

A Handbook

for patients and families



DANA-FARBER



Boston Children's

CANCER AND BLOOD DISORDERS CENTER

Welcome

Our interpreters can help you communicate in many different languages, in person or by phone.

If you need an interpreter, call:

617-632-3673 Dana-Farber

617-355-7198 Boston Children's Hospital

إذا احتجت إلى مترجم اتصل ب:

دانا فاربر 617-632-3673

مستشفى الأطفال 617-355-7198

Si necesita un intérprete, llame al:

617-632-3673 Dana-Farber

617-355-7198 Boston Children's Hospital

Se precisar de um intérprete, ligue ao:

617-632-3673 Dana-Farber

617-355-7198 Boston Children's Hospital

Если Вам требуется помощь переводчика, звоните

617-632-3673 Dana-Farber

617-355-7198 Boston Children's Hospital

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Important Phone Numbers

If you have a life-threatening medical emergency away from the hospital, dial 911.

For non-emergency situations, call Dana-Farber's Jimmy Fund Clinic at **617-632-3270**, weekdays from 8 a.m. to 5 p.m.

After 5 p.m. on weekdays or anytime on holidays and weekends, call the page operator at 617-632-3352 and ask for the pediatric hematology/oncology fellow or stem cell transplant fellow on call.

My important phone numbers:



Getting Started

Tips for Patients and Family Members

Talk with your health care team. Always feel free to ask questions or have something explained if you don't understand. Patients and their family members are important members of the health care team.

Get support when you need it. When you meet with your health care team, bring a friend or extra family member to take notes or help you make important decisions.

Bring your ID cards. Keep your insurance card and hospital cards with you at all times.

A Note to Families and Friends

No one is prepared to learn that their child has cancer or a blood disorder. Our doctors, nurses, and other health care professionals know that a diagnosis of cancer or another serious illness deeply affects the entire family. We encourage you to accept support from your friends, family members, and our staff.



Know your medications. Keep a list of the medications your child takes and any allergies he or she may have, and carry it with you. You will be asked to update the list at each clinic visit or hospitalization.

Learn more. If you've done any research, bring copies along and ask members of your care team to explain how these findings apply to you.

Your Child's Insurance

Soon after diagnosis, it is important to verify insurance coverage and/or arrange payment for medical care at Boston Children's and Dana-Farber. Financial counselors and resource specialists are available to help, and will give you a "Paying for Your Child's Care" brochure to help you learn how to make financial arrangements.

Financial counselors work with your insurance company to help verify or arrange coverage for care at Boston Children's, Dana-Farber, Brigham and Women's Hospital, or elsewhere. We also advise that you call your insurance plan (at the number on your insurance card) to ask if you're eligible to be assigned a case manager.

If you do not have health insurance, please call a financial counselor at 617-632-3455 (Dana-Farber) or 617-355-7201 (Boston Children's).

Finding Your Way

Boston Children's Hospital is located at 300 Longwood Ave. in Boston. Dana-Farber is located nearby, at 450 Brookline Ave. An indoor bridge connects Dana-Farber and Boston Children's. See the map on the next page to see how the two campuses connect. For recorded directions, call 617-355-5036 (Boston Children's) or 617-632-3400 (Dana-Farber).

Parking

At Boston Children's Hospital: The parking garage is open 24 hours a day and located at the corner of Blackfan Circle and Longwood Avenue (across the street from the hospital's main entrance). Valet parking is available 24 hours a day, for an additional \$4 above the parking garage fee. (The fee is waived for cars with handicapped plates or placards.)

At Dana-Farber: The parking garage is open weekdays from 6 a.m. to 10 p.m. It is located under the Yawkey Center for Cancer Care, at 450 Brookline Ave. Valet and self-service parking are available at the same rate. Enter the Dana-Farber garage from Jimmy Fund Way. There are 10 reserved parking spots for pediatric patients and their families on level P3. Look for signage marked "For Pediatric Patients Only."

To learn more, call 617-355-4168 (Boston Children's) or 617-632-3134 (Dana-Farber). Or find rates online at www.danafarberbostonchildrens.org/Directions.aspx.

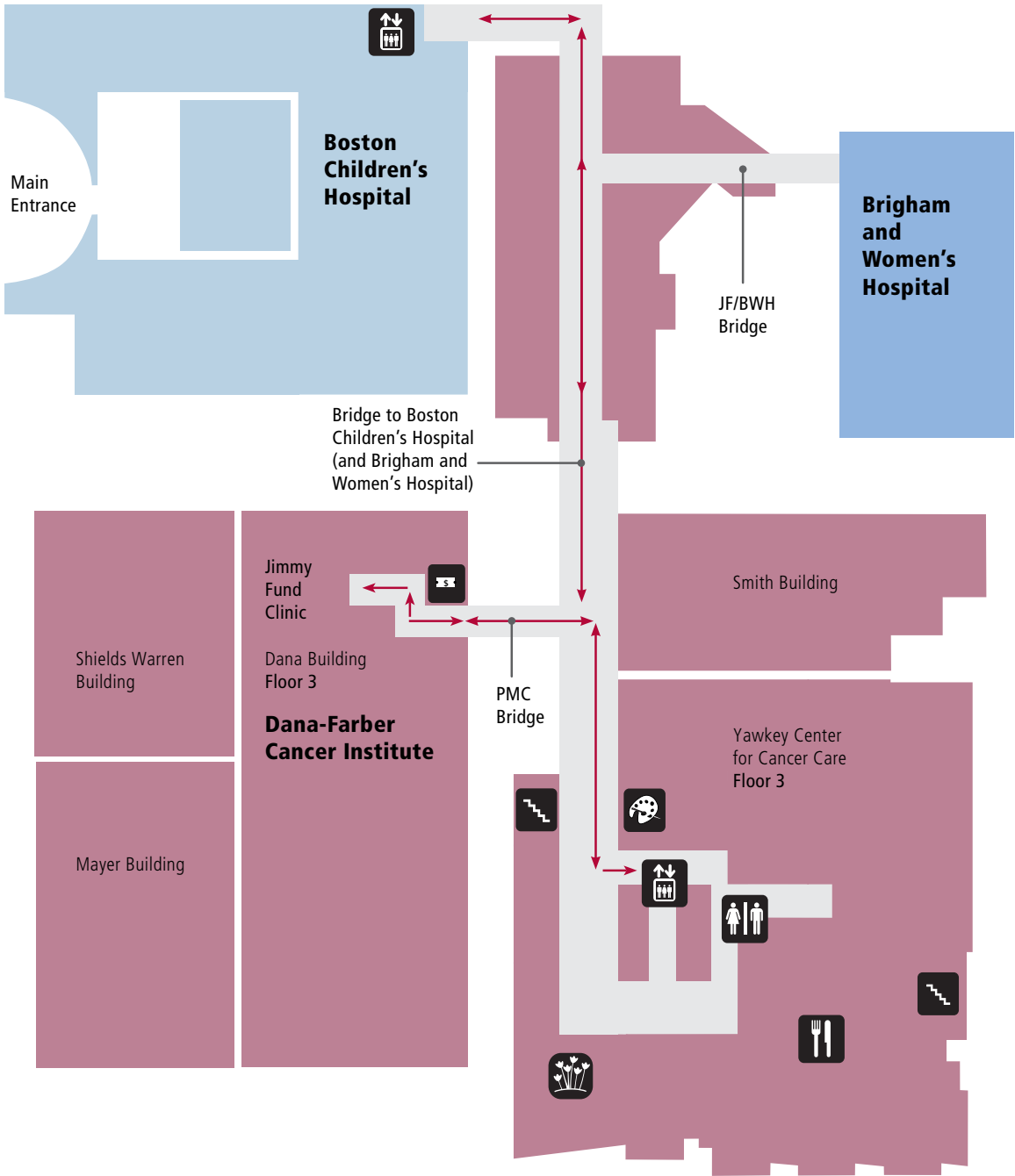
More Maps and Tips Online

Visit our website to find additional maps and tips. Visit www.danafarberbostonchildrens.org and click on "Directions."



- P** PARKING
- T** MBTA SUBWAY STOP
- ENTRANCE
- BRIDGE/TUNNEL
- DANA-FARBER**
- BOSTON CHILDREN'S**
- BRIGHAM AND WOMEN'S**





→ The red arrows on this map show routes between areas where patients are most often treated at Dana-Farber and Boston Children's Hospital.

Your Child's Treatment

Our specialists work together to treat young patients diagnosed with cancer or a blood disorder. Each child is assigned a primary clinical team, consisting of a fellow or nurse practitioner, an attending physician, a nurse, and a psychosocial provider. At every step, this team will include you in health care decisions.



The inpatient care team makes rounds on the units at Boston Children's Hospital every morning. They will talk with you about the progress of your child's treatment. In Dana-Farber's Jimmy Fund Clinic, you will meet with your primary team for checkups. These are good times to ask questions or share concerns.

Treatment Locations

Care for children and teens takes place at both Dana-Farber and Boston Children's. Most inpatient procedures and overnight stays happen at Boston Children's. Subspecialty and radiology appointments are also at Boston Children's. Most outpatient visits are at Dana-Farber's Jimmy Fund Clinic. If radiation therapy is needed, you'll go to Brigham and Women's Hospital.

Here are some important patient care areas to remember:

- Emergency Department at Boston Children's: main entrance
- Jimmy Fund Clinic at Dana-Farber: on Dana 3
- Hematopoietic Stem Cell Transplantation Unit at Boston Children's: on the 6th floor
- Oncology Unit at Boston Children's: on the 6th floor
- Operating Rooms at Boston Children's: on Main 3
- Neuro-Oncology Unit at Boston Children's: on 9 NorthWest
- Radiology Department at Boston Children's: on Main 2
- Radiology Oncology at Brigham and Women's: lower level 2 of the Ambulatory Services building

Types of Treatment

Pediatric oncologists and hematologists at Dana-Farber/ Boston Children's Cancer and Blood Disorders Center are experts in all types of childhood cancer and related diseases. Your health care team will teach you about your child's disease, and explain what to expect during treatment. Here's a closer look at some of the types of care you may receive.

Inpatient Care

Overnight stays at Boston Children's usually take place on the 6th floor or 9 NorthWest. Patients needing surgery may also spend time on other inpatient units.

To make your stay as easy as possible, each unit has special areas where patients and families can spend time away from the bedside. These include activity rooms (one for all patients and one for teens), a family lounge, and the Pediatric Hematology/Oncology Resource Room. Other areas, such as the Center for Families, the Boston Children's playground, and the cafeteria, are options for patients who can leave the inpatient units.

Radiation Therapy

The Radiation Therapy Department is located on Lower Level 2 of the Ambulatory Services building at Brigham and Women's Hospital. To get there from the Jimmy Fund Clinic, cross the PMC Bridge, take a left, and follow signs for Brigham and Women's Hospital. (See map on page 7.)



Outpatient Care

Most outpatient visits take place at Dana-Farber's Jimmy Fund Clinic on Dana 3. The clinic is open weekdays from 8 a.m. to 5 p.m. It is closed on weekends and holidays.

The timing of your appointments will vary, depending on the purpose of your visit. For example, longer chemotherapy infusions often begin early in the day, while shorter checkups may be scheduled in the afternoon. Lunch and snacks are provided.

In the Jimmy Fund Clinic's waiting area, the Betty Ann Blum and Marjorie Blum Pediatric Resource Room offers activities, books, loaner iPads, and other educational resources.

Chemotherapy and Infusion

Chemotherapy is medication used to destroy cancer cells and stop them from multiplying in the body. Chemotherapy may be given by mouth, injection, infusion, or delivered directly into the back.

Infusion delivers chemotherapy medications or other fluids into the body through a needle or device inserted into a vein. It may take a few minutes to several hours or days to finish. The treatments are usually repeated over certain time periods, called cycles.

Radiation Therapy

Radiation therapy uses high-energy X-rays to kill cancer cells or keep them from growing and dividing. If radiation therapy is needed, our pediatric radiation oncologist will meet with you to discuss all parts of radiotherapy and to outline an individualized treatment plan.

Stem Cell Transplant

A bone marrow transplant, also known as a hematopoietic stem cell transplant, may be used to treat certain types of childhood cancer, as well as some types of immunodeficiency, metabolic disorders, or bone marrow conditions. If required, your primary provider will arrange a consultation with the transplantation team.

Surgery

Surgery may be needed for several reasons, such as: obtaining a tissue sample (biopsy) for examination, removing or shrinking a solid tumor, collecting a bone marrow sample (called bone marrow aspiration or biopsy), placing a central line, easing pain, removing blockages caused by cancer cells, or repairing an area damaged by cancer. If surgery is necessary, your care team will provide detailed instructions about how to prepare.

Most surgery takes place in the operating rooms at Boston Children's, Main 3. If an overnight stay is required after surgery, you will stay in an inpatient room. If the surgery does not require an overnight stay, you should be able to go home after an evaluation by the care team in the recovery room. Some procedures may take place in the Jimmy Fund Clinic.

Clinical Trials (Research Studies)

Many young cancer patients are cared for in research studies called clinical trials. Clinical trials test new therapies, look at new ways to give treatment, and explore ways to keep cancer from recurring.

While doctors might recommend a clinical trial, participation is entirely up to you. If you choose not to enroll, you will receive standard therapy. Before any treatment begins, the team will explain all parts of the study and ask you to sign consent forms. You can withdraw at any time, and your health care team is always available to answer any questions.

To find out whether the cost of a clinical trial is covered by your insurance company, talk with members of the study team, a financial counselor, or your insurance case manager.

Where to Pick Up Prescriptions

Prescriptions given at your clinic visit or when your child is discharged from the hospital can be sent to the pharmacy of your choice. You can pick up specially prescribed cancer medications at Dana-Farber's outpatient pharmacy on Yawkey 2.

CVS, located in the main lobby of Boston Children's, also offers a full-service pharmacy. It is open daily from 8 a.m. to 8 p.m. and the phone number is 617-975-3500.

You can pick up compound prescriptions, which are medications made from scratch, at a pharmacy near your home. Ask your nurse for a list of these pharmacies.

Caring for a Central Line

If your child receives a central line as part of his or her treatment, you can visit our website at www.danafarberbostonchildrens.org/central-line to learn more about how the device works and get tips for caring for it at home.



Treating the Whole Patient

Dana-Farber/Boston Children's Cancer and Blood Disorders Center offers programs and services designed to address the wide range of needs that can result from treatment. Our experts will work with you to promote the wellness of both your mind and body.

Integrative Therapies

Certain therapies, such as acupuncture and massage, can help ease the effects of cancer and its treatment, and promote well-being. The Leonard P. Zakim Center for Integrative Therapies at Dana-Farber provide these and other services, including reiki, guided imagery, therapeutic touch, meditation, yoga, and music therapy. Clinicians work with families and their health care team to incorporate these therapies into the overall treatment plan. Call 617-632-3322 or visit www.dana-farber.org/zakim.



Pain and Symptom Management

The Pediatric Advanced Care Team (PACT) helps patients with advanced and life-threatening illness live as well as possible. PACT helps manage pain and symptoms, facilitates family and health care provider communication, and coordinates inpatient, outpatient, and home care. The team includes doctors, a nurse, social worker, and coordinator, and acts as a resource to help you and your family make the best treatment choices. You can ask your primary oncologist to arrange a PACT consultation or call the team directly at 617-632-5042.

Nutrition

Nutrition is an important part of treatment for cancer and related diseases. Our registered dietitians and licensed nutritionists are specially trained in pediatric and cancer-specific nutrition, and provide services at both Dana-Farber and Boston Children's. Working with you and members of the care team, they will help you manage



treatment-related side effects, such as nausea, vomiting, bowel irregularities, taste changes, and weight loss or gain.

A diet technician can discuss meal options with you when you arrive for inpatient stays, and will consult the registered dietitian or nutritionist as needed. If you would like to meet with a nutritionist at Boston Children's or the Jimmy Fund Clinic, ask your primary oncologist or nurse to arrange a consultation.

Hats, Wigs, Books, and More

Friends' Place is a store on the first floor of Dana-Farber's Yawkey Center that offers items and services that can help patients adjust to

changes in appearance during or after cancer treatment. The store's experienced staff offers consultations to suggest a variety of ways to help minimize the physical effects of cancer therapy.

Friends' Place sells a wide range of specialty products, including: head coverings (wigs, hats, scarves, sleep caps), non-metallic deodorants, skincare products, books, videos, and more. Call 617-632-2211 or visit www.dana-farber.org/friendsplace.

Visit the Healing Gardens

When you need a place to relax and enjoy nature, visit the Stoneman Healing Garden on the third floor of Dana-Farber's Yawkey Center for Cancer Care. This indoor sanctuary features stone walls, seasonal flowers, and a canopy of greenery. Overlooking the garden is the Morse Conservatory, which offers a plant-free environment for patients with allergies and other health concerns. Boston Children's also offers an outdoor courtyard for oncology patients on the sixth floor.

Support and Counseling

Dana-Farber/Boston Children's Cancer and Blood Disorders Center offers programs and services designed to help you and your family. Here are some of the support and counseling services you may want to consider using.



Psychosocial and Emotional Support

To support the whole family, our Pediatric Psychosocial Services team offers a wide range of mental health services and emotional support to patients and families. Your family will be assigned a psychosocial clinician (psychologist or social worker) who is available during your inpatient stay and outpatient visits. This person will assess your needs, give you information about the impact of cancer on families, and meet with you at your request.

In addition, we offer play therapy, behavioral therapy (such as relaxation and other techniques to manage pain or anxiety), school consultations, and more.

Family Support

Parents need to learn a lot about their child's care, while also dealing with their own feelings and caring for other members of the family. Your psychosocial clinician can help you communicate with your child and other family members about the diagnosis, work with your health care team, and support you as you go through treatment. Therapy is available to help during different stages of the patient's illness for individuals, couples, siblings, and families. We also give brothers and sisters materials that help them cope with their sibling's cancer.

Spiritual Care (Chaplains)

Our chapels provide a place for quiet reflection for persons of any belief. Chaplains can offer clinic or bedside visits, worship services, spiritual counseling, prayer, sacraments, or a sympathetic ear. Tell a staff member about any special preferences or needs related to your beliefs, and the care team will accommodate you whenever possible.

The chapel at Dana-Farber is on Yawkey 2. At Boston Children's, the chapel is on Farley 1. To reach Dana-Farber's Spiritual Care, call 617-632-3908. For Boston Children's, call 617-355-6664.

Support Groups

We offer several support groups to guide your family through the cancer experience, including a Caregiver's Circle and a "Just for Sibs" group, run by members of the Pediatric Psychosocial Oncology team. We also offer informal gatherings and group activities in the Resource Rooms at Boston Children's and Dana-Farber. For a list of current support groups, go to the Patient and Family Resource Room on the 6th floor of Boston Children's or the Blum Pediatric Resource Room on Dana 3 at Dana-Farber. Call the psychosocial group social worker at 617-632-5359.

Ethics Consult

The ethics consult service can help your family and health care team talk about, understand, and reach an agreement about ethical issues, such as whether or not to receive additional cancer therapy. They also help you decide the best course of action for yourself or your child.

To ask for an ethics consult, please leave a confidential voice message at 617-632-5713. You can also call the page operator at 617-632-3352 and ask for the ethics consultant on call at Dana-Farber. To learn more, visit www.dana-farber.org/ethics.

Pet Therapy

Paw Prints is a program at Boston Children's that arranges visits from trained therapy dogs for hospitalized children and their families. Call 617-355-6279.

Patient Resources and Education

Dana-Farber/Boston Children's Cancer and Blood Disorders Center offers a number of resources and programs designed to help you and your loved ones address the challenges of living with cancer or a blood disorder.



Resource Centers

Visit our resource centers to learn more about your diagnosis, find programs that may interest you, and get answers to your questions about cancer. The centers offer Internet access, brochures on cancer-related topics, books, DVDs, educational workshops, and more. They are staffed by patient and family education specialists and volunteers.

Resource rooms also offer a variety of programs for your whole family to enjoy. You can learn more by visiting, calling, or finding the monthly calendar of activities at Boston Children's or Dana-Farber.

The Betty Ann Blum and Marjorie Blum Pediatric Resource Room is on Dana 3 at Dana-Farber. Call 617-632-3900.

At Boston Children's, families can access the Pediatric Hematology/Oncology Resource Room on the 6th floor as well as a resource room on 9 North West. Call 617-355-5645.

Boston Children's also has the Center for Families, located on the first floor of the Farley building, which offers general learning and support opportunities for the families of all patients. Visit to find computer access, as well as car seat or stroller loans. Call 617-355-6279.

Activity Centers

There are many opportunities for play, music, art, and other activities, such as playrooms in the inpatient units at Boston Children's and in the Jimmy Fund Clinic waiting area. Child life specialists, activity coordinators, adolescent specialists, and volunteers help you or your child feel comfortable before or after appointments, or during a hospital stay.

Addressing Your Concerns

Patient/Family Relations specialists are a good resource if you have concerns about your experience. They listen to your concerns and help you get answers to your questions. You can call Dana-Farber Patient/Family Relations at 617-632-3417 or Boston Children's Patient Relations at 617-355-7673.

Resource Program

The Pediatric Resource Program provides resource assistance to eligible families whose children are currently receiving treatment. This program helps eligible families with basic expenses, such as co-payments for their children's prescriptions, transportation costs, and meals during extended hospital stays.

Soon after diagnosis, you will meet with a resource specialist from the Pediatric Resource Program. He or she will assess your needs and help you identify and access support from local, regional, and federal aid programs. To speak with one of our resource specialists, call 617-632-5796, 617-632-6842, or 617-632-3365.



Patient Safety

Dana-Farber and Boston Children's have many systems in place to protect your safety, such as ID bands to help make sure your child receives the right medication. To ensure your safety, keep your child's medication list updated at all times, carry it with you, and share it with your child's health care team. If you have a question, or something doesn't seem right, speak up. To learn more, call 617-632-4935 (Dana-Farber) or 617-355-7742 (Boston Children's).



Back-to-School Program

The Back-to-School program can help ease your child's transition back to the classroom by preparing his or her classmates and teachers. They discuss your child's illness, treatment, side effects, and the emotional aspects of having cancer. Staff members also speak before classes and/or school personnel, tailoring their presentations to the grade level. For more information about the Back to School Program, call the Oncology Community Outreach Nurse at Boston Children's Hospital, 617-355-0472, or the Activities Department at

Dana-Farber's Jimmy Fund Clinic, 617-632-3278.

School Liaison Program

The School Liaison Program helps families and patients who have had treatment involving the central nervous system. Staff members help families understand the effects of their child's treatment, inform them about learning disorders, and help them negotiate the special education system. The program also collaborates with teachers and school staff, holding workshops to educate them about the unique needs of these patients. To learn more, call 617-632-5909.

Surviving Cancer

When your child completes treatment for cancer, your family will receive a “Transition to Survivorship” handbook that provides a road map for recommended screenings and lifestyle tips to help ensure a healthy future.

In addition, Dana-Farber’s Perini Family Survivors’ Center offers separate programs for young cancer survivors:

The **David B. Perini, Jr. Quality of Life Clinic** offers survivors of childhood cancer consultations and guidance for living well beyond cancer. Patients are eligible to visit the clinic after they have been off treatment for at least two years. Call 617-632-5124 or email perini_clinic@dfci.harvard.edu.

The **Stop & Shop Family Pediatric Neuro-Oncology Outcomes Clinic** addresses the long-term needs of survivors of pediatric brain tumors. An experienced team of professionals provides a full range of individualized care. The goal is to monitor quality of life, minimize late effects, and prevent further problems. Call 617-632-2680 or email

pedibrainumor@dfci.harvard.edu.

STEPS, or “Success Through Education, Psychosocial support, and Socialization,” is a support program that holds monthly events for adolescent and young adult brain tumor survivors and their parents or caregivers. Organized by survivorship experts from Dana-Farber, these activities offer attendees a chance to connect with one another, learn new skills, and have fun. Call 617-632-6080 or visit www.dana-farber.org/STEPS.



Basics

Where to eat, stay, get cash, and more

Resources for Newcomers

Patients, families, and visitors new to the Boston area can speak with volunteers at Dana-Farber/Boston Children's Cancer and Blood Disorders Center to get helpful information.

Dana-Farber's Ruth and Carl J. Shapiro Center for Patients and Families is on the first floor of the Yawkey Center. It offers self-service information kiosks and a Concierge Desk staffed by volunteers who can provide advice, maps, and brochures.

Call 617-632-3750.

The Center for Families at Boston Children's is dedicated to helping families find the information and resources they need to understand their child's medical condition and take part in their care. All patients, families, and professionals are welcome to benefit from the services provided by the center.

Call 617-355-6279.

Where to Stay

Every patient room at Boston Children's includes space for one overnight guest. Some rooms have convertible recliners next to the patient's bed, while others have a bed built into the wall. If your family needs additional accommodations, support staff at the Center for Families at Boston Children's can help you make reservations at the Devon Nicole House, the Ronald McDonald House, area hotels, inns, bed and breakfasts, or home stays through an organization called Hospitality Homes.



Because rooms at these locations are sometimes limited, try to reserve a space in advance by speaking with a resource specialist, whenever possible. You can visit the Center for Families at Boston Children's on Farley 1 or call 617-355-6279.

Where to Eat

The Longwood Medical Area has several eateries for patients and families. Boston Children's and Dana-Farber also offer options at their own cafeterias and restaurants:

- Lavine Family Dining Pavilion, Yawkey Center 3rd floor
- Café at Boston Children's, Farley basement
- Au Bon Pain, in Boston Children's main lobby

The Longwood Galleria, which is close to both Dana-Farber and Boston Children's, offers a food court and restaurant.

We are Tobacco-Free

To promote a healthy environment for patients, visitors, and staff, the use of tobacco products is prohibited at Dana-Farber and Boston Children's – including outdoor areas.

Many additional restaurants, delis, and fast-food choices are available elsewhere in the area. To learn more, call Reception and Information Services at 617-355-6201, visit the Information Desk in the Boston Children's Main Lobby, or speak with one of the nurses at Boston Children's.



Where to Get Cash

Banks and ATMs are located throughout the medical area, including:

- 435 Brookline Ave. (Citizens Bank; across the street from Dana-Farber's Mayer building)
- 300 Longwood Ave. (lobby of Boston Children's)
- 333 Longwood Ave. (Bank of America)
- 350 Longwood Ave. (Santander Bank; near the Longwood Avenue entrance of the Longwood Galleria)
- 375 Longwood Ave. (MASCO garage lobby)

The Boston Children's cashier on Farley 1 sells stamps, makes change, and cashes business checks. You may also cash up to \$25 in personal checks.

Gym Access

During inpatient stays, families can access BodyScapes Longwood, located at 77 Avenue Louis Pasteur, by presenting their parent/guardian ID badge.

Where to Shop

Our gift shops sell magazines, books, greeting cards, fresh flowers, toys, and much more. At Boston Children's, the Trinkets and Treasures Gift Shop is located behind the main lobby reception desk. At Dana-Farber, the Friends' Corner Gift Shop is on Yawkey 1.

Internet Access

Free wireless Internet access is available in most patient care areas at Dana-Farber and Boston Children's. If you don't have your own computer, you can use one in the Pediatric Hematology/Oncology Resource Room, Main 6, or borrow one from the Blum Pediatric Resource Room on Dana 3.

iPad Lending Program

At Dana-Farber, you can borrow an iPad or laptop by filling out a request form at the Blum Pediatric Resource Room or the Jimmy Fund Clinic front desk. iPads may also be borrowed from the Ruth and Carl J. Shapiro Center for Patients and Families, on the first floor of the Yawkey Center. The devices must be returned when the patient leaves Dana-Farber.

Onsite Laundry

Boston Children's offers access to on-site laundry facilities for parents of children staying in our inpatient units. Our nurses can show you where the facilities are located.

Mail for Inpatients

Young patients who require longer stays in the hospital love to receive cards and packages. Mail can be sent directly to the unit where your child is staying. The address is:

Child's Name
Floor Number, Unit
Boston Children's Hospital
300 Longwood Ave.
Boston, MA 02115

Taking a Break

Whether you stay overnight at the hospital or visit as an outpatient, there are many areas where you and your family can take a break at Boston Children's or Dana-Farber:

- Art Gallery at Boston Children's, behind the reception desk in the main lobby
- Creative Arts Studio at Dana-Farber, in the Blum Resource Center on Yawkey 1
- Fish tank at Boston Children's, main lobby
- Healing Garden at Dana-Farber, Yawkey 3
- Inpatient activity rooms at Boston Children's (on the 6th floor and 9 NorthWest)
- Cohen Family Garden, an outdoor courtyard for oncology patients at Boston Children's, 6th floor
- Outpatient playroom in the Jimmy Fund Clinic, Dana 3
- Patient Entertainment Center at Boston Children's, main hospital building
- Blum Pediatric Resource Room at Dana-Farber, Dana 3
- Pediatric Hematology/Oncology Resource Room at Boston Children's, Main 6
- Playground at Boston Children's, located outside the Farley building (requires hospital employee supervision; open daily from 2–3:30 p.m.)
- Teen activity room at Boston Children's, 6 North
- Teen waiting area in the Jimmy Fund Clinic, Dana 3

How to Help

Many patients and family members ask us how they can support Dana-Farber/Boston Children's Cancer and Blood Disorders Center and ease the experience of others. Here are some ways you may be able to help.



Donate Blood or Platelets

Cancer patients may need to replace blood and platelets lost during chemotherapy. If you are a family member or friend of a patient, you may consider donating blood or blood products such as platelets to help someone you love, or someone you've never met.

At Boston Children's Hospital Blood Donor Center, you can give blood or platelets. To donate blood or platelets at Boston Children's, call 617-355-6677 or visit www.bostonchildrens.org and click on "Ways to Help."

Become an Ambassador

Volunteer ambassadors at Dana-Farber serve as friendly hosts in blue vests who help patients and their families find their way around and learn more about Dana-Farber and Boston Children's. To inquire about becoming an ambassador, call 617-632-3307 or email volunteerservices@dfci.harvard.edu.



Join the Pediatric Patient and Family Advisory Council

The Pediatric Patient and Family Advisory Council at Dana-Farber/ Boston Children's Cancer and Blood Disorders Center consists of patients, family members, and staff who work together to improve and strengthen patient care at the cancer center.

The council serves as a resource to staff about patient-related issues, participating in the design of patient care areas and helping improve a wide range of processes. New members are welcome. Call 617-632-4319 or visit www.dana-farber.org/pfac.

Register to be a Stem Cell Donor

Only 30 percent of patients who need a stem cell transplant will find a matching donor within their own family. The remaining 70 percent search a worldwide database of unrelated donors, looking for their "miracle match" – someone who is willing to donate lifesaving cells.

Joining the National Marrow Donor Program's Be the Match® registry involves swabbing the inside of your mouth to get a small cell sample, but it also means that you'd be willing to donate your stem cells to a person in need, if called upon as a match.

Visit www.dana-farber.org/nmdp or call our marrow donor recruitment office at 617-632-2561 or toll-free 866-875-3324.

Volunteer

Volunteering at Dana-Farber or Boston Children's Hospital can be a rewarding experience. Many volunteers are cancer survivors, family members, or friends of someone with cancer. There are a variety of opportunities, such as greeting visitors, visiting inpatients, or working in a resource center.

Call 617-632-3307 or visit www.dana-farber.org/volunteer. At Boston Children's, call 617-355-7885 or visit www.bostonchildrens.org and click on "Ways to Help."

Phone Numbers

For patient care assistance, please call the following phone numbers:

Jimmy Fund Clinic: 617-632-3270.

Call during business hours: weekdays from 8 a.m. to 5 p.m.

Page Operator: 617-632-3352.

Call during off hours: weekdays before 8 a.m. or after 5 p.m., or anytime on holidays and weekends. Ask the page operator to page the pediatric hematology/oncology/stem cell transplant fellow on call.

In the event of a life-threatening emergency, dial 911.

Questions about your bill at Dana-Farber 866-408-4669

Questions about your bill at Boston Children's 617-355-7673

At Dana-Farber Cancer Institute

Jimmy Fund Clinic 617-632-3270

Blum Pediatric Resource Room 617-632-3900

Pediatric Psychosocial Services 617-632-5425

Dana-Farber page operator 617-632-3352

At Boston Children's Hospital

6 North 617-355-8066

6 East 617-355-8063

6 West 617-355-8069

9 Northwest 617-355-8096

Center for Families 617-355-6279

Boston Children's page operator 617-355-6369

At Brigham and Women's Hospital

Radiation Therapy 617-732-6310

Dana-Farber Cancer Institute

450 Brookline Ave.

Boston, MA 02215

617-632-5000

Boston Children's Hospital

300 Longwood Ave.

Boston, MA 02115

617-355-6000



CANCER AND BLOOD DISORDERS CENTER

About Dana-Farber/Boston Children's Cancer and Blood Disorders Center

Dana-Farber/Boston Children's Cancer and Blood Disorders Center is a more than 60-year partnership between Boston Children's Hospital and Dana-Farber Cancer Institute, offering comprehensive care to children, adolescents, young adults, and survivors of all types of childhood cancers, blood disorders, and related diseases.

Located in Boston's Longwood Medical Area, Boston Children's and Dana-Farber are teaching affiliates of nearby Harvard Medical School, and their physicians and researchers are Harvard faculty members. You have access to the combined strengths of a world-renowned cancer center and pediatric hospital, and receive care from a medical and nursing staff of pediatric experts. Learn more at www.danafarberbostonchildrens.org.