Physical Therapy
Maintaining physical activity during cancer treatments helps to prevent or reduce complications and enhance quality of life. Physical therapists help patients regain a sense of hope and control over their health by teaching proper and safe activity before, during and after treatment. Our staff provides evidence-based, individualized and specialized treatment interventions that can include fatigue management, manual therapy, balance training, edema management and exercise instruction. For patient safety, a provider referral is required. Phone: (206) 606-6373

Patient and Family Resource Center
The Resource Center, located on the third floor of the clinic, provides visitors access to a cancer library, educational materials, online computer workstations, notary services and a business center. The Resource Center’s Patient Navigator can provide listings for community and clinic events, support groups and other resources. All services and materials are provided free of charge. Phone: (206) 606-2081

Retail Stores: Shine and The Gift Shop
Our retail stores sell gifts including apparel, jewelry, books, housewares, games and oncology-specific products such as breast prostheses and bras, compression garments, hair alternatives, nutrition products, canes, sexual intimacy aids and specialty skin care products. We offer many oncology products at our Shine store as well as free mastectomy fittings, haircuts for patients and caregivers, head shaves and wig trims. Shine: (206) 606-7560 The Gift Shop: (206) 606-8270

Supportive Care Services
Supportive Care Services
Practical, emotional, and social support

Supportive & Palliative Care Service
Palliative care improves quality of life and may help you live longer. The American Society of Clinical Oncology recommends that palliative care be integrated into standard oncology care for patients with advanced cancer or those with significant symptoms at the time of their cancer diagnosis. Palliative care is available at any time; you don’t have to stop receiving treatment to be seen by the palliative care team. Our service provides an extra layer of support, relieves suffering, reduces stress, assists with understanding of your condition, helps with decision-making and planning, and provides opportunities for personal growth. Phone: (206) 606-7474

Survivorship Clinic
The Survivorship Clinic addresses concerns cancer survivors may have after therapy ends, including fatigue, memory issues, sexual dysfunction and living with uncertainty. A Survivorship visit includes a Treatment Summary and Care Plan to address potential late and long term health effects of your cancer treatment. Phone: (206) 606-6100

Tobacco Cessation Services
Quitting tobacco use at the time of a cancer diagnosis can lead to improved treatment outcomes, reduced side effects and improved survival. Our tobacco cessation services are available at no charge to patients, caregivers and family members who are thinking about quitting or ready to stop tobacco use. Patients can call to discuss quitting, develop a quit plan and to get support during the quitting process. Free nicotine patches, gum and lozenges are available to those who receive counseling. Phone: (206) 606-7766

Volunteer Services
SCCA’s dedicated volunteers provide practical, emotional, and social support for patients and caregivers. Volunteers offer airport transportation, housing tours, special events, free activities and assistance at our Guest Services desk. Phone: (206) 606-1075

The Guest Services desk is located on the first floor of the clinic. Phone: (206) 606-6701
Spiritual Health
Chaplains provide respectful spiritual and emotional care for people of all faiths and spiritualities, including those who are not religious or spiritual. Through active listening, companionship, and facilitating reflection, a chaplain works with you and your loved ones as you face losses and unknowns, cope, struggle, search, and grow. Our Sanctuary (first floor) is open for quiet, prayer or meditation. Phone: (206) 606-1376

Child Life Services
Child Life helps children cope with stressors related to illness. Using a variety of techniques with children including play, expressive activities and developmentally appropriate conversation, Child Life fosters understanding and the ability to adjust to changes within the family when loved ones are sick. Child Life also provides parenting support and collaborates with families to enhance coping skills. Phone: (206) 606-7621

Clinical Patient Navigation
Clinical patient navigators work with patients and caregivers to help overcome any barriers to their full participation in timely treatment and care. Navigators can connect patients with SCCA, community and national resources to assist with tangible needs such as financial concerns, health insurance coverage, medication co-pays, medical transportation, medical housing, emotional support and many others. Navigators tailor services to meet your language and cultural needs and promote access to care if you experience barriers such as limited English proficiency or social, intellectual or physical challenges. However, individuals of all cultural, educational and financial backgrounds may at some time benefit from navigation services during their cancer care. Phone: (206) 606-1376

Interpreter Services
Interpreter Services ensures that you have equal access to health care services and effective communication during clinic appointments. The services are provided for you, your family and your caregivers who may have limited or no English speaking proficiency or are deaf, hard of hearing or visually impaired. Phone: (206) 606-6419

Medical Nutrition Therapy
Our registered dietitians provide personalized, evidence-based medical nutrition therapy including: nutrition education for patients and caregivers, cancer prevention and survivorship, therapeutic diet counseling, management of treatment-related side effects, nutrition support including tube feeding, safe food handling and preparation, and use of vitamins, minerals and herbal nutrition supplements. Phone: (206) 606-1148

Housing
Lodging options can be accessed on our website at seattlecca.org/housing.cfm, or you can pick up a copy from Patient and Family Services office, located on the first floor of the SCCA clinic. The SCCA House, Pete Gross House and Ronald McDonald House are among many options. We have working relationships with a number of local hotels and apartment and condo owners, who offer temporary lodging at or below Seattle’s market prices. When you are scheduled through our Intake office, lists are provided describing these lodging options. Phone: (206) 606-7263

Patient & Family Assistance
During your treatment at SCCA, limited funds may be available to help you cover basic living expenses if your personal and financial situation meets our financial assistance guidelines. Contact your social worker or patient navigator for an application and guidelines for eligibility. Phone: (206) 606-1376

Patient & Family Education
You have the right to reliable education about your disease, your treatment and maintaining your health after your treatment. Ask your care team for educational materials such as your Patient Care Manual, Chemo Cards or Symptom Sheets. Phone: (206) 606-1472 Email: patienteducation@seattlecca.org

Patient Relations
Patient Relations is your resource should you or your family have concerns regarding the quality of care you receive at SCCA. SCCA encourages you, the patient, to first talk with your health care team or social worker if you have concerns. If talking with your healthcare team or social worker doesn’t resolve your concerns, please contact a Patient Experience Specialist. Our Specialists document your concerns, investigate and respond as necessary, share patient feedback with other departments, and work with our teams to improve patient care and safety. Phone: 206-606-1056 Email: p relat@seattlecca.org

Clinical Social Work
Emotional and Psychological Support
The stress of dealing with cancer can affect your feelings, thoughts and behaviors. You, your family members, or your caregivers may feel sad, down, anxious, angry, confused or overwhelmed. Clinical oncology social workers are available weekdays to provide emotional, psychological and practical support to you, your family members and caregivers. If you would like to talk with a social worker, or learn more about referrals to our psychologists and psychiatrists, please call the number below. We also assist with identifying other SCCA and community resources that may be of help. Phone: (206) 606-1376