

Patient Resource Guide



Wilmot Cancer Institute and UR Medicine offer a number of services that may benefit Wilmot patients and families. We are also happy to connect you with local and national organizations focused on your needs. If you have a question or would like more information on a topic, call (585) 276-4708 or email wilmotcommunityreshelp@urmc.rochester.edu. We're here to help you.

Addiction Services

Strong Recovery/Addiction Services provides a wide range of outpatient treatment options for adults 18 years and older who have a primary substance use disorder. For more information or to schedule an appointment, please call (585) 275-3161.

Cardio-Oncology

Certain types of cancer treatment can increase the risk of heart disease. Wilmot Cancer Institute partners with UR Medicine Heart and Vascular to offer a unique Cardio-Oncology program for patients with cancer. To learn more, call (585) 275-4780 or visit urmc.rochester.edu/cancer-institute/services.aspx. The program does not require a doctor's referral, but some insurance companies do. Talk to your team if you have questions.

Clinical Trials

Talk to your doctor about whether a clinical trial is suitable for your diagnosis. Clinical trials are studies that directly involve eligible patients who volunteer. They are a responsible way to evaluate the safety and effectiveness of new cancer treatments and advance science. Wilmot is a clinical trial leader and has many studies available. Ask your oncology team or visit wilmot.urmc.edu/clinical-trials.

Community Resource Line

There are a number of resources in the Rochester and Finger Lakes region available to cancer patients and survivors. To learn more, contact our Community Resource Line at (585) 276-4708.

Community Outreach & Engagement Office

This office works with communities in Rochester and the surrounding region to reduce the burden of cancer and to resolve cancer disparities through research and programming, including a healthy lifestyle program, a smoking cessation program, regular talks and more. Find details at Wilmot.urmc.edu/COE.

Dental/Oral Medicine

Eastman Institute for Oral Health performs general dentistry as well as specialized services for cancer patients and survivors. They can be reached at (585) 275-5051.

Exercise

Wilmot's Pluta Integrative Oncology & Wellness Center hosts the ReNEW program, which helps cancer patients and survivors begin an exercise program with support from exercise trainers who specialize in working with those who've had a cancer diagnosis. Learn more by calling (585) 486-0630.

Fertility

Strong Fertility Center provides fertility preservation and infertility treatment programs. For more information, ask your oncology team or contact (585) 487-3378.

Financial Questions and Concerns

Healthcare Cost Estimator: Patients who have questions about the cost of services or procedures they may receive at Strong Memorial Hospital, Highland Hospital and/or F.F. Thompson Hospital can get an estimate by phone, email or online. To learn more about how to get a cost estimate, visit paybill.urmc.edu/costestimates.

Financial Assistance: UR Medicine has a program to help cancer patients who cannot afford health care they need. This can include access to a financial counselor, who can help patients and families understand their financial coverage and costs. They can also identify possible options for financial assistance. For more information, call (585) 276-7794.

General Health & Wellness

The Center for Community Health & Prevention offers virtual and in-person programs through its clinic. Learn more at urmc.edu/community-health or (585) 602-0720.

Genetics/Hereditary Cancer

Through the Hereditary Cancer Screening and Risk Reduction Program, individuals and families can discuss options for genetic testing and receive genetic counseling. The program also offers long-term support and expertise for patients and families who carry gene mutations that increase the risk of cancer. For more information, ask your oncology team, call (585) 486-0600 or visit wilmot.urmc.edu/hereditarycancer.

Geriatric Oncology Consult

Wilmot's Geriatric Oncology Clinic specializes in providing highly customized care to patients with cancer who are 65 or older. Patients receive a Comprehensive Geriatric Assessment, which identifies potential health conditions that could impact cancer care and guides supportive care strategies to help patients during their cancer journey. For more information, ask your oncology team or contact (585) 275-5830.

Giving Back

Patients and families wishing to support the cancer institute, other patients and their medical team have many options. Learn more by calling (585) 276-4717, emailing wci@rochester.edu or visiting urmc.rochester.edu/cancer-institute/giving.aspx.

Home Care

- **UR Medicine Home Care:** These programs help meet home health care needs, including rehabilitation, cancer care, hospice care, private pay services, and Meals on Wheels. For more info, call (585) 787-2233.
- **UR Medicine Home Care Infusion Program:** Working with UR Specialty Pharmacy, this program provides central line care and supplies, chemo at home (when eligible), parenteral and IV nutrition (tube feedings), and IV medications. For more information, call (585) 276-4663.

Hotel and Lodging Services

URMC Hotel and Lodging Services has formed relationships with some area hotels that can provide discounted lodging to patients and their families. To learn more, call URMC's general information line at (585) 275-7581 or visit placestostay.urmc.edu.

Information and Education for Patients and Families

- **Edward G. Miner Library:** If you would like more information about your conditions, tests, and treatments, Miner Library can help. Librarians are not qualified to give medical advice, legal advice, diagnosis, or interpretation of lab results, but can customize information to meet your needs. Call (585) 275-2487, email AskMiner@URMC.edu, or visit the library (Room 1.6221) between 9 a.m. and 5 p.m. You can also click the "Ask A Librarian" button in MyChart.
- **Wilmot Cancer Institute Website:** The website aims to provide patients and families with information about their cancer and providers. To learn more, visit wilmot.urmc.edu.

Integrative Oncology

Wilmot's Pluta Integrative Oncology & Wellness Center offers therapies to complement cancer treatment, including massage therapy, acupuncture, gentle yoga, meditation, healthy cooking education, exercise/physical activity programs and creative therapies such as art and writing. Evidence suggests these therapies may help ease cancer treatment-related side effects. Many of these services are available to patients and their family members at no cost. For more information, contact (585) 486-0630 or visit wilmot.urmc.edu/Integrative.

Interpreter Services

- At Strong Memorial Hospital, professional Spanish and American Sign Language interpreters are available 24 hours a day. Live, over-the-phone interpreters for more than 200 languages are also available through our telephone services. To learn more or request an interpreter, call (585) 275-4778 or email Interpreter_Services@urmc.rochester.edu.
- Interpreter services are also available at Highland Hospital, F.F. Thompson Hospital, Noyes Memorial Hospital and Jones Memorial Hospital. Your medical team will assist you.

Mental Health

- **Behavioral Health Services:** Strong Behavioral Health offers assistance for patients and their families in crisis who are struggling to cope, to adapt or to manage a mental illness. For more information or to schedule an appointment, please call (585) 273-5050.
- **Psychosocial Oncology at Wilmot Cancer Center:** This service provides short-term counseling for common issues related to cancer diagnosis and treatment, including depression, anxiety and memory issues in addition to medication consultation by a psychiatrist. Patients are seen in the Wilmot Cancer Center. For more information, ask your oncology team.

MyChart

As UR Medicine's online patient portal, MyChart has many features, including viewing outpatient diagnoses, medications, immunizations, allergies and most lab results. MyChart's messaging tool allows patients to reach out to their medical team with non-urgent questions. A patient's upcoming appointments are listed in MyChart. Creating a MyChart account requires an activation code and then set up of a user ID and password. To request an activation code, visit mychart.urmc.rochester.edu/mychart or call (585) 275-8762.

Nutrition

- **Dietitians:** Any WCI patient can arrange for a free nutrition consultation with a WCI registered dietitian who's certified in oncology nutrition. For an appointment, call (585) 275-5823.
- **Wilmot's Pluta Integrative Oncology & Wellness Center:** This center offers therapies to complement cancer treatment, including healthy cooking education and nutrition lectures. Many of these services are available to patients and their family members at no cost. For more information, contact (585) 486-0630.
- **UR Medicine Home Care Infusion Program:** For patients who need nutrition support, UR Medicine Home Care has partnered with UR Specialty Pharmacy to provide enteral nutrition (tube feeding) to patients in their homes. To learn more, call (585) 787-2233.
- **Cooking for Wellness Class:** Research shows eating a plant-forward diet may reduce a person's risk of cancer or cancer recurrence. Wilmot registered dietitians host a monthly cooking class where patients, survivors and caregivers can come learn to cook a plant-based meal. These classes are free but space is limited and registration is required. To register, call (585) 486-0630.

Palliative Care

The UR Palliative Care Program is designed to help alleviate patient suffering for those experiencing serious illness through high-quality pain and symptom management, patient-centered care, and by providing support for patients or family members and friends. For a referral, ask your oncology team, or to learn more, call (585) 273-1154.

Pharmacy

The URMC network has a number of pharmacies. For more locations or information, visit urmc.rochester.edu/pharmacy/pharmacies.aspx.

- **Strong Memorial Hospital Outpatient Pharmacy:** Patients and families can purchase prescriptions as well as over-the-counter medications and products. The pharmacy is located in the Strong Memorial Hospital main lobby and can be contacted at (585) 275-4931.
- **Strong Memorial Hospital Employee Pharmacy:** Any University of Rochester employee may use this pharmacy, located on the first floor of the medical center. It offers a number of benefits including discounts and free delivery. They can be contacted at (585) 276-3900.
- **Highland Hospital Outpatient Pharmacy:** Patients and employees may use this pharmacy. They can be contacted at (585) 341-0699.
- **Canandaigua Medical Group Pharmacy:** Patients can purchase prescriptions and over-the-counter medications and health products. Affiliated with F.F. Thompson Hospital and located across the street at 335 Parrish Street, Suite 1500, in Canandaigua, this pharmacy can be contacted at (585) 602-0300.

Physical and Occupational Therapy/Rehabilitation

- **Strong Rehabilitation Center at Clinton Crossings:** UR Medicine therapists assist with a number of areas, including physical therapy and occupational therapy for activities of daily living, such as bathing, dressing or grooming; balance, neurorehabilitation, gait, upper and lower extremity limitations; and more. Speech therapists are available to assist patients whose speech and/or swallowing ability has been impacted by cancer treatment. Pelvic floor physical therapy is available for patients with pelvic floor or bowel dysfunction. Specialty programs for cognitive rehabilitation and lymphedema reduction with occupational therapists are also offered. A physician order/prescription is required. For more information, call (585) 341-9000.
- **UR Medicine Home Care:** For patients who are homebound and need rehabilitation care, UR Medicine Home Care provides licensed rehabilitation services to patients in their homes. To learn more, call (585) 787-2233.

Physicians

- **Find a UR Medicine primary care physician:** To find a UR Medicine PCP accepting new patients, visit doctor.urmc.edu/search.
- **Your oncologists:** Each Wilmot Cancer Institute physician has a bio on Wilmot's website, allowing patients and the community to learn more about his or her qualifications, research and more. For a list of all Wilmot physicians, visit wilmot.urmc.edu/yourteam.

Sexual Wellness/Intimacy Concerns

- **UR Medicine Menopause and Women's Health:** This department has resources for cancer patients who have questions or concerns. For more information, ask your oncology team or call (585) 271-7800.
- **Urology:** UR Medicine's Department of Urology is a resource for cancer patients who have questions or concerns about treatment and side effects related to the urinary system. For more information, ask your oncology team, call (585) 275-2838 or visit urmc.rochester.edu/urology.aspx.
- **Other options:** Your primary care provider may be able to help you with any sexual/intimacy concerns you may experience. This is important and you should feel empowered to talk with your medical team about questions and concerns you have.

Social Work

Licensed professionals are available to help you and your loved ones manage emotional, financial, social and other non-medical concerns. For more information, contact (585) 276-4708.

Specialty Apparel

- **Friends of Strong Gift Shop at Strong Memorial Hospital:** Located near the entrance to the Golisano Children's Hospital, the shop sells cancer awareness items and non-medical merchandise, such as head scarves and hats. Questions can be directed to (585) 275-2577. Those seeking other specialized items such as wigs may contact Wilmot's community resource line at (585) 276-4708 for assistance.
- **Ebeauty @ Noyes Hospital:** Patients at the Ann and Carl Myers Cancer Center in Dansville can obtain free wigs through Noyes Hospital Community Outreach. To learn more, call (585) 335-6755.

Spirituality or Spiritual Wellness

- Strong Memorial Hospital's Chaplaincy Services can provide patients and caregivers with spiritual care, consultation and education. To learn more, call (585) 275-2187.

Support Groups

Wilmot offers professionally facilitated support groups. Some are disease-specific. Learn more by visiting wilmot.urmc.edu and clicking Patients & Caregivers and then Support & Resources. You may also call (586) 276-4708.

Survivorship Program

Wilmot's Judy DiMarzo Cancer Survivorship Program strives to help patients better understand the treatment they received while providing guidance on community resources as a cancer survivor. For more information, ask your oncology team, call (585) 275-6956 or visit wilmot.urmc.edu and click on Patients & Caregivers and then Survivorship.

Tobacco Dependence Treatment

- **COE Remote Smoking Cessation Program:** Wilmot's Community Outreach & Engagement Office offers a free, fully remote, text-message-based smoking cessation program that includes free nicotine-replacement therapy. It's open to all adults in the 27-county area around Rochester who would like personalized help quitting smoking. Learn more by calling (585) 504-9461 or emailing quitcenter@urmc.rochester.edu.
- **Wilmot Cancer Institute's Tobacco Dependence Treatment Program:** Clinic staff work with patients and families to create individualized programs to help patients and families quit using tobacco. To learn more, ask your oncology team, call (585) 275-5823 or go to wilmot.urmc.edu/tobacco.
- **Center for Community Health & Prevention:** The Center offers individual counseling and group programs to help people quit smoking or vaping. Learn more by calling (585) 602-0720.

Volunteers

Our volunteers play a critical role in the patient experience at Wilmot. They help us in many ways including driving the golf cart to help those get to and from the parking garage, distributing snacks to the infusion center and helping with office tasks. Contact (585) 275-5307 to learn more.