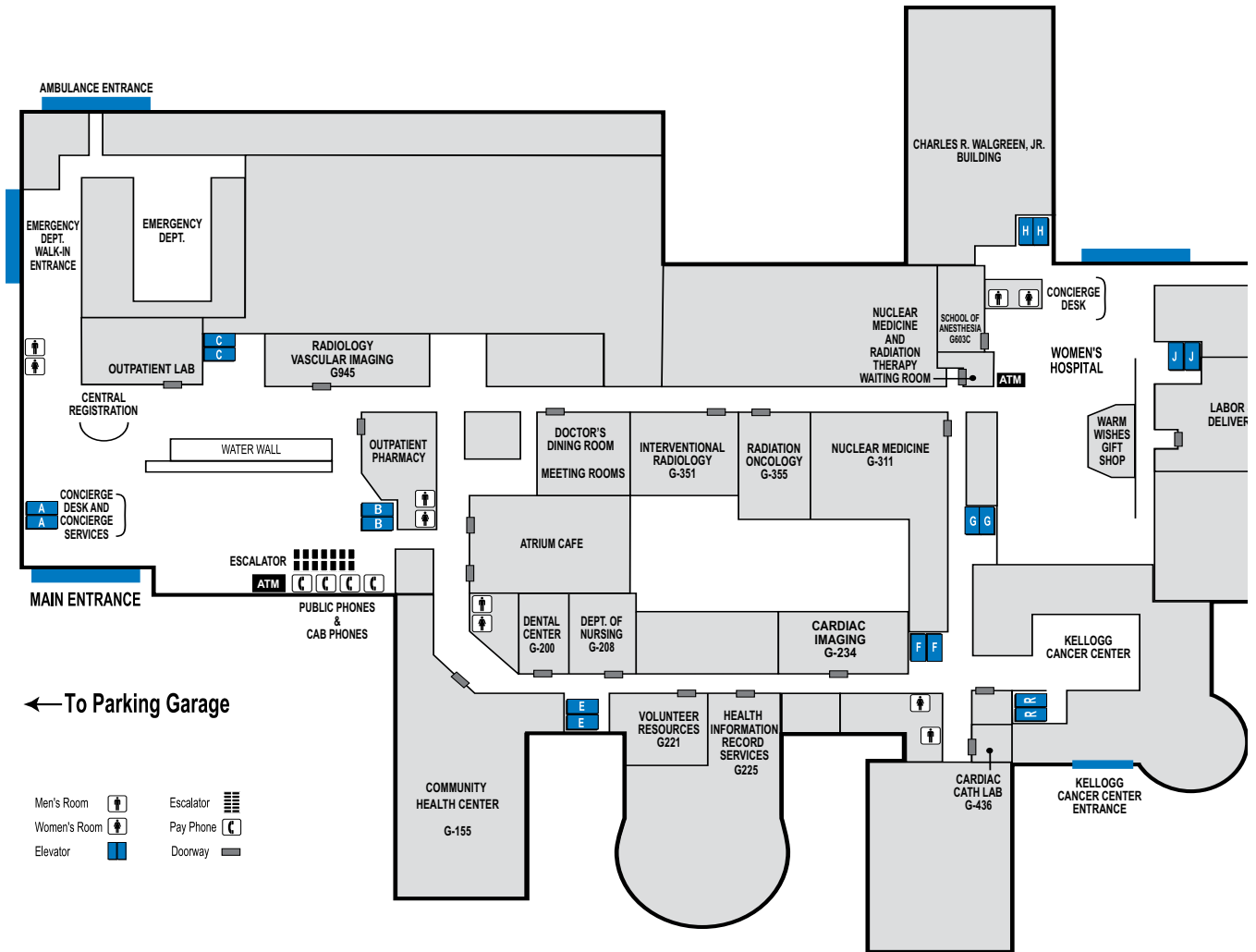
General Information | Kellogg Cancer Center

Evanston Hospital

Ground Floor

2650 Ridge Avenue
Evanston, IL 60201

(847) 570-2000



Elev.	Floor	Patient Care Units
B	1R	Fetal Diagnostics/ Colposcopy
	1R	Gastroenterology/ GI Lab
	3	Ambulatory Surgery
	4	ICU
	4	4 South Searle
	5	5 North Searle
	5	5 South Searle
	5	Infusion Center Observation Unit

Elev.	Floor	Patient Care Units
C	4	4 South Searle
	5	5 North Searle
	5	5 South Searle
E	2 South	Rehabilitation
	3 Center	Hemodialysis
F	2 North	CCU
	3 Center	Hemodialysis
	3 North	Pediatrics
	4 East Louis	Med/Surg Unit
	4 North	IV Therapy
	6	Cardiopulmonary Rehabilitation

Elev.	Floor	Patient Care Units
G	4 North	Neurophysiology (EEG Lab)
J	1	Breastfeeding Resource Center
	1	Infant Special Care Unit
	2	Women's Hospital
	3	Women's Hospital

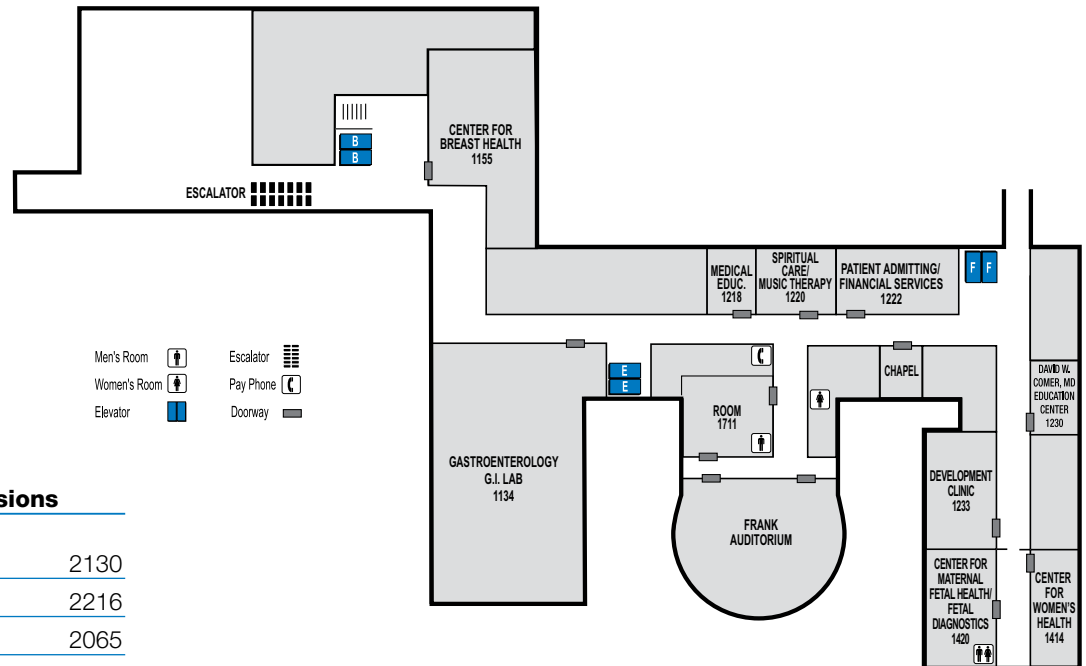
Evanston Hospital Map

General Information | Kellogg Cancer Center

Evanston Hospital

2650 Ridge Avenue
Evanston, IL 60201
(847) 570-2000

First Floor

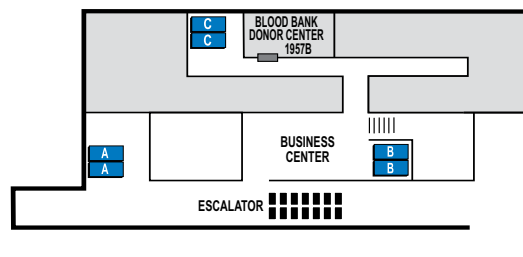


- Men's Room 
- Women's Room 
- Elevator 
- Escalator 
- Pay Phone 
- Doorway 

Phone Number Extensions

Admitting/Financial Services	2130
Cardiac Catheterization	2216
Cardiac Graphics	2065
Center for Maternal and Fetal Health/Fetal Diagnostics	2860
Concierge Services	
Internal: Dial	4-YOU (4968)
External: Dial	(224) 364-4-YOU or (224) 364-4968
Dental Center	2380
EEG/Sleep Center	2575
Emergency Dept.	2111
Gastroenterology/GI Lab	2236
Kellogg Cancer Center	2112
Labor and Delivery	2222
Nuclear Medicine	2591
Observation Unit	2844
Outpatient Pharmacy	2210
Outpatient Clinic/CAC	2700
Outpatient Lab	3903
Pastoral Care/Healing Arts	2330
Preadmission Testing Service	4710
Radiology	2528
Well Wishes Gift Shop	2717

Mezzanine



Glenbrook Hospital Map

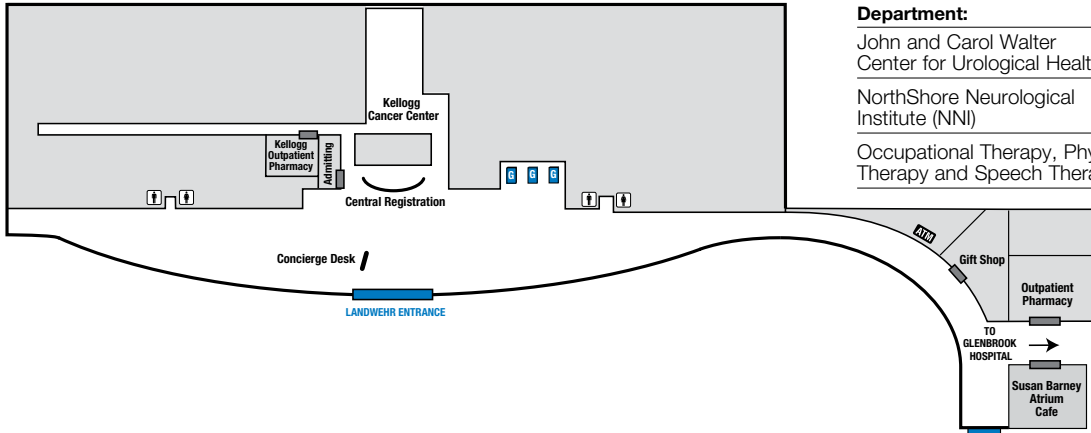
Glenbrook Hospital

2100 Pfingsten Road
Glenview, IL 60026
(847) 657-5800

General Information | Kellogg Cancer Center

John and Carol Walter Ambulatory Care Center

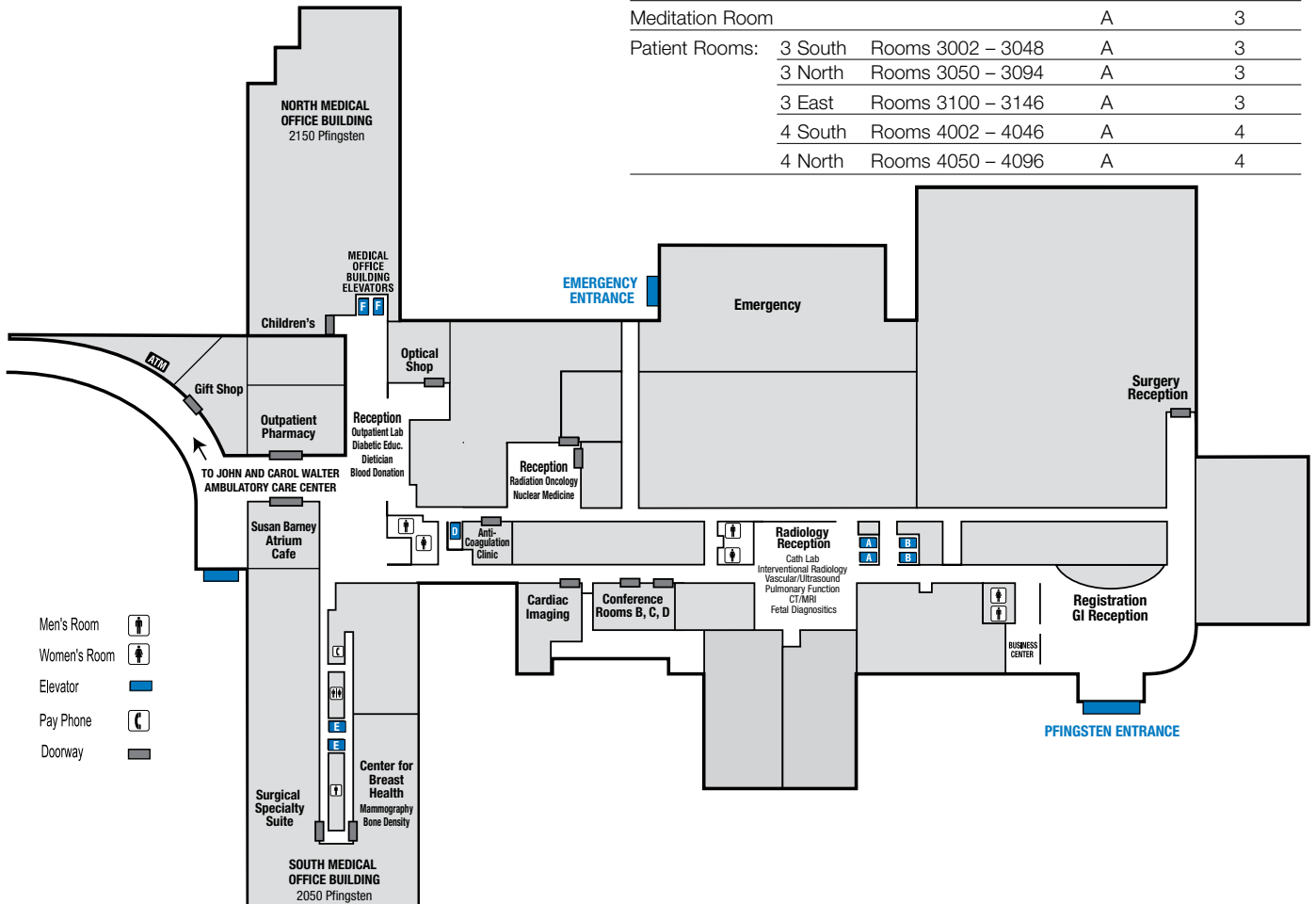
First Floor



Department:	Use Elevator:	To Floor:
John and Carol Walter Center for Urological Health	G	3
NorthShore Neurological Institute (NNI)	G	2
Occupational Therapy, Physical Therapy and Speech Therapy	G	LL

Glenbrook Hospital

Department:	Use Elevator:	To Floor:
Conference Room A1, A2	B	2
ICU Rooms 1 - 17	A	4
Meditation Room	A	3
Patient Rooms: 3 South Rooms 3002 - 3048	A	3
3 North Rooms 3050 - 3094	A	3
3 East Rooms 3100 - 3146	A	3
4 South Rooms 4002 - 4046	A	4
4 North Rooms 4050 - 4096	A	4



- Men's Room
- Women's Room
- Elevator
- Pay Phone
- Doorway

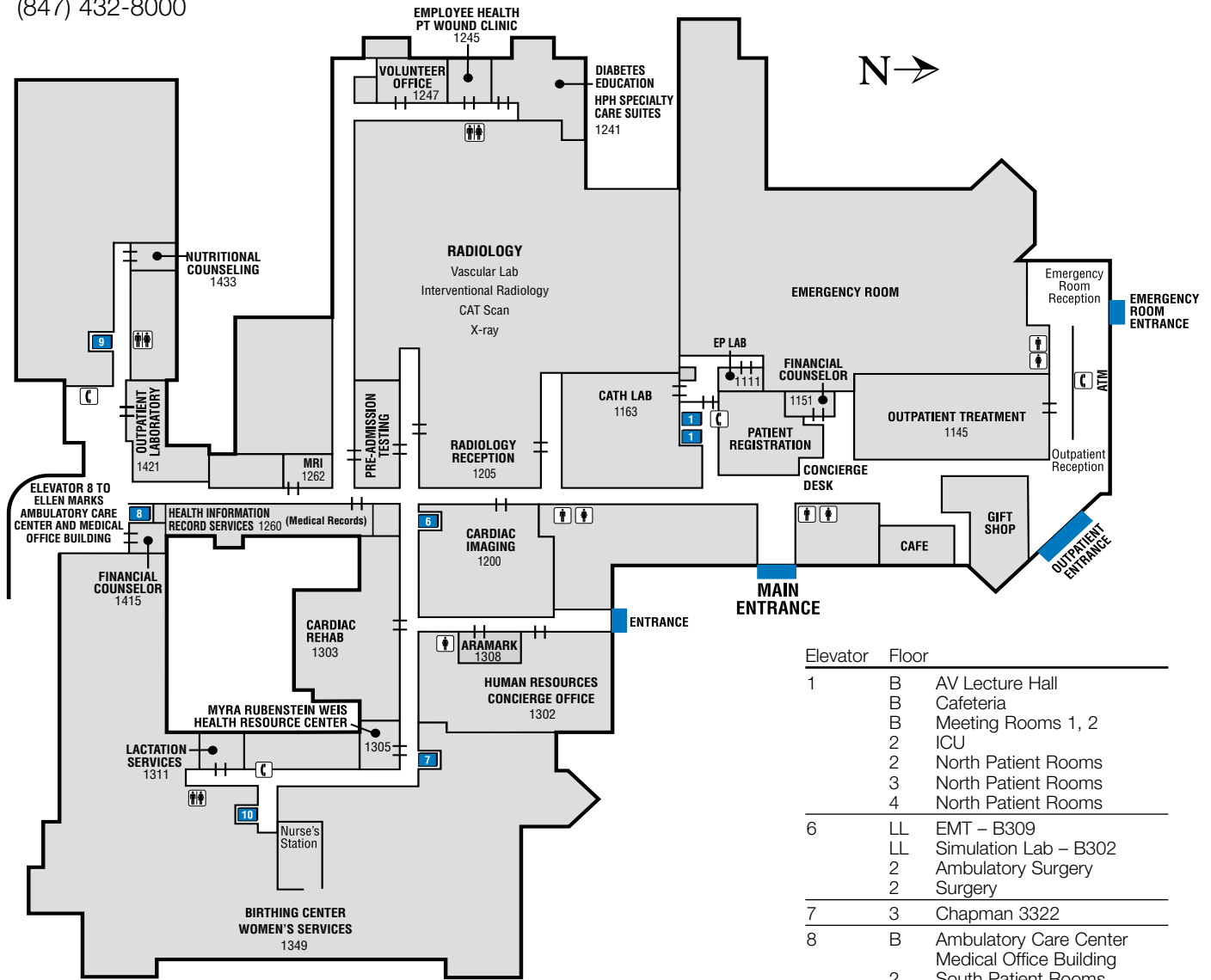
Highland Park Hospital Map

General Information | Kellogg Cancer Center

Highland Park Hospital

First Floor

777 Park Avenue West
Highland Park, IL 60035
(847) 432-8000



Elevator	Floor	Room/Service
1	B	AV Lecture Hall
	B	Cafeteria
	B	Meeting Rooms 1, 2
	B	ICU
2	2	North Patient Rooms
	2	North Patient Rooms
3	3	North Patient Rooms
	3	North Patient Rooms
	3	North Patient Rooms
6	LL	EMT - B309
	LL	Simulation Lab - B302
	2	Ambulatory Surgery
	2	Surgery
7	3	Chapman 3322
8	B	Ambulatory Care Center
	B	Medical Office Building
	B	South Patient Rooms
9	2	Dialysis
	3	Dialysis
10	2	Patient Rooms
	3	EDU
	LL	Meeting Rooms 3, 4
	ML	EEG - 326
	ML	EMG - 326
ML	ML	Outpatient Physical and Occupational Therapy - B400
	ML	GI Lab

- Men's Room
- Women's Room
- Elevator
- Pay Phone
- Doorway

Frequently Asked Questions (FAQs)

Where do I schedule my appointments?

Please call the Kellogg Cancer Center at (847) 570-2112.

Who do I call if I am feeling any side effects from treatment?

If you are experiencing side effects from your treatment, call the Kellogg Cancer Center and ask to speak to a nurse. Your concern will be communicated to the care team via electronic message. The charge nurse will be paged if it is an urgent critical matter. ***If you are experiencing fever, pain or severe nausea, ask to speak to a nurse immediately.***

Who do I call about billing issues or to help me understand the bills?

Please contact NorthShore's Financial Services Department or Kellogg Cancer Center patient financial advocate for questions regarding your statements.

NorthShore Financial Services Department (847) 570-5000

Patient Financial Advocate

Evanston Hospital(847) 570-1825

Glenbrook Hospital(847) 503-1181

Highland Park Hospital(847) 926-4724

Do I need a physician referral?

Patients at Kellogg Cancer Center should have a referral from either their primary care physician or a surgeon. Please be sure to check with your insurance company to verify any specific requirements.

How do I find out more about the Kellogg Cancer Center physician my doctor has sent me to?

See the physician bios by visiting northshore.org/cancer and clicking on "Our Team."

(continued)

Frequently Asked Questions (FAQs)

Where do I park when I come to Kellogg Cancer Center?

Evanston Hospital

Kellogg Cancer Center at Evanston Hospital is located on the north side of campus with a separate entrance on Ridge Avenue. Parking is discounted for patient visits lasting longer than six hours and is \$4.00. Valet parking is available at Kellogg Cancer Center's main entrance at no additional charge on the day of your appointment.

Glenbrook Hospital

The entrance to Kellogg Cancer Center at Glenbrook Hospital is at the Landwehr Entrance of the John and Carol Walter Ambulatory Care Center. Parking is complimentary. Valet parking is available.

Highland Park Hospital

Kellogg Cancer Center at Highland Park Hospital is located in the Ambulatory Care Center. Parking is complimentary. Valet parking is available.

What if I need help getting around once I get to the hospital?

Upon arriving at each hospital and when needed throughout each visit, caring and helpful transport staff will assist patients in need of wheelchair services.

Can I get a second opinion from a physician at Kellogg Cancer Center?

Many of our physicians are well known throughout Chicago, the country and even internationally. We are pleased to offer their expertise if you are seeking a second opinion. When calling to make an appointment for a second opinion, please be sure to let our staff know that your visit is for that purpose.

Additionally, NorthShore is a member of the Mayo Clinic Care Network. This exclusive relationship provides access to Mayo Clinic physician second opinions via e-consults (a review and opinion on treatment options without the need to travel to the Mayo Clinic). Patients first have a visit with a NorthShore Kellogg Cancer Center physician and then can request an e-consult with a Mayo Clinic Care Network physician.

What does my insurance cover?

Every insurance plan is different and coverage can be very confusing. Cancer treatment may involve many different tests, drugs, and both inpatient and outpatient hospital visits. It is very important that you or your family understand what your insurance plan requires in order to make the billing process less complicated. Please contact your insurance provider for more information.

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Frequently Asked Questions (FAQs)

Can patients bring friends or family with them for visits?

We encourage you to bring up to two adult friends or family members for visits to the Kellogg Cancer Center (children under age 12 are not allowed). Your loved ones are often very important parts of your support and recovery. Please recognize that due to many of the diseases and treatments, patients frequently have compromised immune systems. We ask that guests be sensitive to possibly exposing patients to additional viruses or other infections. Please see Visitor Guidelines in the Additional Resources section of this guide for further information.

Are interpreting services available?

A wide range of communication options based on individual needs are available at no cost to the patient or family. We offer these services to minimize communication barriers when providing comprehensive medical services to sensory-impaired and language-limited patients. Please notify a staff member if you are in need of services.

Do you have health education materials available?

The Kellogg Cancer Center Resource Center, located at Evanston Hospital Kellogg Cancer Center, and the Myra Rubenstein Weis Health Resource Center, located at Highland Park Hospital, provide educational materials and health resource tools to help you stay well-informed of medical care options and be proactive in maintaining good health. Call (847) 480-2727 or email mrwresource@northshore.org. Resource information can also be found online at northshore.org/cancerresources.

Who do I need to inform if I have an advance directive?

As part of our commitment to individualize each patient's care, we ask you to inform us of any advance directive you may have prepared. It is important for all patients to have considered their goals of care; please be sure to discuss these plans with your family members. Provide copies of your Power of Attorney, Living Will or other advance directives to your Kellogg Cancer Center team. NorthShore offers a comprehensive guide to patient goals and advance directives at northshore.org/acp.

(continued)

Frequently Asked Questions (FAQs)

Are there dining options available for outpatients, family members and visitors?

Each Kellogg Cancer Center location has dining facilities available.

Evanston Hospital offers:

Atrium Café

The Atrium Café offers a variety of food and beverage options and is located north of the Main Entrance Atrium, just past the escalator. The Atrium Café is open from 6 a.m. to 4 p.m. Monday through Friday and reopens for night owls from 2 a.m. to 4 a.m. Monday through Friday. Phone orders for pickup may be placed by calling (847) 570-1890.

Dining Room

The Employee/Visitor Dining Room is located on the lower level and is open daily from 6:30 a.m. to 7 p.m.

Vending Area

The vending area, open 24 hours a day, is located near the Employee/Visitor Dining Room.

Glenbrook Hospital offers:

Dining Room

The Employee/Visitor Dining Room located in the basement of the building offers a wide variety of selections and is open for the following meals:

Breakfast	6:30 a.m.–9:15 a.m.
Continental Breakfast	9:15 a.m.–11 a.m.
Lunch	11 a.m.–1:30 p.m.
Snack, Deli and Salad Bar	1:30 a.m.–5 p.m.
Full-Service Dinner	5 p.m.–6:45 p.m.

Vending Area

The vending area, open 24 hours a day, is located adjacent to the Employee/Visitor Dining Room.

The Susan Barney Atrium Café

The café is located on the main level east of the John and Carol Walter Ambulatory Care Center entrance.

(continued)

Frequently Asked Questions (FAQ)

Highland Park Hospital offers:

Dining Room

The Employee/Visitor Dining Room is located on the lower level of the hospital. Hours of service are:

Breakfast	6:30 a.m.–10 a.m.
Continental Breakfast	10 a.m.–10:30 a.m.
Lunch	11 a.m.–1:30 p.m.
Sandwiches and Snacks	1:30 p.m.–6:30 p.m.
Dinner	4:30 p.m.–6:30 p.m.

Park Avenue West Café

Visitors may enjoy sandwiches, snacks and assorted beverages in the Park Avenue West Café, located in the main lobby. The Park Avenue West Café is open Monday through Friday from 6:30 a.m. to 2:30 p.m.

Vending Area

Snacks and beverages are available in the 24-hour vending room located on the lower level next to the Employee/Visitor Dining Room.

Do you have gift shops?

Each hospital maintains a gift shop with a wide variety of gifts, flowers and more.

Gift Shop Location	Phone Number	Hours
Evanston Hospital	(847) 570-2717	M–F: 9 a.m.–5 p.m. Sat. 10 a.m.–4 p.m.
Glenbrook Hospital	(847) 657-5623	M–F: 9 a.m.–5 p.m. Sat. 10 a.m.–4 p.m.
Highland Park Hospital	(847) 432-8000, ext. 4170	M–F: 9 a.m.–4:30 p.m. Sat. 9 a.m.–3:30 p.m.

Information About My Treatment
Pharmacy Information
First Day of Chemotherapy
Symptom Management Log
Treatment Precautions
Scheduling Diagnostic Tests

Your Treatment



Specialized care. Personalized treatment.