



Welcome to the Duke Cancer Institute Integrating leading-edge research with world-class care

Thank you for choosing the Duke Cancer Institute (DCI) for your healthcare needs. The DCI is a single entity that effectively integrates and aligns cutting-edge research and world class education with compassionate clinical care. This means your physicians, some of the most renowned medical specialists in the world, have virtually instant access to innovative scientists who continue the quest to find better treatments and a cure for the challenging set of diseases we call cancer. At Duke, we continue to blaze new trails in cancer care and prevention.

The Duke Cancer Institute is a National Cancer Institute-designated comprehensive cancer center, one of only 45 in the nation. The Duke Cancer Center is a state-of-the-art patient care facility consolidating in one convenient location almost all outpatient clinical care services. The facility offers helpful programs and services, including a patient resource center, retail pharmacy, self-image boutique, quiet room, café and outdoor garden. Top quality Duke cancer care is now closer to home than ever before. For added convenience, depending on the type of cancer and treatment needed, patients can elect to seek care at one of our four cancer centers located in Wake County. Locations include Duke Cancer Center Raleigh, Duke Cancer Center Macon Pond, Duke Cancer Center Cary and Duke Cancer Center Cary Radiation Oncology. Duke Cancer Center Raleigh is located on the campus of Duke Raleigh Hospital.

The recipient of more than \$250 million annually in research funding, the Duke Cancer Institute focuses on basic, translational, clinical and population research. The Duke Cancer Institute offers advanced technologies and techniques long before most clinical trials become routinely available at other healthcare institutions. This pioneering approach to healthcare helps to ensure our patients receive individually tailored cancer treatment options.

Through the decades and across the globe, patients and their families have benefited from Duke's unwavering commitment to excellence in cancer care, education and research. Thank you for choosing the Duke Cancer Institute for your care. It is our privilege to provide to you and your family, cancer care as it should be.

Sincerely,

Michael B. Kastan, M.D., Ph.D.
Executive Director, Duke Cancer Institute

We suggest you bring this reference guide with you to your first visit.

We will review the guide with you to help identify areas of particular interest to you. You may wish to highlight sections and perhaps even jot down some notes. The handy pockets are reserved for the safekeeping of information you may receive from your clinicians. If you received a digital copy of this reference guide prior to your first visit, please be sure to request a printed version from your clinical team at your first visit.



Duke University Health System
is very proud to have achieved
Magnet recognition (2014).

A state-of-the-art facility, leading-edge research and compassionate care — all for you

Improving your experience

Established in 2012, the Duke Cancer Center was designed with input from patients, families and caregivers to ensure you and your loved ones experience a welcoming, supportive and healing environment.

Team-based, disease-specific care

The Duke Cancer Institute brings together the many aspects of your care into one convenient location. A team of physicians, nurses, pharmacists, medical family therapists, social workers, dieticians and others will work together within a multidisciplinary disease-based program to provide you with your care needs.

Registration

Registration is designed to improve flow and effortless navigation of the facility. You will check in with our patient service associates, and will receive a pager, which provides additional privacy and allows for visiting other areas of the building until notified to come to your appointment.



Spaces for you and your family

The Duke Cancer Center is open Monday through Friday, from 6 a.m. to 9 p.m. A video introduction to the Duke Cancer Center and video tours of the facility are available at dukemedicine.org/cancertour.



Café – Level 0

The Duke Cancer Center Café offers indoor and outdoor seating, a healthy menu featuring local farm-fresh fruits and vegetables and, from time-to-time, cooking demonstrations.



Resource Center – Level 0

The Resource Center works with your healthcare team to provide written and online information on specific types of cancer treatments, side effects, coping strategies, family issues, nutrition questions and more. The center offers educational materials, computer kiosks and a skills lab for patients and their families. Books, video and audio tapes, periodicals, brochures, magazines and more are available to patients and their families. The Resource Center is open Monday through Friday, from 8 a.m. to 4 p.m. For more information, call 919.684.6955.



Retail Pharmacy – Level 0

The Duke Cancer Center Specialty Pharmacy provides a convenient location for filling prescriptions as well as purchasing over the counter medications. Our pharmacy is open Monday through Friday, from 8:30 a.m. to 6 p.m.



Quiet Room – Level 0

The Quiet Room provides a tranquil space where patients and their families can take time to reflect, relax, meditate or pray. The Quiet Room inspires peace, quiet and spiritual meditation for individuals of all faiths.



Belk Boutique – Level 0

The 1,000-square-foot Belk Boutique offers the latest trends in wigs, hats, caps, scarves, self-image products, post-surgical garments and prosthetics — items and resources cancer patients need as they journey toward recovery. Private consultation rooms are available. The boutique is open Monday through Friday, from 9 a.m. to 4 p.m. For more information, call 919.613.1906.



Garden

The beautiful Seese-Thornton Garden of Tranquility offers patients and families an outdoor space for meditative thought and reflection. The garden is located in front of the Duke Cancer Center. Seating is available.



Common Areas

Beginning in the soaring central atrium, the Duke Cancer Center's common spaces foster a feeling of comfort and relaxation. Clinics offer spacious, comfortable waiting areas featuring large windows and natural light. Host stations can be found in waiting areas where volunteers provide information about patient resources.



Resources and support

We are committed to treating you as a whole person, mind and body, not just your cancer. We believe quality comprehensive cancer care involves attending to issues beyond the scope of traditional models of medicine. We understand cancer not only affects you; it also touches the lives of those surrounding you. The care we provide extends to your family and your support network. In fact, most of our cancer support services are provided at no additional charge to you and your loved ones.

Duke Consultation and Referral Center

For more information on services offered at the Duke Cancer Institute, contact the Duke Consultation and Referral Center at 888-275-DUKE (888.275.3853). The referral center is open Monday through Friday, from 8 a.m. to 6 p.m.

Reschedule an appointment

If you need to reschedule an appointment, call the number listed on your appointment letter or email reminder. If this number is not readily available, please call 919.668.6688, Monday through Friday, 8 a.m. to 5 p.m.

Cancer patient support services

The Duke Cancer Patient Support Program offers services that support patients and their loved ones. We help patients understand their options, make decisions, manage the effects of cancer and its treatment, and find meaning in the journey. We offer professionally facilitated support groups that give you and your family members the opportunity to share your experiences, gather information and resources, and participate in educational programs. We offer disease-specific support groups and general support groups for family members and children. For more information on support groups, call 919.684.4497

Chemotherapy education class

Led by a nurse or pharmacist, chemotherapy education classes are held daily in the Resource Center, Room 0N10 of the Duke Cancer Center. All patients starting chemotherapy should consider attending. No registration is required. Family and friends are welcome. Classes are available from 1 to 2 p.m. on Monday and Wednesday, 10 to 11 a.m. on Tuesday and Thursday, and from 9 to 10 a.m. on Friday.



Child-life services

The diagnosis of cancer impacts every member of the family, including children and teens. Our certified child life specialist strives to help children and teens better understand and cope with serious illness in the family. Education and supportive activities can reduce the stress experienced by children and teens and make it easier for families to talk about the illness experience. To schedule an appointment with our child life specialist, call 919.684.2913.

Clinical trials

Our experts across all specialties participate in national clinical trials and perform the most advanced treatment methods using the latest technology available today. We offer our patients access to clinical trials at the forefront of treatment development, long before they become routinely available. You may be eligible to participate in one of our clinical trials, many of which test new cancer therapies and explore genomics, the study of genes, how they function and their impact on health. To learn more about available clinical trials at the Duke Cancer Institute, visit dukemedicine.org.

Genetics counseling

The Hereditary Cancer Clinic offers cancer risk assessment and education to patients with cancer and people with a family history of cancer or other cancer risk factors. For more information or to make an appointment, call 919.684.3181.

Patient resource center

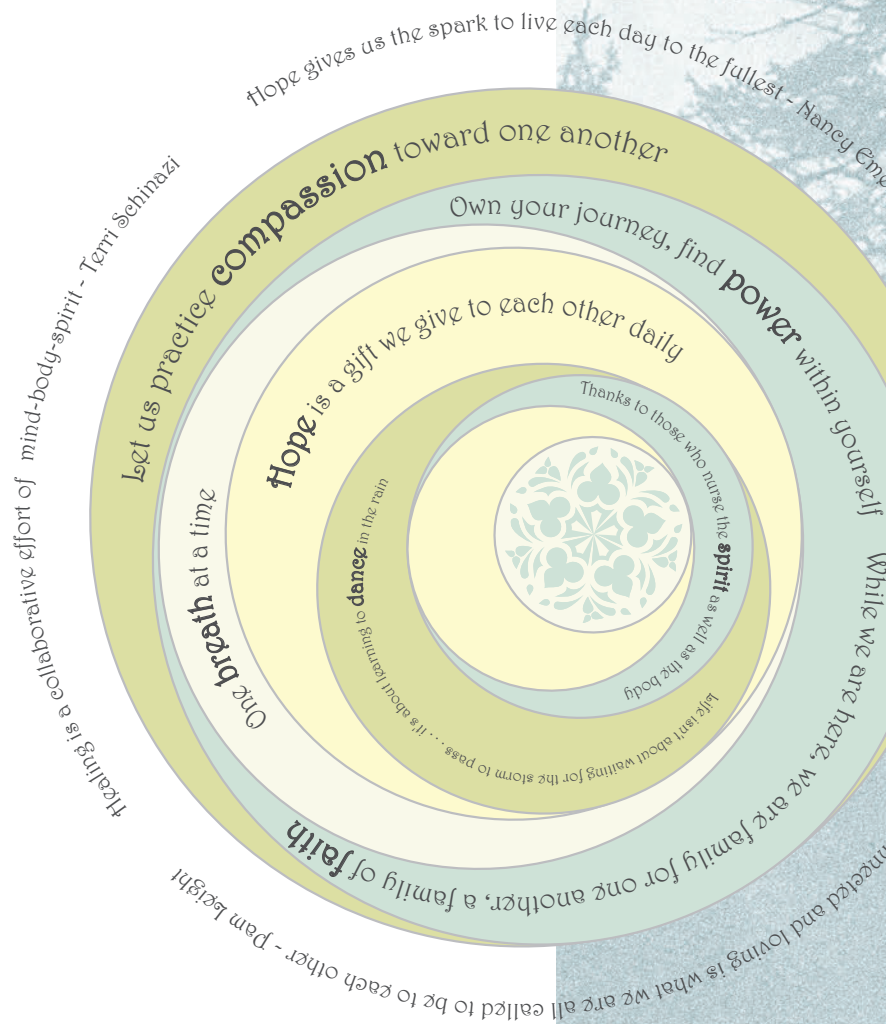
The Patient resource center provides information and referral services on early detection and risk reduction; specific cancers; treatments and side effects; research and clinical trials; complementary therapies; coping; nutrition; children's concerns; and end of life care. A lending library with books, CDs and DVDs; free cancer-related brochures and magazines; and computers for patient and family use are available Monday through Friday, from 8 a.m. to 4 p.m. The center is located in Room 0N10 next to the atrium on Level 0 of the Cancer Center. For more information, call 919.684.6955.

Interpreters

Medical interpreters are available and can be requested when scheduling your appointment.



Photo by Robert Benson





Oncology recreation therapy

This program assists inpatient adults with cancer adjust to illness, treatment and hospitalization. Recreational therapy treatment interventions and general recreational activities and resources are offered. For more information, call 919.681.2928.

Pastoral services

Duke chaplains are on-site seven days a week, 24 hours a day to offer spiritual support to patients and their families. When requested, they connect patients and their families with faith-specific representatives from the community. To learn more, call 919.684.3586.

Physical and occupational therapy services

Duke Medicine provides a variety of outpatient physical and occupational therapy services, including a Lymphedema Management Program and falls risk assessments. Services also include assessments and treatments for the following conditions: general weakness and deconditioning, chronic pain, changes in cognition, impairment with fine motor dexterity, alterations in vision, incontinence, and sexual health issues. To schedule an appointment or to seek further information regarding our programs, please call 919.684.2445.

Speech pathology and audiology rehabilitation services

We provide rehabilitation services to include a wide range of cognitive-communicative, hearing and swallowing issues related to the effects of cancer treatments. A team of skilled health professionals will work with you to improve difficulties with hearing, swallowing, memory, attention, problem solving, language and more. Our clinicians focus on functional and practical therapy plans with a goal of achieving, for

you, the best quality of life possible. To schedule an appointment or to seek further information regarding available programs, call 919.684.3859.

Survivorship support

Our cancer survivorship initiative focuses on the design and delivery of high-quality survivorship care following cancer treatments. We partner with patients and their families to help them achieve healthy, fulfilling lives beyond cancer. Areas of care that are addressed include assessment and management of both physical and emotional long-term and late effects that may result from the cancer experience, cancer screenings, and counseling related to prevention and health promotion. We offer a number of clinical and supportive services, as well as research opportunities in the area of cancer survivorship. For more information, call 919.681.4707.

Therapy and counseling

A diagnosis of cancer can impact a person both emotionally and relationally. Our medical family therapists provide individual, couple and family therapy. We also offer psychiatric and psychological services as part of our treatment for emotional, psychological and relational issues associated with a cancer diagnosis. For additional information, call 919.684.4497.

Volunteer services

The Duke Cancer Patient Support Program offers volunteers trained to work with you and your family members. They provide conversation and comfort. Our volunteers guide patients to locations and resources within the clinics and hospital. Our volunteers play a vital role in the day-to-day activities at the Duke Cancer Center.

Additional programs

Duke MyChart

The online medical record system allows you to request appointments, check lab results and more.

Visit our convenient and secure website, dukemychart.org:

- View your lab and radiology reports and other health information (including notes from your doctor, if applicable)
- Communicate with your provider
- Request appointments
- Request medication refills

To start using MyChart services, visit dukemychart.org and follow the instructions to sign up. You can also add a loved one or a caregiver to your account so he or she is able to view your lab reports, request appointments and use other MyChart features. If you have questions about MyChart or need assistance setting up an account, contact the Duke Medicine Customer Service Center at 800.782.6945.

Keep in touch with CarePages

As part of our commitment to patient-centered care, at Duke Medicine we offer an online tool to help patients connect with their support systems back home. CarePages are free Web pages that patients can create to communicate with loved ones throughout their experience at Duke University Hospital, Duke Raleigh Hospital or Duke Regional Hospital.

CarePages can help patients:

- Journal their hospital stay
- Post messages and photos for family and friends
- Receive words of encouragement
- Update loved ones all at once, reducing the need for multiple phone calls
- Connect with other patients facing similar challenges

Your CarePage is private and fully secure. Only those to whom you have given a password can visit your page. To create a CarePage or learn more about it, visit carepages.com/dukehealth.

Duke Cancer Institute Office of Development

Many of our patients and their families want to know what they can do to help make a difference in the lives of others battling cancer. The DCI Development office

helps to foster working partnerships between our patients and our scientists, who are on the frontlines of cancer research. Philanthropic support from patients and their loved ones enables us to advance new models of patient-centered care; to prepare the next generation of compassionate and innovative cancer doctors and researchers; and to continue to bring novel, improved treatments to patients at Duke and beyond. Ultimately, patient support accelerates our quest to cure cancer. There are many ways to support the Duke Cancer Institute and its efforts. To learn more or to make a donation, contact the DCI Office of Development at 919.385.3123 or visit dukecancerfund.org.

American Cancer Society Road to Recovery program

The Road to Recovery program is a free service that matches Durham County and Wake County patients who need transportation with local volunteers willing to drive them to oncology appointments at the Duke Cancer Center or Duke Regional Hospital. Cancer patients needing transportation to their appointment or who would like more information about the program can call 800-ACS-2345.



Frequently asked questions

What should I bring to my appointment?

- Completed medical questionnaires
- All medications and supplements (in original containers)
- Any medical records that may need to be reviewed
- Photo ID
- Insurance cards
- This reference guide

Where should I park?

See the “Directions, parking and maps” information provided in this packet on page 13. Additional resources are available at dukemedicine.org.

What can I expect when I visit?

At the Duke Cancer Institute we are dedicated to a multidisciplinary approach to cancer care. Our goal is to streamline your care. In a single visit, depending on your diagnosis, you may see a variety of specialists, including your medical oncologist, surgeon, radiation oncologist and geneticist. In many instances you will also meet with a nurse, a pharmacist and a social worker.

Your new patient appointment may begin with a nurse, nurse practitioner or physician assistant. At that time, your healthcare provider will review and discuss with you your health history. He or she may ask additional questions to establish a complete overview of your diagnosis and treatment history.

The Duke Cancer Institute transforms cancer care through integration of innovative research and world class education. We are devoted to the mentoring of future healthcare providers. Therefore, at times you may be seen by a medical resident or fellow pursuing specialty training in healthcare. Both work closely with your oncology specialist and are vital members of your health care team.

After meeting with your health care team, you will be seen by a cancer specialist who will discuss with you in detail treatment options and next steps.

On subsequent visits, your medication and symptoms will be reviewed by a nurse. You will then see either your cancer specialist or the nurse practitioner or physician assistant who works with your cancer specialist. Our physician assistants and

nurse practitioners are experienced in caring for cancer patients and they are experts in symptom management.

The Duke Cancer Center offers disease-site nursing, which means you have nurses who are focused on your particular cancer. At each appointment you will see the same nursing team. This approach gives you a consistent point of contact for questions and concerns that arise outside of the clinic.

Required lab tests or imaging studies may increase the length of your visit, so we encourage you to make any necessary childcare or pet care arrangements. You are encouraged to bring a sweater or light jacket, reading material, a laptop or mobile device and power cords. Free wireless Internet service is provided throughout the Cancer Center.

What do I need to know about clinical trials offered at Duke?

Our experts across all specialties participate in national clinical trials and perform the most advanced treatment methods using the latest technology available today. As a result, we offer a broad selection of medical, surgical and minimally invasive options to our patients, including some who are not considered candidates for treatment elsewhere. A cancer clinical trial is a research study in which patients participate as volunteers to test leading-edge therapies, including new drugs, new approaches to surgery or radiation therapy, new combinations of treatments, devices or gene therapy. The Duke Cancer Institute is committed to offering you the most advanced care possible. We offer hundreds of clinical trials for the treatment and prevention of many forms of cancer. Some of these trials are available only at the Duke Cancer Institute. For a complete list of active clinical trials, visit dukemedicine.org.

What should I know about insurance and my bill?

We will process claims for services with your insurance carriers. You may be asked to pay, at the time of your visit, amounts not covered by your insurance, such as co-pays, deductibles and coinsurance. Duke participates with most insurance companies, Medicare and North Carolina Medicaid. Prior to your visit, check with your employer or

insurance company to see if you have access to healthcare services at Duke. Otherwise, you may be responsible for all or a large portion of your bill.

Bring your complete health insurance information, including identification, insurance cards and authorization forms.

Co-payments for physician and hospital care and other balances you may owe are due on the day you receive services. Your insurance may also require you to pay for estimated coinsurance or deductibles related to your care. If you have multiple appointments, your insurance company may require multiple co-payments.

Duke is committed to providing care with dignity and respect. If you have questions or cannot pay your bill in full, please tell us and let us help. Our account representatives and financial care counselors, located on every floor of the cancer center, will assist you with filling out applications for monthly payment plans, financial assistance programs and government sponsored programs.

Who do I call with questions about billing or insurance before or after my visit?

If you have any questions about your co-payments, deductibles or coinsurance requirements, please call your insurance company. If you have questions about your bill or would like to speak with someone about financial assistance, contact the Duke Medicine Customer Service Center at 800.782.6945.

Who do I contact about my experience at the Duke Cancer Center?

Our goal is to provide you with high-quality care and an outstanding patient experience. To help serve you better and to identify opportunities for improvement, we depend on the feedback of our patients. About two weeks after your appointment you may receive in the mail a patient satisfaction survey. Please take a few moments to complete the survey and return it in the postage-paid envelope provided. If your feedback is urgent or if you wish to speak with someone, please contact our patient advocates at 919.681.2020.



Chime In!

Learn more about the Duke Cancer Institute and share your experiences with others. Follow us on Twitter and like us on Facebook.

Medical question?
Need to speak with
a nurse?

Call our oncology triage
line at 919.668.6608.

(Details on Page 16.)

Travel & Lodging

The Duke Cancer Center is approximately 16 miles from the Raleigh-Durham International airport (RDU). Taxis, shuttles and public transportation are available at the airport. Some hotels also offer transportation assistance.

The following hotels are located near the Duke Cancer Center in Durham. Information is provided as a courtesy and is not representative of all area lodging options. When making reservations, be sure to ask about shuttle services and a medical room rate. Many local hotels offer discounts to patients receiving care at the Duke Cancer Center. Duke Concierge Services partners with select hotels and inns to secure special medical rates. *To secure a Duke Concierge Services medical rate, patients and their families must call Duke Concierge Services at 919.681.4947. Rates subject to change.

For additional lodging options, visit dukemedicine.org/lodging.

Brookwood Inn

2306 Elba Street
Durham, NC 27705
919.286.3111
800.716.6401
(.3 miles from Duke Cancer Center)

Comfort Inn University Durham Chapel Hill

3508 Mount Moriah Road
Durham, NC 27707
*(Duke Concierge Services medical
rate: \$49 per night + tax)
844.838.7875
(6.9 miles from Duke Cancer Center)

Courtyard by Marriott

1815 Front Street
Durham, NC 27707
919.309.1500
(2.8 miles from Duke Cancer Center)

Duke Tower All- Condominium Hotel

807 West Trinity Avenue
Durham, NC 27701
919.687.444
866.385.3869
(2.4 miles from Duke Cancer Center)

Durham Marriott City Center

201 Foster Street
Durham, NC 27701
919.768.6000 / 800.909.8375
(2.3 miles from Duke Cancer Center)

Extended Stay America

1920 Ivy Creek Boulevard
Durham, NC 27707
*See page 16 for discount offer.
*(Duke Concierge Services medical
rate: \$44 per night + tax)
919.402.1700
(4.41 miles from Duke Cancer
Center)

Holiday Inn Express

2516 Guess Road
Durham, NC 27705
919.313.3244
(2.7 miles from Duke Cancer Center)

Hilton Garden Inn

2102 West Main Street
Durham, NC 27705
919.286.0774
(1 mile from Duke Cancer Center)

Homewood Suites

3600 Mt. Moriah Road
Durham, NC 27707
919.401.0610
(6.4 miles from Duke Cancer
Institute)

Millennium Hotel Durham

2800 Campus Walk Avenue
Durham, NC 27705
919.383.8575
(1.4 miles from Duke Cancer Center)

Quality Inn & Suites

3710 Hillsborough Road
Durham, NC 27705
*(Duke Concierge Services medical
rate: \$40 per night + tax)
919.382.3388
(1.4 miles from Duke Cancer Center)

Red Roof Inn

4405 Highway 55 East
Durham, NC 27713
919.361.1950
866.599.6674
(8.8 miles from Duke Cancer Center)

Staybridge Suites

3704 Mount Moriah Road
Durham, NC 27707
919.401.9800
(5 miles from Duke Cancer Center)

University Inn

502 Elf Street
Durham, NC 27705
800.313.3585
(.4 miles from Duke Cancer Center)

Washington Duke Inn & Golf Club

3001 Cameron Boulevard
Durham, NC 27705
919.490.0999
800.443.3853
(1.9 miles from Duke Cancer Center)



Long-term lodging

Patients visiting Duke for an extended period of time may choose to stay at one of the following locations:

Caring House

Caring House offers comfortable and affordable housing for adults receiving outpatient treatment at the Duke Cancer Institute and their caregivers. Rooms are \$35 per night and are available for long- and short-term stays. A referral from a clinical social worker or patient resource manager is needed for first-time guests. For more information call 919.490.5449 or visit caringhouse.org.

Other long-term lodging

Ronald McDonald House provides temporary housing for pediatric patients and their families. A referral from a clinical social worker or patient resource manager is needed for first-time guests. For more information, call 919.286.9305.

The Host Homes program is sponsored by Duke Patient Information Services and can assist with lodging in private homes. A nominal need-based fee is charged for this lodging. For more information, please call 919.681.4688.

Concierge services

Designed to serve patients and their families, Duke Concierge Services provides guidance for lodging, dining, personal services, entertainment, sporting events and more. Duke Concierge Services has partnered with several local hotels to provide patients and their families with concierge rates. To secure a concierge rate or for more information, call 919.681.4947.

Patient advocates

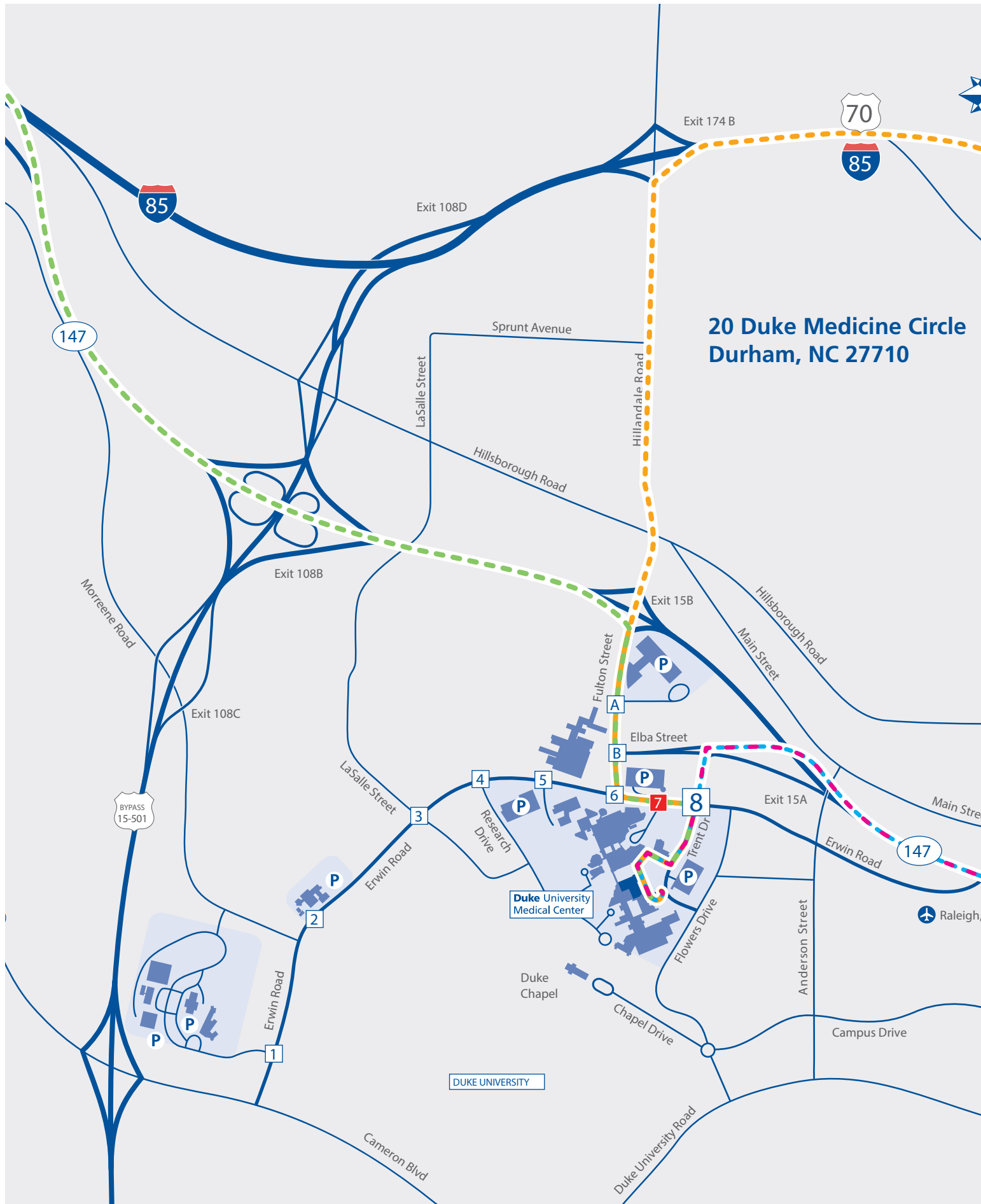
The Department of Patient and Visitor Relations assists patients and their families. As advocates for you and your family, patient representatives can listen to and follow up on your concerns, answer questions or direct your request to the appropriate hospital department and arrange for special services or direct you to resources in the community. For more information, call 919.681.2020.

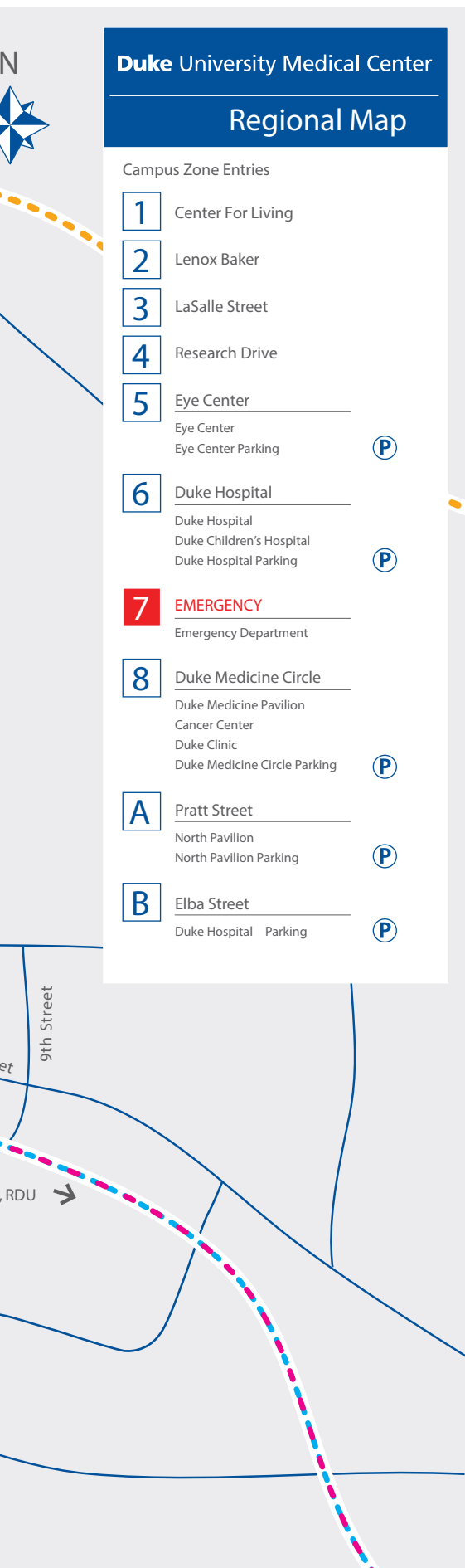
For more information

Families and visitors can find additional information about patient services, resources and support at dukemedicine.org. For more information about the City of Durham, visit the Durham Convention and Visitors Bureau at durham-nc.com.



Courtesy of Washington Duke Inn





Directions, Parking & Maps

From Richmond and points north

- From I-85, take Exit 174B—Hillandale Road. Turn left onto Hillandale Road.
- Drive 1.5 miles south and continue without turning as Hillandale Road becomes Fulton Street.
- Turn left onto Erwin Road.
- Turn right onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302 Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.

From RDU Airport, Raleigh, and points east

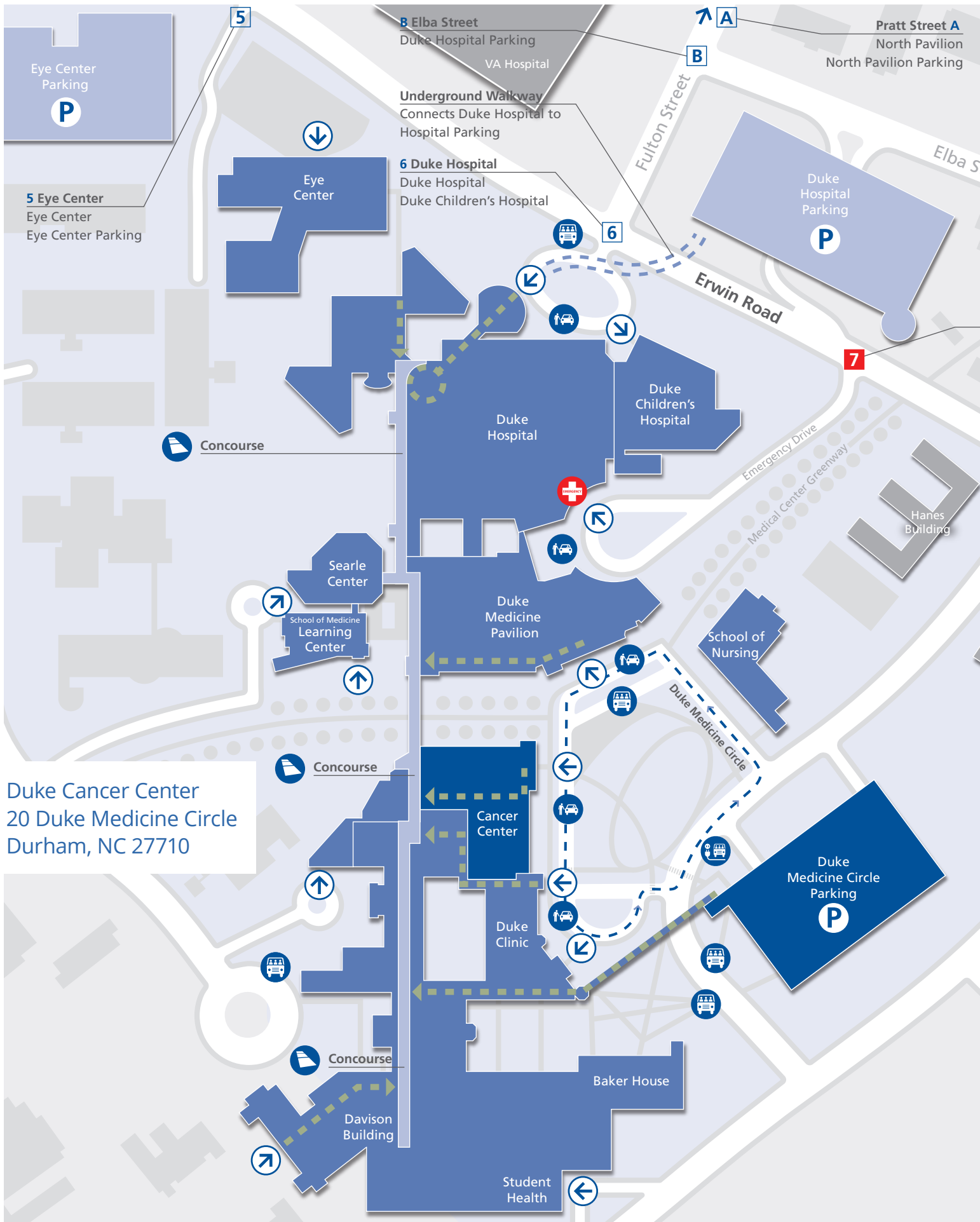
- From I-40, take Exit 279B—NC 147 North.
- From NC 147, take Exit 15A—Elba Street/Trent Drive.
- At the top of the ramp, turn left onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302 Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.

From Fayetteville and points south

- From I-95 N, take Exit 81—1-40 W toward Raleigh.
- Take Exit 279B to merge onto NC 147 N toward Durham.
- From NC 147, take Exit 15A for Elba Street/Trent Drive.
- At the top of the ramp, turn left onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302 Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.

From Greensboro and points west

- From I-85, take Exit 172—NC 147 South.
- From NC 147, take Exit 15B—Fulton Street. Turn right onto Fulton Street.
- Turn left onto Erwin Road.
- Turn right onto Trent Drive. You will see signs referencing Zone 8.
- Trent Drive becomes Duke Medicine Circle. The Duke Cancer Center is located at 20 Duke Medicine Circle.
- The Duke Medicine Circle parking garage is located at 302 Trent Drive, about 1/10 mile after you make the turn onto Trent Drive.



Parking & transportation

Parking is available in the Duke Medicine Circle parking garage, located at 302 Trent Drive. There is a \$2 per hour fee or \$8 per day (fee subject to change). Pre-paid discounted parking passes are available at the Belk Boutique, located in the cancer center. Packets with 10 daylong parking passes are available for \$40 and can be purchased at the boutique.

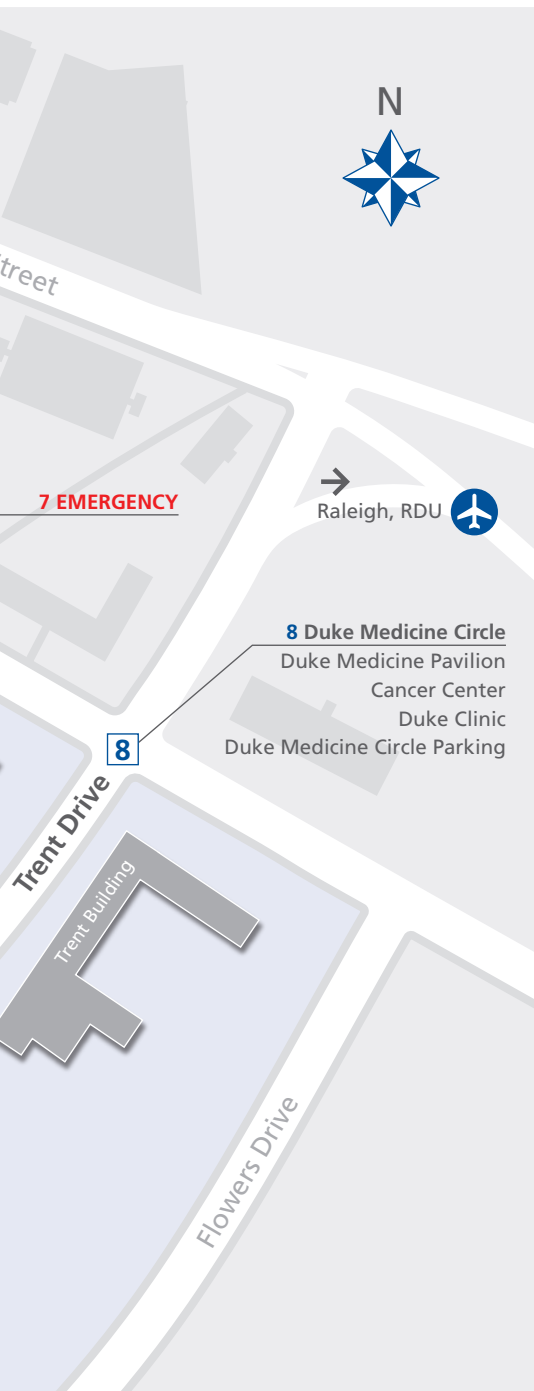
A courtesy shuttle is available free of charge for patients and visitors. The white shuttle van picks up passengers at Level 1 of the Duke Medicine Parking Garage on Trent Drive, just outside the elevator lobby near a tall "Courtesy Shuttle" sign located outside on the sidewalk. The shuttle makes stops at the Cancer Center, Morris Building and Duke Clinic. After appointments, patients and visitors can catch the shuttle at drop off locations for transport back to the parking garage. The van runs regularly every 5 to 8 minutes throughout the day, Monday through Friday, beginning at 6:30 a.m. and ending at 6 p.m.

For \$9 (fee subject to change), valet parking is available at the main entrance of the Duke Cancer Center. Attendants will provide you with a claim check and then park your car in the parking garage. This service accepts cash only.

Wheelchairs and assistance are available in the Duke Cancer Center.

As you calculate your travel time, please include extra time to park your car, find the clinic and register.

Please see map at left.



Duke University Medical Center

Campus Map

	Zone Identification		Emergency
	Building Entrance		Parking
	Bus Stop		Valet
	Patient Shuttle		Concourse
	Concourse Access		



Additional resources and support

Patient navigation

Patient navigation is a patient-centered intervention that eliminates barriers to timely diagnosis and treatment of cancer and other chronic diseases. Patient navigation has evolved to become a “household” term in most cancer centers and is operationalized differently across institutions. Duke Cancer Institute’s patient navigation is a part of Patient Support Services, targeting vulnerable patients faced with multiple barriers. Patient navigation utilizes a multidisciplinary model and is led by a registered nurse who coordinates care across the continuum from point of entry through survivorship. The navigation model utilizes the expertise of social workers, family therapists, financial care coordinators and registered nurses to deliver comprehensive navigational services. At every point of contact, the patient is assessed for barriers and referred to the appropriate resource. For more information, please call Valarie Worthy, RN, at 919.613.6462.

Oncology & Palliative Care Social Work

Oncology and palliative care social workers help patients and their loved ones cope with the emotional and practical concerns that accompany the diagnosis and treatment of cancer. Our social workers assess individuals and family members to identify and address their specific needs. Social workers establish interventions to help our patients alleviate stressors and the financial burden associated with a cancer diagnosis, as well as connect patients and families to resources such as disability, home health/hospice, advance directives, and end of life care. For assistance in finding the most appropriate social worker, please contact the Patient Resource Center at 919.684.6955.

Smoking cessation

The Duke Center for Smoking Cessation (CSC) is dedicated to ending smoking addiction through research. The center conducts clinical trials to study efficacy of current tobacco cessation techniques and cutting-edge methods. Participation is voluntary. Screening is available online or by phone. A certified tobacco treatment specialist nurse is also available at the Duke Cancer Center Patient Resource Center the third Monday of each month. For more information, call 919.668.5055 or visit dukesmoking.com. For more information on sessions hosted at the Duke Cancer Patient Resource Center, call 919.684.6955.

Cancer nutrition

Our registered dietitian/nutritionists specialize in oncology, working collaboratively with you to make sure you’re well-nourished throughout your cancer treatment. Dietitians help to prevent and treat malnutrition, restore digestive health, minimize the side effects of your cancer treatment and work with you in survivorship. For more information, call 919.613.6379.

Cancer patient triage service – 919.668.6608

The Duke Cancer Center offers an oncology telephone triage service. The service provides efficient access to care, connecting patients to health professionals best able to address their specific needs. Calls are routed based on need. Patients can select from six options, including: scheduling an appointment, billing inquiry, prior authorizations and other paperwork needs, prescription refills, test results, and nurse advice. The oncology triage telephone service is available Monday through Friday, from 8 a.m. to 5 p.m. To access the phone service, please call 919.668.6608.

Duke Law School provides FREE legal services

Duke Law School’s Health Justice Clinic offers free legal assistance to help you deal with legal issues that may accompany your medical diagnosis and treatment. Volunteer law students from the Cancer Pro Bono Project are also available to help prepare important legal documents, such as healthcare power of attorney, living will, and general power of attorney. Free legal services through the Office of Public Interest and Pro Bono are available to Duke Cancer Center patients on the first and third Fridays of the month, from 10 a.m. to noon and from 1 p.m. to 3 p.m. To schedule an appointment, call 919.613.7169.

*American Cancer Society Hope Lodge® Program

Extended Stay America has partnered with the American Cancer Society to launch Keys of Hope®, a program offering Americans battling cancer with an affordable, comfortable place to stay. Over a two-year period, Extended Stay America is providing 100,000 stays free of charge to patients and their caregivers. The program also provides 40,000 rooms at \$19 per night and another 40,000 rooms at a 25 percent discount. For more information or to reserve a room, please call the American Cancer Society at 1 800.227.2345.