

Physicians

- **Find a UR Medicine primary care physician:** To find a UR Medicine PCP accepting new patients, visit urmc.rochester.edu/primary-care/doctorsearch.aspx.
- **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 urmc.rochester.edu/cancer-institute/team.aspx.

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 related to treatment and side effects of treatment 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.
- **Sands Cancer Center Style Shop:** Sands Cancer Center patients can obtain wigs, scarves and hats. The self-serve shop is located off the main lobby of Sands Cancer Center. It is open weekdays from 8 a.m. to 4 p.m. Questions can be directed to (585) 396-6780.

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.
- Patients and families are welcome to pray or meditate in the Meditation Room (Room 1.0703), located on the first floor of Wilmot Cancer Center.

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

- **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 and click Patients & Caregivers then Wellness Services.
- **University of Rochester Center for Community Health:** The Center offers a clinic to help people quit using tobacco. Learn more by calling (585) 530-2050.

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.

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) 275-5400.

Clinical Trials

Clinical research trials are studies that directly involve volunteer patients. They are a responsible, coordinated way to evaluate the safety and effectiveness of new treatments and are the best way we have to advance standards of care. Wilmot has many clinical trials available. To learn more, ask your oncology team or visit Wilmot.URMC.edu.

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.

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 from the University of Rochester Medical Faculty Group, Strong Memorial Hospital and/or Highland Hospital can learn more by calling (585) 758-7801 or visiting financialassistance.urmc.edu and clicking on the "Health Cost Estimator" link.
- **Financial Assistance Program:** This UR Medicine program helps individuals who cannot afford health care they need. For more information, visit financialassistance.urmc.edu or call (585) 784-8889.
- **Financial Counselor:** These representatives help patients and families understand their financial coverage and costs and identify possible options for financial assistance for patients who are having a financial hardship. For more information, contact (585) 275-2273.
- **Financial Case Manager:** If a patient qualifies or requires public benefits such as Medicaid, Family Health Plus or Child Health Plus, a financial case manager at Strong Memorial Hospital can provide guidance, advice and outreach services to help the patient understand and coordinate the efforts needed to receive benefits. For more information, contact (585) 275-2273.

General Health & Wellness

The Center for Community Health & Prevention offers online resources and programs through the Healthy Living Center. Learn more at urmc.edu/community-health or (585) 530-2050.

Genetics

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) 275-5863 or visit urmc.rochester.edu/cancer-institute/services/hereditary-cancer-risk.aspx.

Geriatric Oncology Consult

Wilmot's Geriatric Oncology Clinic specializes in providing cancer patients who are 70 or older with highly customized care. Patients receive a Comprehensive Geriatric Assessment, which identifies all of the health conditions that could impact cancer care. 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 are geared toward meeting home health care needs and include rehabilitation, cancer care, hospice care, private pay services, Meals on Wheels, telehealth and more. For more information, call (585) 787-2233.
- **Home Infusion Program:** This service 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 urmc.rochester.edu/strong-memorial/patients-families/hospital-stay/family-accommodations.aspx.

Information and Resources

- **Edward G. Miner Library:** This library has resources available for patients and families who would like to learn more

about their conditions and treatments. For more information, call (585) 275-3361, email miner_information@urmc.rochester.edu or visit the library on the first floor of URMC, Room 1.6221. You can also click the "Ask A Librarian" button in MyChart.

- **The Frank and Cricket Luellen Patient and Family Resource Center:** Located on the first floor of the James P. Wilmot Cancer Center (Room 1.0701), this center has computers and cancer-related resources. Patients and families may also check out books at no charge. It is open Monday through Friday 8 a.m. to 5:30 p.m.
- **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 and 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 urmc.rochester.edu/cancer-institute/patients-caregivers/wellness/integrative-care.aspx

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 and to manage a mental illness. For more information or to schedule an appointment, please call (585) 273-5050.
- **Psycho-Oncology Service 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 Wilmot patient can arrange for a free nutrition consultation with one of Wilmot's registered dietitians who are board-certified in oncology nutrition. To schedule an appointment, call (585) 486-0600 for Pluta Cancer Center or (585) 275-5823 for Wilmot Cancer Center.
- **Wilmot's Pluta Integrative Oncology and 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 Home Infusion Pharmacy:** For patients who need nutrition support, UR Home Infusion Pharmacy provides 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-based diet may reduce a person's risk of cancer or cancer recurrence. Wilmot registered dietitians host a monthly cooking class at Gilda's Club Rochester 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.

Ostomy Services

UR Medicine Ostomy Services provides comprehensive ostomy care using a holistic approach to meet each patient's needs. Services include pre-operative counseling, stoma site markings, post-operative education on stoma management and ongoing support. Learn more at urmc.rochester.edu/surgery/colorectal/ostomy-clinic.aspx or by calling (585) 262-9191.

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.
- **F.F. Thompson Hospital Pharmacy:** Patients can purchase prescriptions and over-the-counter medications and health products. They can be contacted at (585) 396-6772.

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 activity 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. 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 home-bound and need rehabilitation care, UR Medicine Home Care provides licensed rehabilitation services to patients in their homes. To learn more, call (585) 787-2233.