

# Patient Resource Guide



  
**Seattle  
Cancer Care  
Alliance**

Fred Hutch · Seattle Children's · UW Medicine



# Welcome

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Seattle Cancer Care Alliance brings together the leading research teams and cancer specialists of Fred Hutch, Seattle Children's, and UW Medicine. One extraordinary group whose sole mission is the pursuit of better, longer, richer lives for our patients.

We hope this resource guide is useful. If you have questions, please do not hesitate to ask any SCCA staff member or Guest Services volunteer.

### **Seattle Cancer Care Alliance**

825 Eastlake Ave. E.  
Seattle, WA 98109  
[www.seattlecca.org](http://www.seattlecca.org)  
(206) 288-SCCA (7222)

### **Clinic Hours**

Monday through Friday: 7 a.m. to 9 p.m.

Saturday, Sunday & holidays:  
8 a.m. to 5:30 p.m.

*Photos in this brochure are of SCCA locations, patients, former patients and staff.*



# Preparing for your appointment

## What to bring

- Records as requested by your clinic representative
- Picture ID
- Insurance cards
- List of medications and dosages, including supplements
- A small notebook for your questions
- Book or magazine to help pass the time between appointments

**“SCCA’s national ranking as a premier cancer treatment center and the unparalleled caring and dedication of the staff allows me to leave my cancer with my doctors and go live my life. I’m cared for and cared about.”**

— *Deborah Przekop, patient*



## Keeping you safe


During cold and flu season, we are dedicated to providing added protection for our patients, caregivers and family members.

If you or anyone accompanying you to the clinic has **cold or flu symptoms**, please call your nurse or our reception desk at **(206) 288-1000** before your appointment.

Complimentary hand sanitizing gel is provided throughout SCCA.

## To better protect our patients, we are:

- A fragrance-free environment
- A tobacco-free environment
- Service animal friendly
- Weapons and firearms free



# Useful phone numbers

Main floor reception .....	<b>(206) 288-1000</b>
Customer service for billing.....	<b>(206) 288-6226</b>
Laboratory and blood draw.....	<b>(206) 288-6201</b>
Oncology & Hematology Clinics .....	<b>(206) 288-7400</b>
Pharmacy .....	<b>(206) 288-6500</b>
Registration .....	<b>(206) 288-1377</b>
Transplant clinic .....	<b>(206) 288-7600</b>
Supportive and Palliative Care Services.....	<b>(206) 288-7474</b>
Women's Center .....	<b>(206) 288-7772</b>

*Helpful tip: A member of your care team can help program contact information into your mobile phone.*





# Amenities

Free Wi-Fi, a bistro, gift shop, playroom and a resource center are available and easily accessible at our South Lake Union location.

## Red Brick Bistro and Espresso Bar

The cafeteria, located on the second floor, is open 7 a.m. to 5 p.m., Monday through Friday. View menus on clinic monitors. For weekend and after hours, please check in with your care team for recommendations.

## Shine and Rain or Shine

Our specialty stores sell gifts and products including apparel, jewelry, books, housewares, games, oncology items and specialty skin care products. We offer an expanded oncology product selection at our Shine store as well as free specialty services. Rain or Shine is located in the clinic. Shine is located next door to the SCCA House at 207 Pontius Ave. N., Suite 101.

**Shine: (206) 288-7560**

**Rain or Shine: (206) 288-8270.**





## Patient & Family Resource Center

The center, located on the third floor, is a welcoming place, where patients and families can spend time learning about a specific diagnosis, treatments, support and survivorship. Our Patient Navigator is available to provide support and guidance. The center has computer workstations, a business center, notary services and a lending library. Hours: 8 a.m. to 5 p.m., Monday through Friday. **(206) 288-2081.**

## Play Room

A bright and cheerful corner on the fifth floor offers children and their guardians a place to play between appointments. The child-friendly area is managed by the Child-Life Program. It's open Monday through Friday during clinic hours. **(206) 288-7621.**



# Getting to SCCA

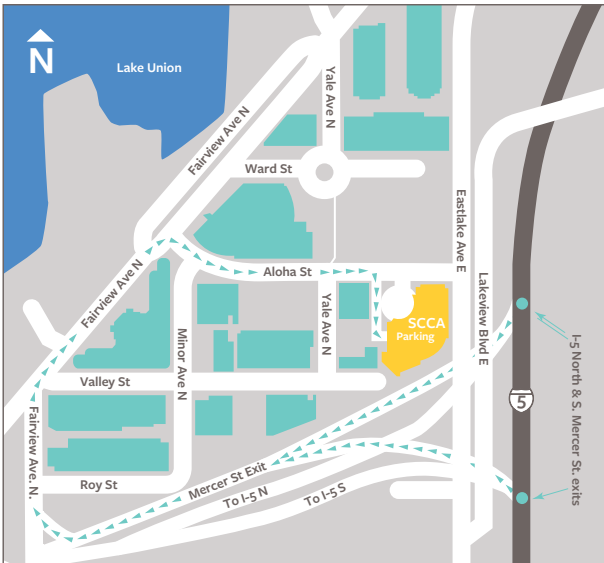
## From Interstate 5:

Seattle Cancer Care Alliance, 825 Eastlake Ave. E.

- Take Exit 167 Mercer St. toward Seattle Center.
- Move to the far right lane.
- Turn right at the light onto Fairview Ave. N.
- Stay in the right lane and continue on Fairview Ave. N.
- Turn right at Aloha St. and travel 2 blocks.
- SCCA and the parking garage are located on the right.

**“It was an amazing gift to be able to let go of the worry that I’d made the right choice in where to be treated. At SCCA, I had access to the latest research and a creative doctor who listened to my needs. It doesn’t get better than that!”**

— *Miggie Olsson, patient*



## From SCCA to UW Medical Center:

UW Medical Center, 1959 N.E. Pacific St.

- Travel north on Fairview Ave. N. (street turns into Eastlake Ave. E.)
- Cross the University Bridge
- Turn right at NE Campus Parkway
- Turn right at Brooklyn Ave. N.E.
- Turn left at NE Pacific Street
- Follow signs for UW Hospital parking



## From SCCA to Seattle Children's:

Seattle Children's, 4800 Sandpoint Way N.E.

- Travel north on Fairview Ave. N.  
(street turns into Eastlake Ave. E.)
- Cross the University Bridge
- Continue north on 11th Ave. N.E.
- Turn right at 45th Ave. N.E.
- Turn left at Sand Point Way N.E.
- Follow signs for Seattle Children's



## Transportation

### Public transportation options to SCCA include:

- **Metro Transit** – For information on bus routes call **(206) 553-3000** or visit [metro.kingcounty.gov](http://metro.kingcounty.gov).
- **SCCA shuttles** – Shuttle service to and from UW Medical Center and Seattle Children's is provided on weekdays free of charge. Schedules are available in all reception areas.
- **Volunteer airport transportation** – Volunteer drivers provide transportation to and from Seattle-Tacoma International Airport and Boeing Field for SCCA patients and their primary caregivers. To request transportation, **please contact our volunteer program assistant** at [volunteer@seattlecca.org](mailto:volunteer@seattlecca.org) or **(206) 288-1075** at least three business days prior to your arrival or departure date. Please note, this service is dependent on volunteer availability.

## Parking

Parking is available in the SCCA parking garage.

- The parking fee is **\$4 per day** with **ticket validation**. Fees will be prorated for shorter visits to the clinic.

- **Parking garage hours** are Monday through Friday from 6:30 a.m. to 8 p.m. and weekends/holidays from 6:30 a.m. to 5 p.m. Overnight parking is available. Please notify the attendant, if you plan to park overnight.
- All University of Washington Medical Center garages and the SCCA garage offer **same-day, reciprocal parking**. Bring your receipt from a participating garage to your appointment at the other location and any remaining paid time will be honored. In and out parking is available. Keep your parking receipt and present it to the attendant.
- The SCCA parking garage also features **two electric vehicle (EV) chargers** on Level A. The EV chargers are open to patients, visitors and the general public. Drivers must pay the applicable SCCA garage parking rate to use the EV chargers.
- **Bike parking** is available on Level A of the parking garage and by the front entrance of the clinic. Remember to bring a lock to secure your bike.

There is **limited metered street parking**. Hours are typically 8 a.m. to 6 p.m. They are extended until 8 p.m. in some areas. Street parking is free on Sundays.



# Clinical services

Apheresis – 5th floor

Blood & Marrow Transplant Clinics –  
6th floor

Blood Draw – 1st floor

Breast Imaging – 3rd floor

Clinical Trials Unit – 5th floor

Colorectal Cancer Specialty Clinic – 4th floor

Diagnostic Imaging (Radiology) – 2nd floor

Lung and Gastrointestinal Early Detection  
Clinics – 4th floor

Infusion Services – 5th floor

Main Floor Reception – 1st floor

Oral Medicine – 6th floor

Oncology & Hematology Clinics – 4th floor

Pancreatic Cancer Specialty Clinic – 4th floor

Patient Registration – 1st floor

Pharmacy – 5th floor

Physical Therapy – 4th floor

Psychiatry/Psychology Clinic – 6th floor

Pulmonary Function – 2nd floor

Radiation Oncology – 1st floor

Procedure Suite – 2nd floor





### **Specialty Oncology Clinics – 3rd floor**

Endocrine

Genitourinary Oncology

Skin Oncology

Surgical Oncology

Survivorship

### **Women's Center Clinics – 3rd floor**

Breast Health

Breast Imaging Center/Mammography

Breast Oncology

Gynecological Oncology

Wellness & Cancer Prevention

*If your medical service is not listed, please ask the main floor receptionist or a staff member for assistance.*

## Support services

- **Chaplaincy and Spiritual Care** – Offers respectful spiritual and emotional care for people of all faiths and spiritualities, including those who are not religious or spiritual. **(206) 288-1099**
- **Counseling** – Provides psychological and psychiatric assistance and support. **(206) 288-1075**
- **Guest Services** – Supports patients with wheelchair escorts, taxi requests, shuttles, directions within the clinic and community, and information and tickets for Seattle tourist activities. **(206) 288-6701**
- **Medical Nutrition Services** – Provides individual nutrition counseling and weekly nutrition classes. **(206) 288-1148**
- **Oral Medicine** – Treats patients for oral difficulties resulting from treatment or other pre-existing conditions. **(206) 288-1333**

- **Patient & Family Education** – Gives weekly classes, manuals and educational materials in the clinic.

The Resource Center provides information on different types of cancer, support, survivorship, a lending library, business center and notary services, community resources and computer workstations. Located on the third floor of the clinic.

**(206) 288-2081**

- **Patient Finance** – Coordinates financial arrangements and assists with the billing process. **(206) 288-1113**
- **Patient Registration** – Registers patients and provides information regarding appointments. **(206) 288- 1377**
- **Patient Navigator** – Guides patients in understanding the health care system and services within the clinic and community. **(206) 288-1076**
- **Pain Management** – Consults and treats patients for chronic and acute pain. **(206) 288-2014**
- **Physical Therapy** – Treats patients experiencing physical side effects from cancer treatment. **(206) 288-6373**
- **Play Room** – Provides families with a child-friendly area managed by the Child Life Program, where kids and their guardians can play between appointments. **(206) 288-7621**

- **Sanctuary** — Open for quiet time, for prayer and meditation and for reflection that can be vital to well-being and wholeness. Located on the first floor of the clinic. **(206) 288-1099**
- **Social Work** — Counseling help for patients, family members and caregivers. **(206) 288-1076**
- **Survivorship Clinic** — Addresses various concerns cancer survivors may face after active treatment, and provides screenings and prevention recommendations. **(206) 288-7772**



- **Living Tobacco-Free Service** – Offers counseling, support services and resources for patients to live tobacco-free. **(206) 288-7766**
- **Volunteer Services** — Assists patients with airport transportation, housing, inpatient tours, and social and practical support. **(206) 288-1075**





# Housing

SCCA provides several housing options for patients and family members receiving treatment.

**SCCA House** is an 80-unit facility with fully furnished rooms, kitchenettes and amenities, including free shuttle service. SCCA House was designed and built with very strong infection control measures.

**(206) 204-3700**

The address is:

207 Pontius Ave N., Seattle, WA 98109





**Pete Gross House** has 70 fully furnished, private apartments for patients who require housing during treatment. **(206) 262-1000**

The address is:

525 Minor Avenue N., Seattle, WA 98109

**Ronald McDonald House** provides housing for 80 pediatric patients and their family members being treated at Seattle Children's and/or SCCA who live at least 45 miles away. **(206) 838-0600**

The address is:

5130 40th Ave N.E., Seattle 98105

The SCCA Housing Department can provide a list of additional resources or answer your housing questions. Call **(206) 288-7263** or email **housing@seattlecca.org**.



# Billing and financial resources

Financial coordinators are available by phone to help with the billing and insurance process so you can focus on your care. They are available by phone at **(206) 288-1113** or toll free at **(800) 804-8824**.

To find out about estimates, private pay, and procedural codes and costs, please call our Patient Financial Services at **(206) 288-2080**.

**“When I was being treated at SCCA, I felt a strong and sincere sense of caring. Everyone is working as a team, dedicated to my well-being.”**

*— Steve Lovell, patient*





## Financial assistance

We can help with the applications to determine whether you qualify for assistance. Financial counselors can help you apply for publicly funded health insurance or subsidized health insurance.

Documents are available at Patient Registration. A copy can be mailed or emailed to you free of charge. Just call Patient Financial Services at **(206) 288-1113** and select **option 3** to speak with a financial counselor, or email requests to **[fincounsel@seattlecca.org](mailto:fincounsel@seattlecca.org)**.

Written requests may be sent to Patient Financial Services at 825 Eastlake Ave. E., Mailstop LG3-340, Seattle, WA 98109.

To **download a copy** of these documents, visit **<http://www.seattlecca.org/financial-assistance>**.



# Patient rights and responsibilities

## Your rights

SCCA is committed to making sure your rights are respected. As a patient, you have a right to:

- Reasonable access to medical care within the capacity of our mission, purpose and principles, and in compliance with the appropriate laws and regulations;
- Medical care guided by the best medical practices;
- Confidentiality regarding your care and medical records;
- Understand how SCCA uses and discloses your health information (“Notice of Privacy Practices”);
- Access your medical records (upon request) with an explanation of this information as necessary, except when doing so is restricted by law;
- Receive information in a manner that you can understand;
- Access interpreter services if you are non-English speaking or experience vision, speech, hearing or cognitive impairment;



- The opportunity to voluntarily participate in appropriate medical research studies;
- Care that is respectful of your cultural, psychosocial and spiritual preferences;
- Care that supports privacy, personal dignity and individual needs;
- Delivery of care that is free from mental, physical, sexual or verbal abuse, neglect or exploitation;
- Security and protection of your physical person and rights;
- Priority of medical needs over the objectives of any research study;
- Participate and make informed decisions in all aspects of your care;
- Open discussions about your care;
- Refuse treatment or services to the extent permitted by law, and be informed of the potential consequences of such action;

*Continued on next page*

- Treatment that does not prolong suffering, if your medical condition reaches a point where recovery is not realistically possible;
- End-of-life care that maximizes comfort, dignity and quality of life as defined by you and your family;
- Appropriate assessment and management of pain;
- Be informed of options for ongoing medical care if SCCA cannot meet the request or need for care, treatment or services (including discharge or transfer);
- Inspect and clarify your billing statements.

SCCA does not discriminate against any patient or patient's family member on the basis of race, color, religion, creed, national origin, sex, age, disability, marital or veteran status, sexual orientation or gender identity.

If you feel you have experienced discrimination as a patient at SCCA, contact SCCA Patient Relations at **(206) 288-1056**.

## Advance directives

In the event you need such care, there are two options:

A **health care directive (living will)**, in which you communicate orally, or in writing, the specific treatment desired if you are unable to communicate these wishes;

A **durable power of attorney** for health care, in which you designate another person to make decisions about your health care if you become unable to do so.

SCCA's social work staff is available to assist you. **(206) 288-1076**.

**"I am not just a patient at SCCA. I am a mother, grandmother, wife, sister, friend, coworker and a lover of life, and they take all of me into consideration while I'm being treated."**

*— Debbie Berg, patient*

## Your responsibilities

SCCA wants you to participate in the decisions involving your care and treatment. Here are ways to participate:

- Provide complete and accurate information about your health, symptoms and medications;
- Ask your provider questions when you do not understand the planned treatment, care or what is expected of you;
- Follow the treatment plan, which you and your provider have agreed upon;
- Keep appointments or let us know if you cannot make them;
- Take responsibility for the outcomes if you do not follow the recommended treatment plan;
- Be considerate of the rights of other patients, personnel and property;
- Follow SCCA rules and regulations;
- Provide accurate and timely information about sources of payment and your ability to meet financial obligations, and
- Promptly meet any financial obligation agreed upon with SCCA.

## Complaints and concerns

If you have concerns or complaints about any part of your care at SCCA, please feel free to speak with your health care team. Your nurse or social worker will also advocate on your behalf. If you are not satisfied, you may also contact **SCCA Patient Relations** at **(206) 288-1056**.

Or write to:

Seattle Cancer Care Alliance  
Patient Relations  
825 Eastlake Ave. E.  
MS: LG-600  
P.O. Box 19023  
Seattle, WA 98109

You have the right to contact the following governing agencies:

**Washington State Department  
of Health**  
**(800) 633-6828**

**The Joint Commission**  
**(800) 994-6610**

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

For Medicare and Medicaid beneficiaries who have a complaint, you may contact:

**Qualis Health**  
**(800) 949-7536,**

Fax: (206) 440-2644

[www.qualishealthmedicare.org](http://www.qualishealthmedicare.org)



# Other important information

## Our staff, your security

SCCA's security staff provides assistance to patients, visitors and others 24 hours a day, seven days a week. If you are in need of assistance with lost and found items, directions or accessing a wheelchair, please contact security at **(206) 288-1111**.

"The care protocols are leading edge at SCCA and the providers are incredibly compassionate. I was confident the combination gave me the best chance for a cure — and it did. They saved my life twice!"

— Paul Lifschultz, patient





## Important addresses and websites

### **Seattle Cancer Care Alliance**

825 Eastlake Ave. E.  
Seattle, WA 98109  
(206) 288-SCCA (7222)  
(800) 804-8824  
[www.seattlecca.org](http://www.seattlecca.org)

### **University of Washington Medical Center**

1959 N.E. Pacific St.  
Seattle, WA 98195  
(206) 598-3300  
[www.uwmedicine.org](http://www.uwmedicine.org)

### **Seattle Children's**

4800 Sandpoint Way N.E.  
Seattle, WA 98105  
(206) 987-2000  
[www.seattlechildrens.org](http://www.seattlechildrens.org)

### **Fred Hutchinson Cancer Research Center**

1100 Fairview Ave. N.  
P.O. Box 19024  
Seattle, WA 98109-1024  
[www.fredhutch.org](http://www.fredhutch.org)





# Better together.